



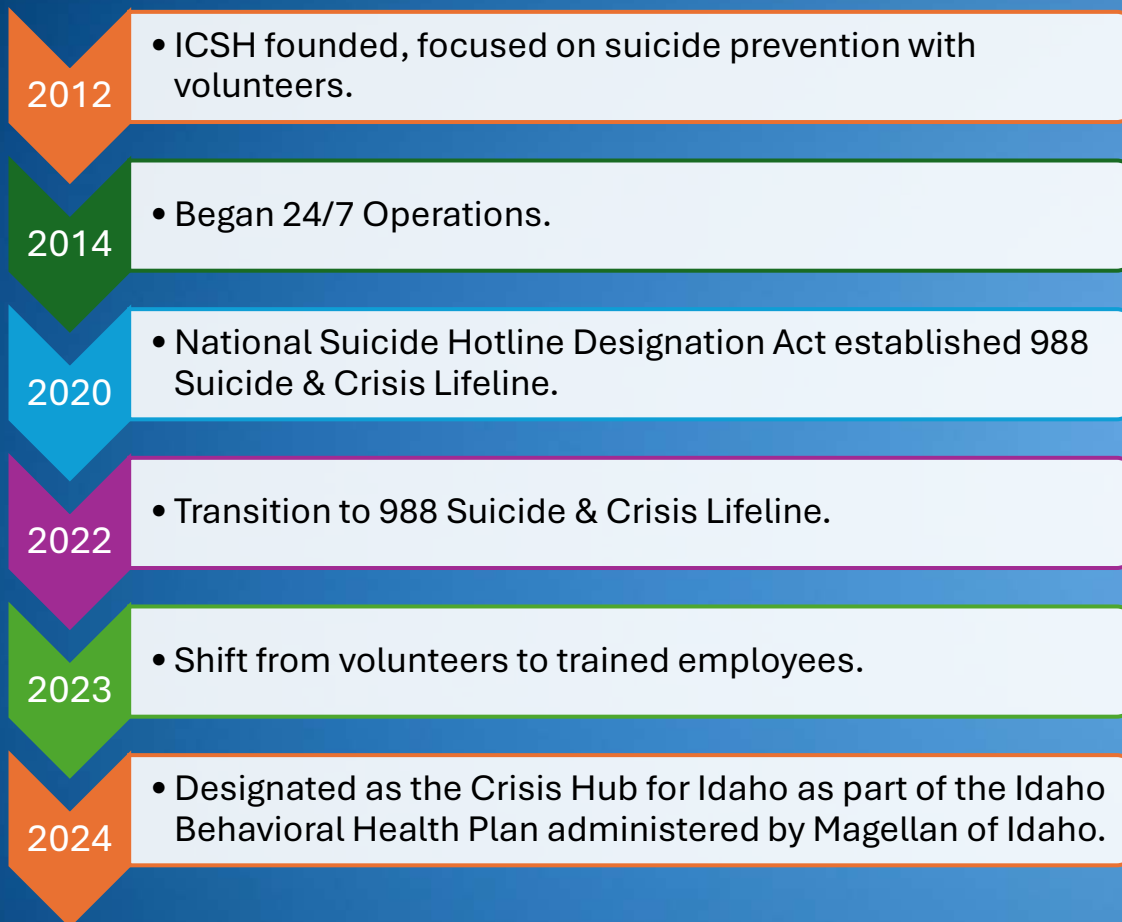
# ICSH & 988 in Idaho

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## Community Suicide Prevention April 3, 2025

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# Timeline - From Suicide Intervention to Crisis Intervention



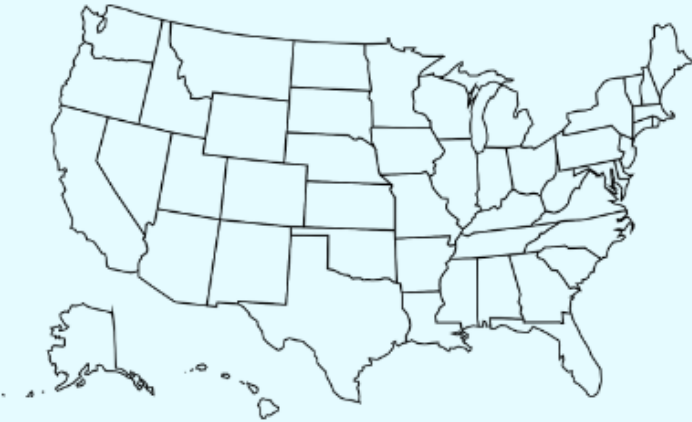
# National Suicide Hotline Designation Act of 2020

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- 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

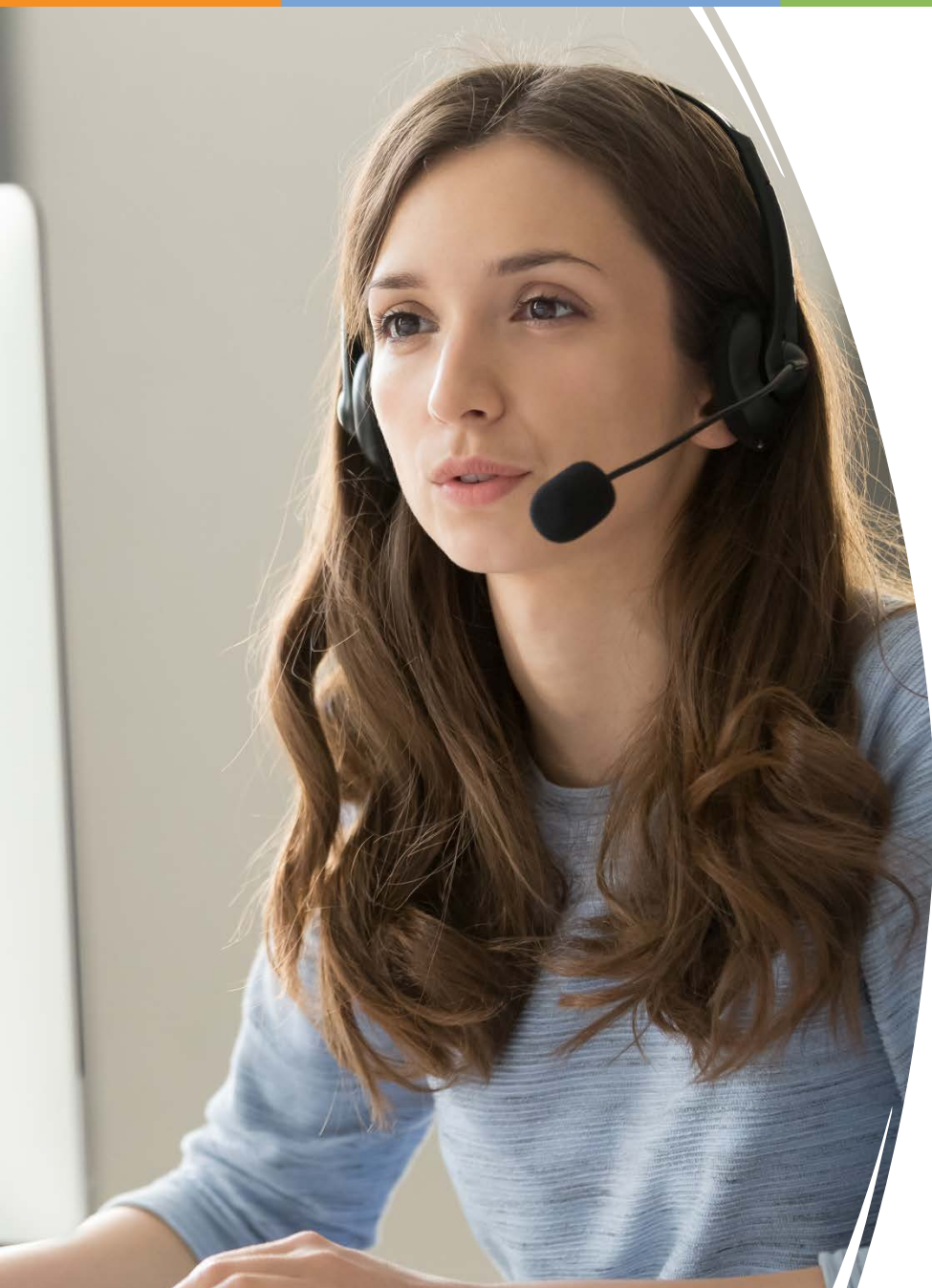


# 988 call centers in every state



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](https://idahocrisis.org)
- Text 988

## **How to Contact ICSH**

### **Primary Method:**

- Call 988 and Press 0
- Text 988
  - Chat at [988lifeline.org/chat](https://988lifeline.org/chat)

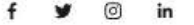
### **Call Routing:**

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



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## Help is Waiting.

# 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 [988 Suicide & Crisis Lifeline](#) and a national network of crisis call centers. We are accredited through the International Council of Helplines.

[ONLINE CHAT](#)

## Who Reaches Out:

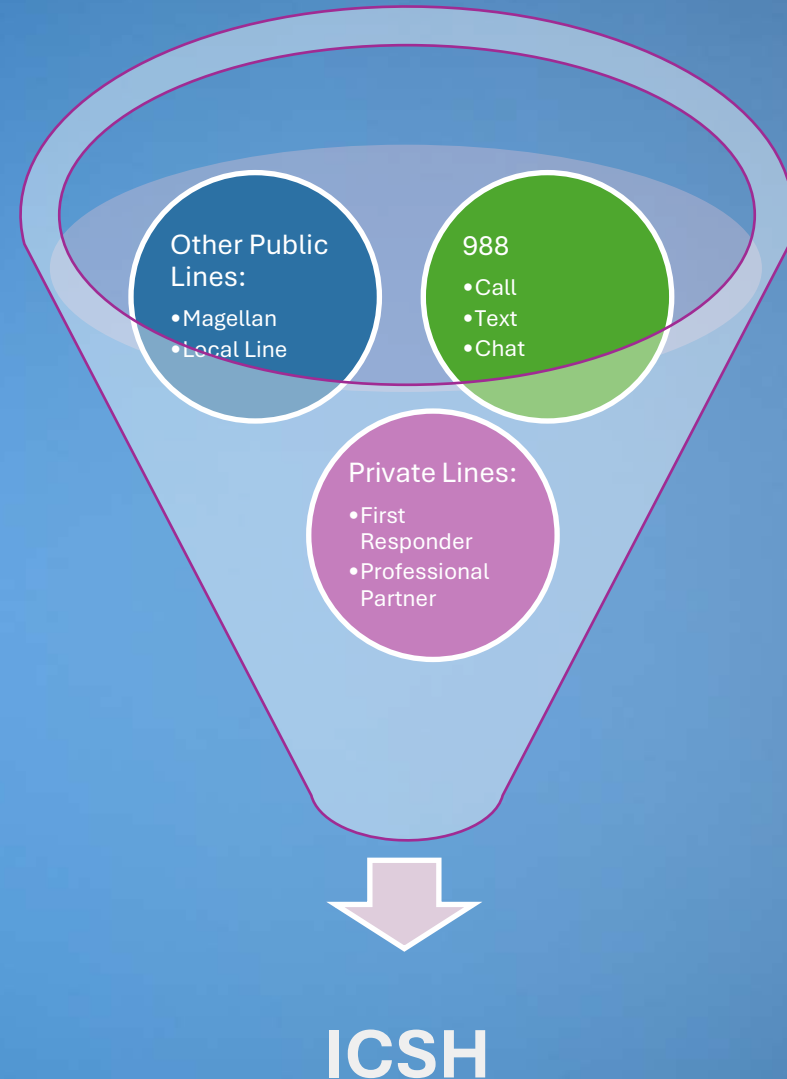
- Idahoans: People from every county,
- Other States: Every state, and even other countries
- All ages (age 6 – 101 years old)
- Women, men, children
- Veterans, active duty, and military families

## How: Public Lines

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

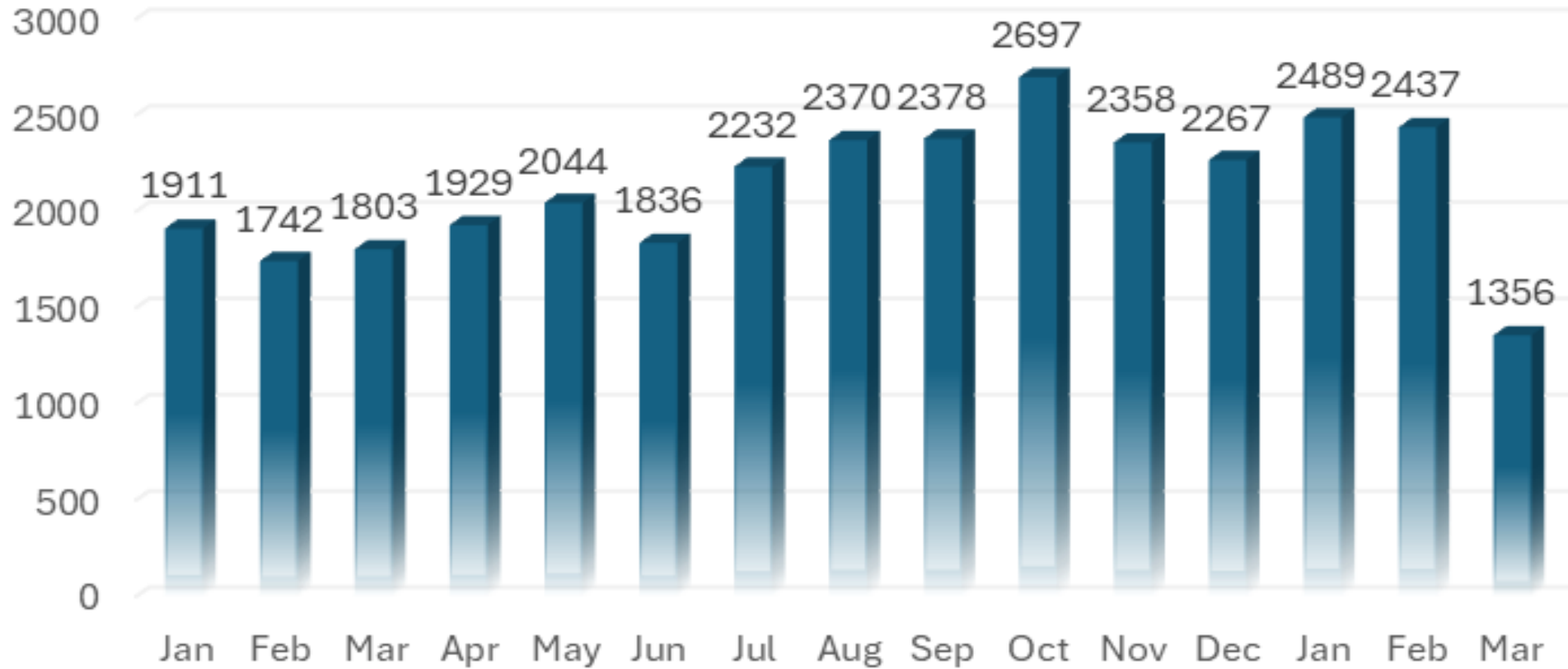
## How: Private Lines

- First Responder Line
- Professional Partner Line





# ICSH MONTHLY CONTACTS



# 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.

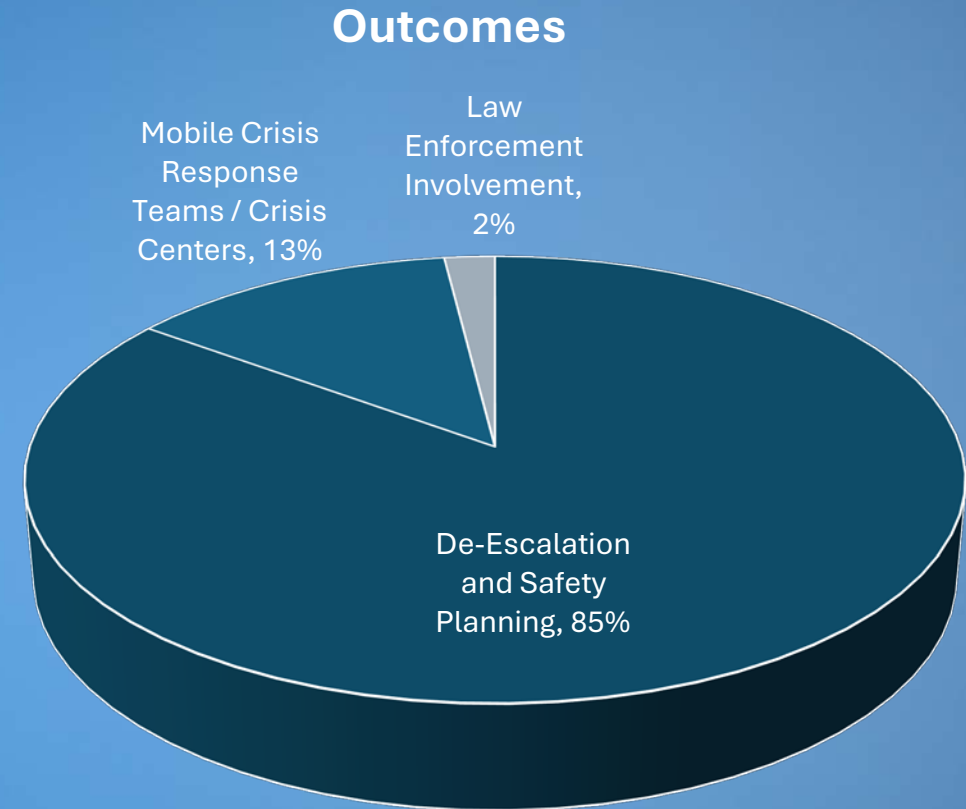
## Assisting Life:

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





# Mobile Crisis Response Teams (MRT)

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## 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

**ICSH Crisis Response Triage Chart**

U.S. Crisis & Suicide Hotline

Risk Level	1: Low	2: Moderate	3: High	4: Extreme
<b>Self-Harm / Suicide</b>				
<b>Desire:</b> Risk to Die, Suicidal Thinking, Hopelessness, Overwhelmed Burden, Trapped, Self-Harm, Psych. Pain, Loneliness	- Desire	+ Desire	+ Desire	+ Desire
<b>Intent:</b> Attempt in Progress, Plan w/ Method, Preparatory Actions	- Intent	0-3 Intent	4-5 Intent	4-5 Intent + Attempt in Progress
<b>Capability:</b> Isolating, Means, Dysregulated, Intoxicated	+/- Capability	+/- Capability	+ Capability + Means	+ Capability + Weapons + Help or Threats of Violence
<b>Buffers:</b> Supportive Care, Supporters, Ambivalence	Stable w/ Care Plan	+ Safety Plan	- Safety Plan	- Safety Plan
<b>Self-Harm to Others / Homicide</b>				
<b>Desire:</b> Isolation, Target, Obsession, Last Resort	- Desire	+ Desire	+ Desire	+ Desire
<b>Intent:</b> Attempt in Progress, Plan w/ Method, Preparatory Actions, Expressed Intent	- Intent	0-2 Intent	3-5 Intent (Later >24 hours)	3-5 Intent Now (<24 hours) Attempt in Progress
<b>Capability:</b> Isolating, Means, Access to Target, Dysregulated, Intoxicated	+/- Capability	+/- Capability	+ Capability	+ Capability
<b>Buffers:</b> Inconsequences, Nonviolent Solutions, Core Beliefs	+ Buffers	+ Buffers	- Buffers	- Buffers
<b>Other Factors</b>				
<b>Psychosis &amp; Other MH Symptoms:</b> Self-Care, Judgment, or Engagement in Dangerous Behaviors	Low Safety Risk For Self or Others	Moderate Future Risk Recent actions may create risks to self / others	High Risk Current actions are creating immediate risks to self	Severe and Immediate Risk Current actions are creating immediate risks to self and others
<b>Substance Use:</b> Confusion (Delirium), Difficulty Breathing, Vomiting, Loss of consciousness, Dangerous Behaviors		Moderate Future Risk Recent use may create risks to self / others	High Risk Recent use is creating immediate risks to self and others	Severe and Immediate Risk Recent use is creating immediate risks to self and others
<b>Medical:</b> Explore Chronic and Acute Illnesses and Injuries		Near Future Risk Has untreated medical issues that could deteriorate to serious risks	High Risk Has untreated medical issues showing symptoms of deterioration towards risk	Medical Emergency Has untreated medical issues causing severe medical issues now
<b>Neurocognitive Impairments:</b> Explore Developmental Disabilities, Traumatic Brain Injuries, and Cognitive Decline		Moderate Recent actions may create risks to self / others		Severe and Immediate Risk Current actions are creating immediate risks to self / others
<b>Environment</b>	Stable Housing, Trained Informal and Formal Supports, Plan to Manage Triggers, Access to Care and Resources, Removal of Means			
<b>Response</b>	<div> <div> <div>Attempt Least Invasive Intervention</div> <div>                     Provide De-escalation and Continued Support and Confirm Crisis Resolution                      or                      Confirm Intake at Crisis Center, Detox Facility, Acute Psychiatric Facility, or ED                      and/or LE Welfare Check                      and                      Adhere to Mandatory Reporting and Duty to                 </div> </div> <div>                     Provide De-escalation and Continued Support and Confirm Crisis Resolution                      or                      Confirm Intake at Crisis Center, Detox Facility, Acute Psychiatric Facility, or ED                      and/or LE Welfare Check                      and                      Adhere to Mandatory Reporting and Duty to                 </div> </div>			

# 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

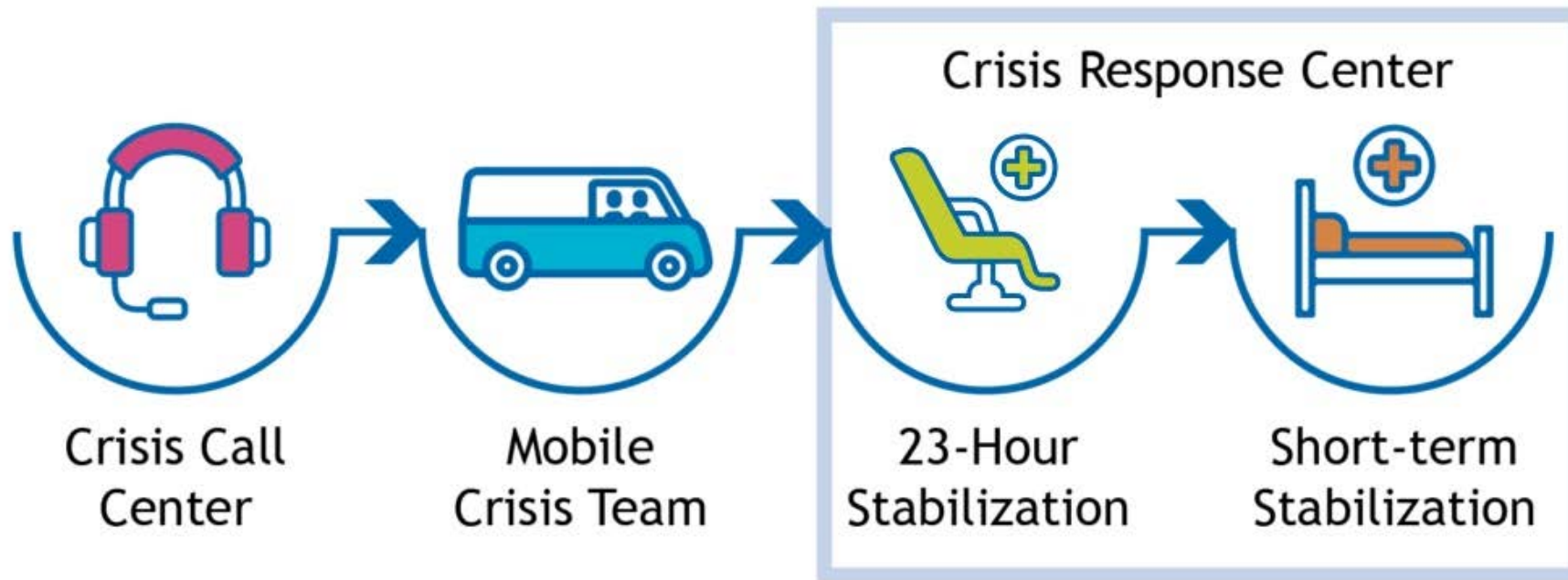
Current Danger toward  
Others

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.**





Idaho Crisis & Suicide Hotline

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# Feedback Survey

## Feedback Survey

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...

1. Treat you with respect?

- ☐ 1 = extremely poor
- ☐ 2 = poor
- ☐ 3 = fair
- ☐ 4 = good
- ☐ 5 = excellent

# 988 Materials Available

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Idaho Crisis & Suicide Hotline

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



Idahocrisis.org

A close-up photograph of a typewriter keyboard. The focus is on a single key that has been pressed, showing the word "Questions?" in a dark, slightly blurred, monospaced font. The key itself is a light, off-white color. Above the key, the dark, textured metal frame of the typewriter is visible, with several small, reddish-brown rivets or screws. The background is a soft, out-of-focus grey. The image is framed by a decorative border at the top consisting of orange, blue, green, and tan rectangular blocks, and by light blue geometric shapes at the bottom and right corners.

Questions?