

# Cooperative Agreements for States & Territories to Improve Local 988 Capacity

(Sept 23- Sept 26)



## Summary

The Department of Social Services (DSS), Division of Behavioral Health (DBH) in partnership with the Helpline Center (South Dakota's only Lifeline member center) applied for and was awarded the Cooperative Agreements for States & Territories to Improve Local 988 Capacity.

The purpose of this opportunity is to improve states response to 988 contacts (including calls, chats, and texts) originating in the state. States are expected to use resources to: (1) enhance recruitment, hiring, and training of the 988 workforce to meet at minimum 90% state calls, chats, texts demand; (2) implement additional technology and security measures to fully support 988 infrastructure and effective coordination across the continuum; (3) improve 988 support and service for high-risk and underserved populations; (4) develop and implement comprehensive quality assurance plans, to include identification and review of critical incidents; and (5) develop and implement comprehensive 988 communication plans to align with SAMHSA's 988 partner toolkit.

## Funding

The initial award beginning September 30, 2023 through September 29, 2026 was three years at \$797,057 per year. Supplemental funding of \$54,411 was received year one and two for a total of \$851,468 with year three in the amount of \$797,057.

## Activities

Project goals include the following:

- Support Helpline Center workforce capacity efforts.
- Develop & implement a comprehensive 988 communication strategy.
- Enhance statewide data collection to improve 988 service and communication.
- Develop a report on the state's current mobile crisis service options.
- Provide a joint report to the state 911 administrator on current 988 and 911 structures and collaborations.
- Develop a plan to engage South Dakota Tribes in pursuit of 988 services and communications strategies.
- Enhance statewide capacity to ensure referral connections post-988 contact through Helpline Center staffing and coordination with existing crisis mobile response.
- Develop a plan to sustain local crisis centers' workforce capacity and maintain the Lifeline Key Performance Indicators metrics.
- Develop a quality assurance plan for 988-related contacts and critical incident review.
- Develop and implement protocols and referral resources for 988 contacts requiring substance misuse or use care.
- Finalize the South Dakota Behavioral Health Crisis System Evaluation Plan and prepare annual formative reports thereafter to inform continuous program improvement.

