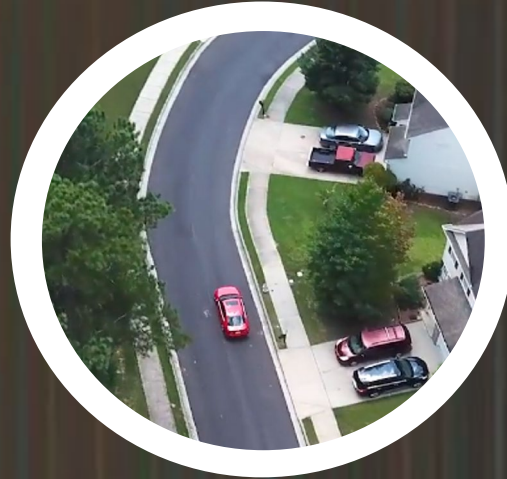


A crisis needs care – real, *dedicated* behavioral health care.
Not *cops*. Not the *ER*.



Someone to
Talk to.



Someone to
Respond



Safe Place to
Go



Someone to
Follow Up



Crisis Jam

will start in just a few minutes!

SAVED
MY
Life

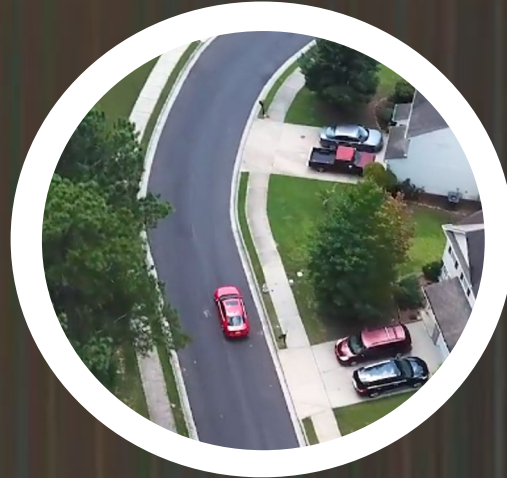
9888

This is a real story.

A crisis needs care – real, *dedicated* behavioral health care.
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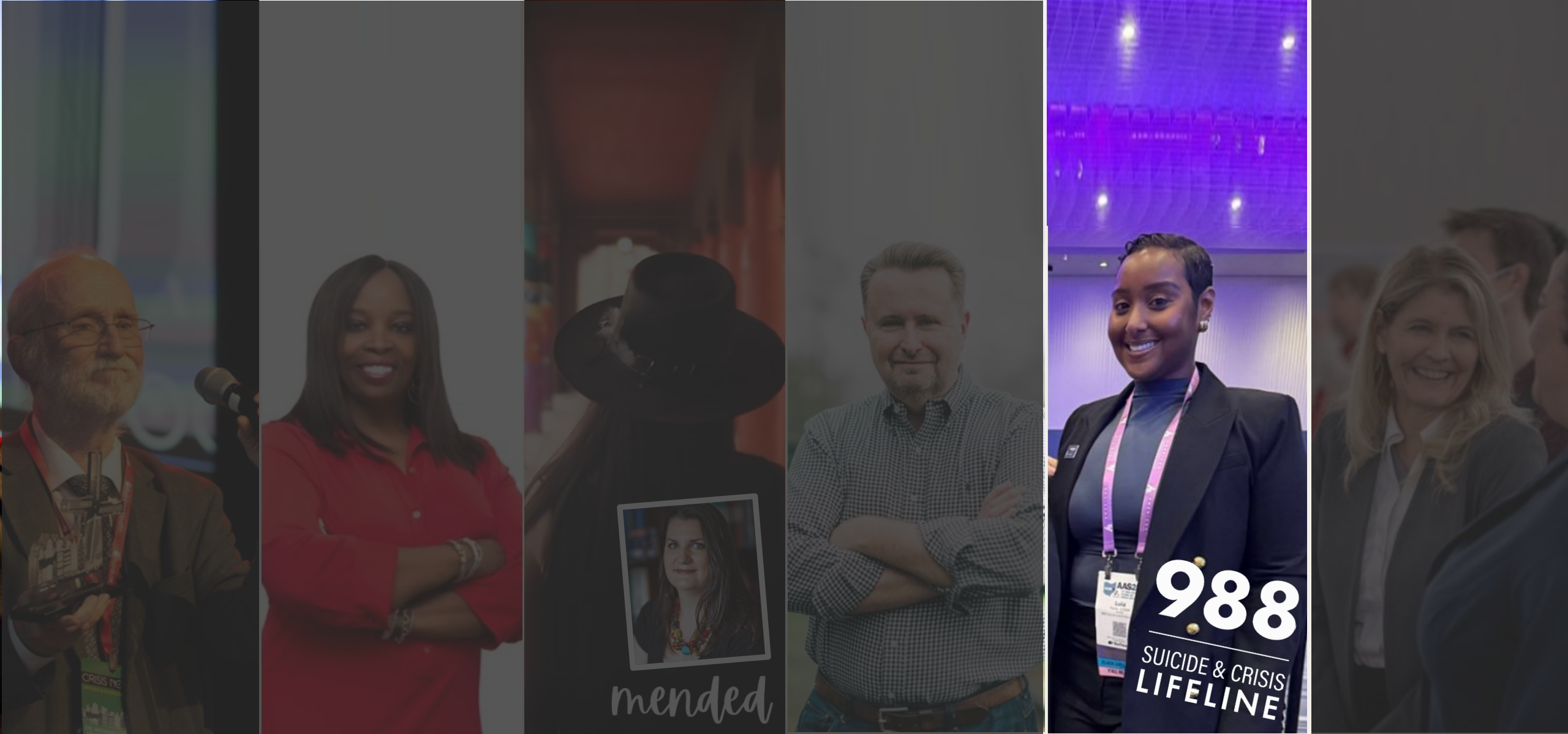




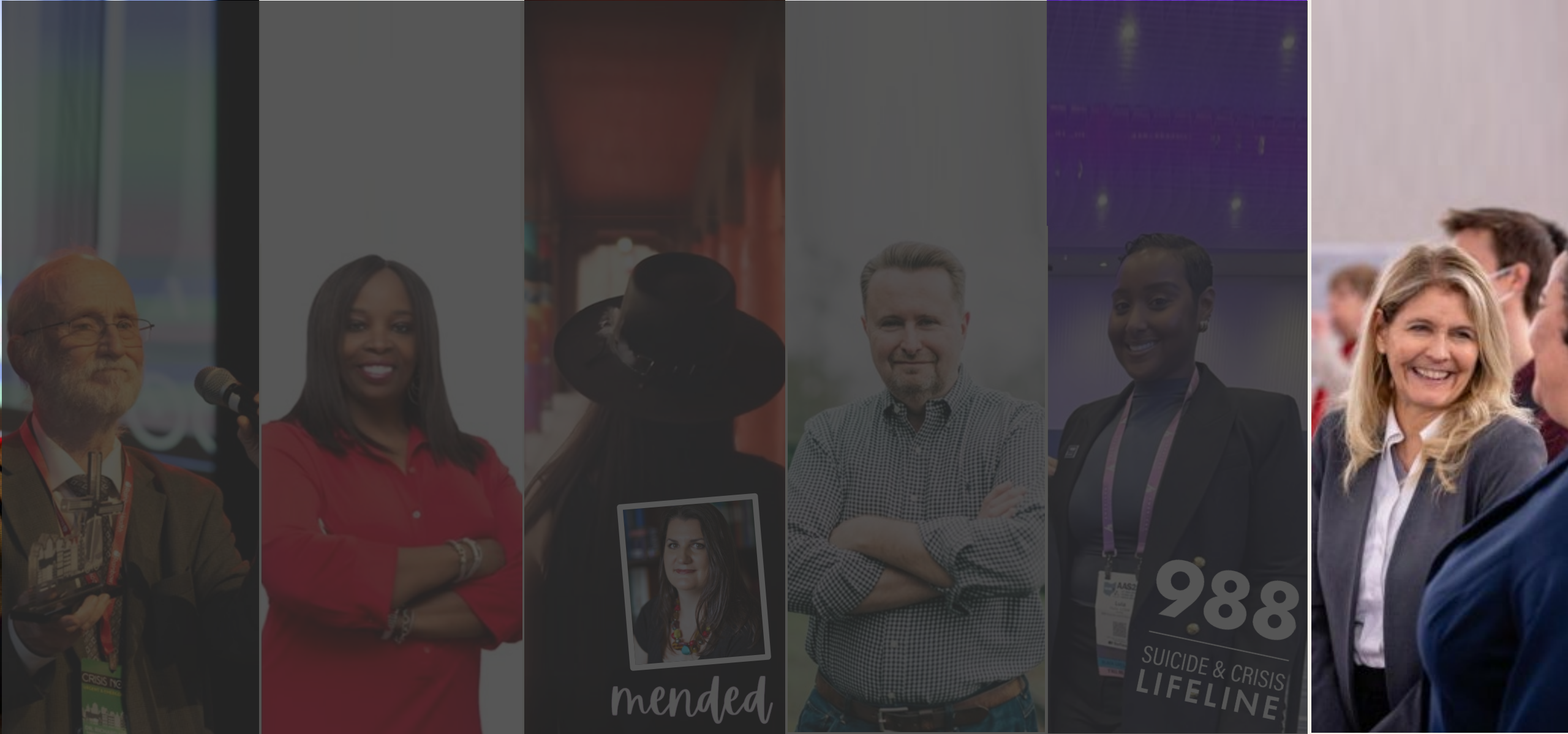


 **Crisis Jam**

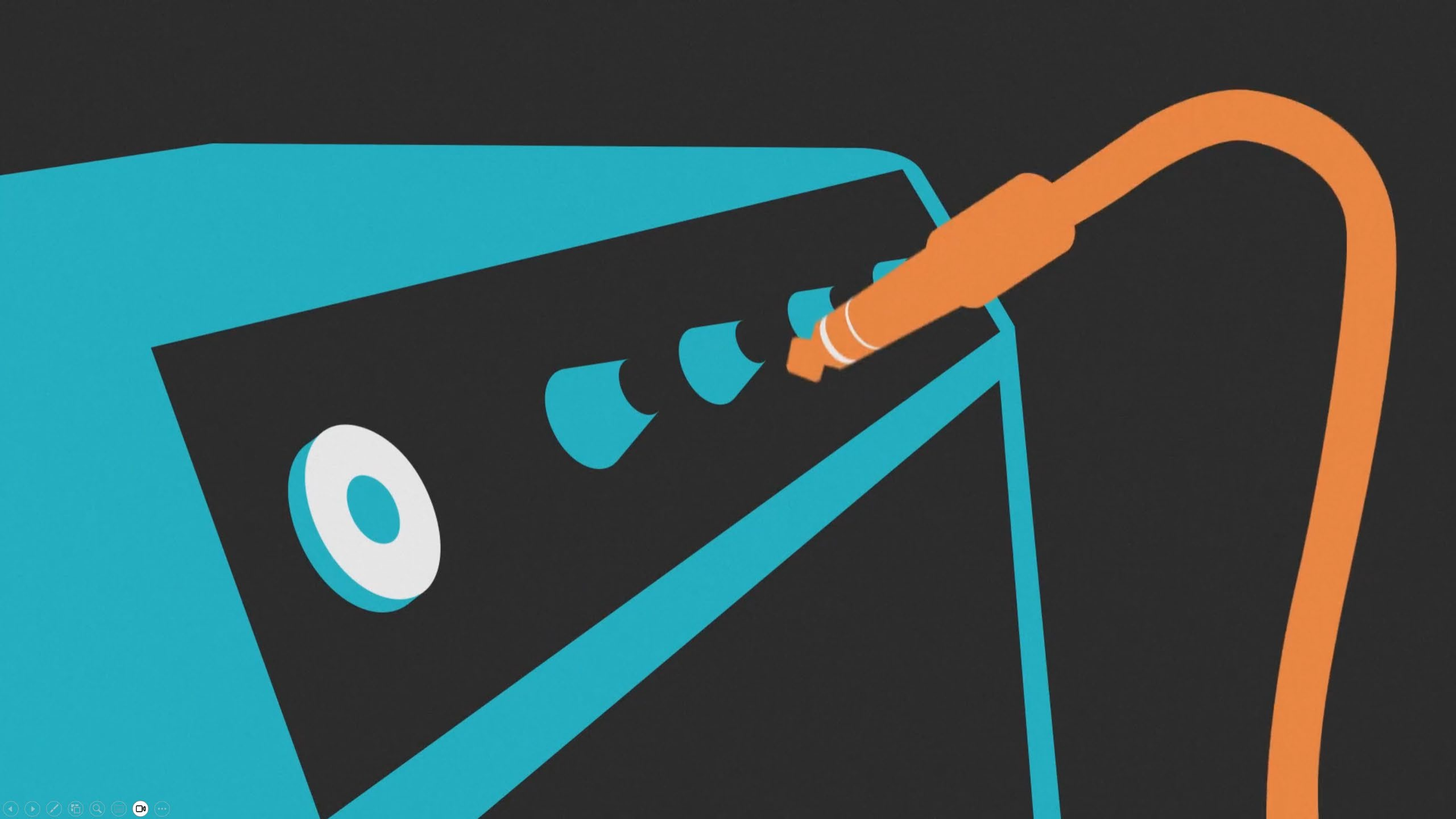




 **Crisis Jam**



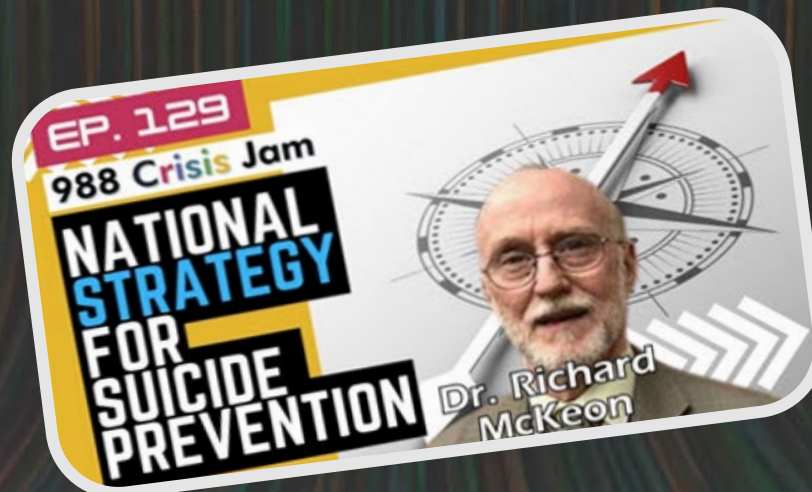








Crisis Jam





What We're Proud Of



The work to provide crisis
just beginning...

988
START

**HAPPY
BIRTHDAY**

988

**SUICIDE & CRISIS
LIFELINE**



YEARS

July 16, 2022



What We're Proud Of



289

33%

170
+16 PENDING

BREAKING NEWS

WBRZ 2

*Overdoses in East Baton Rouge Parish
trending down for the 2nd year in a row*





What We're Proud Of





Built to Last



DEBATE

**ALL STATES SHOULD ENACT
LEGISLATION THAT
INCLUDES A 988 FEE**



Hannah Wesolowski



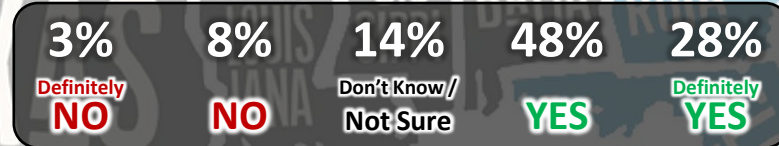
Tom Betlach

DEBATE

RESULTS

YES 48%

MOST COMMON RESPONSE



May 2025

All states should enact legislation that includes a 988 Fee.

Monthly
Surcharges

911

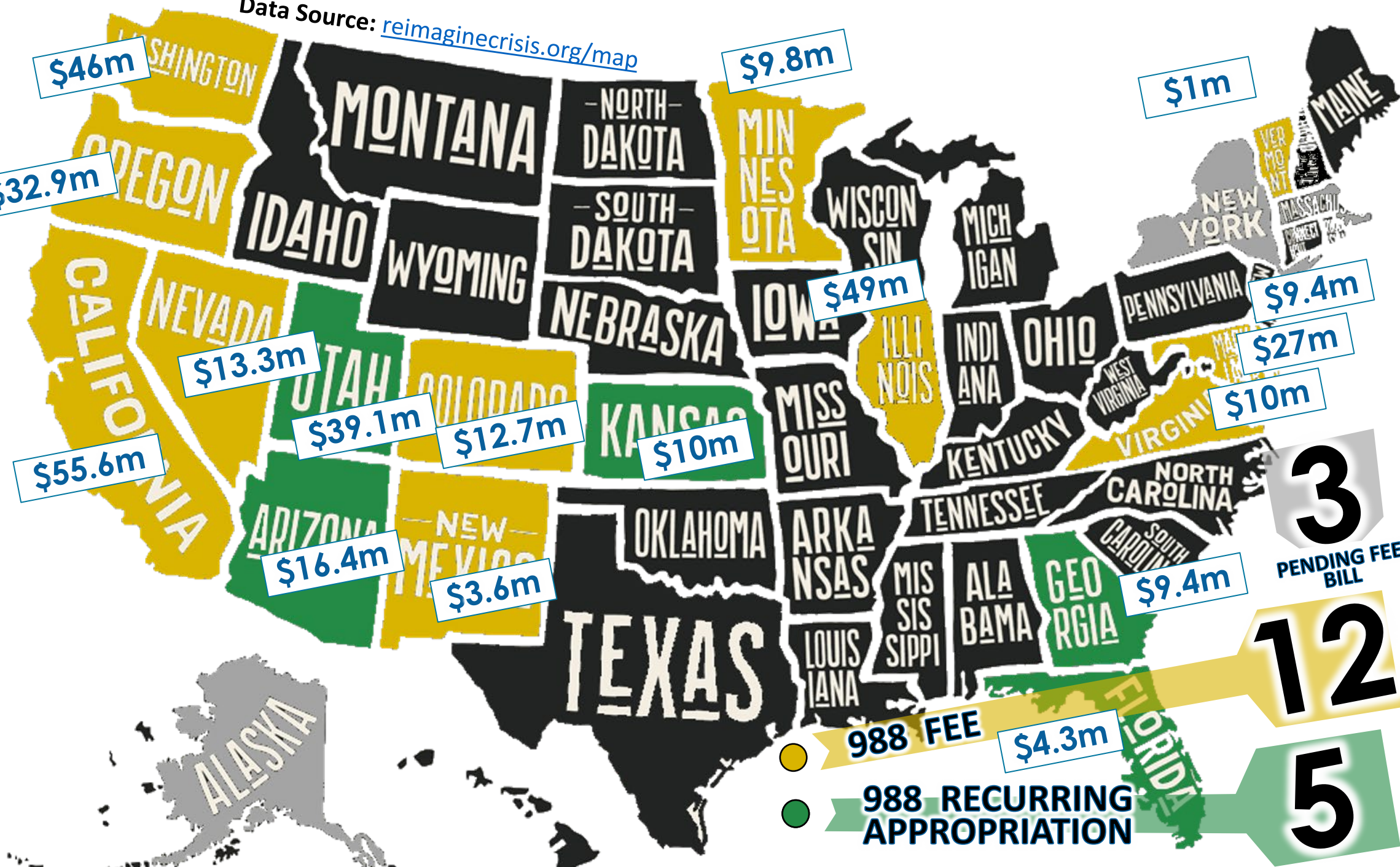
\$1.00 -
\$2.00

988

\$0.12 -
\$0.60

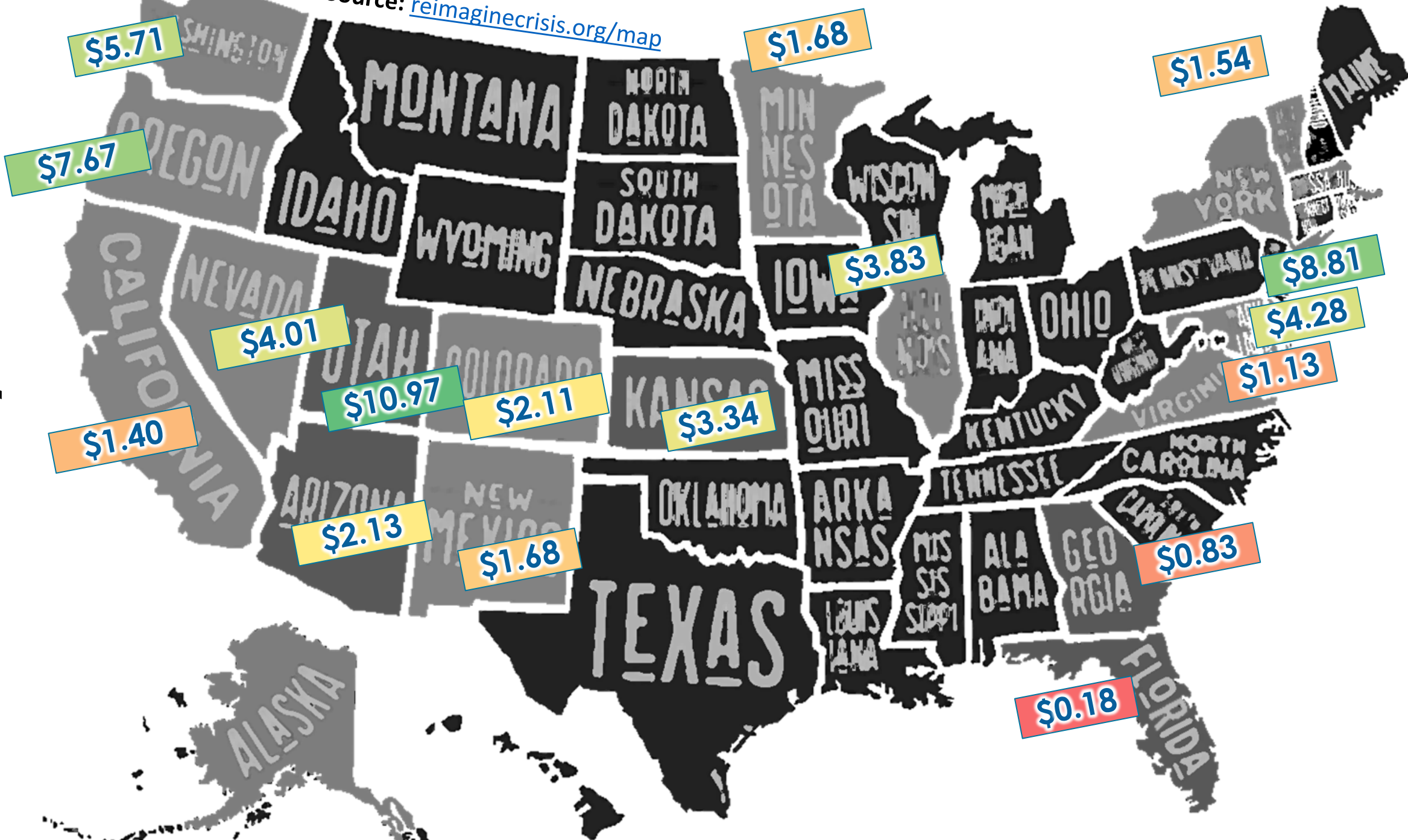
Data Source: reimaginecrisis.org/map

988 Funding



988 Funds/Person

Data Source: reimaginecrisis.org/map





Built to Last





Met by Police.
Sent to the ER.



crisistrivia
hotseat

In the US, those in a crisis are often held in hospital ERs for days without active treatment, a practice called “psychiatric boarding.” By contrast, “**ramping**,” refers to a prolonged wait in the transporting ambulance before even entering the hospital ER.

***IN WHAT COUNTRY DOES THIS PRACTICE OCCUR
DUE TO A LACK OF AVAILABLE BEDS OR CARE AREAS OPEN
IN HOSPITAL ERs?***


A: Australia

B: Chile

C: Mexico

D: United Kingdom





In December 2022, South Australia reported “ramping” took place on average 100 hours per day in the region. Mental health is critical in fixing delays where people get stuck waiting for a service.

IN WHAT COUNTRY DOES THIS PRACTICE OCCUR DUE TO A LACK OF AVAILABLE BEDS OR CARE AREAS OPEN IN HOSPITAL ERS?

A: Australia

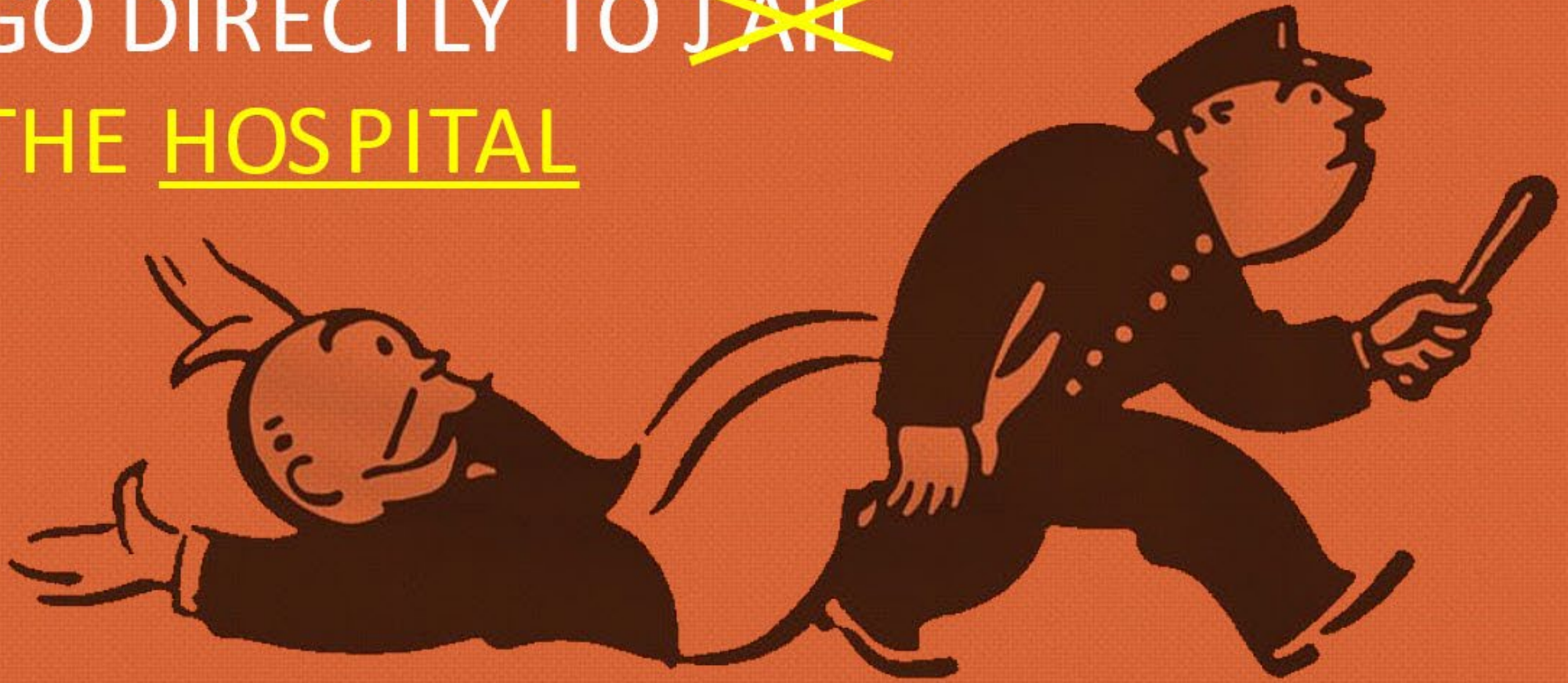
B: Chile

C: Mexico

D: United Kingdom

Do not pass go. Do not collect \$200.

GO DIRECTLY TO ~~JAIL~~
THE HOSPITAL





↑
EMERGENCY



Crisis Care Center

Franklin County
Crisis Care Center



THAT *feels* LIKE CARE



Met by Police.
Sent to the ER.





What We're Learning... and It's Really Good



Best Friend ALLEX



The following
is real feedback
from a 988 caller

My best friend Alex texted
me that

988
SUICIDE & CRISIS
LIFELINE



What We're Learning... and It's Really Good





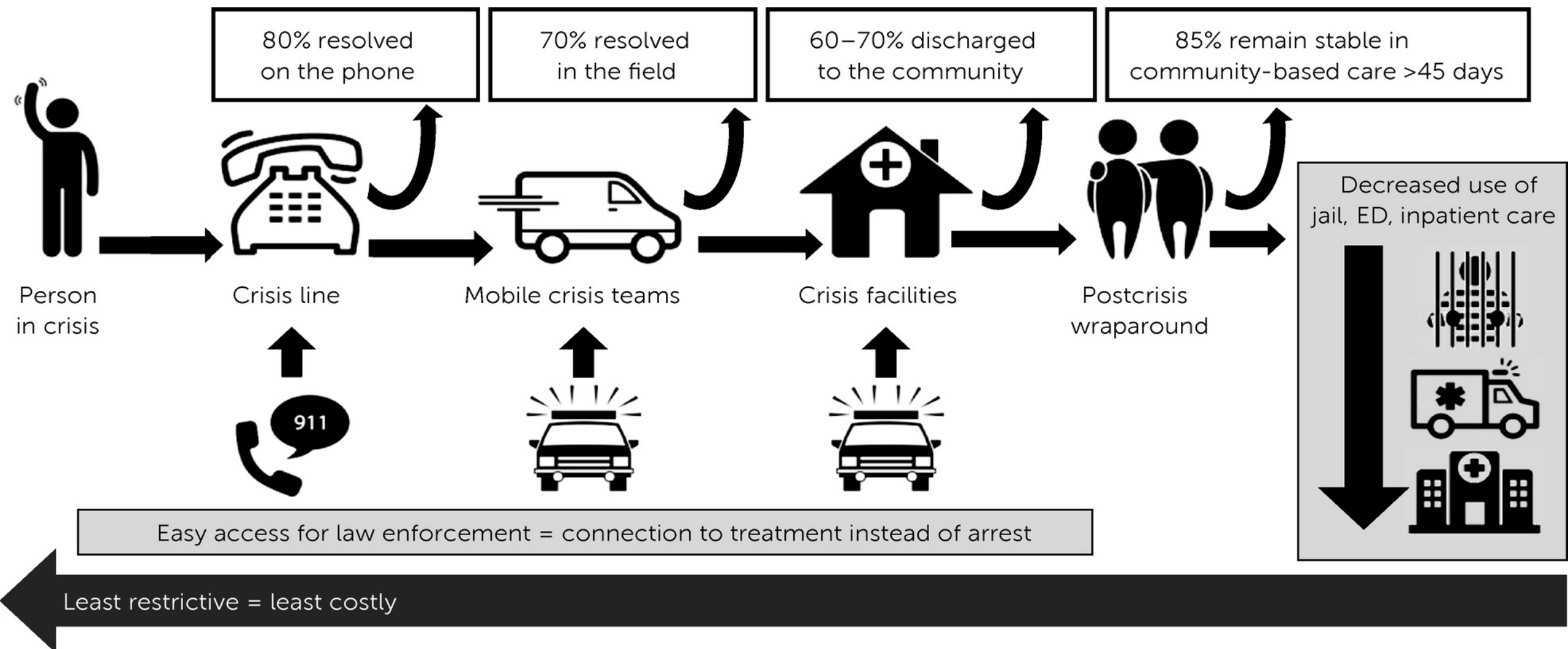
**When someone is thinking of suicide, these
are the people who talk them out of it**



Crisis counselors field near 1,000 calls a day

02:03

Cops, Clinicians, or Both? Collaborative Approaches to Responding to Behavioral Health Emergencies



Escalation in crisis services by episode (Arizona)

AHCCCS

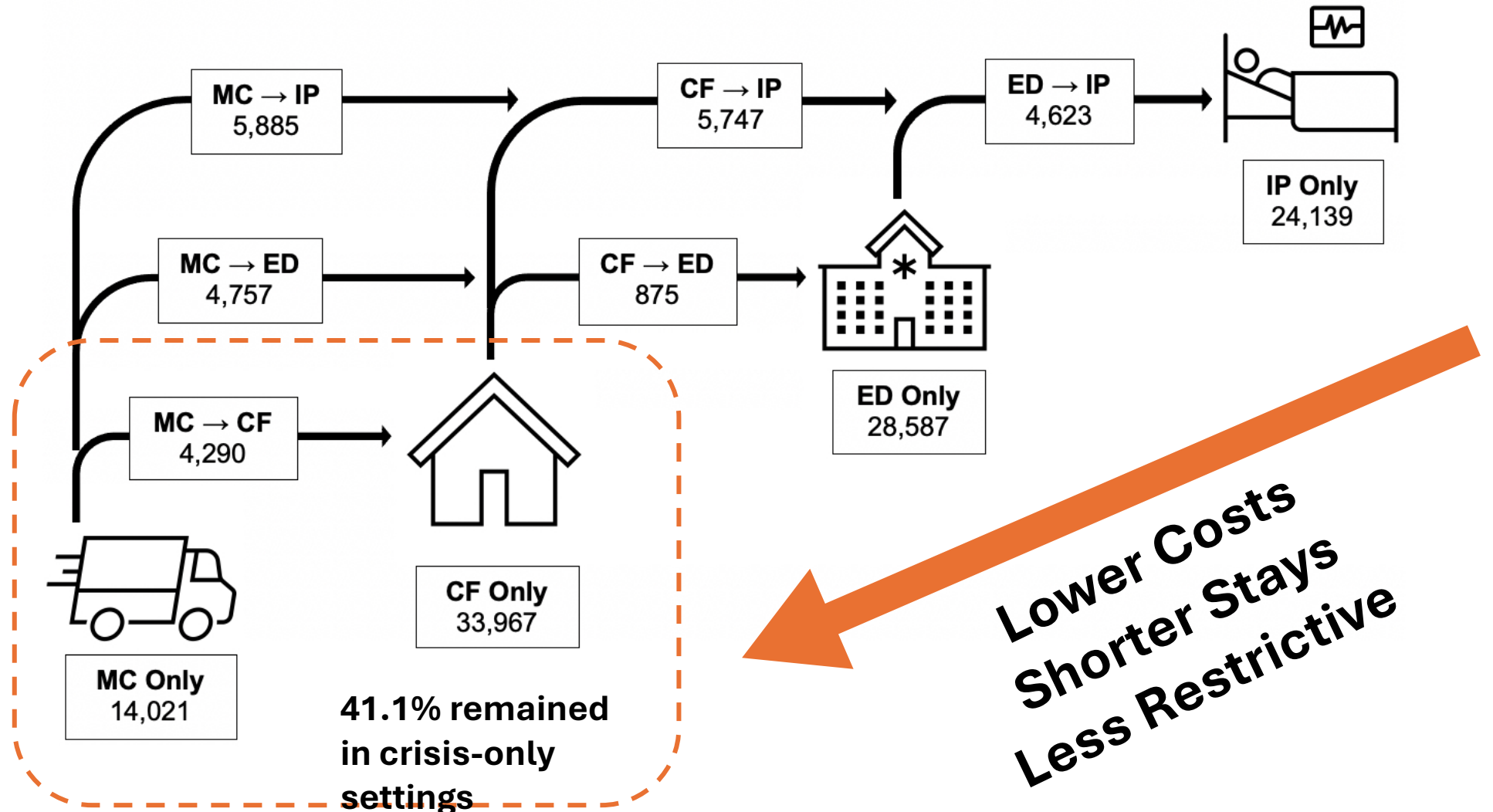
Medicaid claims

10/2017-10/2018

Ages 18-64

Examined if a mobile crisis (MC), crisis facility (CF), emergency dept (ED), or inpatient (IP) service was followed by a higher intensity service within 72 hours

Total episodes: 126,891





What We're Learning... and It's Really Good





Future Visions... and One Door.



Quote

*“Services have been organized around your Mon through Fri, 8am to 5pm convenience, not ours, but...
a crisis has no schedule.*”

Lived Experience Focus Group Participant

Statewide Crisis & Access Line Implementation, South Georgia (2006)

**“CRISIS HAPPENS
NOW”**





5m



13 -
15m
Local, County,
and State Crisis
Lines

24m+
Conservatively estimated at
10% of the 240 - 250 million
annual calls to 911 (NENA)

40m+ Annual Crisis Calls
Behavioral Health & Suicide

THE POWER OF THREE DIGITS

When 911 was introduced, it effectively cannibalized call volume from hundreds of local ten-digit numbers. What is the name for this strategic process in telecommunications and service design?

A: Call Diversion

B: Number Cannibalization

C: Service Consolidation

D: Demand Fragmentation

THE POWER OF THREE DIGITS

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DECK
13

Metropolitan Atlanta

White Pages Telephone Directory
Area Code 404 December 1969



Southern Bell

Atlanta listings are followed by
Northeast, Northwest and South



emergency numbers



fire



police



state patrol

627-3531



doctor



grady ambulance

523-4711

FBI

Federal Bureau of Investigation (FBI)

521-3900

GBI

Georgia Bureau of Investigation (GBI)

627-3531



U S Secret Service

526-6317



other important numbers
emergency mental health service
poison control center

572-2626
523-4711

Write in the telephone numbers you will need in
case of emergency.

Obtain your Emergency Police and Fire numbers
from the list below.

► or dial "OPERATOR" in
any emergency and say for
example

"I want to report a fire at _____"

or "I want a policeman at", etc.

If you cannot stay

at the telephone,

tell the "OPERATOR"

the exact location where help is
needed.

warning:

The law of Georgia provides that any person who fails to relinquish a telephone party line after he has been requested to do so to permit another to place a call, in an emergency in which property or human life are in jeopardy and the prompt summoning of aid is essential, to a fire or police department or for medical aid or ambulance service, shall be guilty of and punishable as for a misdemeanor; provided that such party line at the time of the request is not being used for any such emergency call. Also, the law provides that any person who shall request the use of such party line by falsely stating that the same is needed for any of said purposes, knowing said statement to be false, shall be guilty of and punishable in a like manner.

The law of Georgia provides that any person who shall, without provocation, use to or of another, and in his presence, or by telephone, opprobrious words or abusive language, tending to cause a breach of the peace, or who shall, in like manner, use obscene and vulgar or profane language in the presence of, or by telephone to, a female, or any person who shall communicate to any virtuous female within this State by writing or printing any obscene or vulgar language or improper proposals, or by indecent or disorderly conduct in the presence of females on passenger cars, in the street cars, or other places of like character, shall be guilty of a misdemeanor.

	FIRE	POLICE
Atlanta	521-2121	522-7363
Avondale Estates	284-6611	289-3520
Clayton County	366-3351	478-7237
College Park	766-9621	766-3618
Decatur	373-0600	377-3855
DeKalb County	284-6611	289-3520
East Point	761-2177	761-2177
Forest Park	366-4141	366-3211
Red Oak	521-2121	522-7363
Sandy Springs	521-2121	522-7363
Fulton County		
Unincorporated Area		522-7363
Forest or Grass Fire . . . North Fulton	475-5107	
South Fulton	964-2212	
or	521-2121	
Hapeville	761-3131	761-1112
Morrow	366-8282	366-6220
Mountain View	478-7237	478-7237

988

SUICIDE & CRISIS
LIFELINE

2022

988

Suicide & Crisis
Lifeline

2005

1-800-273-
TALK

National Suicide
Prevention Lifeline

2000

1-800-
SUICIDE

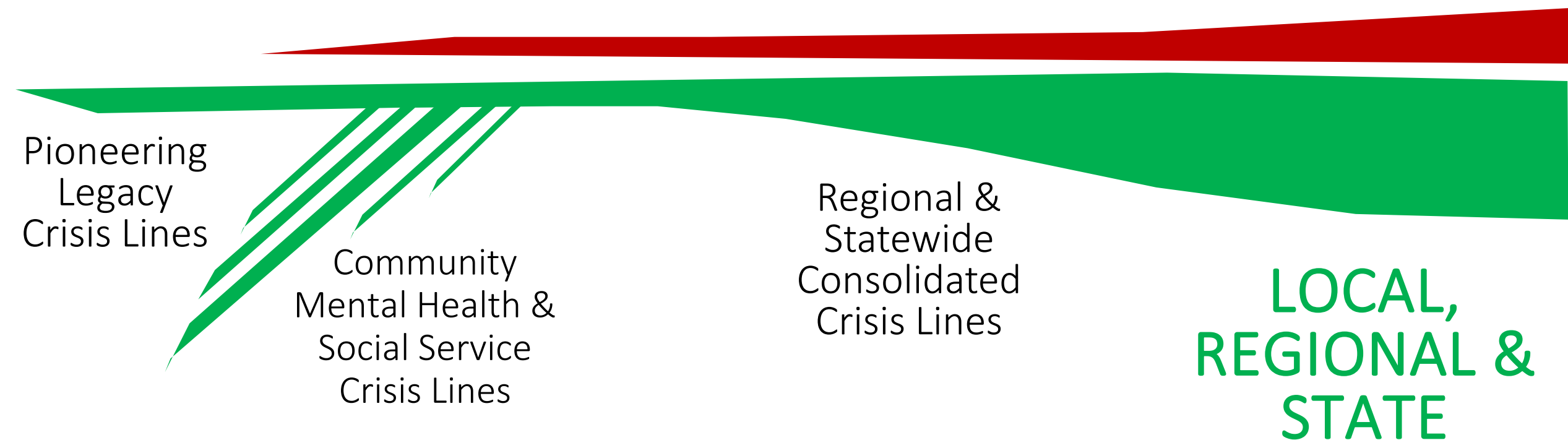
FEDERAL

LOCAL,
REGIONAL &
STATE

Regional &
Statewide
Consolidated
Crisis Lines

Community
Mental Health &
Social Service
Crisis Lines

Pioneering
Legacy
Crisis Lines



“What local or legacy numbers still exist in your community that could be consolidated under 988?”

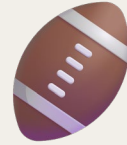
Or

“What barriers remain to full service consolidation in crisis care—tech, turf, or trust?”



Future Visions... and One Door.





Crisis Care Is a Team Sport





988... Every American
Should Know It.



Crisis Jam

 **WE ALL HIDE HOW
WE FEEL SOMETIMES**
But it can help to talk.

ORANGE BARREL MEDIA

CALL, TEXT OR CHAT 988
for free, confidential support—anytime.

988 SUICIDE & CRISIS
LIFELINE

Ohio





988... Every American
Should Know It.



Crisis Jam



Dignity, Not Fear





nded - Ep 10 | Hope Inc. Stories >

Lanes: One Road to Recovery



More videos

Tap or swipe up to see all





Dignity, Not Fear





Innovation Ahead.
988 Was the Start.
Here's What's Next.



Crisis Jam





NASMHPD

Crisis Jam

Global
Leadership
Exchange

Behavioral
Health Link

RI
RECOVERY INNOVATIONS

Join us in Washington, DC

Gōijř

Fourth Urgent & Emergency Care Global Summit



In conjunction with i A ōĭ Ė ŃŦ F AÀŌ ħij ŌŌĀ Ā ỢÈ Ĭ ỢợĩyÀŭ July 25 - 27
Including a Hợợ ħÀŌ Ĭ À Hợợ ħĩyCÀ ĀĖợợợ GķĀ July 29 at Noon EST

Crisis Now IV: What works!

Two Days. One Mission. Proving the Promise of Crisis Care.





Innovation Ahead.
988 Was the Start.
Here's What's Next.



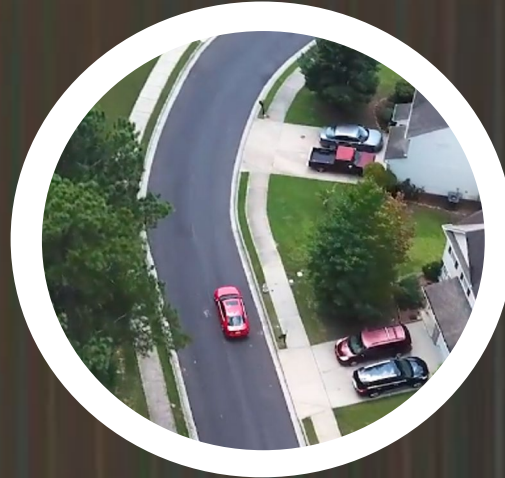
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