



988

SUICIDE  
& CRISIS  
LIFELINE

Behavioral Health  
Crisis Care  
in South Dakota

# Moving the U.S. to a 3-digit Dialing Code

On July 16<sup>th</sup>, 2022, the nation moved to the first-ever 3-digit dialing code for suicide prevention and mental health crises, available for call, chat and text. The previous crisis number, 1-800-273-8255 (TALK), is still available, as well. Both numbers will connect callers to South Dakota's National Suicide Prevention Lifeline.

## Fast Facts about 988:

It provides greater access to **24/7/365, free, confidential and life-saving services** to those experiencing a mental health, substance use, or suicidal crisis.

It did **not replace** the existing National Suicide Prevention Lifeline—but in fact, has strengthened and expanded it.

It is an **easy-to-remember number that helps to provide direct connection** to compassionate, accessible care.

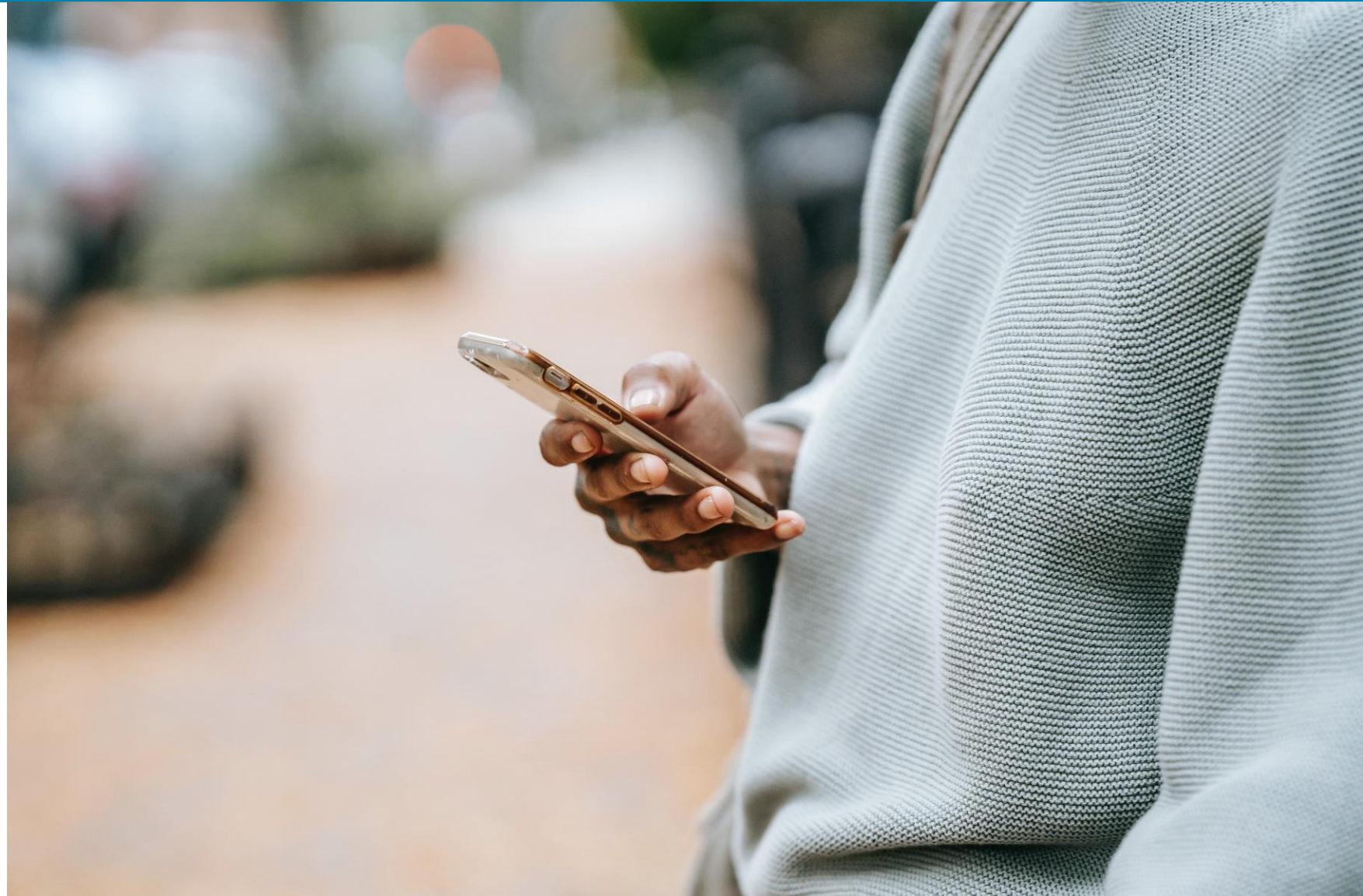
It's **more than just a 3-digit number**. It will strengthen our larger crisis care system.





# Why 988?

- Strengthen existing Lifeline network;
- Implement a unified crisis standard of care;
- Ensure everyone in crisis gets the help they need, when they need it;
- Linking those in crisis to community-based providers



# Difference between 211 and 988

2.1.1

- Housing /Rental assistance
- Utility assistance
- Food resources
- Government information
- Financial assistance
- Disaster information
- Basic health information
- Tax prep assistance
- Volunteer opportunities
- Childcare information



- Crisis situations (emotional distress, suicide or other behavioral health crisis)
- Behavioral health resource information and support
- Substance use information and support programs
- Connection to all levels of treatment options
- Care coordination and follow up support



Meets national standards for risk/safety assessment and engagement of individuals at imminent risk of suicide and offers care traffic control – quality coordination of crisis care real-time. Follow up support.

When you've got a police, fire or rescue emergency, call **911**

When you need social service information or resources, call **211**

When you have an urgent mental health need, call **988**



# 988 in South Dakota

- 988 is **answered by the Helpline Center** and staffed by individuals with advanced degrees and experience in behavioral health.
- 988 has the ability to support **follow-up calls** to callers and can include follow-up calls from mobile crisis team referrals, discharges from inpatient units or other programs to support care coordination.
- **Partners with** 911 Public Safety Access Points (PSAP), outpatient behavioral health providers, psychiatric inpatient units, stabilization units and appropriate regional facilities.
- On average nationally, **80% of calls** received by trained crisis counselors in a 988 setting can be de-escalated on the phone, reducing the need to dispatch law enforcement in situations that do not have safety concerns.
  - Through March 2023, there have been **over 5,400 contacts** made via call, text, and chat, including transfers from 911 and 211.
  - **Over 95% of calls** answered by the Helpline Center have been resolved without intervention.

# 988 in South Dakota

- 988 in SD is a **partnership between SD Department of Social Services, Division of Behavioral Health and Helpline Center**. DSS has provided the planning support, development of the 988 plan, and initial and ongoing funding.
- **988 Implementation Plan** for South Dakota was finalized in Jan 2022 with the Behavioral Health Crisis Response Stakeholder Coalition. The Stakeholder group has key members from behavioral health crisis response and prevention services across the state.
- Ramp up and first year **funding needs** (March 2022 – June 2023) were provided using one-time crisis funds and a SAMHSA Grant. Beginning in FY24, 988 will be fully funded by state general funds. DSS is also exploring ways to utilize Medicaid funding to support 988.

# 988 and 911 Partnership

- 988 is designed to collaborate with 911 centers to assist with mental health calls. The Helpline Center is working with PSAPs in the state to create a partnership between 988 and 911.
- 911 transfers calls to 988 such as callers in an emotional crisis or callers expressing mental health needs that are not suicidal.
- 911 will also transfer calls to 988 when callers are suicidal and alert but not requiring dispatch.
- 988 will work with 911 for calls requiring an emergency medical response or law enforcement response.



# 988 Partnership with Urban Indian Health

- Urban Indian Health (UIH) was recently awarded a 988 Tribal grant to support culturally inclusive messaging and promotion of 988 services in South Dakota.
- UIH will also provide cultural competency training to 988 staff.
- UIH and the Helpline Center will hold monthly meetings. DSS, Helpline, and UIH will also attend joint meetings with our shared Substance Abuse and Mental Health Services Administration (SAMHSA) government program officer to help support synergy between our two efforts.
- The Helpline Center and DSS are excited to collaborate with UIH to ensure awareness of 988 services and culturally relevant services are provided.

# Mobile Crisis Teams and Virtual Crisis Care

## Mobile Crisis Teams/Crisis Stabilization

Mobile services which provide a response to individuals experiencing a behavioral health crisis in the community

Goal to provide the least restrictive and most effective response for an individual in crisis

- Southeastern Behavioral HealthCare
  - Sioux Falls area
- Capital Area Counseling
  - Pierre area
- Pilot projects
  - Rural areas in the southeast and northwest regions

## Virtual Crisis Care – Avel eCare

Provides law enforcement with 24/7 access to behavioral health professionals

A resource when local crisis response services are not available

Utilizes tablet technology

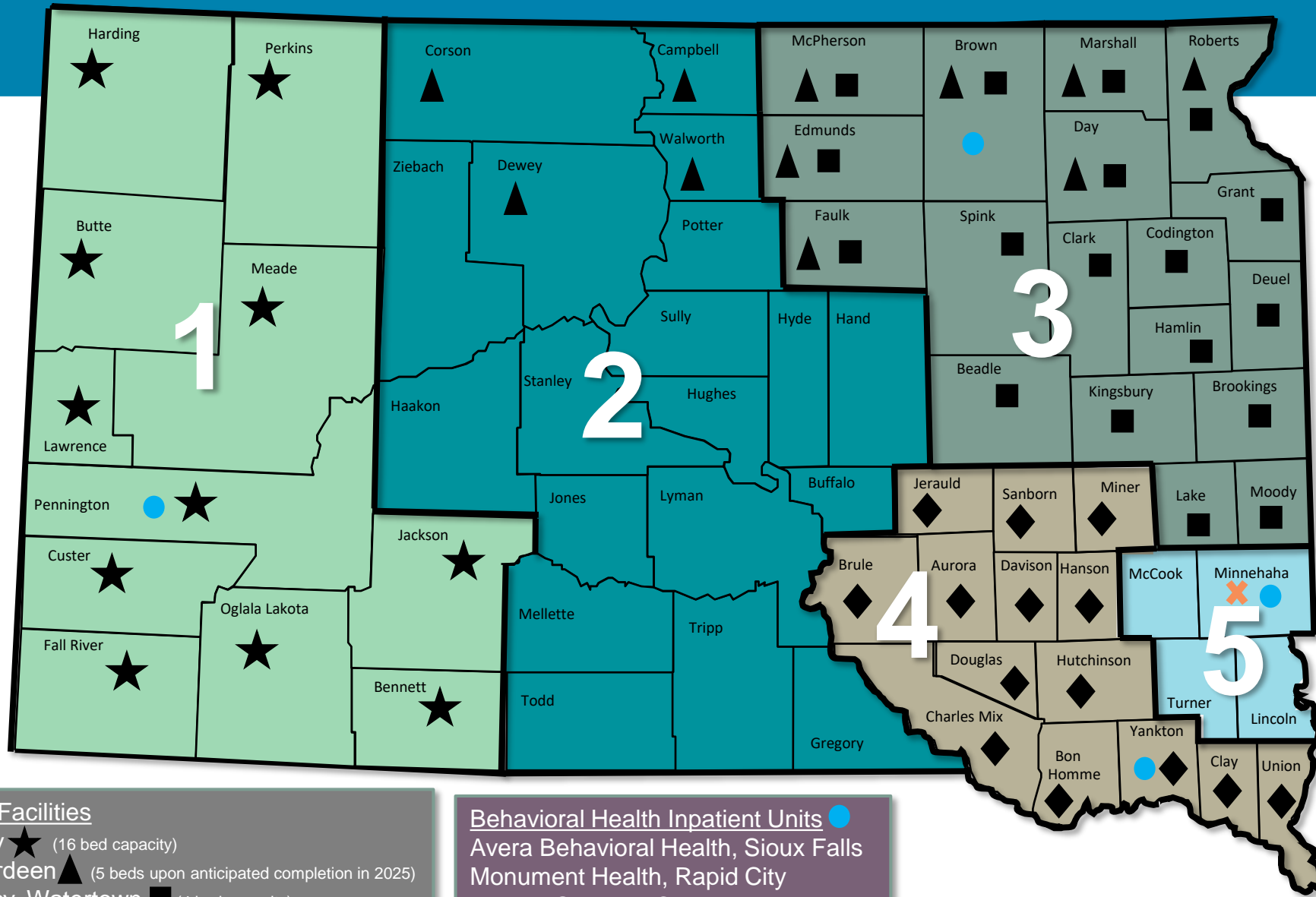
De-escalation, stabilization and safety assessment

Connection to local mental health resources for follow-up care

# Appropriate Regional Facilities

Appropriate Regional Facilities (ARFs) are designed to provide 24/7 overnight residential services to stabilize acute psychiatric or behavioral health symptoms, evaluate treatment needs and develop a crisis stabilization plan affording the ability for individuals to be stabilized closer to home.

# Behavioral Health Residential Crisis Capacity



24-hour or less Crisis Stabilization Center  
The Link, Sioux Falls

**Appropriate Regional Facilities**  
 Pivot Point, Rapid City ★ (16 bed capacity)  
 Avera St. Luke's, Aberdeen ▲ (5 beds upon anticipated completion in 2025)  
 Human Service Agency, Watertown ■ (4 bed capacity)  
 Lewis and Clark, Yankton ◆ (8 bed capacity)

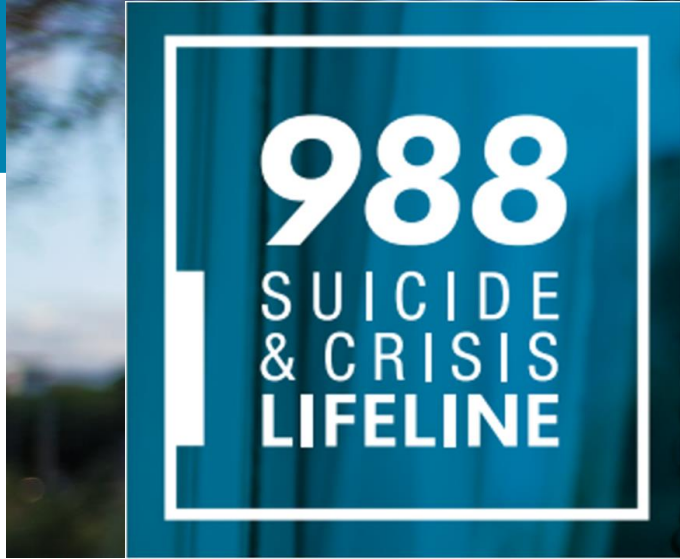
**Behavioral Health Inpatient Units** ●  
 Avera Behavioral Health, Sioux Falls  
 Monument Health, Rapid City  
 Human Services Center, Yankton  
 Avera St. Luke's, Aberdeen



# Handling Mental Health Crises **TOMORROW**

## Process and Partners





South Dakota  
Department of  
**Social Services**

*Strong Families - South Dakota's Foundation and Our Future*

**Questions?**

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