

Arizona 988 implementations and Crisis System Update

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What is 988?



2005

- The National Suicide Prevention Lifeline launched with the number **1-800-273-8255 (TALK)**



2013

- Lifeline adds chat service, available at www.suicidepreventionlifeline.org

2020

- The [National Suicide Hotline Designation Act](#) of 2020 is signed into law. It requires the FCC to designate 988 as the universal number for a national suicide prevention and mental health crisis hotline

- Text service added to the Lifeline



24/7

Crisis Support

Call or text 988 or chat
988lifeline.org



What is 988?

- 988 is a national dialing code that recognizes and transfers calls into a national routing system operated by SAMHSA/Vibrant.
- Like 1-800-273-Talk, 988 is confidential, free, and available 24/7/365, connecting those experiencing a mental health, substance use, or suicidal crisis with trained crisis counselors.
- Access is available through every landline, cell phone, and voice-over internet device in the United States for calls, texts, and chats.
- Callers can select the option to transfer into the Veterans Crisis system, speak with a Spanish speaking counselor, or connect to a specialized line for LGBTQ+ youth and young adults (those under 25 years of age).
- Translation services are available for over 150 languages.

What Callers can expect when dialing 988

- Callers will be connected to an Interactive Voice Response (IVR) answering service that will provide options for transferring to the VA line, a Spanish line, or the LGBTQ+ specialized line.
- If the caller does not select one of these options (greeting takes roughly 45-60 seconds) the call will be routed to a Lifeline call center designated to respond to the callers area code.
 - a. This means that if an AZ resident has an out of state area code the call will be transferred to the state associated with the area code and not an AZ center.
- Regardless of area code, all callers will be connected to trained crisis counselors.

988 & AZ Local Crisis Lines

- 988 calls are currently routed based on the area code of the caller's phone (not their physical location)
- 988 is great for people who prefer texting but could be problematic for people who need local resources like mobile crisis or appt scheduling
- The FCC is working on a geolocation fix hopefully in 2023
- 988 marketing in AZ - Beginning Jan 2023

The new 988 Suicide & Crisis Lifeline is available 24/7 across the US via phone, text, and chat (988lifeline.org) and will connect you to a trained crisis counselor. However, you may not get a local 988 center that can connect to local resources like mobile crisis, especially if you're calling from a cell phone with a non-Arizona area code. For now, we recommend calling your local crisis line directly if you need local resources.



Central
Mercy Care

North
Care 1st

South
AzCH

844-534-HOPE (4673) / text 4HOPE

602-222-9444

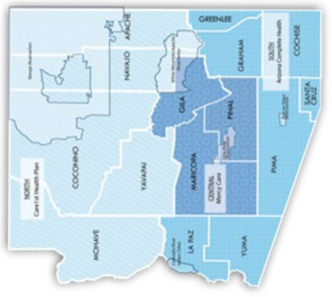
877-756-4090

520-622-6000



Coordination of care protocols between Solari and LaFrontera

ACC-RBHA/TRBHA Map Effective October 1, 2022



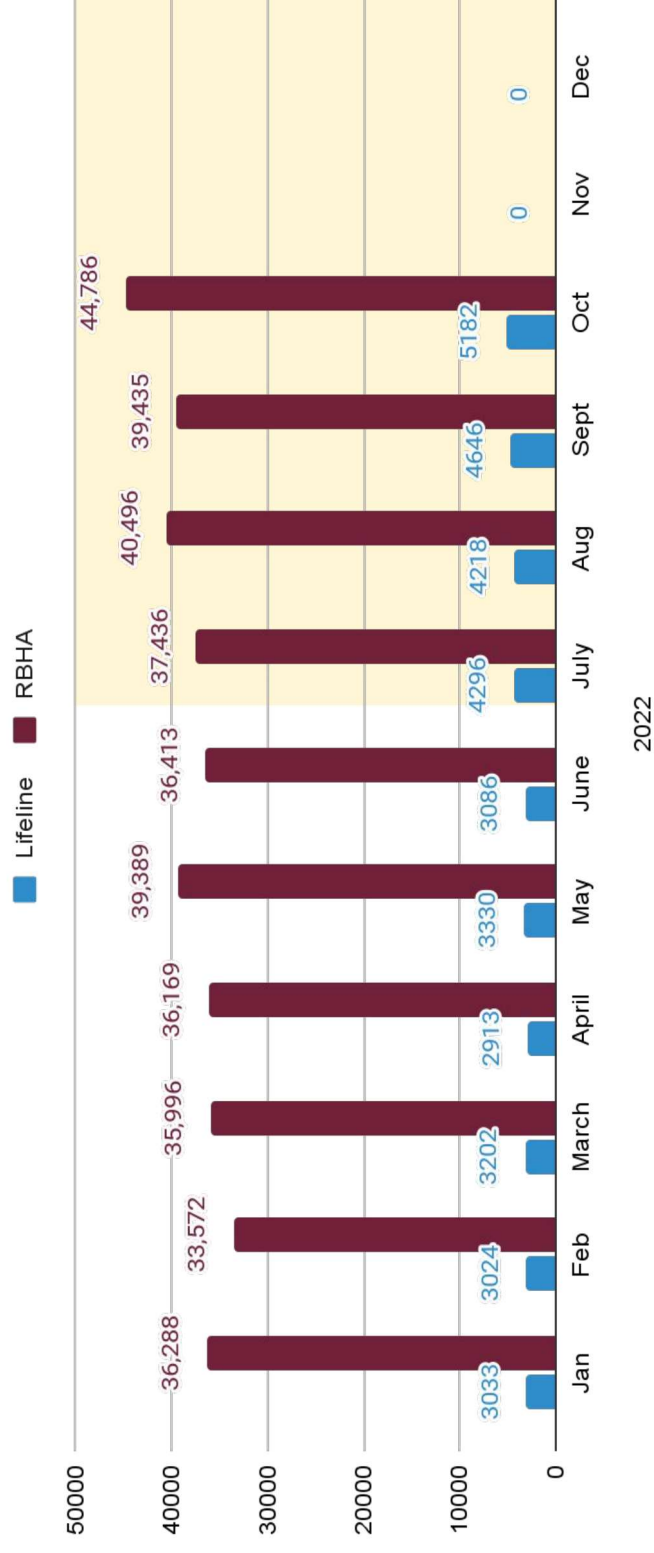
<< Single statewide crisis line

<< Old numbers still work

<< Solari coordinates mobile crisis and other local crisis resources across all of AZ



2022 Lifeline Center Calls vs. RBHA Call Center Calls



911 and 988 Complementary Systems

911

- Calls answered by operators
- Operator collects information
- Uses information to dispatch fire, police, or EMS
- Can collaborate with crisis call centers (including 988) when behavioral health concerns are identified.

988

- Calls answered by trained crisis counselors
- Counselor supports caller, deescalates situation and connects caller to community resources for ongoing support
- Ideally, able to dispatch mobile crisis teams when higher level of care is clinically appropriate

988 and 911 in AZ

- 988 and 911 call centers have been working with our RBHAs for several years to develop partnerships and protocols.
- ADOA 911 Administration has developed Policy Templates and tools for Public Safety Answering Points (PSAPs).
- Arizona has 81 PSAPs located throughout the State. Each PSAP is responsible for developing and following policies and protocols.
- Connection to 988 (and our local crisis system) is a fourth tool for 911 dispatchers and protocols need to be established to promote consistency in triage and coordination with each PSAP.
- AHCCCS and ADOA have partnered on developing a PSAP tracker to monitor the progress of policy development and 988 collaboration.
- The 988 Advisory Committee will continue to monitor the collaboration progress of PSAPs and our crisis call centers.

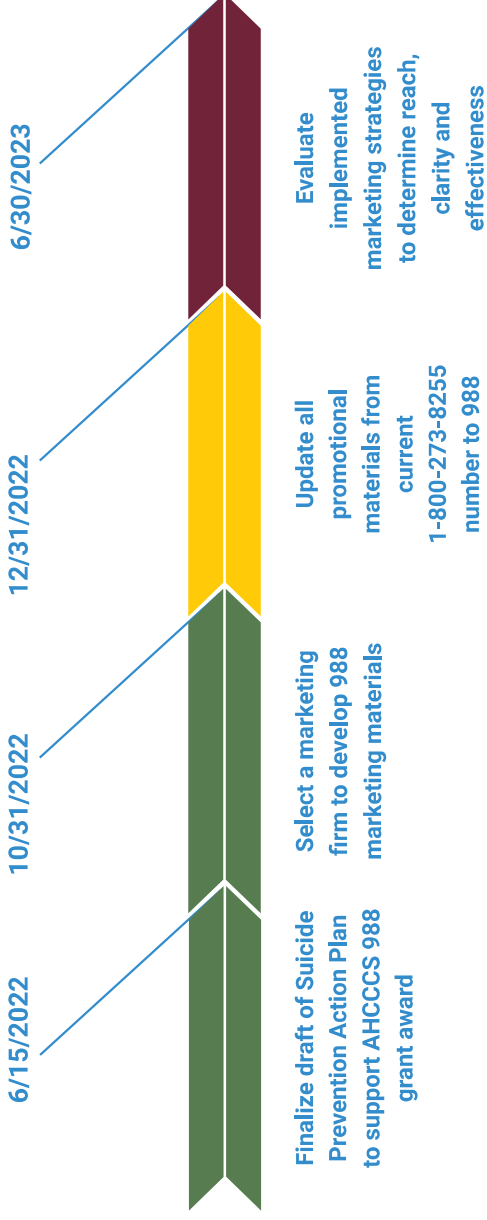
Arizona 988 Marketing ADHS/AHCCCS

The Federal Government is not providing block funding to advertise the new 988 number at this time. ADHS will seek to fill this gap by using existing suicide prevention funding to mount a statewide, multi-modal advertising campaign. The 988 national crisis line rollout will be the most significant initiative for the ADHS 2022- 2023 Arizona Suicide Prevention Action Plan.

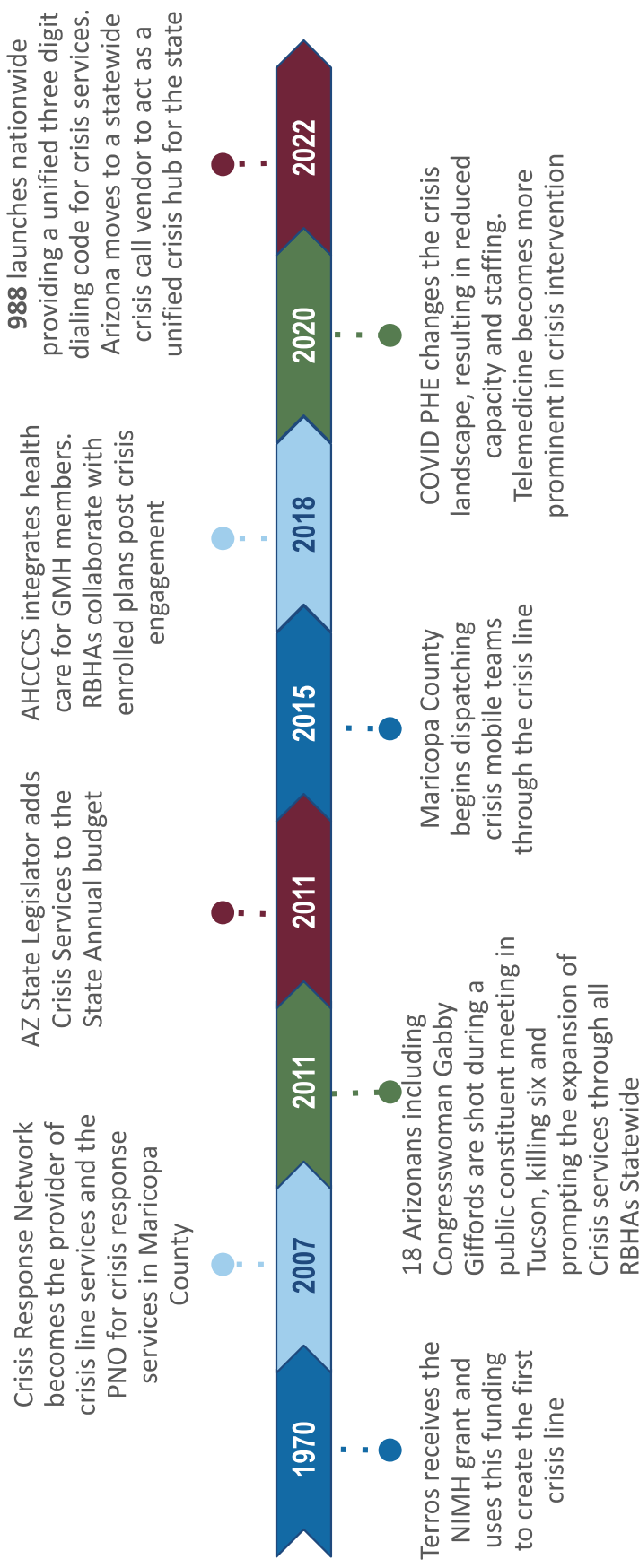
Planning priorities:

- Increasing awareness of the new, dial-anywhere number will allow an Arizonan in crisis to connect to help no matter where they are.
- Creating messaging and coordinating for an exhaustive awareness campaign.

988 ADHS Advertising Timeline

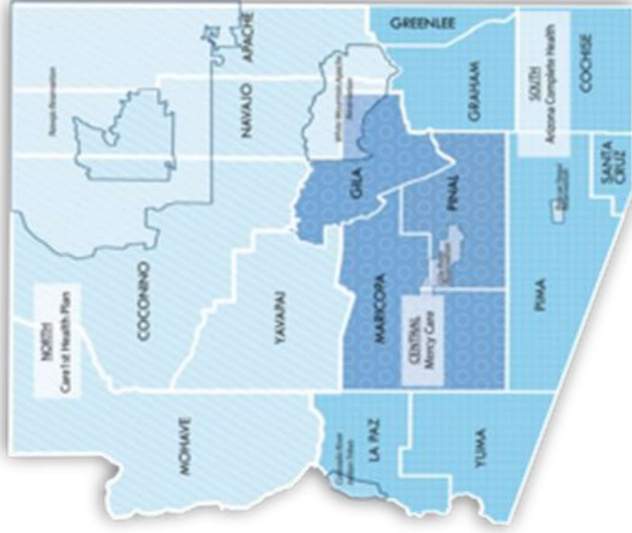


Az Crisis System History



AHCCCS Crisis System Responsibility

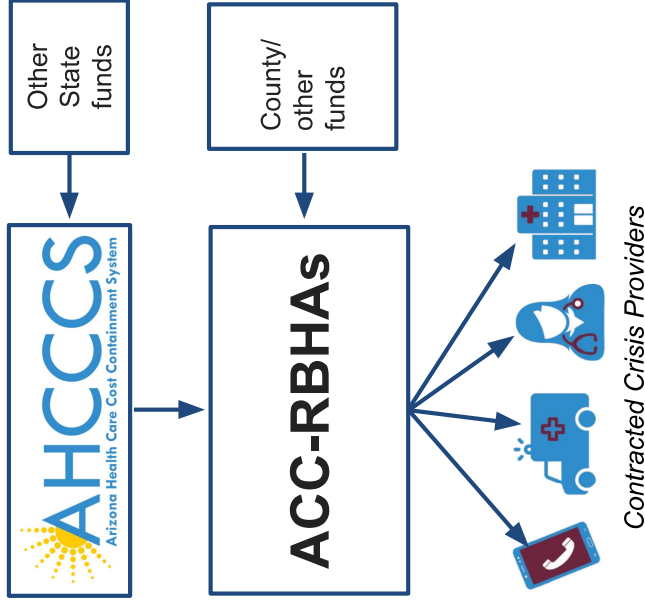
ACC-RBHA/TRBHA Map
Effective October 1, 2022



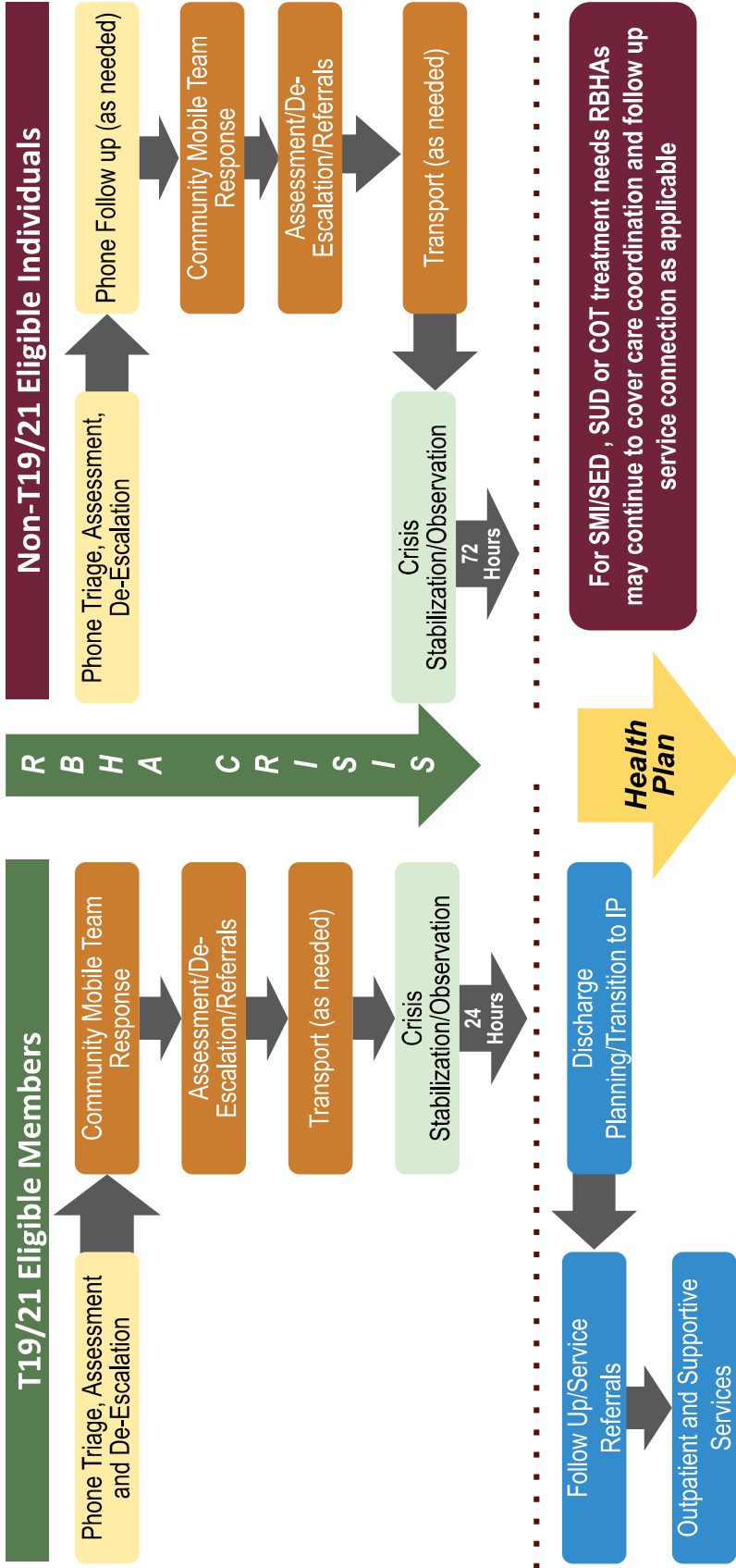
Note: Zip codes 85542, 85192, 85550 representing San Carlos Tribal area are included in the South CSHA.

RBHA Contractors:

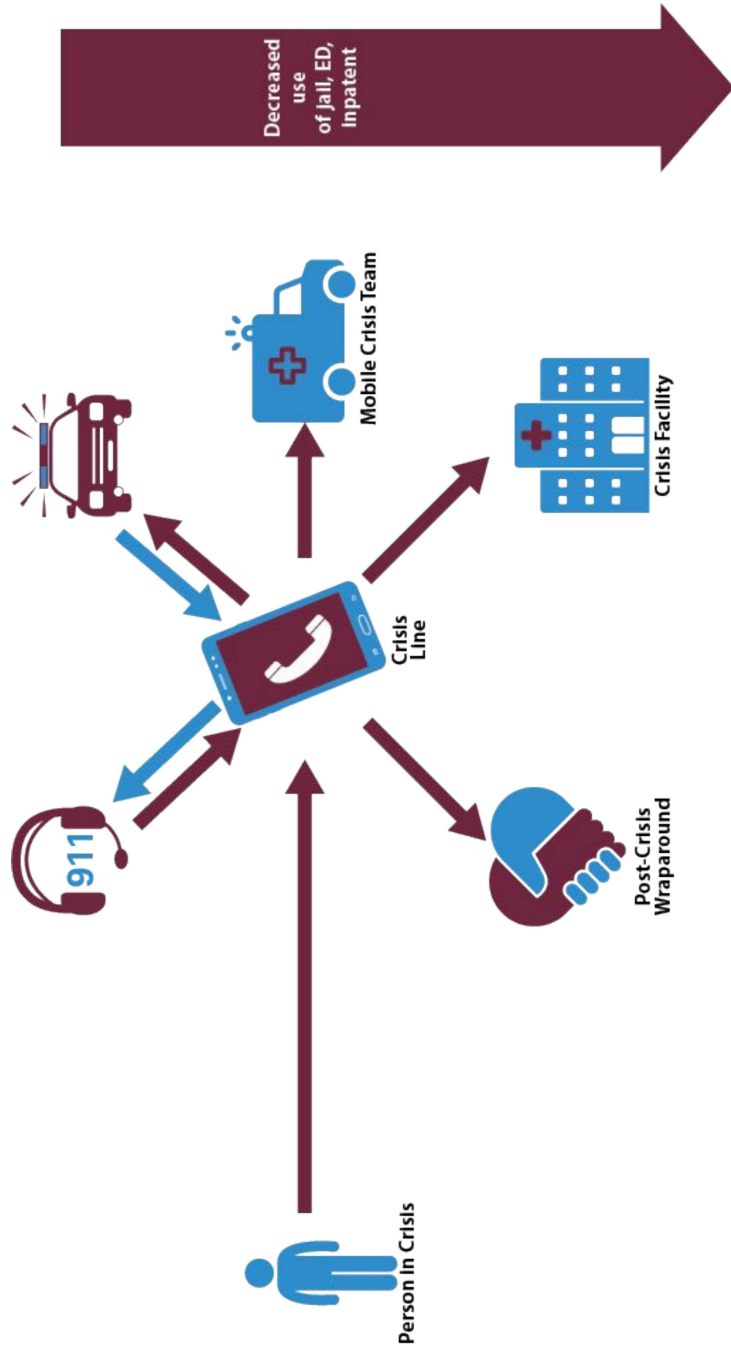
- North (Care1st)
- Central (Mercy Care)
- South (Arizona Complete Health)



AZ RBHA Crisis Coverage vs. Health Plan of Enrollment



Arizona's Crisis Care Continuum



Arizona Crisis Hotlines

STATEWIDE: **Call 1-844-534-HOPE (4673), or TEXT 4HOPE (44673)**

Maricopa, Pinal, Gila Counties

Mercy Care: **1-800-631-1314** or **602-222-9444**

Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma Counties

Arizona Complete Health: **1-866-495-6735**

Apache, Coconino, Mohave, Navajo and Yavapai Counties

Care1st: **1-877-756-4090**

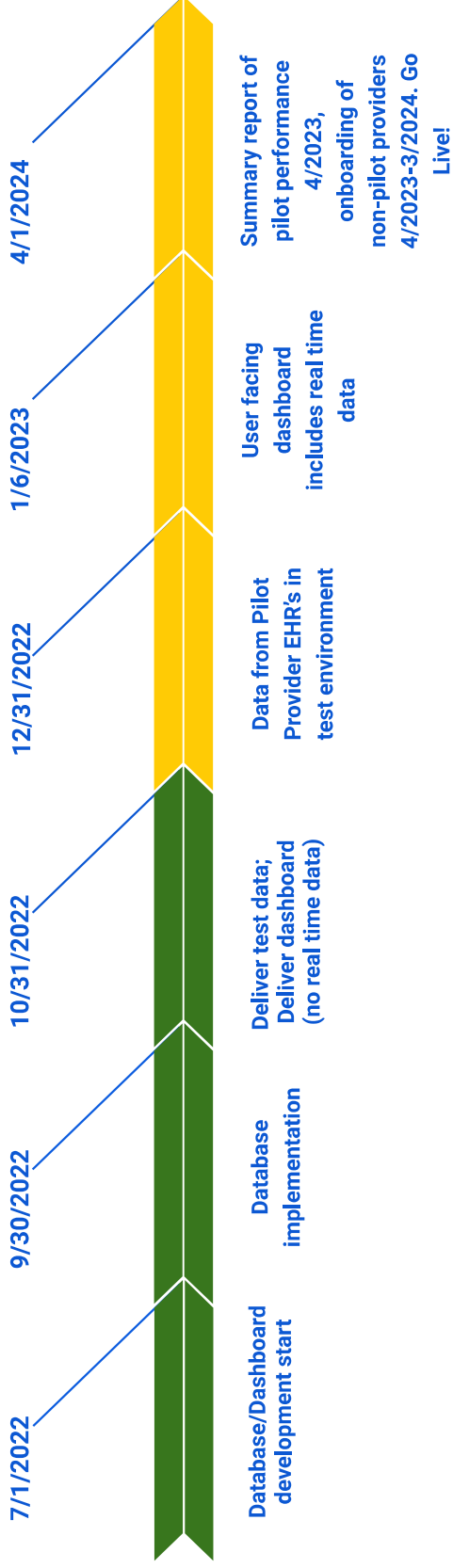
Gila River and Ak-Chin Indian Communities: **1-800-259-3449**

Especially for Teens

Teen Lifeline phone or text: **602-248-TEEN (8336)**



Crisis Bed Registry Development Timeline



Resources

- AHCCCS Crisis Services Website: [azahcccs.gov/BehavioralHealth/crisis.html](https://www.azahcccs.gov/BehavioralHealth/crisis.html)
- AHCCCS Crisis Services FAQs: <https://www.azahcccs.gov/BehavioralHealth/CrisisFAQ.html>
- 988 Fact Sheet: <https://www.fcc.gov/sites/default/files/988-fact-sheet.pdf>
- Arizona Suicide Prevention website: azhealth.gov/suicide
- Arizona Department Of Administration 911 Program: <https://az911.gov/about/current-training-opportunities/9-8-8>