Nebraska’s 988 Messaging for Messengers
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

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.


- 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.
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:
- 2nd 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

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
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
What Is Desired System Change for 988?

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

- 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
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

- 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
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
We Need You

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
Thank you!

On July 16, 2022

Learn more about Nebraska’s 988 efforts here: https://dhhs.ne.gov/988