



**H**OMELESS &  
**H**OUSING  
**R**ESOURCE  
**C**ENTER

# 988 and Effective Crisis Response

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Integrating Care to Better Serve Individuals  
Experiencing Homelessness

February 23, 2023

# Disclaimer


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# Today's Presenters

- Jordan Gulley, Senior Associate, TAC
- Stanley Eugene, Subject Matter Expert with Lived Expertise
- Emily Miller, Senior Manager, Crisis Respite Program: Seattle, Washington
- Eric Scott, Peer Support Specialist, Community Response Team: Washington, DC
- Cherene Caraco, Founder, Chief Global Strategist & Executive Director, Promise Resource Network: Charlotte, North Carolina

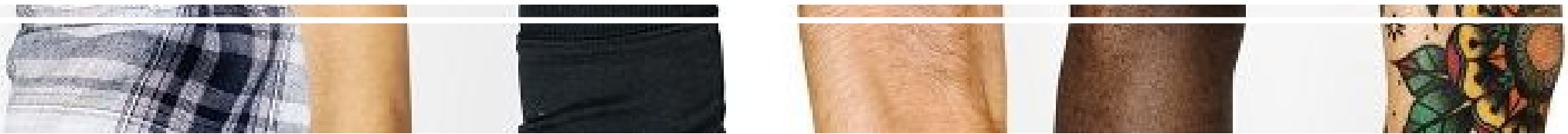


# Agenda

- Welcome and Introductions
- Background
- Potential Cycle of Crisis
- Personal Story
- How to break the cycle:  
Opportunity of 988
- Core Elements of Behavioral  
Health Crisis Continuum
- Challenges to Effective Crisis  
Response for Individuals  
Experiencing Homelessness
- Strategies for Alignment of  
Services
- Panel of Experts
- Poll Questions
- Q&A



Who's Here Today?





# Poll Question

Tell us about yourself. Which best describes your professional area of focus? (check all that apply)

- Person employed in the homeless services/housing services system
- Person employed as a qualified mental health professional
- Person employed within the behavioral health crisis system
- Person with lived expertise and/or a person in recovery
- Care Coordinator/Case Manager
- Peer Support Specialist
- Program Manager
- Program Director
- Prescriber
- Executive Director
- Other (add in Q&A)





# Poll Question #2

How familiar are you with 988?

- I am familiar with 988 and have used/know how to use 988 to connect myself or someone else to resources
- I have heard of 988 and have a general understanding of it
- I have heard the number but do not know much about it
- I have not heard of it
- Other



# Today's Learning Objectives

- Review the detrimental impacts of an ineffective crisis response system on individuals experiencing homelessness, BIPOC, and vulnerable communities
- Understand the role of 988, and the necessary components of an effective behavioral health crisis response system
- Identify opportunities and strategies for behavioral health crisis providers and homeless and housing service providers to more effectively partner

# Background: Behavioral Health Crisis

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- In 2020, the U.S. had one death by suicide about every 11 minutes
  - ✓ For people aged 10 – 34 years, suicide is a leading cause of death
  - ✓ Suicide rates and attempts are particularly high for LGBTQIA+ youth
- From April 2020 to 2021, over 100,000 individuals died from drug overdoses
- The COVID-19 pandemic triggered a 25% increase in rates of depression and anxiety
- 1 in 20 adults in the U.S. experience a serious mental illness each year
- For a variety of reasons, it is estimated that only 22% of individuals with behavioral health conditions get the help they need



# Potential Cycle of Crisis



# Potential Cycle of Crisis: The Impacts



- Ineffective behavioral health (BH) crisis response systems often produce avoidable adverse outcomes for racially marginalized, historically disenfranchised communities:
  - ✓ LGBTQIA, those with disabling conditions, experiencing homelessness, living in rural or under-resourced communities.
- Individuals experiencing homelessness may experience common risk factors that can perpetuate crisis such as:
  - ✓ Significant barriers to positive social determinants of health
  - ✓ Exposure to and history of trauma, traumatic events or abuse



- Individuals with complex BH conditions who are also experiencing homelessness are more likely to:
  - ✓ Be inadequately connected to the BH system
  - ✓ Have increased police interactions, which can result in traumatic events, arrest, imprisonment, involuntary hospitalization, injury, or even death
  - ✓ Have the police called on them during a BH emergency, particularly if they are unsheltered
  - ✓ Have frequent contact or constantly transition between shelters, emergency departments, inpatient units (psychiatric and medical), and the criminal justice system

# Personal Story- Stan's Story

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# What is 988?

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- On July 16, 2022, the country adopted 988, an easy to remember three digit dialing, texting, and chat number for individuals who were suicidal or experiencing a mental health related crisis.
  - ✓ 988 was built off of the existing National Suicide Prevention Lifeline infrastructure, which now consists of over 200 call centers.
- 988 is distinct and separate from the emergency medical and public safety response associated with 911.



# How does 988 work?

- Centralized routing ensures that if a call center is unable to answer, the call is routed to a national back-up line.
- In November 2022 alone, 988 routed a total of 347,375 calls, chats, and texts.
  - ✓ Average speed of answer was 36 seconds





# Breaking the Cycle: The Potential Impact of 988

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- 988 is an important step in reimagining crisis response as it creates the foundation for health-first centralized access to crisis services.
  - ✓ 988 serves as an entry point to gain access to a trained counselor.
- To be truly effective, services must be available to anyone, anywhere, anytime.
- In order to offer the full array of supports to meet the level of need an individual may have, 988 must be integrated into the broader crisis system.



# Core Elements of Behavioral Health Crisis Continuum



# Crisis Services Expert Panel

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- Stanley Eugene, Subject Matter Expert with Lived Expertise
- Emily Miller, Senior Manager, Crisis Respite Program: Seattle, Washington
- Eric Scott, Peer Support Specialist, Community Response Team: Washington, DC
- Cherene Caraco, Founder, Chief Global Strategist & Executive Director, Promise Resource Network: Charlotte, North Carolina



# Poll Question #3

What additional resources does your community need to be able to effectively support individuals who are homeless that may be experiencing behavioral health crisis (check all that apply):

- TA/Training/Learning Collaboratives on fostering cross-sector collaboration with essential partners
- TA/Training to assist practitioners and providers in the adoption and integration of best practices
- Technical Assistance on creating more robust behavioral health crisis continuums
- Technical Assistance on emerging best practices related to behavioral health crisis
- Other \_\_\_\_\_

# Question and Answer





# Evaluation and Certificate of Participation

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# Resources

- SAMHSA: [National Practice Guidelines for Crisis Care](#)
- SAMHSA: [988 Partner Toolkit](#)
- Finding a 988 center [Our Network : Lifeline](#)
- [Guide to Psychiatric Directives](#)
- [Effective Behavioral Health Crisis Care for Individuals Experiencing Homelessness.](#)
- [Wellness Recovery Action Planning](#)
- Forthcoming HHRC resource: 988 and Crisis Response: Integrating Care to Better Serve Individuals Experiencing Homelessness

# Thank You!

*SAMHSA's Homeless and Housing Resource Center provides high-quality, no-cost training for health and housing professionals in evidence-based practices that contributes to housing stability, recovery, and an end to homelessness.*

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<http://hhrctraining.org/>

[info@hhrctraining.org](mailto:info@hhrctraining.org)

518-439-7415x4

