Nebraska’s 988 Planning Grant Progress

August 2021
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
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
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
Nebraska’s Progress

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
Nebraska’s Progress

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

Nebraska’s Crisis Continuum

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

→ Life Safety Issue = 911

→ Regional Crisis Continuum

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

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?
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

24h
PSAPs and Behavioral Health Regions
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
Questions or comments....