

Nebraska 988

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On July 16, 2022, 1-800-273-TALK Transitioned To 988

Someone to call



Somewhere to go



Someone to Respond



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Someone To Call

- ▶ The call center in Nebraska is located at Boys Town National Hotline in Omaha.

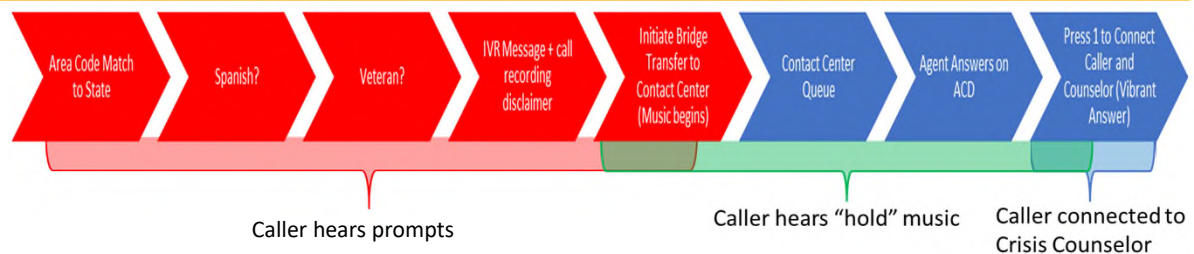
Talk with us.



- ▶ 988 is staffed 24/7 by trained Crisis Counselors who will:
 - Assess safety
 - De-escalate crisis
 - Triage and safety plan
 - Provide referrals and resources
 - Activate Mobile Crisis Response when appropriate

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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.

NEW ASL Now button on 988lifeline.org

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
- Press 3 to connect to the LGBTQI+ 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.

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Caller Experience



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Someone To Respond

- Offer Mobile Crisis Response
- In person, by phone, by telehealth
- Person with lived experience on the team
- Referrals for services
- Post-crisis follow-up
- Standardized training and expectations

There is hope.



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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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Mobile Crisis Response

- **Region 1: 3 crisis response teams**
 - Western Community Health Resources – primary face-to-face (occasional telehealth)
 - Box Butte – in person if presenting to the Hospital otherwise telehealth
 - Region1 – face-to-face
- **Region II: 1 crisis response team**
 - Region II – telehealth/phone
- **Region 3: 2 crisis response teams**
 - Lutheran Family Services – face-to-face or telehealth
 - South Central Behavioral Health – face-to-face or telehealth

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Mobile Crisis Response

▶ **Region 4: 2 crisis response teams**

- The Well – face-to-face
- Heartland Counseling Services – face-to-face

▶ **Region V: 2 crisis response teams**

- CenterPointe – face-to-face
- TASC – face-to-face

▶ **Region 6: 2 crisis response teams**

- Heartland Family Services – face-to-face
- Lutheran Family Services – face-to-face

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988 NE Call Volume – FY25

Month	Calls Presented	Calls Answered	Adj. Ans Rate	ASA	Abandon	Abandon %	Abandon <10s	Short Aband % of Abandons	Avg. Talk (mins)
Jul	2220	2055	93.50%	0:10	165	7.40%	22	13.30%	14:42
Aug	2422	2256	94.90%	0:10	166	6.90%	45	27.10%	14:13
Sep	2517	2327	94.20%	0:10	190	7.50%	46	24.20%	15:02

Sep: Averaged 84 calls/day (42% increase since March)

FY24: Averaged 61 calls/day: daily average increase of 22% over FY23

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988 NE Call Volume – Annual Review

Year	Calls Presented	Calls Answered	Adj. Ans Rate	ASA	Abandon	Abandon %	Abandon <10s	Short Aband % of Abandons	Avg. Talk (mins)
FY23	18300	16982	95.53%	0:10	1317	7.20%	523	39.71%	14:04

- FY23: Averaged 50 calls/day
 - Daily average increase of **66%** since transition from Lifeline to 988

Year	Calls Presented	Calls Answered	Adj. Ans Rate	ASA	Abandon	Abandon %	Abandon <10s	Short Aband % of Abandons	Avg. Talk (mins)
FY24	22409	20897	95.73%	0:09	1512	6.75%	580	38.36%	15:33

- FY24: Averaged 61 calls/day
 - Daily average increase of **22%** over FY23

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988 NE Digital Volume – FY25

Month	Chat			Text			Totals		
	Chat Offered	Chat Answered	Chat Answer Rate	Text Offered	Text Answered	Text Answer Rate	Total Digital Offered	Total Digital Answered	Total Digital Answer Rate
July '24	296	250	84.5%	898	747	83.2%	1194	997	83.5%
Aug '24	327	281	85.9%	565	481	85.1%	892	762	85.4%
Sep '24	539	444	82.4%	585	479	81.9%	1124	923	82.1%
Oct '24									
Nov '24									
Dec '24									
Jan '25									
Feb '25									
Mar '25									
Apr '25									
May '25									
Jun '25									
Totals	623	531	85.2%	1463	1228	83.9%	2086	1759	84.3%

*Sep: averaged 37 contacts/day: daily average increase of **56%** over FY24

*Unified Platform Reporting

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988 NE Digital Volume – Annual Review

	Chat			Text			Totals		
Year	Chat Offered	Chat Answered	Chat Answer Rate	Text Offered	Text Answered	Text Answer Rate	Total Digital Offered	Total Digital Answered	Total Digital Answer Rate
FY2023	2668	2360	88.50%	2624	2318	88.30%	5311	4691	88.30%

- FY23: Averaged 15 contacts/day

	Chat			Text			Totals		
Year	Chat Offered	Chat Answered	Chat Answer Rate	Text Offered	Text Answered	Text Answer Rate	Total Digital Offered	Total Digital Answered	Total Digital Answer Rate
FY2024	2906	2537	87.30%	5837	5126	87.80%	8743	7663	87.60%

- FY24: Averaged 24 contacts/day
 - Daily average increase of 60% over FY23

*PureConnect Business Manager Reporting
*UP Reporting Aug '23 and following

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Behavioral Health Region - Inbound Contact Breakdown

FY2025	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Unknown	Total
Inbound Contacts	154	241	536	447	1,996	3,492	80	6,946
Percentage	2.22%	3.47%	7.72%	6.44%	28.74%	50.27%	1.15%	100.00%

FY2024	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Unknown	Total
Inbound Contacts	718	906	1823	1272	7164	10844	513	23,240
Percentage	3.09%	3.90%	7.84%	5.47%	30.83%	46.66%	2.21%	100.00%

FY2023	Region 6	Region 5	Region 4	Region 3	Region 2	Region 1	Unknown	Total
Inbound Contacts	9000	4646	964	1320	676	708	1489	18,803
Percentage	47.86%	24.71%	5.13%	7.02%	3.60%	3.77%	7.92%	100.00%

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Total MCR Data

*FY2025

MCR Offers	MCR Declines	MCR Activations
259	187	72

Response Modality	Community	Phone	Telehealth	Facility
	28	44	0	0

Location	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Out State
	2	0	5	3	29	31	2

Age	Adult	Youth
	70	2

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Total MCR Data

*FY2024

MCR Offers	MCR Declines	MCR Activations
858	532	326

Response Modality	Community	Phone	Telehealth	Facility
	121	201	3	1

Location	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Out State
	13	8	26	10	76	172	21

Age	Adult	Youth
	283	43

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Total MCR Data

*FY2023

MCR Offers	MCR Declines	MCR Activations
391	236	155

Response Modality	Community	Phone	Telehealth	Facility
	75	73	6	1

Location	Region 6	Region 5	Region 4	Region 3	Region 2	Region 1	Age	Adult	Youth
	88	41	8	9	2	7		140	15

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Total MCR Data – Annual Review

FY23	MCR Offers	MCR Declines	MCR Activations
	391	236	155

FY24	MCR Offers	MCR Declines	MCR Activations
	858	532	326

- 110% increase in MCR activations in FY24 over FY23

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Emergency Interventions

*FY 2025

Emergency Interventions		Percentage of contacts resulting in emergency intervention	Percentage of contacts not resolved by phone <small>(emergency intervention + MCR)</small>
258		2.49%	3.18%
Voluntary	Involuntary		
71	187		

	Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Other	Nebraska
Emergency Interventions by Region	4	24	34	13	70	98	15	243
Percentage	1.55%	9.30%	13.18%	5.04%	27.13%	37.98%	5.81%	94.19%

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Emergency Interventions

*FY 2024

Emergency Interventions		Percentage of contacts resulting in emergency intervention	Percentage of contacts not resolved by phone <small>(emergency intervention + MCR)</small>
787		2.53%	3.57%
Voluntary	Involuntary		
178	609		

	Region 6	Region 5	Region 4	Region 3	Region 2	Region 1	Other	Nebraska
Emergency Interventions by Region	328	169	51	85	47	44	63	724
Percentage	41.68%	21.47%	6.48%	10.80%	5.97%	5.59%	8.01%	91.99%

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Emergency Interventions

*FY 2023

Emergency Interventions		Percentage of contacts resulting in emergency intervention	Percentage of contacts not resolved by phone (emergency intervention + MCR)
700		3.03%	3.70%
Voluntary	Involuntary		
175	525		

	Region 6	Region 5	Region 4	Region 3	Region 2	Region 1	Other	Nebraska
Emergency Interventions by Region	294	151	48	83	28	23	73	627
Percentage	42.00%	21.57%	6.86%	11.86%	4.00%	3.29%	10.43%	89.57%

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911-988 NE Pilot

Month	Calls Presented	Calls Answered	Calls Diverted	Calls Returned to 911	Adj. Ans Rate	ASA	Abandon	Abandon %	Abandon <10s	Short Aband % of Abandons	Avg. Talk (mins)
Mar	5	5	4	0	100%	0:09	0	0%	0	0%	20:58
Apr	6	6	4	1	100%	0:09	0	0%	0	0%	20:11
May	8	7	5	1	87.5%	0:44	1	12.5%	0	0%	33:47
Jun	7 (3 test)	7 (3 test)	3	1	100%	0:16	0	0%	0	0%	12:22
Jul	22 (18 test)	22 (18 test)	4	0	100%	0:08	0	0%	0	0%	16:23
Aug	18	17	6	0	100%	0:12	1*	5.6%	0	0%	10:19
Sep	23	23	9	0	100%	1:20	0	0%	0	0%	5:30

*July: multiple days of test calls for Sarpy County implementation

*Aug: multiple days of test calls for Sarpy County and Buffalo County implementation

*Sep: multiple test calls, Buffalo County came online September 9th

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Positive Feedback

*Callers/texters have unsolicited been calling back with positive feedback or sharing outcomes. These are some examples.

<p><i>The caller called back to thank Crisis Counselor. The caller said Crisis Counselor saved their life</i></p>	<p><i>Caller said Crisis Counselor, did a great job and did exactly what they needed. Caller said Crisis Counselor did not just tell her it was going to be OK like others have done, but they helped them breathe, slow down, and listened.</i></p>	<p><i>The caller called because 988 has helped them very much. They are no longer having thoughts of suicide because 988 helped them to stay positive.</i></p>
<p><i>Texter reached out to thank 988 for helping them. They feel better now and wanted to "thank 988 for all the work they do."</i></p>	<p><i>Caller spoke with Crisis Counselor and wanted to say that Crisis Counselor did a wonderful job, and they feel better. Caller wanted to say thank you to everyone at 988; it means a lot. Caller is sharing the number with many people to do her part to save a life.</i></p>	<p><i>Caller felt Crisis Counselor was very affirming by the language they used, and the support provided. Crisis Counselor made Caller feel that they mattered and validated their feelings were real. Caller feels Crisis Counselor was really helpful last night. Caller is feeling much better than last night and isn't feeling suicidal today.</i></p>

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To order wallet cards

- dhhs.ne.gov/Pages/988-Suicide-and-Crisis-Lifeline.aspx

Information for Partners

Order 988 Wallet Cards

<p>Name *</p> <input type="text" value="First and Last Name"/>	<p>Agency</p> <input type="text"/>
<p>Address *</p> <input type="text"/>	<p>City *</p> <input type="text" value="Cities in Nebraska"/>
<p>Zip *</p> <input type="text"/>	
<p>Quantity of Wallet Cards in English</p> <input type="text"/>	<p>Quantity of Wallet Cards in Spanish</p> <input type="text"/>
<input type="button" value="Submit"/>	

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