

Wisconsin Public Psychiatry Network Teleconference (WPPNT)

- This teleconference is brought to you by the Wisconsin Department of Health Services (DHS), Division of Care and Treatment Services, Bureau of Prevention Treatment and Recovery and the University of Wisconsin-Madison, Department of Psychiatry.
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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.
- Presentation materials, evaluations, and video recordings are on the WPPNT webpage: <https://www.dhs.wisconsin.gov/wppnt/2022.htm>.

988 in Wisconsin



24/7 CALL, TEXT, CHAT

Brianne Zaborowske, MSW, LCSW



DISCLAIMER

988 IS A NATIONAL SERVICE THAT HAS OPERATIONAL DIFFERENCES IN ALL 50 STATES AND 7 TERRITORIES. ALTHOUGH YOU CAN USE 988 ANYWHERE WITHIN WISCONSIN, THERE WILL BE VARIATIONS IN HOW COUNTIES AND LOCAL PROVIDERS INTERACT WITH THE 988.

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.

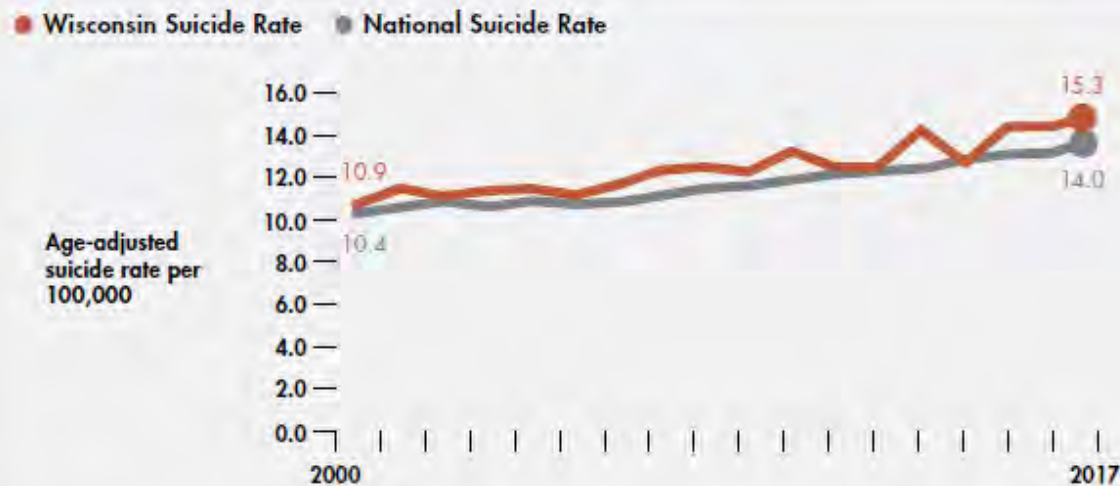
WHAT IS 988?

- 988 is shorthand for the 988 Suicide & Crisis Lifeline which became available in the U.S. and U.S. territories on July 16, 2022.
- 988 centers have counselors trained in helping others during stressful situations, supporting people in a crisis, and providing connections to local resources.
- 988 has three modalities:
 - Call 988
 - Text 988
 - Chat at 988lifeline.org

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.

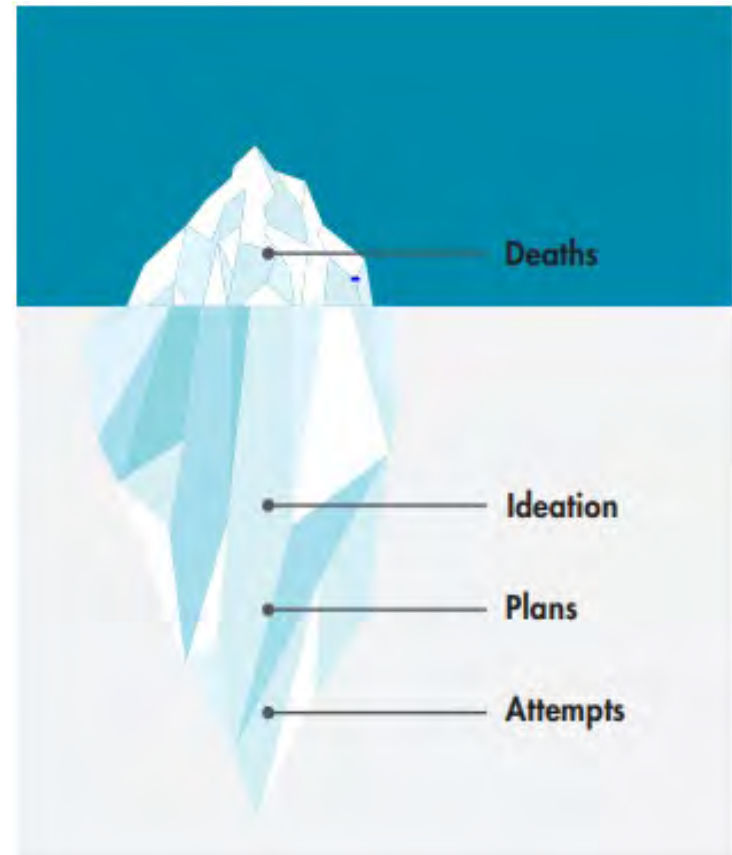
WHY DO WE NEED 988?

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 over 47,500 lives.
- 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.

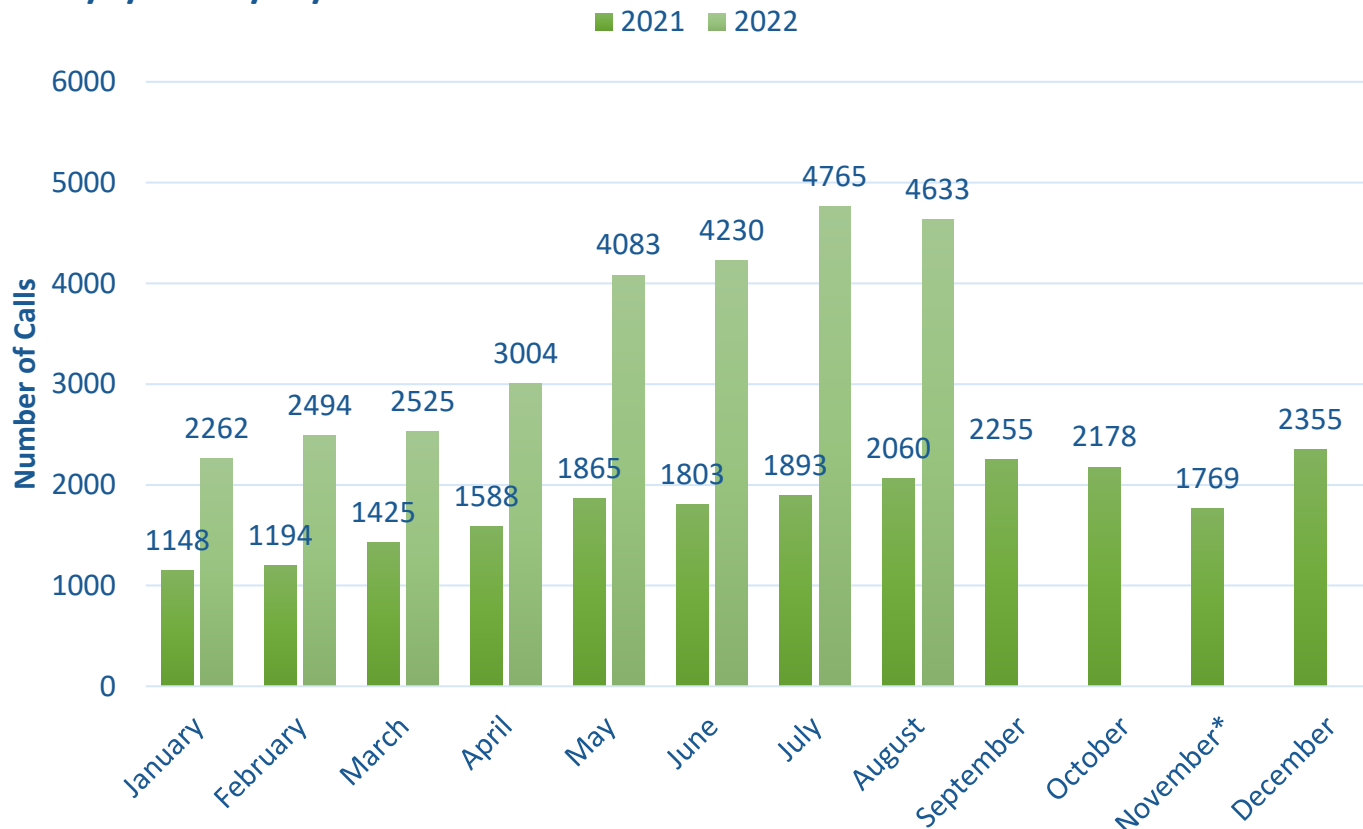
WHY DO WE NEED 988?

- Suicide deaths represent a small proportion of individuals who experience suicidal thoughts and behaviors, and non-suicidal self injurious behaviors.
- 988 offers support along the spectrum of crisis experiences.



WISCONSIN LIFELINE CALL VOLUME BY MONTH

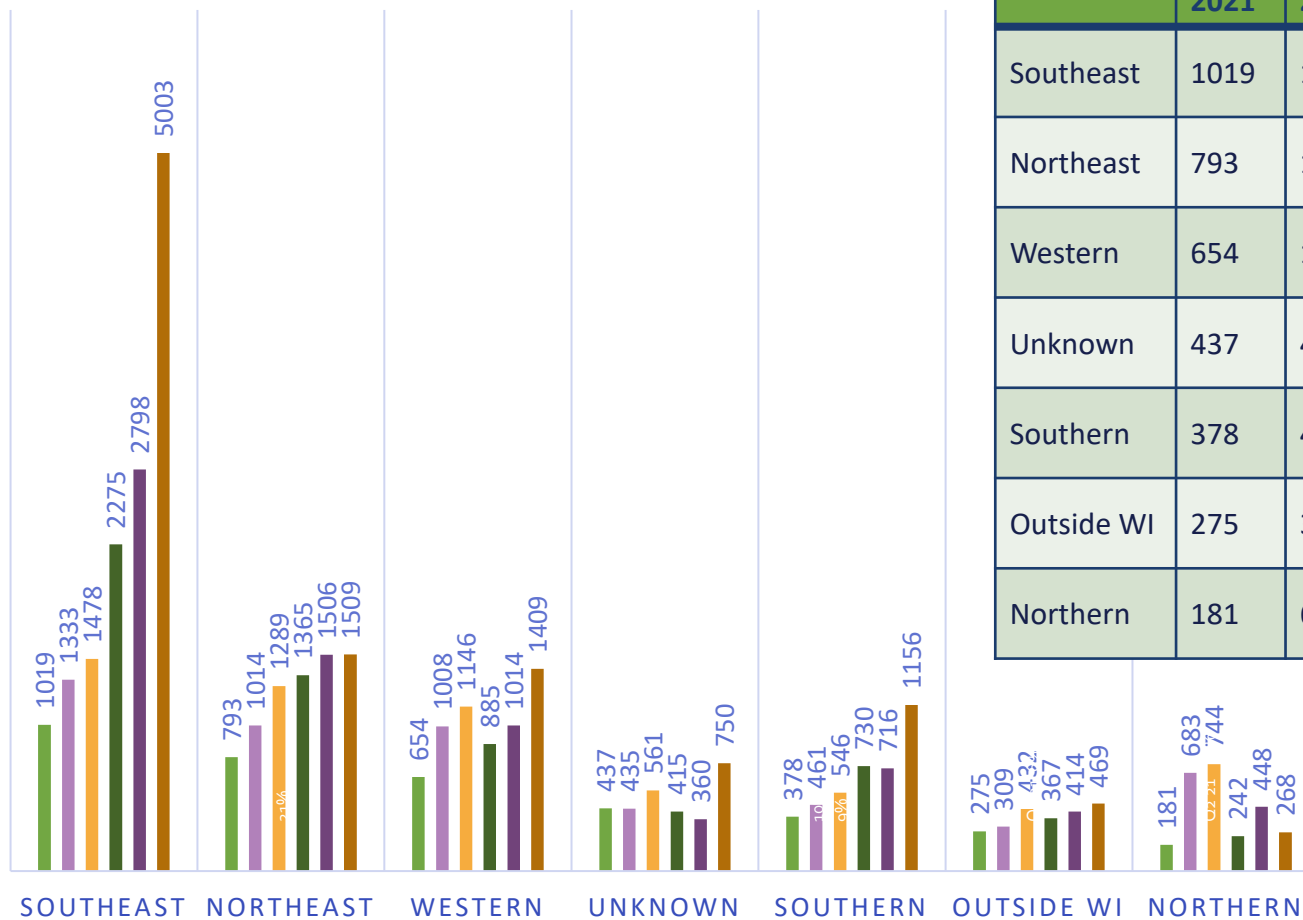
1/1/21 – 8/31/22



Month	2021	2022
January	1148	2262
February	1194	2494
March	1425	2525
April	1588	3004
May	1865	4083
June	1803	4230
July	1893	4765
August	2060	4633
September	2255	
October	2178	
November*	1769	
December	2355	

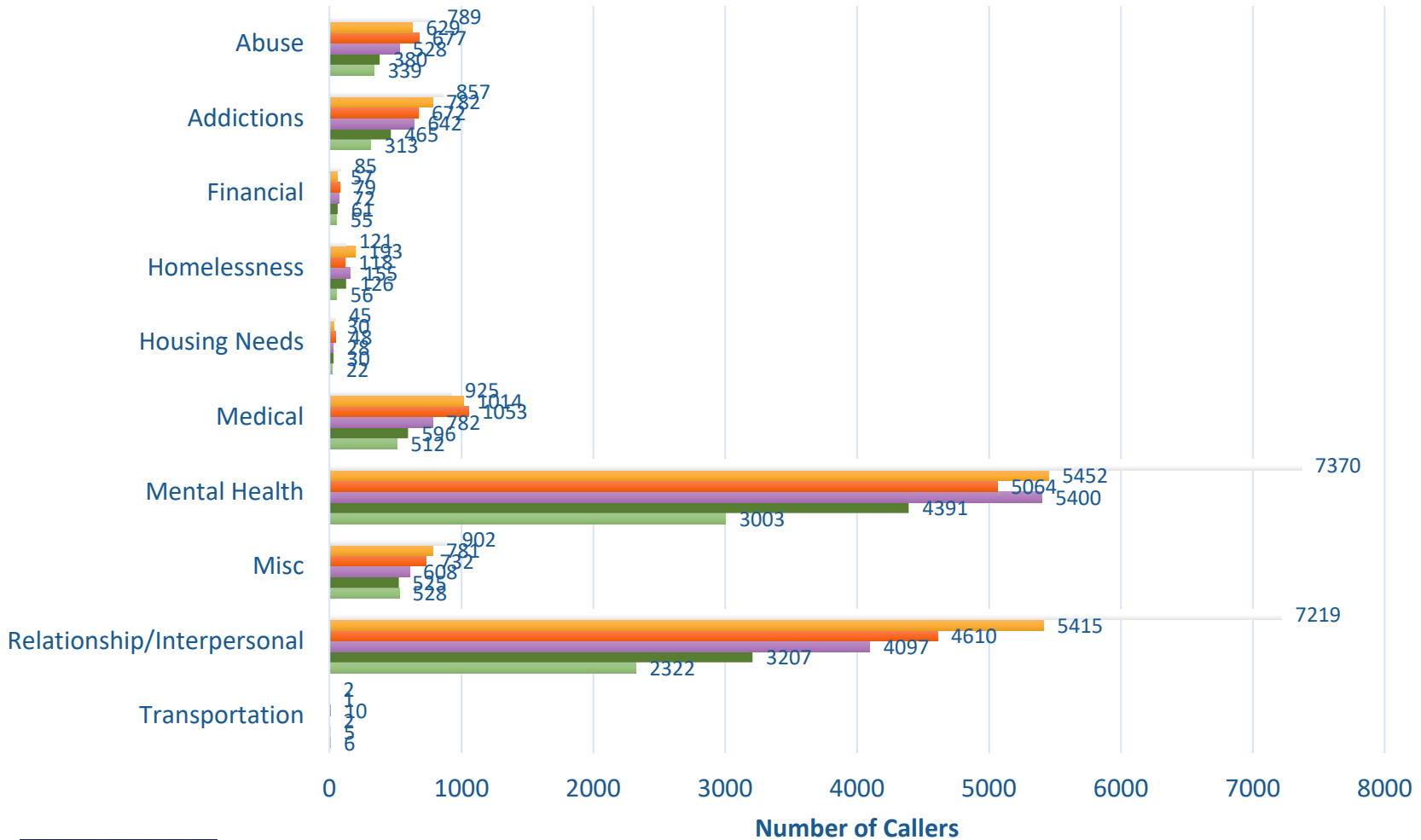
*November 2021 calls are reduced due to a routing issue for approximately 10 days.

WISCONSIN LIFELINE CALLS BY REGION



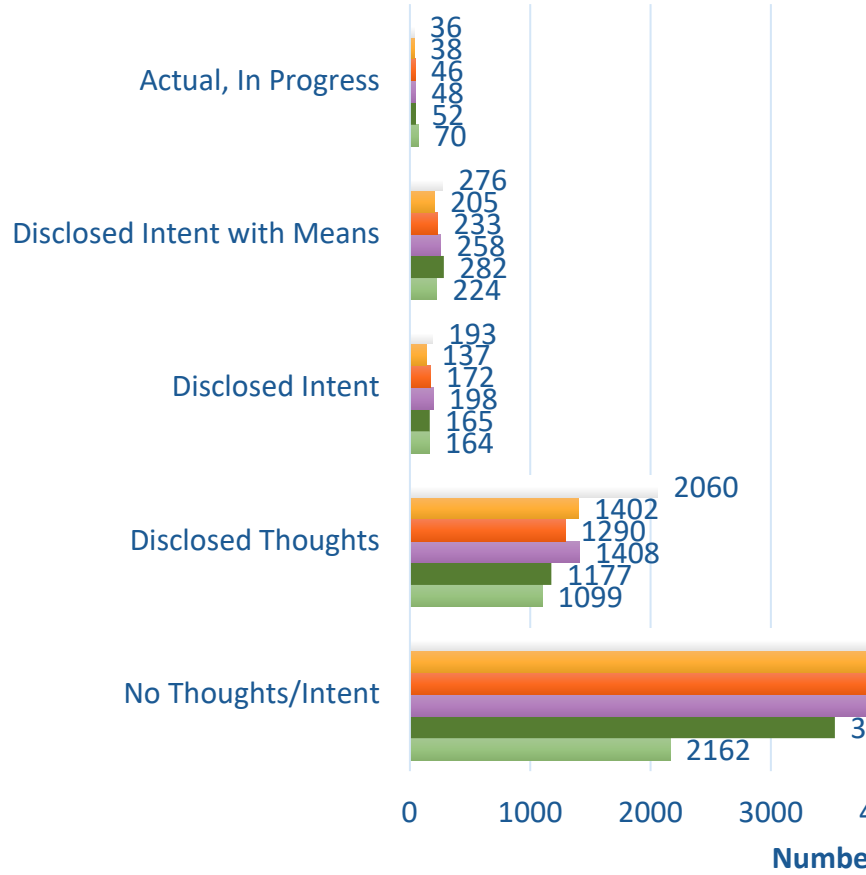
Region	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022
Southeast	1019	1333	1478	2275	2798	5003
Northeast	793	1014	1289	1365	1506	1509
Western	654	1008	1146	885	1014	1409
Unknown	437	435	561	415	360	750
Southern	378	461	546	730	716	1156
Outside WI	275	309	432	367	414	469
Northern	181	683	744	242	448	268

WISCONSIN LIFELINE CALLER ISSUES/NEEDS



WISCONSIN LIFELINE CALLER SUICIDE ASSESSMENT/POTENTIAL

Q2 2022 Q1 2022 Q4 2021 Q3 2021 Q2 2021 Q1 2021



Suicide Assessment	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022
Actual, In Progress	70	52	48	46	38	36
Disclosed Intent with Means	224	282	258	233	205	276
Disclosed Intent	164	165	198	172	137	193
Disclosed Thoughts	1099	1177	1408	1290	1402	2060
No Thoughts/Intent	2162	3529	4239	4527	5463	7176

THE LEGISLATIVE JOURNEY TO 988

- Mental health and suicide prevention advocates were seeking a national, easy to remember, three-digit number for individuals in crisis.
- 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 the request for a three-digit number for individuals in crisis.

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 HOTLINE DESIGNATION ACT OF 2020

The National Suicide Hotline Designation Act directed 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.

HISTORY OF THE NATIONAL SUICIDE PREVENTION LIFELINE (NSPL)

- In the spring of 2022, the NSPL transitioned to a new name, the 988 Suicide & Crisis Lifeline.
- Although the name changed, the service of receiving support by a counselor over the phone or through chat, is the same.
- The NSPL was created in 2005 to provide 24/7, free and confidential emotional support to people in suicidal crisis or emotional distress across the U.S.
- Prior to July 16, 2022, you could only reach this service by calling 1-800-273-8255.

ABOUT THE 988 SUICIDE & CRISIS LIFELINE

- 988 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.
- 988 is a network of over 180 accredited crisis call centers across the country.

ABOUT THE 988 SUICIDE & CRISIS LIFELINE

- As of July 2022, 988 routes calls through the network to a local crisis center based on the caller's area code and first three digits of their number.
- Geolocation, which provides a person's precise location, could be implemented by the federal government in the coming years.

988 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
- Offer referrals to service providers in coverage area
- Suicide risk assessment for callers
- Assist callers at imminent risk of suicide

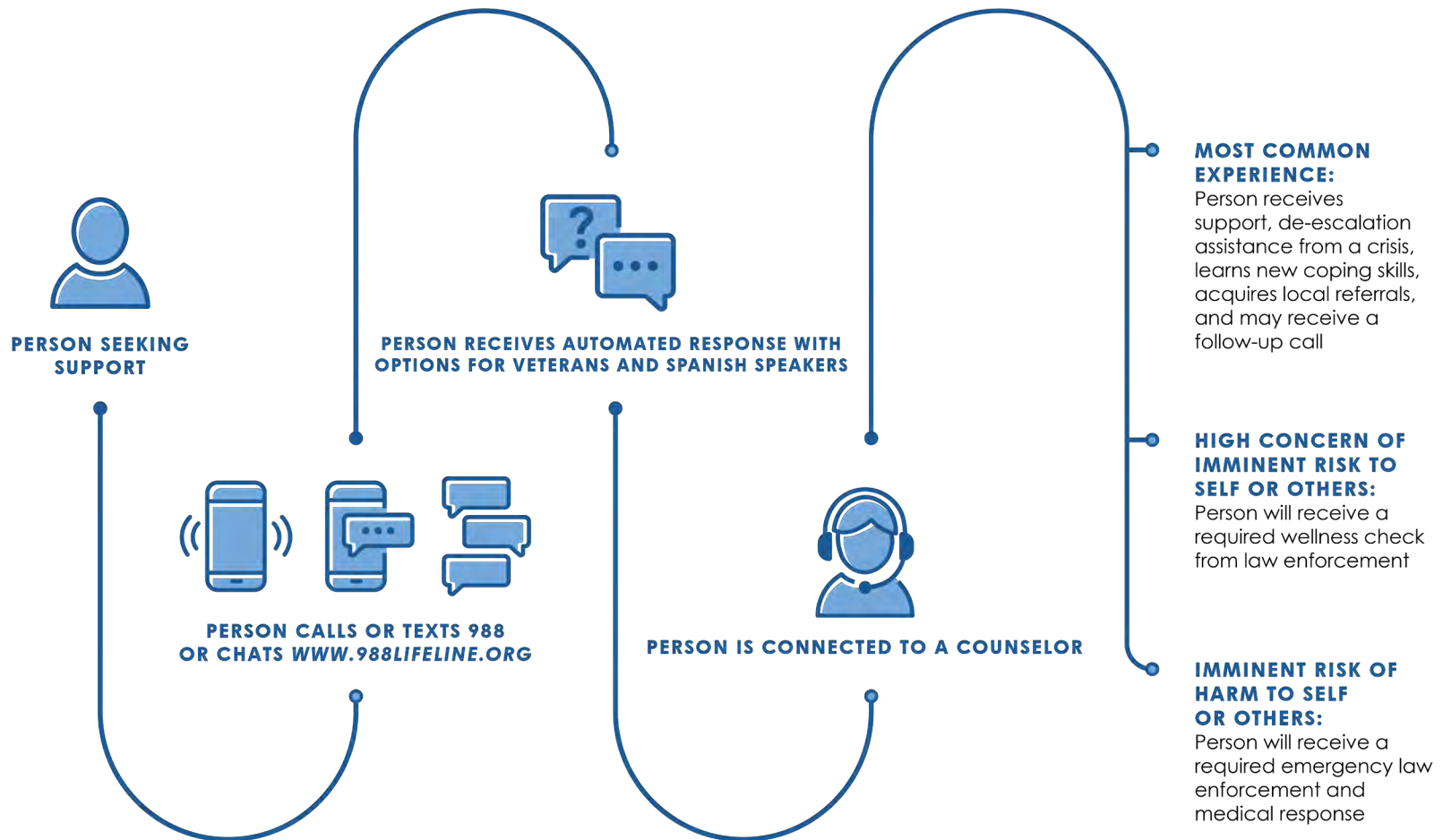
HISTORICAL NSPL DATA

- Call volume has increased approximately 14% annually since 2005 with 46,000 contacts in 2005 rising to 3.6 million in 2021.
- The NSPL received over 20 million calls from people in distress from 2005-2021.
- Over 95% of all contacts are looking for support, help coping in a crisis, and connections to local providers.
- Emergency services dispatched for only 2% of calls.

988 FOR WISCONSINITES

- Wisconsin has one 988 Suicide & Crisis Lifeline center located in Green Bay called the Wisconsin Lifeline.
- The Wisconsin Lifeline is part of a larger behavioral health organization, Family Services of Northeast Wisconsin.
- This Wisconsin Lifeline is staffed with trained counselors that answer 988 calls, chats, and texts.

WHAT HAPPENS WHEN YOU CONTACT 988?



988 AND CALLERS AT IMMINENT RISK

- Vibrant Emotional Health, the 988 Suicide and Crisis Lifeline Administrator, provides centers with imminent risk policies based on the core concepts of suicidal desire, capability, and intent.
- Active engagement and least invasive intervention practices are promoted as ways to reduce the need for an active rescue.
- Active rescue can be initiated by the counselor with or without the person's consent **only** when imminent risk is present, and the caller is unable to secure their safety.

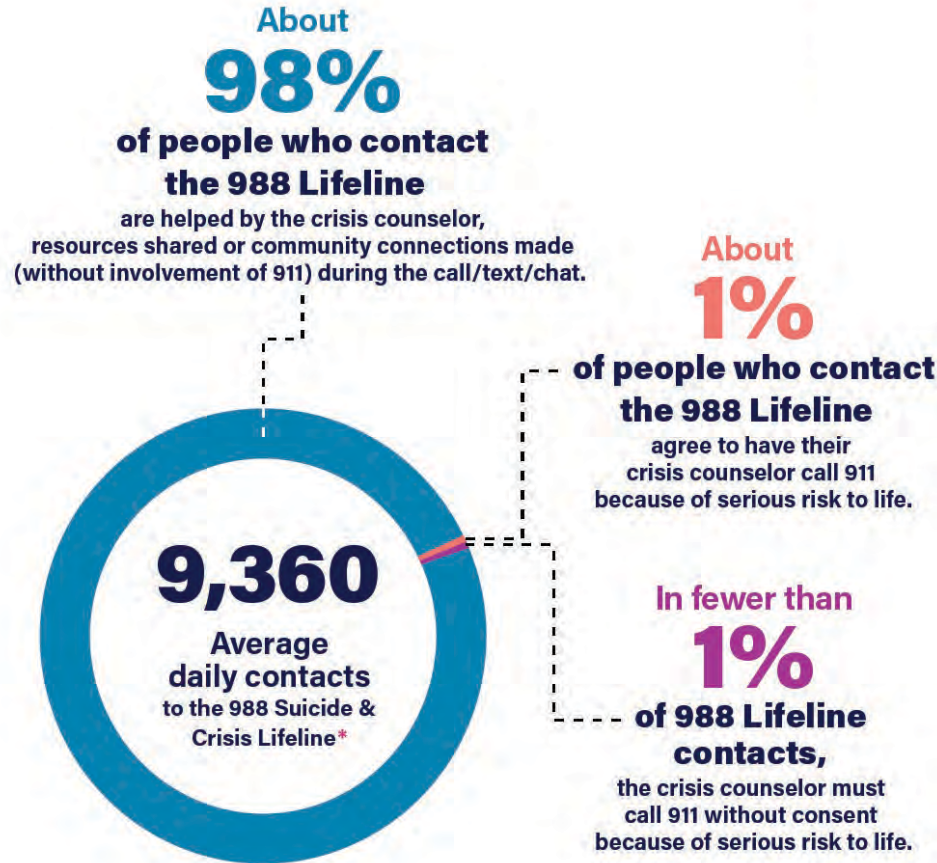
988 AND CALLERS AT IMMINENT RISK

- 988 is committed to providing life saving services with suicide prevention identified as a primary mission.
- The following factors inform the imminent risk policy:
 - Ambivalence about dying of suicide is typically present until a suicide is either avoided or death occurs.
 - Cognitive constriction can occur during times of distress and can impact a person's ability to consider alternative actions.
 - Psychosis or substance use may be present and further impact a person's decision-making capacity.

IMMINENT RISK: NEW POLICY UPDATES

- Investigate and prioritize alternative interventions to 911
- Engagement of local crisis and emergency services
- 988 counselor training to include:
 - The potential dangers of a law enforcement response to individuals in a mental health emergency.
 - The emotional impact of an involuntary intervention.
 - The financial burden of an intensive intervention.

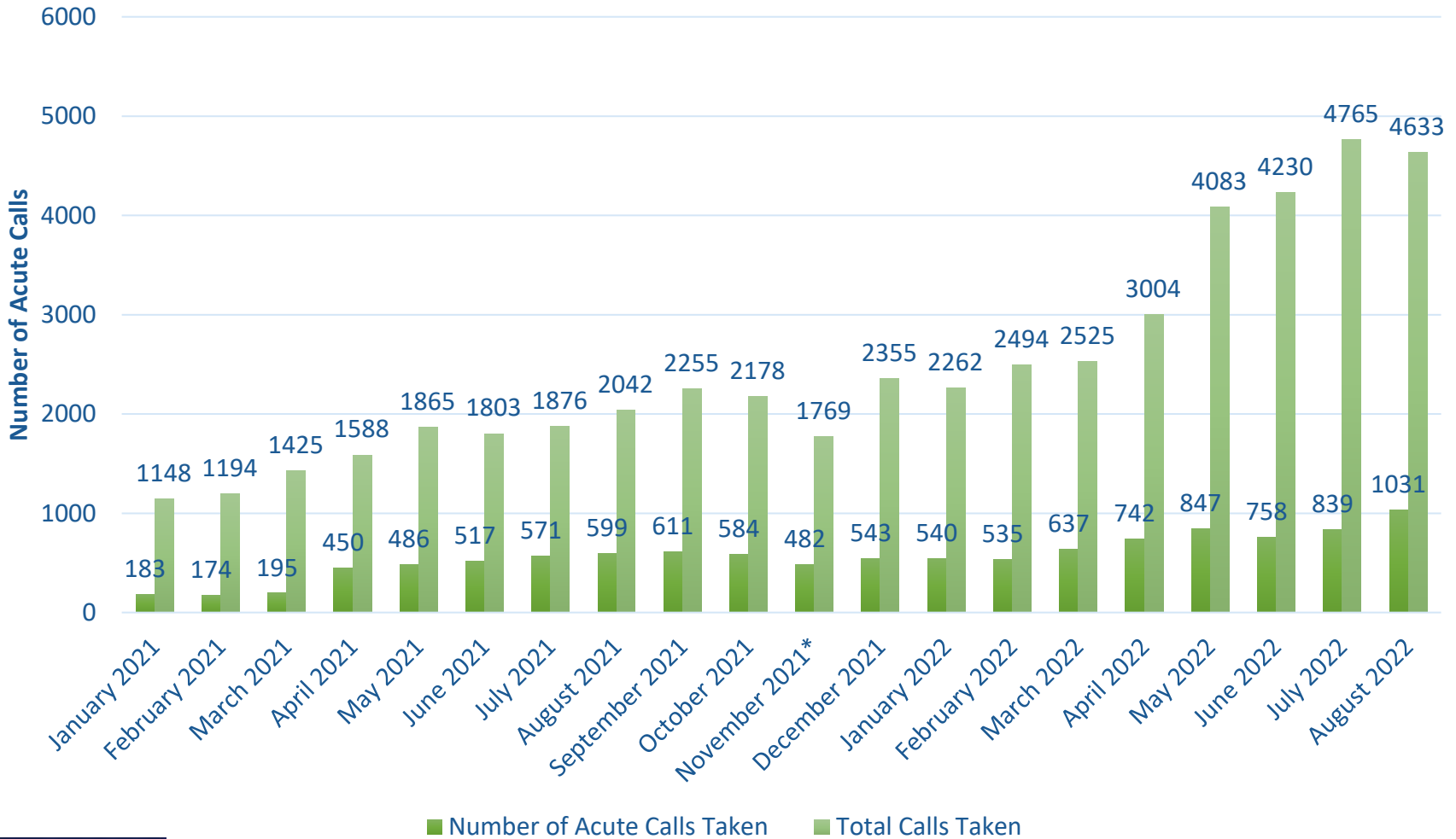
IMMINENT RISK AND ACTIVE RESCUE



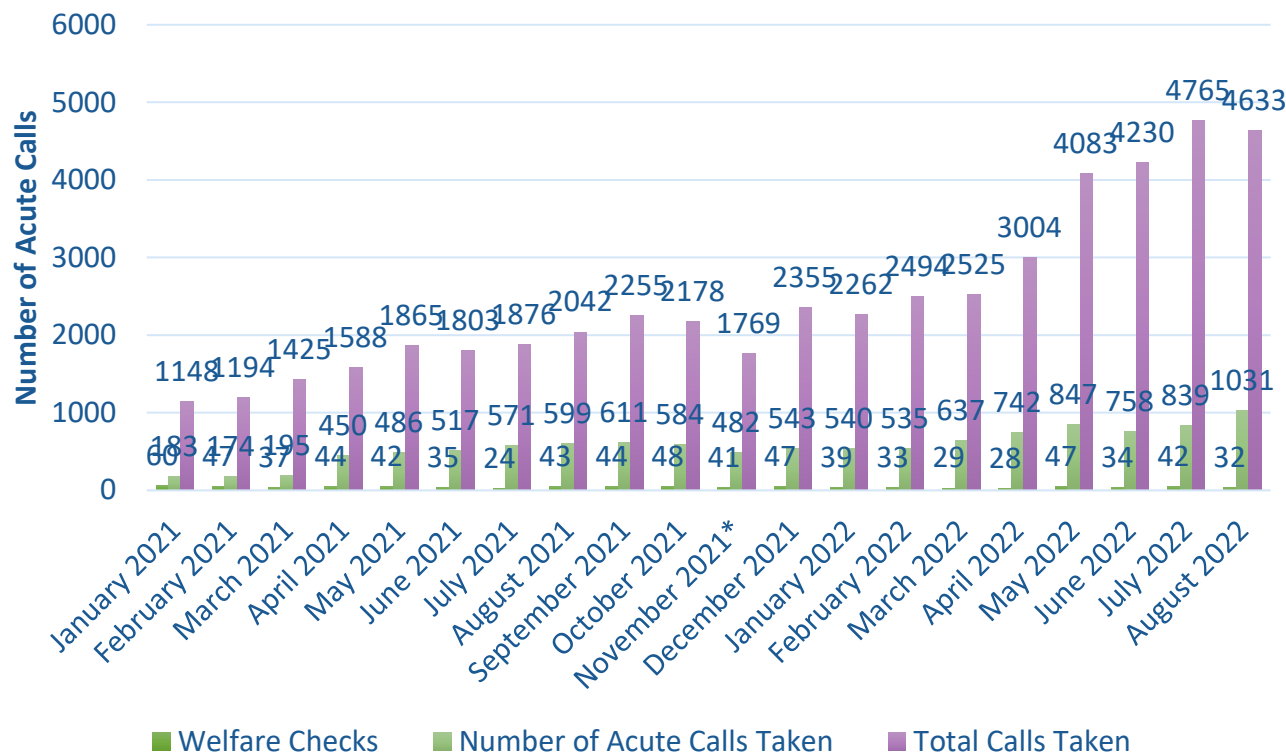
*Based on data from Jan—July 2022.

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WISCONSIN LIFELINE ACUTE CALLS



WISCONSIN LIFELINE ACUTE CALLS



*November 2021 calls are reduced due to a routing issue for approximately 10 days.

Month	Welfare Checks	Percentage of Callers
January 2021	60	5%
February 2021	47	4%
March 2021	37	3%
April 2021	44	3%
May 2021	42	2%
June 2021	35	2%
July 2021	24	1%
August 2021	43	2%
September 2021	44	2%
October 2021	48	2%
November 2021*	41	2%
December 2021	47	2%
January 2022	39	2%
February 2022	33	1%
March 2022	29	1%
April 2022	28	1%
May 2022	47	1%
June 2022	34	1%
July 2022	42	1%
August 2022	32	<1%



STATEWIDE PREPARATION 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 PREPARATION FOR 988

- DHS received a grant from SAMHSA that began April 2022 and ends April 2024. The primary focus is capacity building for 988 call, text, and chat volume.
- Capacity building for the Wisconsin Lifeline Center.
 - Hiring call, chat, and text counselors
 - Hiring supervisors
 - Exploring a remote workforce
 - Assessing need for space and additional resources

988 COLLABORATION WITH EXISTING RESOURCES

Most callers, chatters, and texters will not need additional services outside of communicating with a 988 counselor, some may need additional help.

- County crisis programs
- 911 centers/public safety answering points (PSAPs)

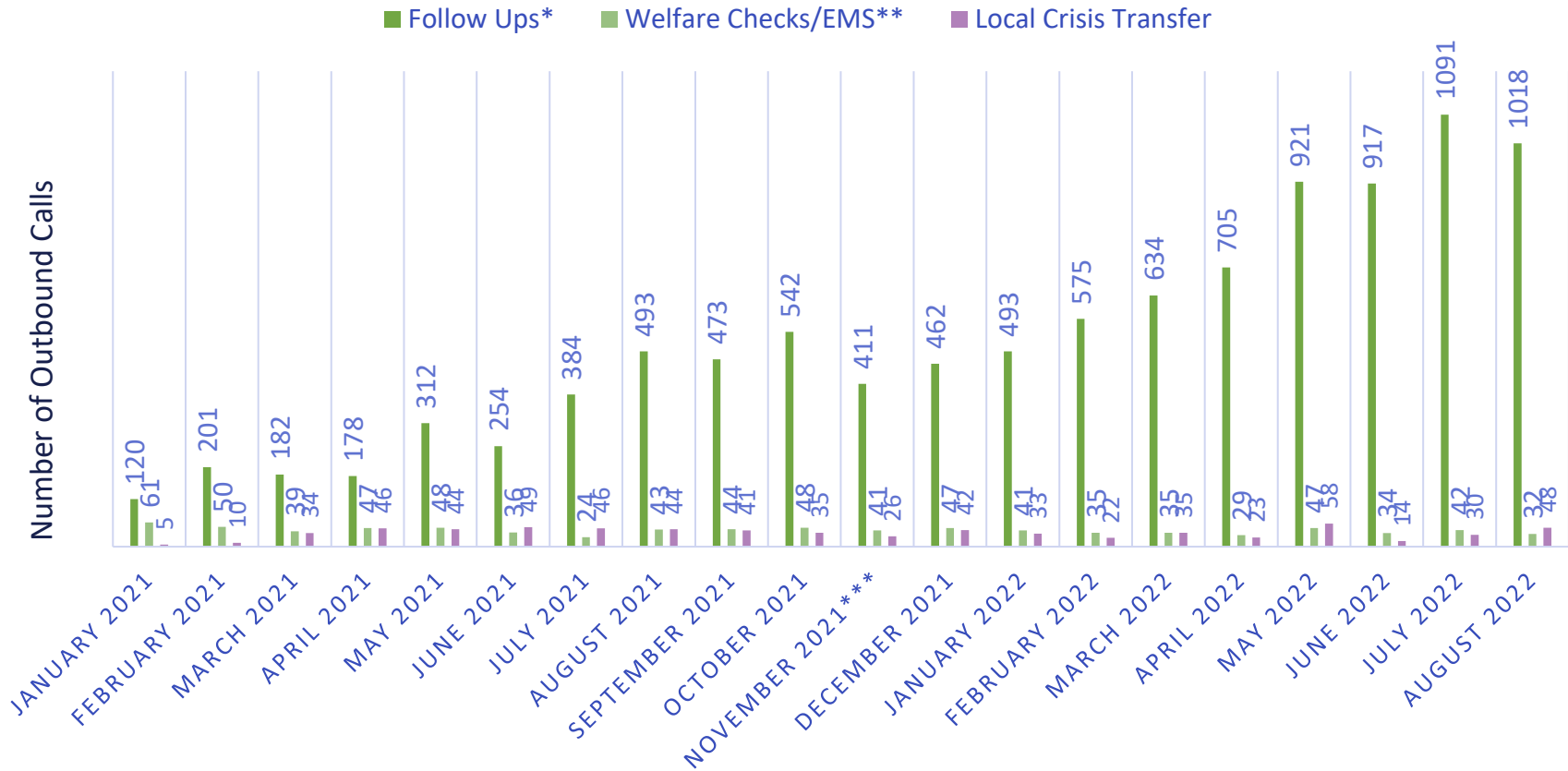
COUNTY CRISIS PROGRAMS

- County-specific crisis line available 24/7/365
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 calls 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.

OUTBOUND CALLS BY MONTH



*Follow up numbers are approximate. Follow ups could include up to three attempts per scheduled follow up.

**Welfare Checks/EMS are approximate and likely include a second outbound follow up call for each.

***November 2021 calls are reduced due to a routing issue for approximately 10 days.



24/7 CALL, TEXT, CHAT

FUNDING

- The National Suicide Prevention Act of 2020 gave states the authority to pass legislation that uses telecommunication fees to help fund 988 operations, which is how 911 is funded in most states.
- Wisconsin is currently braiding different sources of federal and state funding to support 988 operations.

WHAT'S NEXT?

- DHS and the Wisconsin Lifeline will continue to meet regularly with statewide partners to capitalize on opportunities and address challenges as they come up.
- The Wisconsin Lifeline will hire and train more counselors and supervisors to meet the demand of 988 contacts.
- The Wisconsin Lifeline will transition to a new software platform for call center staff in 2023.
- DHS and the Wisconsin Lifeline will market and message 988 statewide in 2023.

QUESTIONS?



988 SUICIDE & CRISIS LIFELINE
CONNECT WITH US

Learn more about 988 Wisconsin,
www.dhs.wisconsin.gov/988

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