ICSH & 988 in Idaho





Community Suicide Prevention April 3, 2025

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Timeline - From Suicide Intervention to Crisis Intervention

2012

• ICSH founded, focused on suicide prevention with volunteers.

2014

• Began 24/7 Operations.

2020

National Suicide Hotline Designation Act established 988
 Suicide & Crisis Lifeline.

2022

• Transition to 988 Suicide & Crisis Lifeline.

2023

Shift from volunteers to trained employees.

2024

• Designated as the Crisis Hub for Idaho as part of the Idaho Behavioral Health Plan administered by Magellan of Idaho.





National Suicide Hotline Designation Act of 2020

- Went live July 16, 2022
- Universal mental health & suicide prevention crisis number
- Mental health equivalent of 911
- Help people get mental health and suicide prevention support
- Reduce burden on law enforcement response
- ICSH responds to Idaho's 988 contacts



988 call centers in every state



The 988 Suicide & Crisis Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States. We're committed to improving crisis services and advancing suicide prevention by empowering individuals, advancing professional best practices, and building awareness.

ABOUT THE LIFELINE



ICSH Crisis Responder Training

- Applied Suicide Intervention Skills Training (ASIST).
- 3 weeks full-time training (combination of modules, in-person instruction, shadowing, role-playing, and mentoring).
- Crisis Responders are not licensed clinicians but learn clinical skills within the scope of crisis intervention support.
- 3% calls are monitored for QA and scores are utilized for continuous quality improvement.
- Crisis Responders have regular 1:1 supervision to support professional and clinical development.



988 Phone Tree

- Press 2: Spanish Language Line
- Press 1: Veteran's Crisis Line
- Press 3: LGBTQ+ Youth/Young Adults
- Press 0/Stay on the line: ICSH

Chat / Text

- Chat at idahocrisis.org
- Text 988

How to Contact ICSH

Primary Method:

- Call 988 and Press 0
- Text 988
 - Chat at 988lifeline.org/chat

Call Routing:

- Large carriers route by location
- Small carriers by are code
- September 2024: Geo-Location Routing (Verizon & T-Mobile)
- March 2025: Geo-Location Routing (AT&T)



Call or Text - 988

If you are struggling with suicide, a mental or emotional problem, having trouble with drugs or alcohol, or having family or relationship problems - reach out. Someone is always here for you on the other end of the line.

You can reach out for yourself, or someone you care about. Crisis support is available 24/7 every day of the year by phone call, text, or chat.

To reach a Mobile Response Team (MRT), reach out to us at 988. A team of behavioral health professionals may be able to provide in-person support to you or a loved one.

ICSH is a member of the <u>988 Suicide & Crisis Lifeline</u> and a national network of crisis call centers. We are accredited through the International Council of Helplines.

ONLINE CHAT

Who Reaches Out:

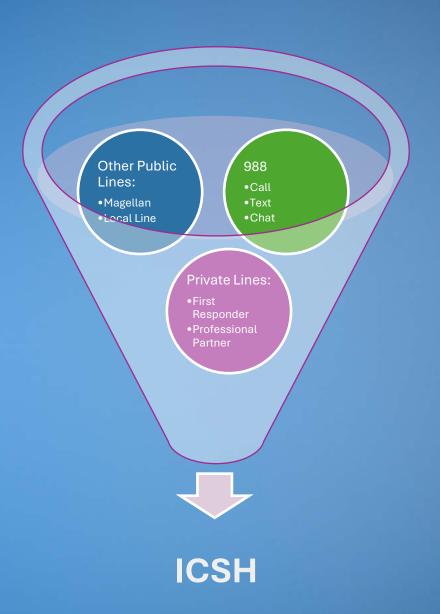
- Idahoans: People from every county,
- Other States: Every state, and even other countries
- All ages (age 6 101 years old)
- Women, men, children
- Veterans, active duty, and military families

How: Public Lines

- 988 Calls, Texts, Chats
- Crisis calls to Magellan of Idaho

How: Private Lines

- First Responder Line
- Professional Partner Line







What is a Crisis?

- Myth: "You have to be suicidal to call 988."
- Fact: Crisis is a subjective experience that overwhelms an individual's ability to cope.
- Crises can include:
 - Self-Harm and Suicide
 - Harm to Others and Homicide
 - Mental Health Concerns
 - Substance Use and Addiction
 - Other: Family, Social / Relationship,
 Financial and Housing,
 School/Employment, Grief and Loss,
 Current Events, etc.



When a person calls or texts

ICSH Crisis Responders are trained in the Applied Suicide Intervention Skills Training (ASIST) Model

Connect with Suicide

- Explore Invitations
- Ask about Suicide

Understanding Choices

- Hear their Story
- Support Turning Points

Assisting Life

- Develop Safety Plan
- Confirm Actions



What Happens When You Call ICSH

Explore Invitations

"What is happening today that led you to call?"

Look for:

- Suicidal Thinking
- Hopelessness
- Perceived Burden
- •Feeling Trapped
- •Self-Hate
- Psychological Pain
- Loneliness

Ask about Suicide

Have you had any thoughts of suicide in the past few days, including today?

Have you taken any action to harm yourself today?

Intent / Capability

Other risk factors:

- Mental Health,
- •Substance Use,
- Medical Conditions,
- •Violence, Abuse, etc.

Hear the Story

What led to this crisis?

Consider past crises, strengths, and resources.

Support Turning Points

Find the help seeker's reasons for overcoming the crisis.

Find Hope.

Help them decide they want to be safe or take action to end the crisis.

Assisting Life:

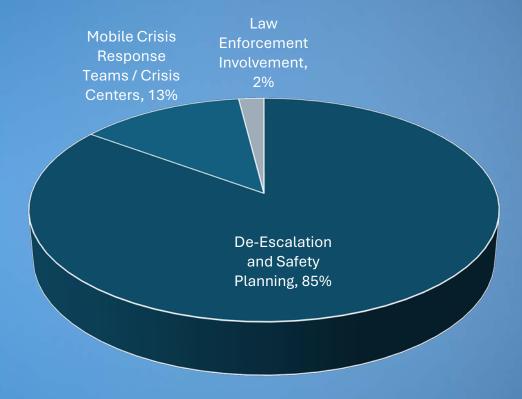
Build Safety Plan:

- •Reasons to Live
- •Mindfulness/Breathing Review and Confirm Next Steps:
- Personal Supports
- Professional Supports
- •Mobile Crisis Response Team
- •Crisis Center
- •ED, Acute Psychiatric Facility

Call Outcomes

- Myth: 988 always calls the cops.
- Fact: Most calls are resolved on the phone with De-Escalation and Safety Planning
- Reasons for Welfare Check:
 - Suicide In Progress: An individual has taken action to harm themselves with the intent to die that has the potential to be lethal.
 - Imminent Risk: Individual reports desire, intent, and capability to take lethal action toward themselves and/or others now or in the next few hours.
 - Other: Homicide In Progress, Dangerous Behaviors

Outcomes



Mobile Crisis Response Teams (MRT)

Idaho Crisis & Suicide Hotline dispatches MRT statewide.

- Benchmark Health Services and Community Bridges, Inc. replaced Dept. of Health & Welfare Mobile Crisis Units started 7/1/2024.
- Limited hours now:
 Monday Sunday / 8am 11pm MT
- Expansion July 1, 2025:
 Monday Sunday 12:00 AM 12:00 AM (24/7/365)



Dispatching Mobile Crisis Response Teams

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Dispatching Mobile Crisis Response Teams

Qualifying Crises

Self-Harm/Suicide

Harm to Others/Homicide

Mental Health Conditions

Substance Use

Medical and Neurocognitive Conditions

Low Risk

Support needed to prevent future harm

Lacks resources or services

High Risk

Current Danger to Self

Law Enforcement/EMS may be needed

Extreme Risk

Current Danger toward Others

Suicide in Progress

Law Enforcement and/or EMS co-response is needed

Idaho Behavioral Health Plan (managed care) Idaho Crisis Care Continuum

Someone to Talk to, Someone to Respond and a Place to Go



Request a Mobile Crisis Response Team Dispatch

Call the Community Partner Direct Line

• (208) 258-6998 (Private)

Do not give this number out to clients.

Information We Need:

- Primary concern and any secondary issues.
- **Demographic information** (name, age, gender, etc.).
- Location of the Recipient of Care.
- **History** of mental health, substance use, violence.
- Presence of **weapons** or **animals** at the location.

Consent:

- We will ask if the patient has knowledge or has given consent for MRT for the dispatch or if consent should be sought.
- Consent is NOT required.

Feedback Survey

Feedback Survey

Idaho Crisis & Suicide Hotline

If you have contacted Idaho Crisis & Suicide Hotline, we welcome your feedback so we can continually improve our support for Idahoans. Your responses are confidential and anonymous.

If you have recently contacted Idaho Crisis & Suicide Hotline by phone, text, or chat – please share your experience.

Did the person taking your call/text/chat...

l.	Treat	you	with	respect?
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- O 1 = extremely poor
- 2 = poor
- 3 = fair
- 4 = good
- 5 = excellent

988 Materials Available



Call or Text 988 for 24/7 confidential crisis support Always Here. Ready to Listen.





