

MEETING OVERVIEW

- What is 988 and how will it work?
- 988 State Planning Grants
- Suicide in Alaska
- National Guidelines for Best Practices in Behavioral Health Crisis Care
- 988 and the Crisis Care Continuum
- Commitment to Advancing Crisis Services
- Call Center Data
- 988 State Implementation Plan
- Volume Projections



WHAT SHOULD 988 PROVIDE?



988 serves as America's mental health safety net. We will reduce suicides and mental health crises and provide a pathway to well-being.



Everyone in the U.S. and the territories will have immediate access to effective suicide prevention crisis services and behavioral healthcare through 988.

WHAT IS 988 AND HOW WILL IT WORK?



988 is the 3-digit telephone number approved by the FCC for Mental Health Crisis. It replaces the current National Suicide Prevention Lifeline number 1-800-273-TALK, effective July 16, 2022.

The National Suicide Prevention Lifeline (NSPL) is a national network of over 190 local/ state crisis centers reached by dialing one number, 1-800-273-TALK.

The Alaska
Careline is the
only Lifeline
member call
center in Alaska.

All calls from a 907 area code are routed to the Careline.

988 STATE PLANNING GRANT

- Develop a 988 Coalition of key stakeholders
- Develop clear roadmaps for key coordination, capacity, funding, and communication strategies to support 9-8-8.
- Plan for the long-term improvement of in-state answer rates for 9-8-8 calls.

988 IMPLEMENTATION TIMELINE



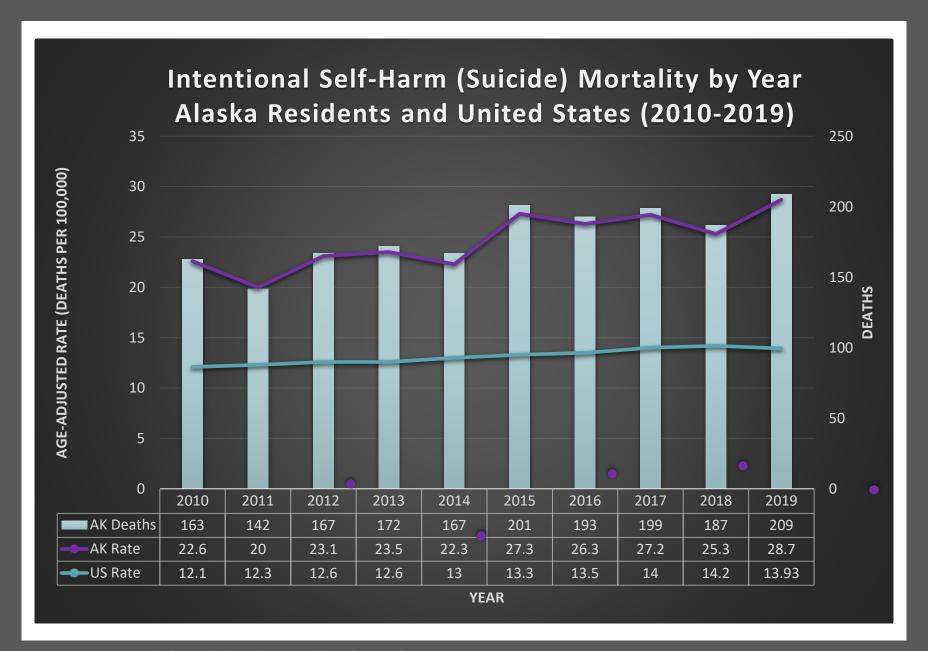
988 goes live nationwide on July 16, 2022



CONTACT ROUTING REVIEW



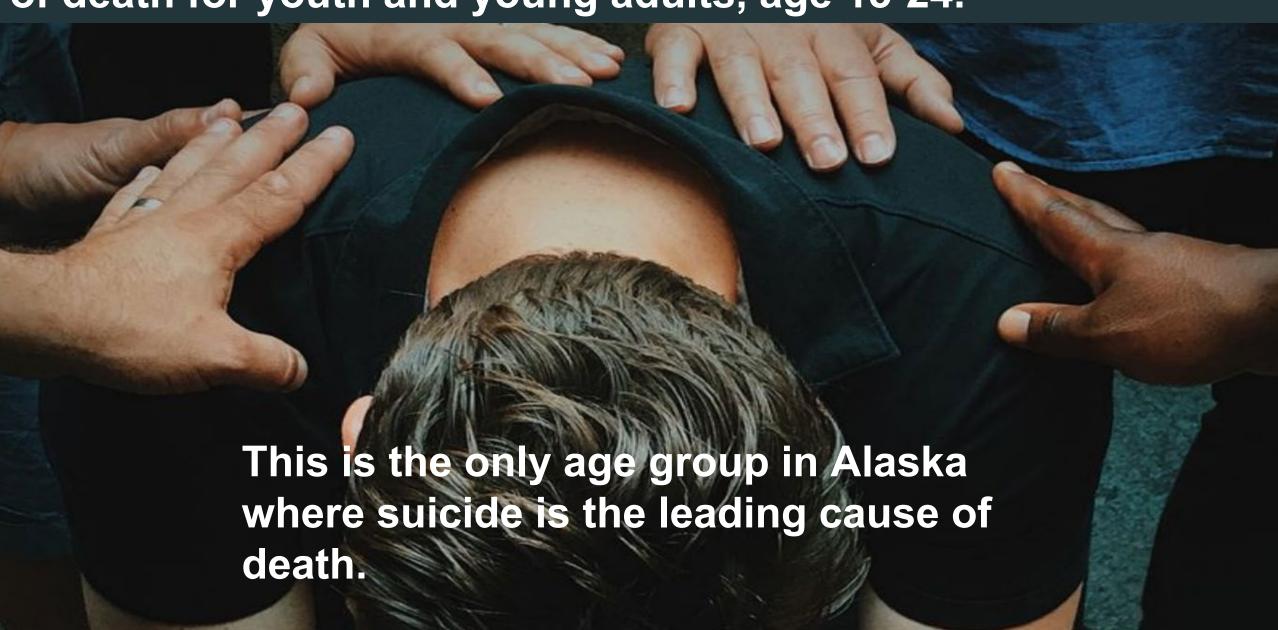
SUICIDE IN ALASKA

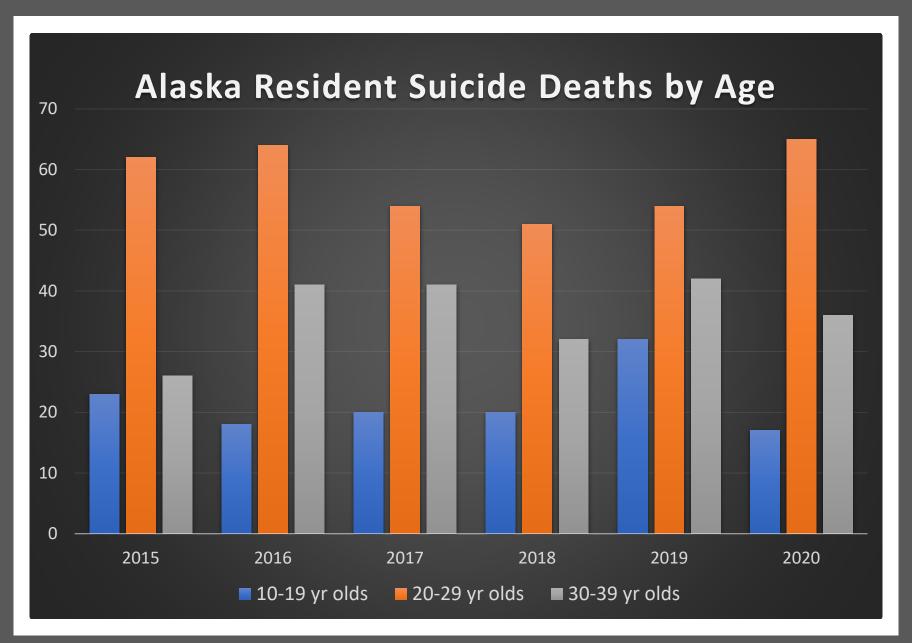


Source: AK Data: Alaska Health Analytics and Vital Records Section
US Data: CDC/National Center for Health Statistics/Vital Statistics Cooperative Program

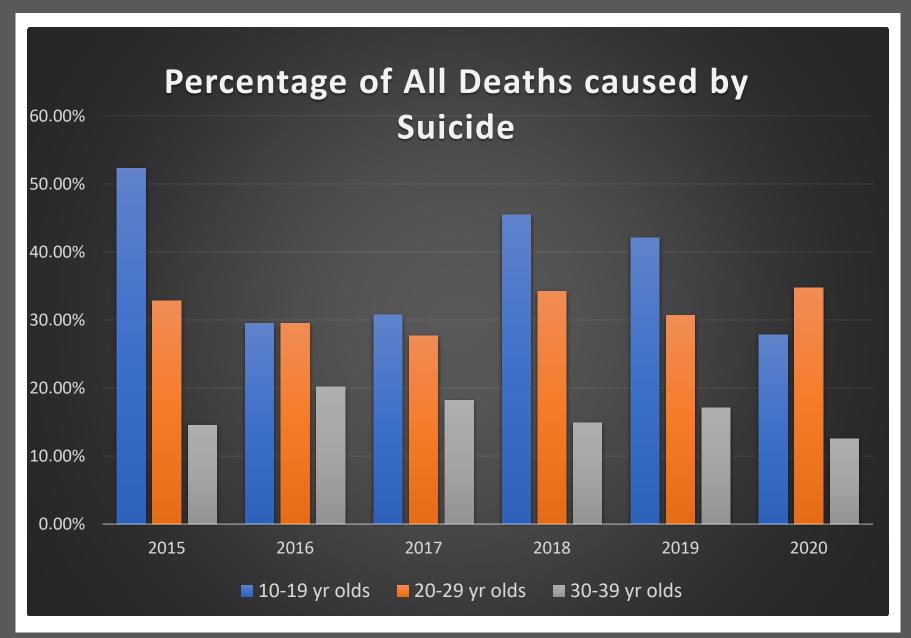


During 2019, in Alaska, suicide was *the leading* overall cause of death for youth and young adults, age 15-24.



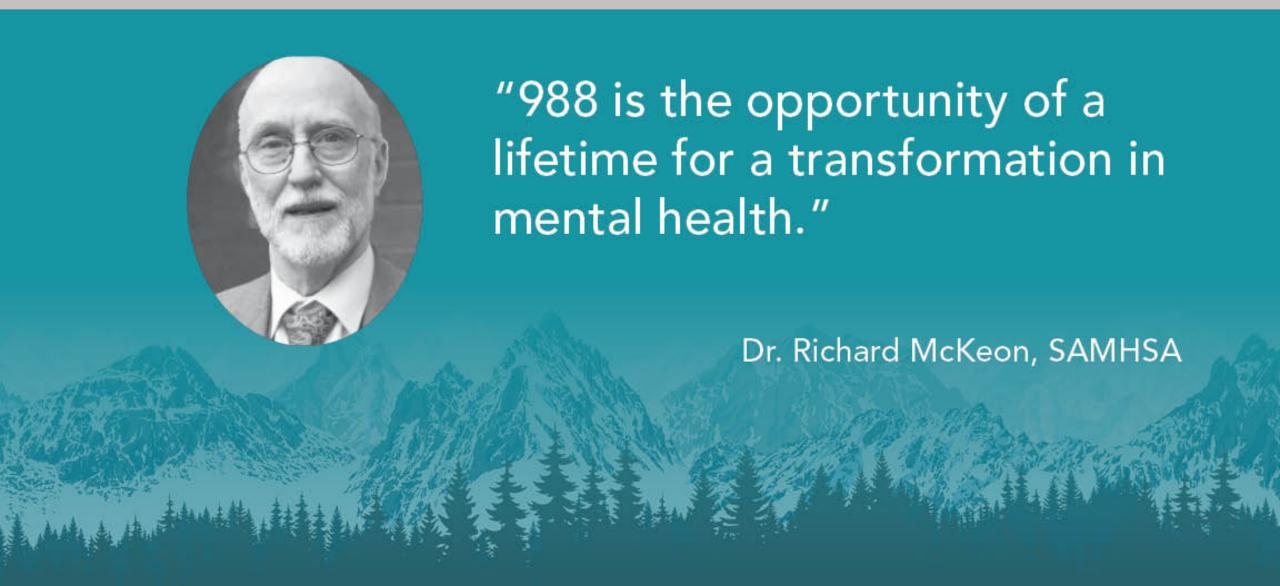


Source: AK Data: Alaska Health Analytics and Vital Records Section Last Updated 3/10/21, Data from 2020 or later are provisional and subject to change



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Every system is perfectly designed to get the results it gets... AND



WHO DOES THE **CARELINE SERVE?**

- The Careline serves Alaskans of any age, gender, race, or ethnicity.
- Careline contacts generally reflect Alaska's population, with some exceptions.





S.S. - CARELINE CRISIS COUNSELOR

LIFELINE AND CARELINE ANNUAL CALL ANSWER RATES

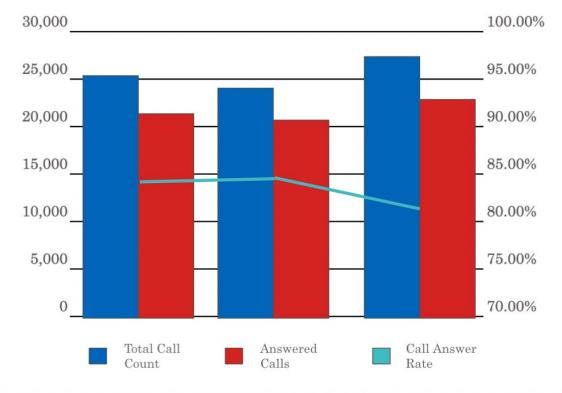
All Calls	2018	2019	2020
Total Call Count	25,446	24,068	27,451
Answered Calls	21,436	20,333	22,688
Call Answer Rate	84.24%	84.50%	82.60%

Careline Calls	2018	2019	2020
Total Call Count	17,360	15,317	20,496
Answered Calls	15,762	14,180	17,966
Call Answer Rate	90.79%	92.50%	87.65%

Lifeline Calls	2018	2019	2020
Total Call Count	8,086	8,751	6,955
Answered Calls	5,674	6,153	4,722
Call Answer Rate	70.17%	70.30%	67.89%



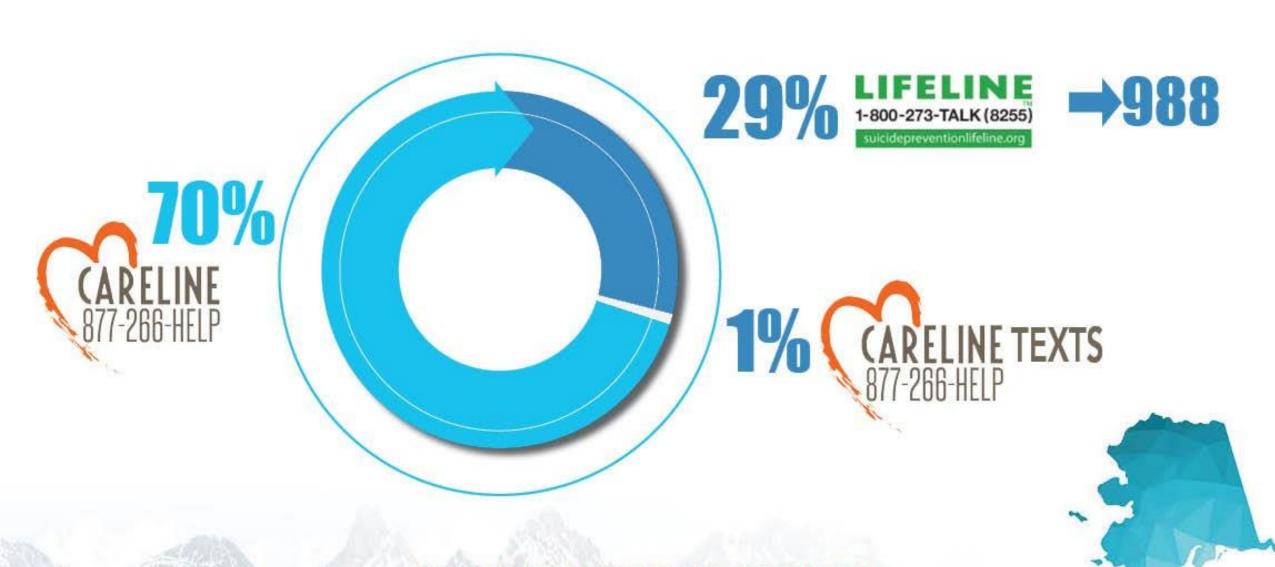
TOTAL LIFELINE AND CARELINE CALLS



All Calls	2018	2019	2020	
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HOW DO PEOPLE CALL?



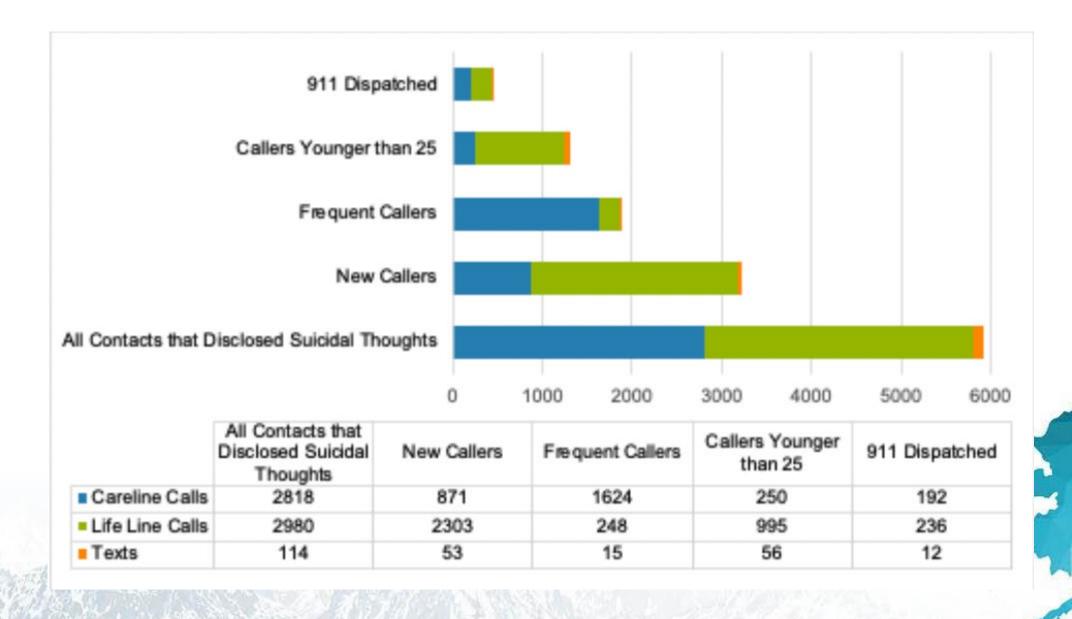
CALLERS BY SOURCE OF CONTACTS

MOST COMMON ISSUES PRESENTED BY CONTACTS

	PERCENT OF CALLS N=44008	AVERAGE LENGTH OF CONTACTS (MINUTES)	% OF CONTACTS WITH THIS ISSUE AND CO- OCCURRING SUICIDAL THOUGHT DISCLOSED
Lonely	33.8%	18.0	9.3%
Mental Illness	32.0%	17.0	13.4%
Anxiety	27.3%	19.8	17.2%
Relationship	27.1%	21.8	18.5%
Depression	24.7%	22.2	25.2%
Crisis	18.5%	22.6	36.3%
Medical Illness	14.6%	18.2	14.3%
Grief	8.4%	24.2	24.8%
Disability	7.1%	17.9	11.1%
Low Income	7.1%	19.0	8.7%



CONTACTS FROM THOSE IN CRISIS





PLANNING PHASES

- Phase 1 Goals and Action Steps:
 - o Pre-Launch (Oct 1, 2021 June 30, 2022)
- Phase 2 Goals and Action Steps:
 - o One Year Post-Launch (July 1, 2022 June 30, 2023)



988 STATE IMPLEMENTATION PLAN

Eight Core Considerations for development of the statewide 988 Implementation plan organized into four work groups

- Capacity Call Center Capacity to provide 24/7 coverage, including assessing volume projections, staffing, services provided including text and chat capability, operational, clinical and performance standards.
- Sustainability Identifying and supporting funding streams to support call center services, technology, capacity, and other 988 related crisis services.
- Coordination Coordination of follow up services, a statewide system of up-to-date resource and referrals, coordinated systems to support central deployment of mobile crisis teams, and warm transfers between 911 and other law enforcement agencies, and utilization of technology to access to real-time information about crisis bed availability.
- Rural/Tribal Health Developed to ensure coordination with rural communities and tribal health organizations.

National Suicide Prevention Lifeline 5-Year Projections

Growth Models	Year 1	Year 2	Year 3	Year 4	Year 5
Low Volume	6M	9M	10M	12M	13M
Medium Volume	9M	14M	18M	21M	24M
High Volume	12M	20M	27M	34M	41M



ALASKA Projected volume based on local data

		Crisis Call		Totals					
	Year	In-State	Lifeline	Diverted from	Diverted from	988 Total	In-State	Total	
	i eai	Calls	Calls	Careline	911	900 10181	Calls Total		
Implementation	2022	22,962	9,185	5,740	4,155	19,080	22,962	42,042	
Full Year 1	2023	21,756	9,945	9,324	12,465	31,734	21,756	53,490	
Full Year 2	2024	20,074	10,706	13,383	20,775	44,864	20,074	64,938	



LIFELINE TEXT AND CHAT VOLUME

	Chats and Texts Initated from AK Please note that Lifeline Text began consistent service on 07/01/2020												
	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Chat	35	25	18	40	43	48	59	40	67	54	38	40	26
Text	NA	7	16	25	14	10	5	9	21	56	22	25	25



Next Steps

- The first draft of the 988 State Implementation plan was submitted to Vibrant Emotional Health, the administrator of the National Suicide Prevention Lifeline.
- The 988 coalition and workgroups will continue to meet and work on Phase 1 of the Implementation Plan.
- The final 988 State Implementation Plan will be submitted January 21st, 2022.