

988 MENTAL HEALTH LIFELINE

Town Hall
June 29, 2022

WWW.988OKLAHOMA.COM



OKLAHOMA
Mental Health &
Substance Abuse

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OR
TEXT

988

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LIFELINE

CARRIE SLATTON- HODGES

Commissioner for the Oklahoma
Department of Mental Health
and Substance Abuse Services



AGENDA

- What is 988?
- How it works - Solari Call Center
- Mobile Crisis Teams
- Urgent Recovery & Crisis Centers
- How 988 will impact Oklahomans
- Resources
- Q&A

WHAT IS 988?

988 is a direct, three-digit lifeline that connects you with trained behavioral health professionals that can get all Oklahomans the help they need.

[www.988OKLAHOMA.COM](http://www.988oklahoma.com)

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THE PURPOSE OF 988

Provide a comprehensive crisis response continuum that enhances services Oklahomans receive when experiencing a psychiatric emergency.

THE GOAL OF 988

Oklahoma's Comprehensive Crisis Response Continuum is an evidence-based approach to helping us reach the goal of meeting people where they're at, when they need it most.

HOW 988 WILL IMPACT OKLAHOMANS

CURRENT STATE OF CRISIS

4.1% of adults in Oklahoma had serious thoughts of suicide in the past year.

1 in 10 students reporting attempting suicide in the past 12 months.

Each week, approximately 300 Oklahomans are admitted for urgent care or crisis mental health services.

- ODMHSAS is building a system to address the needs of Oklahomans when experiencing a psychiatric emergency.
- The **COMPREHENSIVE CRISIS RESPONSE** system is funded by multiple sources to include state, federal and reimbursement.
- This system is leveraging existing pieces in the community and follows national standards and best practices.

TALK TO SOMEONE WHO CAN HELP

When you call 988, you're immediately connected with a mental health professional – *not* law enforcement. Your conversation is confidential and totally free. And they'll connect you with whatever you need next.

SOLARI CALL CENTER

- Providing crisis line services since 2007
- Nationally accredited
- Headquartered in Tempe, Arizona
- Solari's Arizona crisis call center is the largest by volume in the country - taking 20,000 calls per month
- Bringing 31 jobs to Oklahoma
- Thrilled to be partnering with ODMHSAS to expand crisis services in Oklahoma!



HOW IT WORKS:

CALL THE LIFELINE

It all starts when you call 988. You'll be connected to a mental health professional to talk you through what's going on. 80% of the time, things can get sorted out with just a phone call. But if you need more help, we got you.

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WHAT TO EXPECT

Calls/texts are answered quickly by a real person

We will ask for name, birthdate, and phone number

We will also ask if you are thinking about suicide or harming anyone else

You can remain anonymous

Information provided is private and confidential

Don't wait until the situation becomes a crisis, call for help so we can help prevent a crisis

You can call as a third party to get information or resources for another person

HOW IT WORKS:

IF NEEDED



2

CONNECT WITH A MOBILE CRISIS TEAM

When needed, the 988 call center will send a mobile crisis team to assess things and intervene if necessary. About 7 in 10 crises can be resolved at this touchpoint, which reduces the need for law enforcement to step in.

MAKE A FOLLOW-UP APPOINTMENT

At every step of the way, there will be the ability to make same-day or next-day appointments at every Community Mental Health, Community Behavioral Health, and Comprehensive Community Addiction Recovery center in Oklahoma.

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MOBILE CRISIS TEAMS

What Are Mobile Crisis Teams?

- Respond locally within the community to deescalate crisis situations.
- A team includes a licensed clinician and certified peer recovery support specialist or case manager.
- Utilizes best practices in behavioral health, including suicide prevention and intervention.
- Mobile teams are dispatched by 988 Lifeline and response to crisis situations 24/7 for anyone in need.

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IF NEEDED



4

GET TRANSPORTATION

Each year, over 20,000 trips are made by law enforcement to assist Oklahomans in need of mental health crisis services. In metro areas, transportation can be handled by law enforcement. If you're going farther than 30 miles, we'll connect you to third parties to help get you there.

URGENT RECOVERY & CRISIS CENTERS

Urgent Care and Crisis Centers:

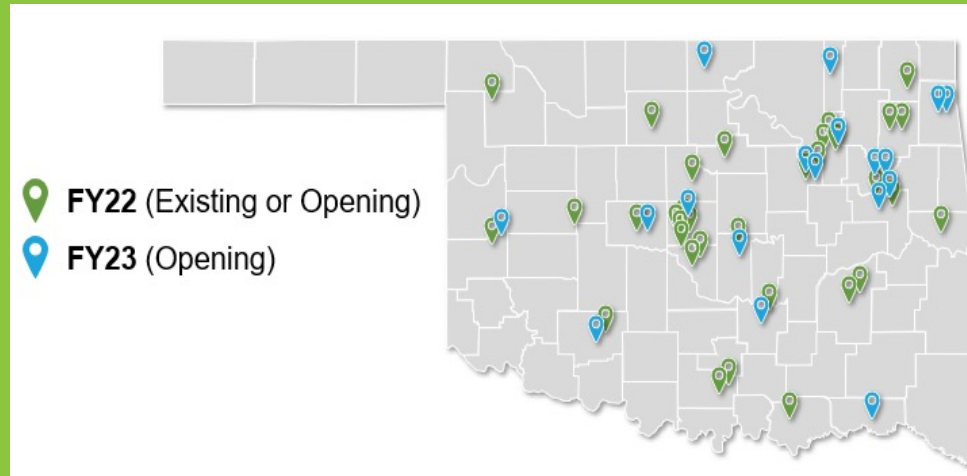
- A place of stabilization.
- Offer a no wrong door access to mental health and substance use care.

Operation of these facilities are similar to a hospital emergency department that accepts all walk-ins, ambulance, fire and police drop-offs.

These facilities provide assessment and support, and are staffed 24/7/365 with a multidisciplinary team. This team includes but is not limited to psychiatrists, nurses, licensed behavioral health practitioners and peers with lived experience similar to the population served.

NEW URC & CRISIS CENTERS

- Enhancing the statewide system by adding 22 new Urgent Recovery and Crisis Centers across the state.
- Increases accessibility to the right services for Oklahomans experiencing a mental health crisis.



RESOURCES



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WHAT IS 988? NEWS RESOURCES GET HELP

THE LIFELINE FOR MENTAL HEALTH

A new mental health resource for all Oklahomans is launching late summer 2022.

WHAT IS 988? →

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