

Wisconsin Public Psychiatry Network Teleconference (WPPNT)

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WPPNT Reminders

How to join the Zoom webinar

- **Online:** <https://dhs.wi.zoomgov.com/j/1606358142>
- **Phone:** 669-254-5252
- Enter the Webinar ID: 160 635 8142#.
 - Press # again to join. (There is no participant ID)

Reminders for participants

- Join online or by phone by 11 a.m. Central and wait for the host to start the webinar. Your camera and audio/microphone are disabled.
- [Download or view the presentation materials](#). The evaluation survey opens at 11:59 a.m. the day of the presentation.
- Ask questions to the presenter(s) in the Zoom Q&A window. Each presenter will decide when to address questions. People who join by phone cannot ask questions.
- Use Zoom chat to communicate with the WPPNT coordinator or to share information related to the presentation.
- Participate live or view the recording to earn continuing education hours (CEHs). Complete the evaluation survey within two weeks of the live presentation and confirmation of your CEH will be returned by email.
- A link to the video recording of the presentation is posted within four business days of the presentation.
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WISCONSIN DEPARTMENT
of HEALTH SERVICES

Planning for 988 in Wisconsin

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January 27, 2022

Introduction

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988 state planning lead

Disclaimer

Suicide and self-harm will be discussed in today's presentation. Please be mindful of your ability to hear information on this topic. If you need to step away or skip this presentation entirely, please do.

Overview

- Description of 988
- Data showing the need for 988
- The legislative journey to 988
- The National Suicide Prevention Lifeline
- Wisconsin's transition to 988

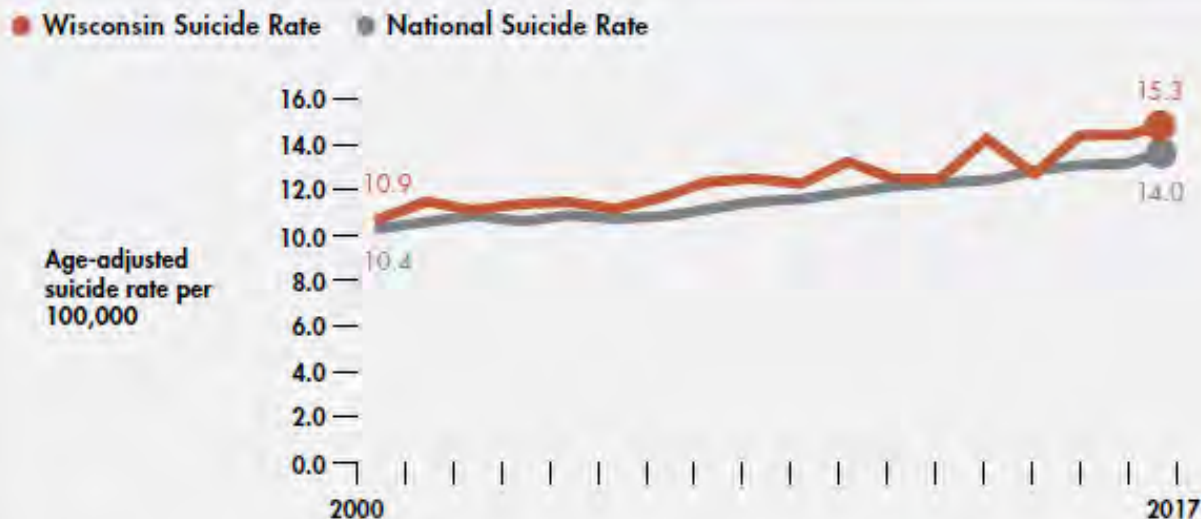
What is 988?

- 988 is the three-digit number anyone in the U.S. or U.S. territories can dial to be connected to the National Suicide Prevention Lifeline.
- 988 goes into effect July 16, 2022.
- 988 has three modalities: call, chat, and text.

Why do we need 988?

Wisconsin Suicide Trends

Figure 1. Suicide rate among Wisconsin residents increased by 40%, 2000–2017.



Data sources: Resident death certificates, Office of Health Informatics, Division of Public Health, Wisconsin Department of Health Services, 2000–2017. Mortality data from the National Vital Statistics System (NVSS), 2000–2017, retrieved from: <https://wisqars-viz.cdc.gov:8006/>. Accessed: October 2019

Figure 1. The number of suicides in the U.S. has increased from 29,312 in 2000 to 47,168 in 2017. The U.S. rate of suicide increased by approximately 35% (from 10.4 to 14.0 per 100,000) during this time period. In Wisconsin, the number of suicides has increased from 588 deaths in 2000 to 918 deaths in 2017. The suicide rate in Wisconsin was consistently above the national suicide rate.

Why do we need 988?

Figure 7.

The **majority** of **suicide deaths** were **male**, 2013–2017.

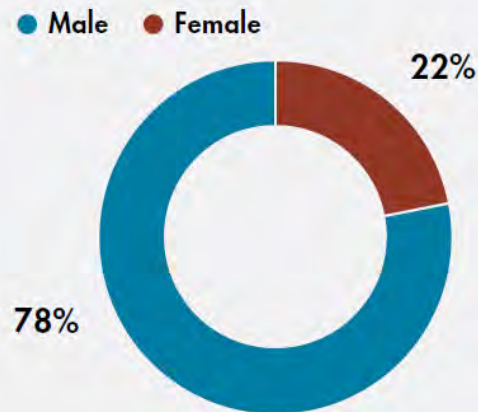


Figure 7. From 2013–2017, 927 females and 3,357 males died by suicide. Males account for approximately 3 out of every 4 suicide deaths.

Data source: Resident death certificates, Office of Health Informatics, Division of Public Health, Wisconsin Department of Health Services, 2013–2017.

Figure 8.

The **majority** of **hospitalizations with self-harm injuries** were **female**, 2016–2017.

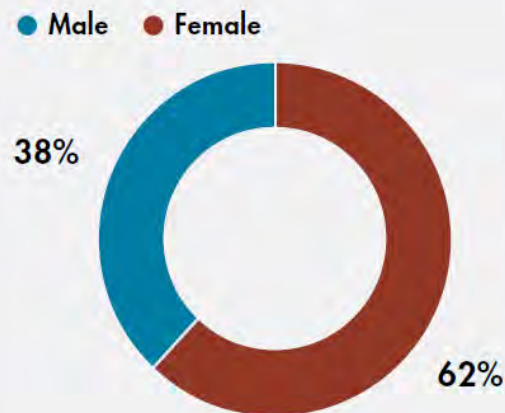


Figure 8. From 2016–2017, 5,788 hospitalizations with self-harm injuries were among females and 3,610 were among males. Females account for almost 2 in every 3 hospitalizations with self-harm injuries.

Data source: Wisconsin hospital inpatient discharges, Office of Health Informatics, Division of Public Health, Wisconsin Department of Health Services, 2016–2017.

Why do we need 988?

In 2019, the Centers for Disease Control and Prevention (CDC) reported:

- The total age-adjusted suicide rate in the U.S. increased 35.2% from 1999 to 2018.
- Suicide was the tenth leading cause of death overall in the U.S., claiming the lives of over 47,500 people.
- Suicide was the second leading cause of death among individuals between the ages of 10 and 34, and the fourth leading cause of death among individuals between the ages of 35 and 44.
- There were nearly two and a half times as many suicides as there were homicides.

The Legislative Journey to 988

- Mental health and suicide prevention advocates seeking a national, easy to remember three-digit number for individuals in crisis take their idea to their state leaders and members of Congress.
- The National Suicide Hotline Improvement Act, sponsored by U.S. Representative Chris Stewart (R-Utah) and signed into law August 14, 2018, directed the U.S. Federal Communications Commission (FCC) in conjunction with other agencies to study these issues.

FCC Report to Congress

The report found “that an expansion of 211 would not be the most effective way to support national suicide prevention and crisis contact centers and that a single-purpose, three-digit dialing code would provide a platform that can be more easily integrated in society and enhance public awareness about the different functions of each distinct three-digit number.”

National Suicide Prevention Act of 2020

The National Suicide Hotline Designation Act directs the FCC to designate 988 as the national suicide prevention and mental health crisis hotline system on or before July 2022. It was signed into law in October 2020.

National Suicide Prevention Lifeline (NSPL)

- The NSPL, or Lifeline, has provided 24/7, free and confidential emotional support to people in suicidal crisis or emotional distress across the U.S. since 2005.
- You can reach the NSPL by calling 1-800-273-8255 or using the chat function on their website, suicidepreventionlifeline.org.

About NSPL

- NSPL is administered by the nonprofit Vibrant Emotional Health and funded by the Substance Abuse and Mental Health Services Administration (SAMHSA), which is part of the federal government.
- NSPL is a network of over 160 accredited crisis call centers across the country.
- NSPL routes calls through the network to a local crisis center based on the caller's area code and first three digits of their number.

Lifeline Call Center Minimum Requirements

- Proof of certification/accreditation
- Liability insurance
- Coverage capacity for the geographic region
- Provide training to staff
- Contractual agreement with Vibrant
- Maintain quality assurance regarding answering practices and NSPL evaluations
- Offer referrals to service providers in coverage area.
- Suicide risk assessment for callers
- Assisting callers at imminent risk of suicide

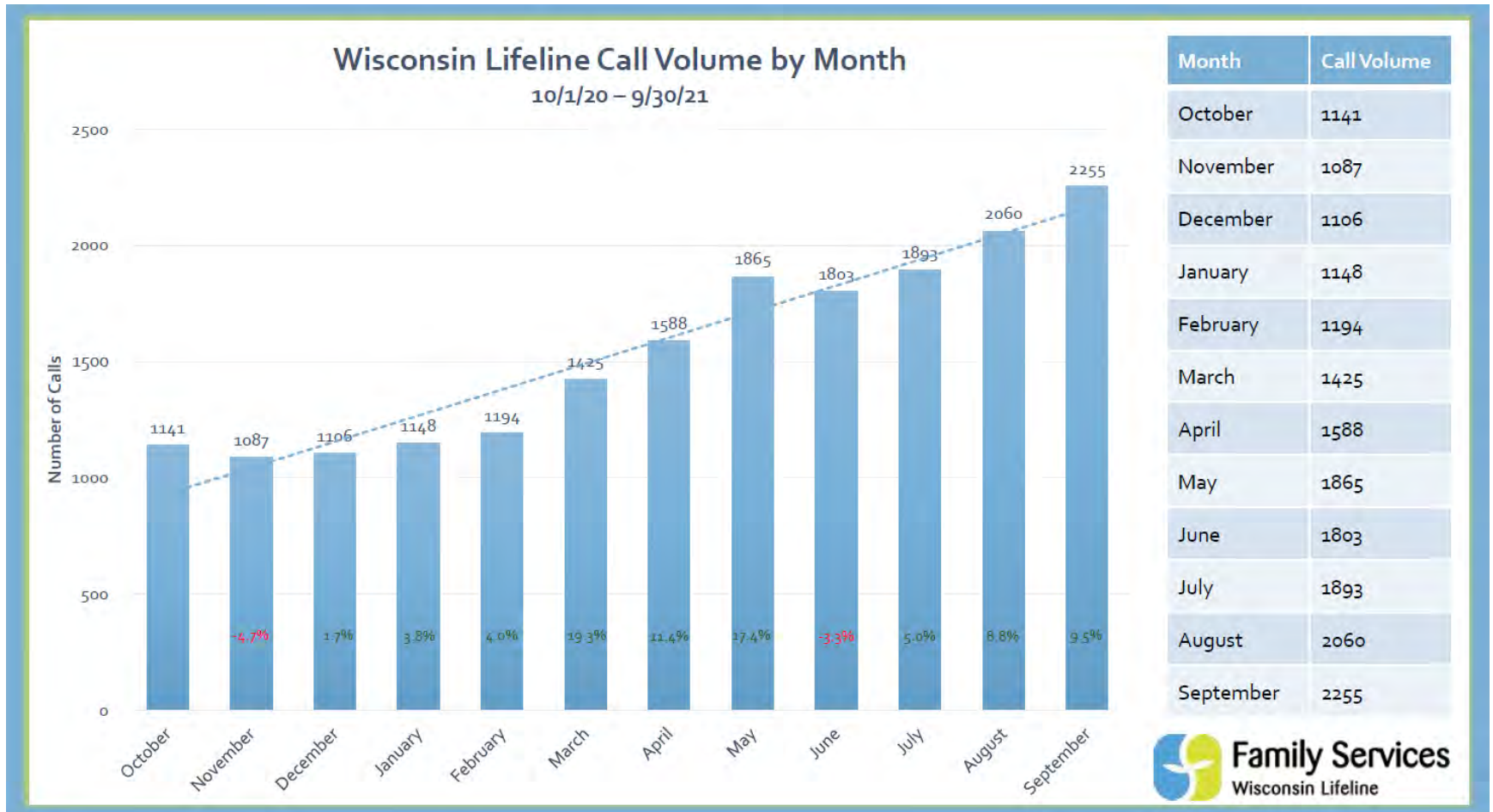
Lifeline Data

- Call volume has increased approximately 14% annually since 2005.
- In 2005, over 46,000 calls were answered.
- In 2020, nearly 2.4 million calls were answered.
- Emergency services dispatched for only 2% of calls.

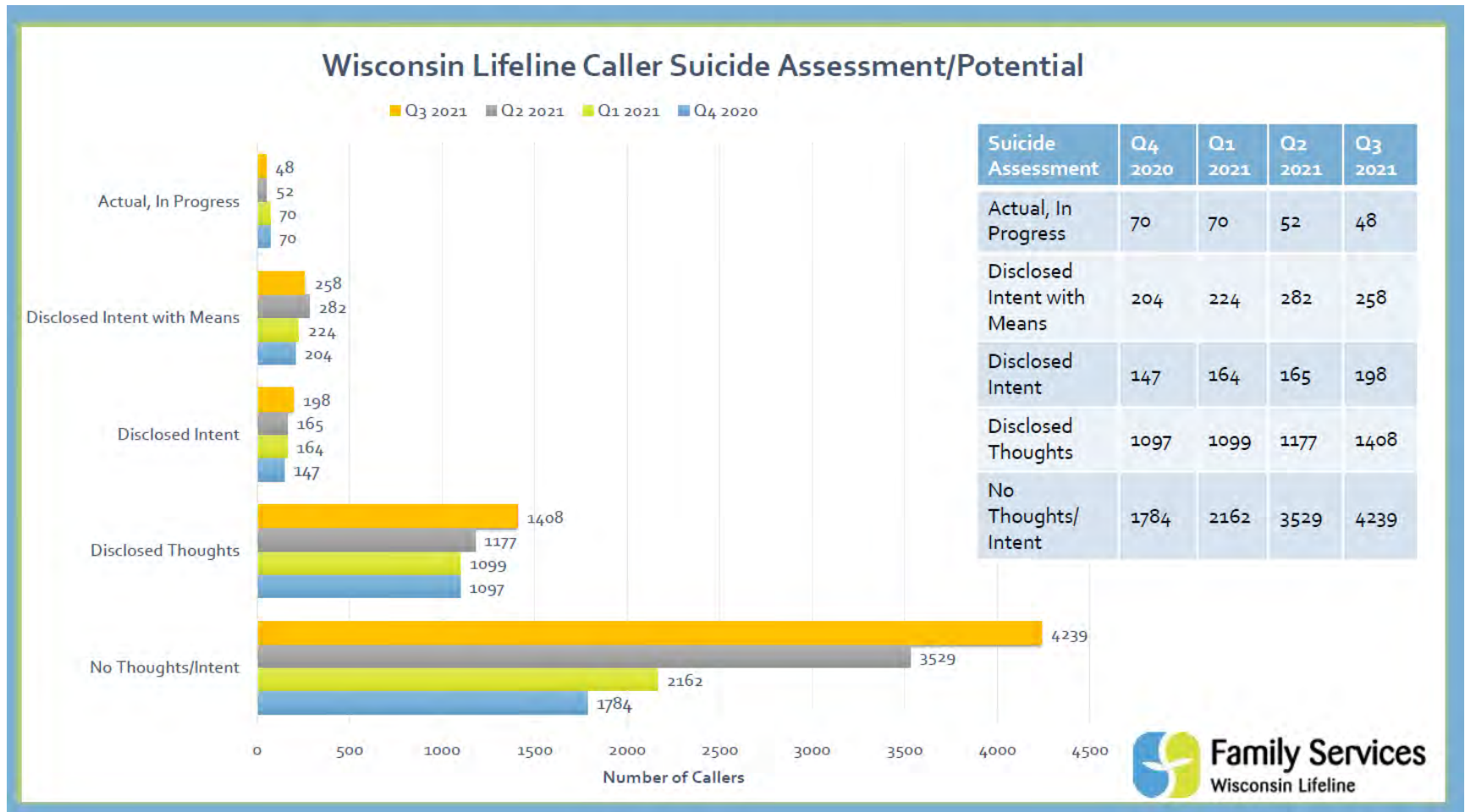
What does 988 mean for Wisconsin?

- Wisconsin has one NSPL call center located in Green Bay called The Wisconsin Lifeline Center.
- The Wisconsin Lifeline Center is part of a larger behavioral health organization, Family Services of Northeast Wisconsin.
- They answer phone calls for Wisconsinites that dial 1-800-273-855 and after July 16, 2022, will answer 988 calls, chats, and texts.

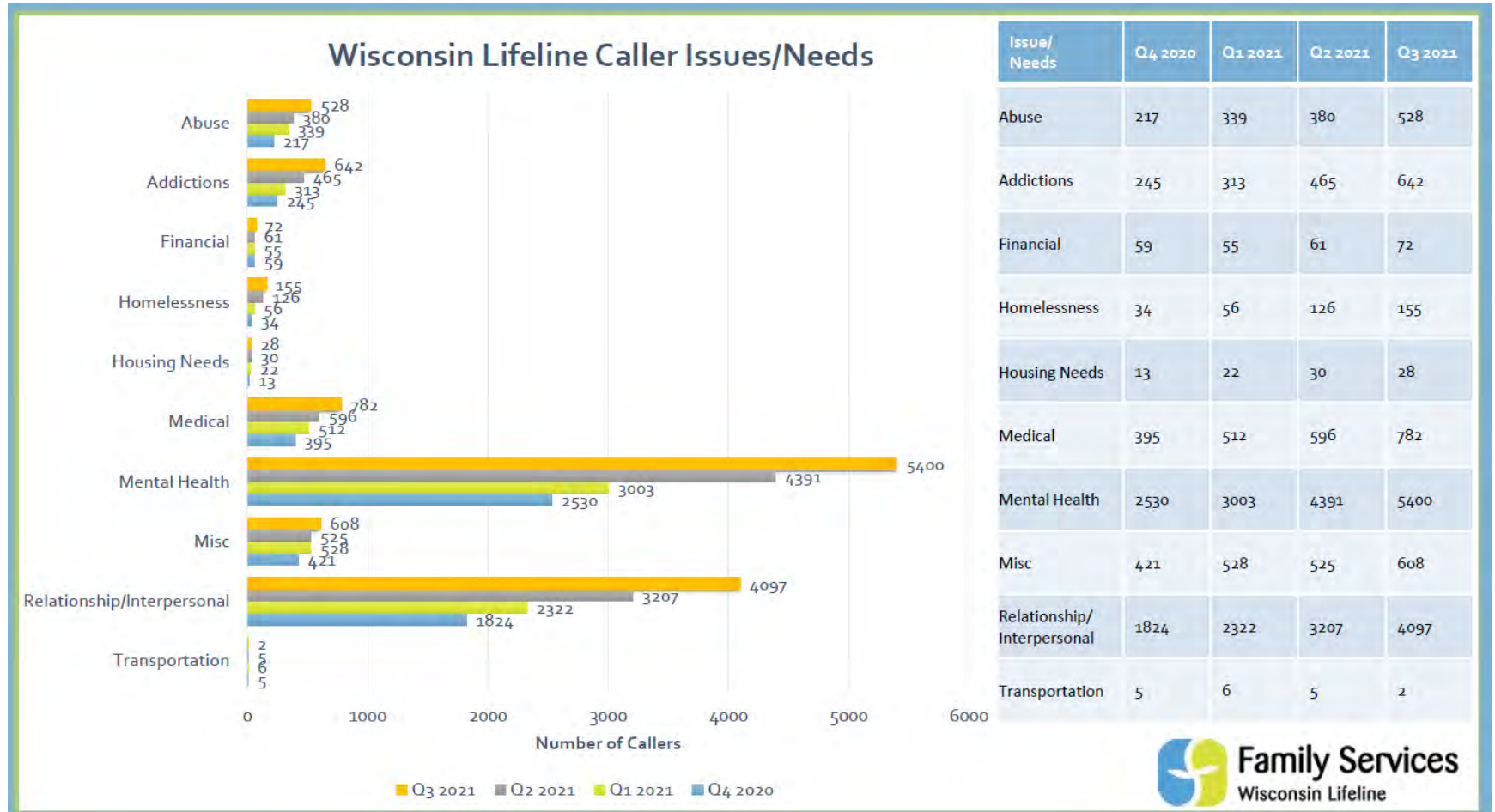
Wisconsin Lifeline Center Volume



Wisconsin Lifeline Caller Suicide Assessment/Potential



Wisconsin Lifeline Caller Issues/Needs



Projected Volume for Year One of 988 in Wisconsin

- Incoming calls to the Wisconsin Lifeline Center
 - Current: 28,500/year
 - 988 year one: 55,500 (~93% increase)
- Follow-up calls
 - 988 year one: 2,800/year
- Chat
 - Current: <200
 - 988 year one : 37,400/year
- Text
 - Current: <200
 - 988 year one : 2,200/year

Statewide Planning for 988

DHS was awarded a 988 State Planning Grant, spanning February 2021 through February 2022.

- 988 Planning Coalition
- Advocacy
- Creating new policies and procedures
- Funding

Statewide Planning for 988

- DHS is applying for another grant opportunity from SAMHSA that would begin in April 2022 and end April 2024.
- Capacity building for The Wisconsin Lifeline Center.
 - Hiring call, chat, and text counselors.
 - Hiring supervisors.
 - Assessing need for space and additional resources.

988 Collaboration

Although we know the vast majority of callers, chatters, and texters will not need additional services outside of communicating with a 988 counselor, some may need additional help.

- Wis. Admin. Code ch. DHS 34 county crisis programs
- 911 centers/public safety answering points (PSAPs)

DHS 34 County Crisis Programs

Wis. Admin. Code. ch. DHS 34: Emergency Mental Health Service Programs, Subchapter III requirements

- Telephone service 24 hours/7 days per week
<https://www.preventsuicidewi.org/county-crisis-lines>
- Mobile crisis service 8 hours/7 days per week
- Walk-in services 8 hours/5 days per week
- Short-term voluntary or involuntary hospital care
- Linkage and coordination services
- Services for children/adolescents and their families
- Optional stabilization services (examples: adult family home, community-based residential facility, youth crisis stabilization facility)

Public Safety Answering Points (PSAPs)

- Wisconsin has approximately 110 PSAPs.
- When someone dials 911, the call is routed to the closest PSAP.
- Staff at the PSAP, telecommunicators, assess the caller and identify if law enforcement, fire rescue, or emergency medical services need to be sent.

988 Funding

The National Suicide Prevention Act of 2020 gave states the authority to pass legislation that uses telecommunication fees to help fund 988 operations.

What's next?

- 988 Planning Coalition and 911/988 Workgroup will meet regularly to address concerns and opportunities for the launch of 988.
- If awarded the new grant by SAMHSA, continue planning and meet new grant requirements through April 2024.
- Continue collaborating with Vibrant Emotional Health and SAMHSA to best help The Wisconsin Lifeline Center transition to 988.
- Market and message 988 in the spring 2023.

Thank You



Contact

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DHS website – Crisis Services: 988 Implementation

<https://www.dhs.wisconsin.gov/crisis/988.htm>