

Nebraska's 988 Planning Grant Progress

August 2021

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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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988 State Planning Grant

- Funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and administered by Vibrant Emotional Health
- \$130,000 awarded to DHHS-DBH
 - Grant period runs March 2021- September 2021 (Extended through Jan 2022)
 - Grant activities are dedicated to the development of an implementation plan for 988 in Nebraska.
 - The plan focuses on eight (8) core areas

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Nebraska's Progress

Core Area 1:

Ensure Statewide 24/7 Coverage for 988 Calls, Chats, and Texts

- Landscape analysis with data from Boystown (Current Lifeline Provider)
- Exploring technology options

Core Area 2:

Secure Adequate, Diversified, and Sustained Funding Streams for Lifeline Member Centers

- Examining Cost Projections based on call volume projections
- Examining Sustainable Funding Options for Support of Call Center

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Core Area 3:

Expand and Sustain Center Capacity to Maintain Target In-State/Territory Answer Rates for Current and Projected Call, Text, and Chat Volume

- Examining Projections in Call Volume
- Examining Technology Options for Texts & Chats

Core Area 4:

Support Crisis Centers in Meeting Lifeline's Operational Standards, Requirements, and Performance Metrics

- Interactive Webinar June 28
- Monitoring National Standards & Reports
- Monitoring Boystown Lifeline Data

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Core Area 5:

Convene a Coalition of Key Stakeholders to Advise on 988 Planning and Implementation



Presentation Dates

Focus

April 29, 2021	Orientation to Nebraska's 988 Planning Efforts
May 24, 2021	988 Follow-up Services & Service Continuum
June 28, 2021	988 Desired Outcomes & Metrics
August 11, 2021	988 Lifeline Call Center Costs
August 30, 2021	Orientation to 911/988 Shared Protocols
September 27, 2021	Review Plan & Recommendations Draft

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Core Area 6:

Maintain a Comprehensive, Updated Listing of Resources, Referrals, and Linkages; Plan for Expanded Services

- Updating Boystown with Referral Information
- Discussing Connections in Regional Planning Meetings

Core Area 7:

Ensure All State/Territory Centers Can Provide Best Practice Follow-Up to 988 Callers/Texters/Chatters

- Eliciting Follow-Up Preferences in Regional Planning Meetings

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Nebraska's Crisis Continuum



988 Planning

988 Call

All Nebraska calls are answered at the Boys Town location. Call takers screen and provide crisis intervention and referrals.

988 Referral for Crisis Services

how?

988 contacts the appropriate crisis response entity to make personal contact with the caller.

when?

Local /
Regional
Follow-up

who?

Life Safety Issue = 911

Regional Crisis Continuum

- Mobile Crisis
- Crisis Stabilization
- Crisis Respite
- Acute Hospitalization
- Psychiatric Observation
- Hospital Diversion

How should 988 be connected to 911 (PSAP) Centers?

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Nebraska's Progress

Core Area 8:

Plan and Implement Marketing for 988 in Your State/Territory

- Discussing in Regional Planning Meetings
- Posing Question to Stakeholders
- Consulting media campaign experts on timing and strategies

How should 988 be marketed to ...
911 Centers?
Behavioral Health Providers?
Behavioral Health Customers?
General Public?
Other behavioral health system partners?

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Nebraska's Behavioral Health Crisis Continuum

Current Crisis Continuum

Hotlines/Warmlines

1. National Suicide Prevention Lifeline
2. Nebraska Family Helpline
3. Rural Response Hotline
4. Local Crisis Lines

Mobile Crisis Response (Adult & Youth)

Crisis Stabilization
Acute Hospitalization
Psychiatric Observation
Hospital Diversion



Future Crisis Continuum

1. 988 Call Center
2. Nebraska Family Helpline
3. Rural Response Hotline
4. Local Crisis Lines

Crisis response services prioritized by Stakeholders and the State



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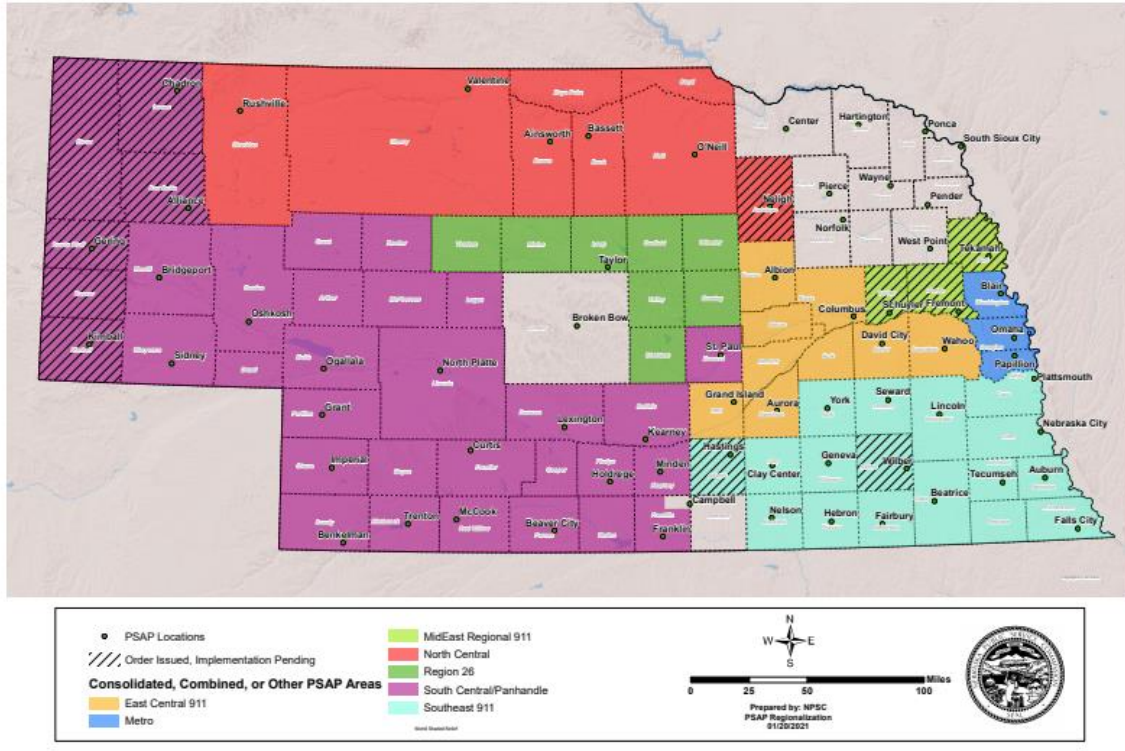
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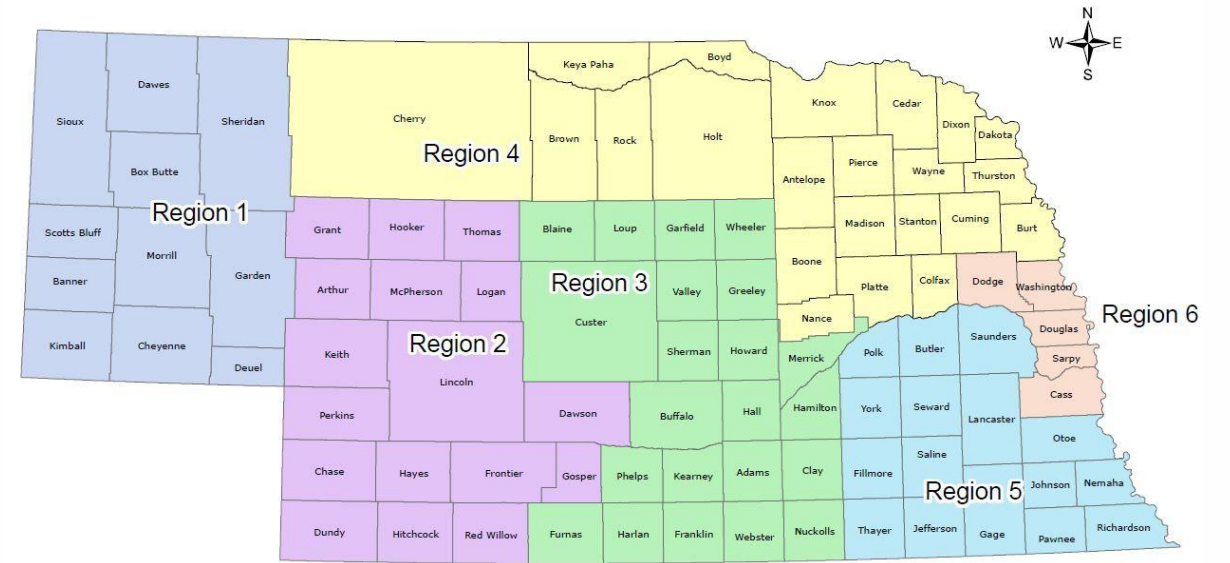
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PSAPs and Behavioral Health Regions

Nebraska PSAP Regionalization



Behavioral Health Regions



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Next Steps

- Consolidate Regional Planning Session Information, Stakeholder Survey Feedback, & Implementation Coalition Recommendations
- Pose Goals & Action Steps For Each Core Area
 - Pre-Launch (October 1, 2021 to June 30, 2022)
 - One Year Post-Launch (July 1, 2022 to June 30, 2023)
- Present Draft Plan in September Stakeholder Webinar for review and feedback
- Finalize Planning Document and Submit to Vibrant Emotional Health, CEO Smith, & the Governor December 30, 2021
- LB247 Mental Health Crisis Hotline Task Force Begins Their Work August 18, 2021

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Questions or comments....

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