



# Nebraska's 988

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## Messaging for Messengers

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DEPT. OF HEALTH AND HUMAN SERVICES

*Helping People Live Better Lives.*

1-800-273-TALK  
will transition to  
988 on July 16,  
2022

**Nebraska Needs YOU...**

*Help, Hope and Healing*

**IN THE HEARTLAND**

*Helping People Live Better Lives*



# Laying the Groundwork for Change

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## Background Drivers, Federal Perspective

Federal legislation mandating the rollout of the 9-8-8 mental health and suicide crisis number by July 2022.

- The National Suicide Hotline Improvement Act, (8/2018) directed the U.S. Federal Communications Commission (FCC) in conjunction with other agencies to study these issues.
- August 2019 FCC Commission report to Congress recommending 9-8-8.
- December 2019 FCC initiates rulemaking to designate 9-8-8.
- July 2020 FCC Finalizes Rule and Order designating 9-8-8 with a July 2022 deadline for telecom providers to make operational.

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# Saving Lives

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TOO MANY PEOPLE  
ACROSS THE U.S.  
FACE SUICIDAL,  
MENTAL HEALTH  
AND/OR  
SUBSTANCE USE  
CRISIS ALONE

## **Nationally In 2020**

there was approximately  
one death by suicide  
every 11 minutes

## **In 2020**

for people aged 10–14 and  
25–34 years, suicide was the  
second leading cause of death

## **From April 2020 to 2021**

over 100,000 people died from  
drug overdoses

## **In Nebraska:**

- 2<sup>nd</sup> leading cause of death for ages 10-34
- 5th leading cause of death for ages 35-44
- 6th leading cause of death for ages 45-54
- 7th leading cause of death for ages 55-64
- 18th leading cause of death for ages 65+

Overall, 10th leading cause of death in Nebraska.

On average, one person died by suicide every 32 hours.

# There is Hope

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The Suicide Prevention Lifeline in Nebraska received:

- 935 calls in January 2022
- 910 calls in February 2022
- 982 calls in March 2022
- 1008 calls in April 2022
- 1068 calls in May 2022

**TOTAL: 4,903**



**Proven to work** – Lifeline studies have shown that after speaking with a trained crisis counselor, most callers are significantly more likely to feel

- less depressed
- less suicidal
- less overwhelmed
- more hopeful

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# On July 16, 2022, the soft launch of 988 takes place with the transition from 1-800-273-TALK to 988



## Short-term goal

A strengthened and expanded Lifeline infrastructure to respond to crisis calls, texts, and chats anytime

## Long-term vision

A system that provides more opportunities for crisis services

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# What Is Desired System Change for 988?

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- Someone to call
- Someone to respond
- Somewhere to go/Community Support



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# Someone to Call

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- ▶ 1-800-273-TALK moving to 988 on July 16, 2022
- ▶ Staffed 24/7
- ▶ Triage and de-escalation
- ▶ Provide referrals and resources
- ▶ Activate Mobile Crisis Response when appropriate



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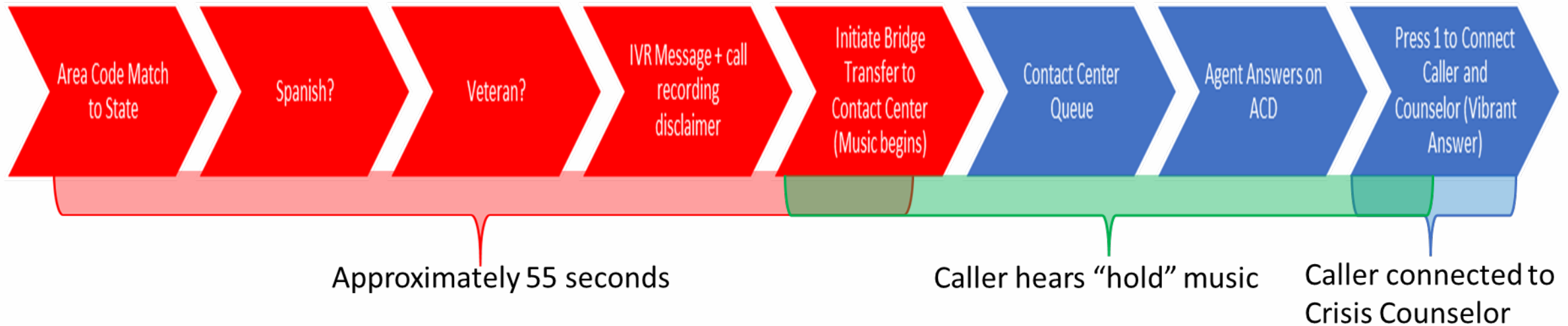
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# Vibrant Health's Technology and Process



## 988 is not exactly like 911

988 calls are routed first through Vibrant Health's system and not directly to a person

### People who call 988 are given three options:

- Press 1 to connect with the Veterans Crisis Line
- Press 2 to connect with the Spanish Subnetwork
- Remain on the line and be connected to a local crisis center; if local crisis center is unable to answer, the caller is routed to a national backup center

# Someone to Respond

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- Continue to Expand Youth and Adult Mobile Crisis Teams
- Meet the consumer where they are at
- Co-Responder Models (Licensed individuals who respond with Law Enforcement)
- Person with Lived Experience on the team
- Standardized training and expectations
- Post crisis follow-up
- Referrals for Services



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# Vision of Somewhere to Go/Community Supports

- Continue to develop Crisis Receiving and Stabilization Services across the state
- Bed Registry/Availability for Referrals
- Same day or next day assessment, outpatient, medication management
- Mental Health and Substance Use crisis respite for youth and adults
- Peer Run Hospital Diversion/Peer Run Crisis Respite



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# We Need You

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Visit our DHHS 988 Webpage located at: <https://dhhs.ne.gov/Pages/988.aspx> where you will locate a Marketing Toolkit containing numerous marketing materials for you to print and share!

Items in the Toolkit include:

- PSAs in English and Spanish
- 988 FAQ Sheet in English and Spanish
- Message for Messengers slide deck
- Flyers
- Posters



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Thank you!

On July 16, 2022



NEBRASKA  
NEEDS YOU



Learn more about Nebraska's 988 efforts here:

<https://dhhs.ne.gov/988>

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