

Behavioral Health Crisis Care in SD

For Everyone, Everywhere, Every Time



Implementation Planning for 988 - Call Center Hub

Informed by the work of the Behavioral Health Crisis Response Stakeholder Coalition

Key Factors to Consider

from the Planning Coalition



Workforce availability and retention is a top concern for sustainable operations

Staffing up for specialized services will present challenges. To realistically implement the plan, workforce development and supporting wages to recruit and retain a specialized workforce is critical.



Building capacity for local response and receiving facilities are equally important

While the intent of the 988 implementation plan focuses on call center hub development, using terminology from the Crisis Now model, the other two pillars - "someone to respond" and "somewhere to go" are equally critical in standing up a responsive crisis system in South Dakota.



Local providers are central to successful messaging and promotion of 988

Equipping agencies with materials and information to support public education at the local level will be critical.



Monitoring of actual call volume compared to projections will be needed

Based on long-term projections, it remains to be seen what long-term funding will be necessary to support call center capacity.

What is 988?

A new three-digit number for mental health crisis launching nationally on July 16, 2022. Grant funding was made available to all states through Vibrant Emotional Health to ensure the successful transition from the current 10-digit crisis number to the new three-digit number – 988. When implemented, 988 will be routed to the Lifeline's current 1-800 number, managed by the Helpline Center.

Who contributed to the 988 implementation plan?

The Division of Behavioral Health invited stakeholders representative of the full continuum of behavioral health crisis response or prevention services available in South Dakota. Membership included state staff, people with lived experience, Lifeline Crisis Center (Helpline Center) staff, state suicide prevention coordinators, mobile crisis service providers, crisis respite and stabilization service providers, law enforcement representatives, 911 leaders, peer support service providers, mental health and suicide prevention advocacy groups, tribal representatives, and other geographic or disparate population representatives.

What are the benefits of 988 for South Dakotans?

- **Immediate access to mental health professionals**
On average, 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. In the event situations necessitate a response, resources can be quickly dispatched.
- **One, easy to remember number to call**
Increased access to community-based resources through a central call center for both referring law enforcement and individuals seeking help for themselves or loved ones.

Funding

An independent consultant, Guidehouse, was contracted to review funding need and potential funding solutions for 988 call center operations. Implementation planning (March 2021-February 2022) funding was provided through grant by Vibrant. Ramp up and first year funding needs (March 2022-June 2023) will be addressed using currently available one-time crisis funds. Future funding options are being reviewed based on findings from the report provided by Guidehouse.



South Dakota
Department of
Social Services

Work Plan managed by the Division of Behavioral Health
For more information: <https://dss.sd.gov/behavioralhealth/grantinfo.aspx>