
STATE OF IOWA DEPARTMENT OF

Health ^{AND} Human

SERVICES

988 Iowa

Julie Maas, LMSW, 988 Project Director

988 SUICIDE & CRISIS LIFELINE

- Free and confidential 24/7 emotional support to people in suicidal crisis or emotional distress
- National network of over 200 local crisis centers
- Trained crisis counselors who support individuals considering/experiencing:
 - Suicide,
 - Self-harm,
 - Emotional distress, or
 - People looking for help for someone experiencing a crisis.
 - Crisis as defined by the individual.

Iowa



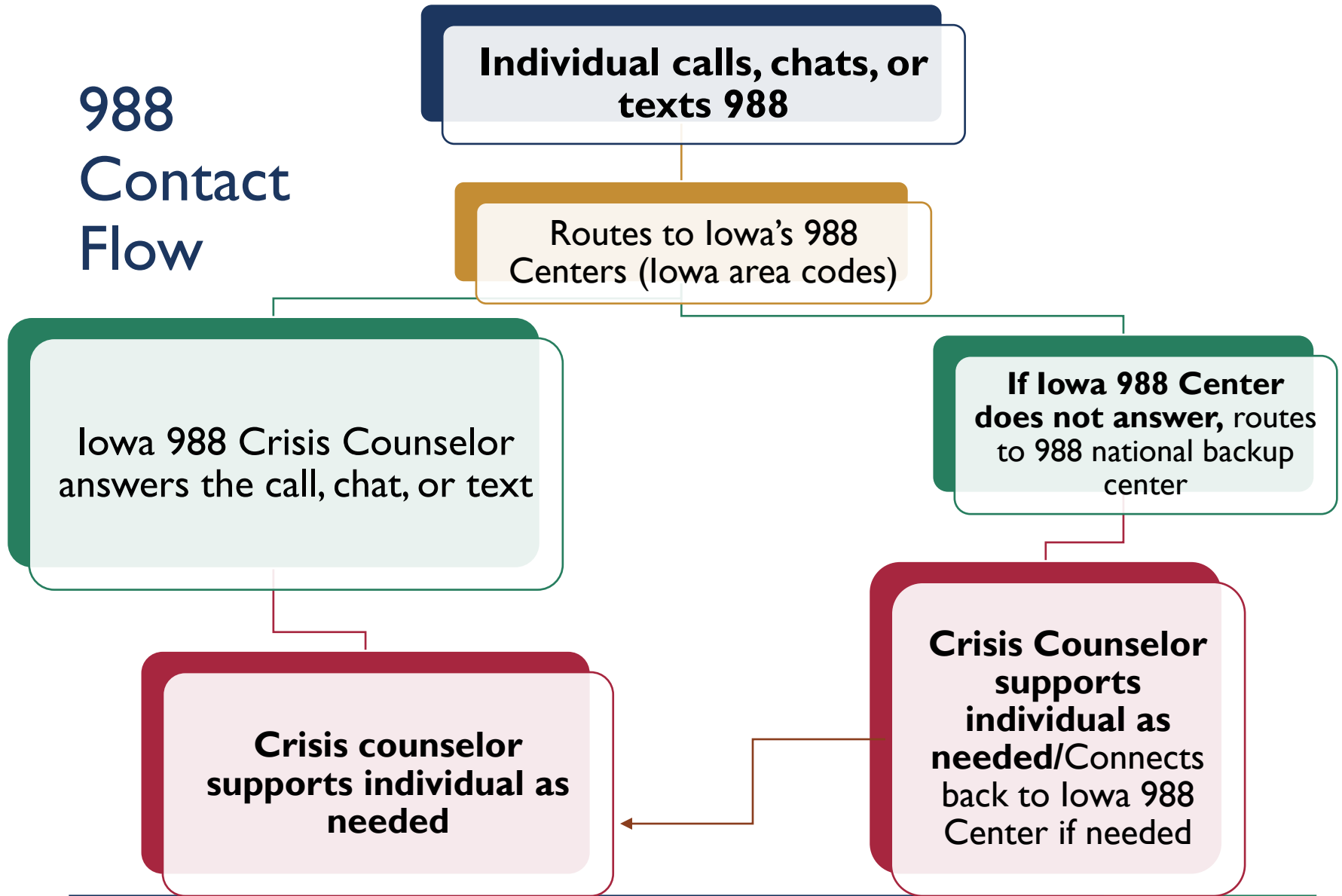
Iowa's 988 Centers



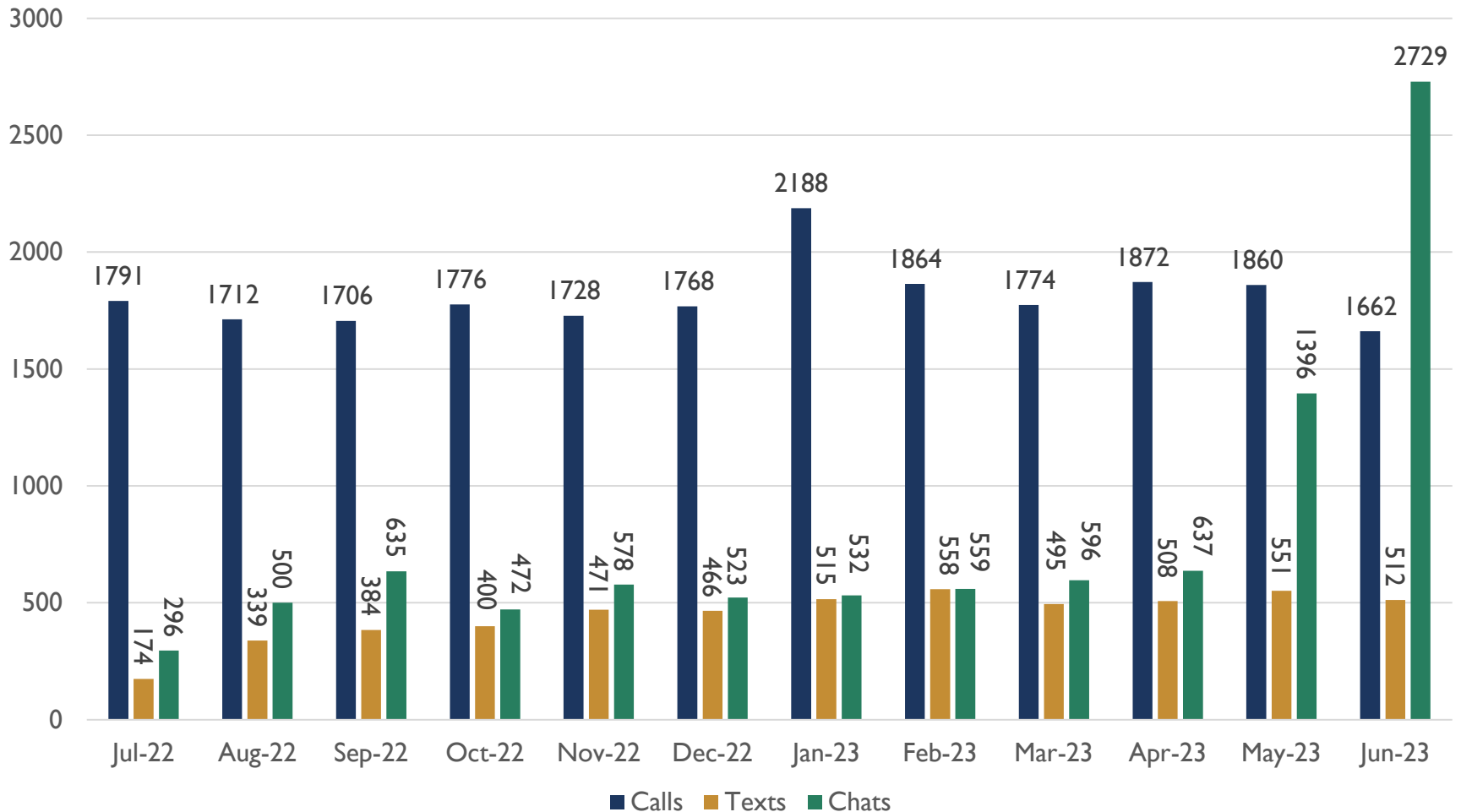
Contacting 988

- Individuals using a phone with an **Iowa area code** will be connected to an Iowa Center
- **Note:** The following options are given before reaching an Iowa Center:
 - 1: Veterans Crisis Line
 - 2: Spanish speaker
 - 3: Specialized LGBTQ+ support for youth
- If Iowa's 988 Centers are unavailable, the contact will be routed to the 988 national backup network
 - **Callers should remain on the line.**
- The 988 national backup centers have the capability to route individuals back to Iowa 988 Centers if needed

988 Contact Flow

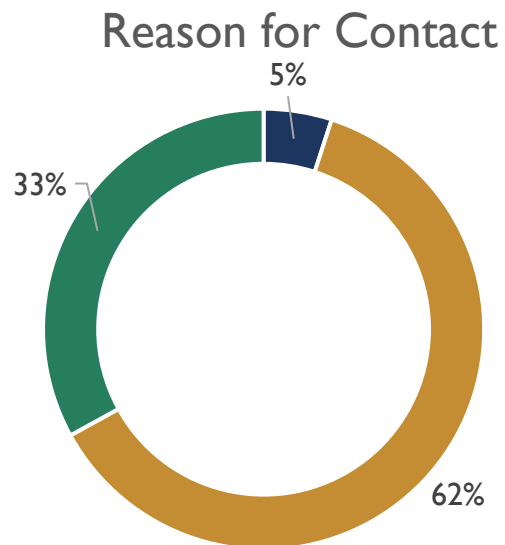


Iowans Contacting 988

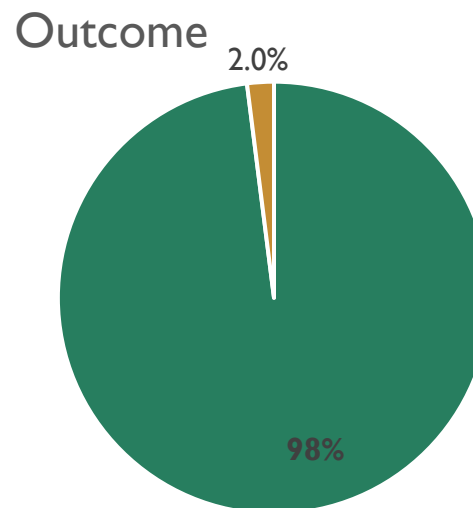


Data is provided by Vibrant Behavioral Health the national administrator of the 988 system

Why Iowans Contact 988 and Outcomes



- Suicide
- Mental Health Crisis
- Emotional Distress



- Resolved by Counselor
- Emergency Rescue/Mobile Response

Be the lifeline.



988 Year One Successes

- 35,904 Iowa Contacts
 - 60% calls (21,701)
 - 25% chats (9,142)
 - 14% texts (5,061)
- Iowa Centers answered 78% of all contacts
 - 89% of calls
 - 60% of chats
 - 65% of texts
- Mobile Response Warm Handoffs
- 911 Transfer to 988 Pilot Project

988 Mobile Response Warm Handoffs

- **Goal:** directly connect individuals contacting 988 with their local mobile response provider
- **Implementation Timeline:**
 - July 2022: CommUnity began warm handoffs to Foundation 2
 - September – November 2022: Planning for warm handoffs
 - December 2022: warm handoffs to mobile response providers statewide
- **103** Mobile Response Warm Transfers have occurred

Mobile Response in Iowa

- On-site, face-to-face mental health crisis services for individuals experiencing a mental health crisis
- Available in 12 MHDS Regions, with 12 providers covering 87 of Iowa's 99 counties
- Provision varies in the state:
 - 2 providers dispatch from 911 and use law enforcement as a team member
 - 2 providers use a combination of crisis staff and law enforcement as team members
 - 4 providers have teams comprised of only crisis staff

Mobile Response Warm Handoff Process

Mobile Response is requested or identified as need and individual provides consent for warm handoff

988 Counselor connects with dispatching entity, explains situation, and brings individual on to the call

988 Counselor leaves the call and the mobile response entity continues with process for dispatching mobile response



988 and 911

- 988 connects a person directly to a trained counselor who can address their immediate needs and de-escalate crisis situations 90% of the time
- 988 can connect individuals to community resources such as mobile response, crisis stabilization, and other behavioral health services if needed
- 911's focus is on dispatching Emergency Medical Services, fire and police as needed
- Systems are designed to complement each other, and coordination is key

Iowa's 911 Transfer to 988 Pilot Project

- **Purpose:** Develop three pilot sites to initiate direct transfers from 911 to Iowa 988 Centers for individuals who would benefit from behavioral health crisis interventions.
- **Participants:** Johnson, Muscatine, and Black Hawk Counties
- **Timeline:**
 - Stage 1: Planning (January – March 2023)
 - Develop criteria for transferring from 911 to 988
 - Develop training for PSAP dispatchers in pilot locations
 - Stage 2: All dispatchers have been trained in identifying situations where an individual could be transferred and how to transfer to 988
 - **Stage 3: Transferring begins for all three counties (No transfers to date)**
 - Stage 4: Assessment of pilot project and planning for expansion to additional counties

988 Next Steps

- Major marketing campaign including partnership with the major Universities
- Expansion of 911/988 Pilot Project
- Strengthen connection between 988 and crisis services
- Coordination between 988 crisis services and certified community behavioral health clinics

Thank you!

Julie Maas, LMSW
jmaas@dhs.state.ia.us