

Steve Sisolak
Governor



Richard Whitley
Director

State of Nevada
**Department of Health and
Human Services**

Nevada's Crisis Response System

Bureau of Behavioral Health & Wellness

Shannon Bennett



9/12/2022

Helping people. It's who we are and what we do.



Nevada's Vision and Mission for Crisis Response

Vision

The Crisis Response System and 988 will serve as the foundation of Nevada's behavioral health safety net. We will reduce behavioral health crises, strive to attain zero suicides in our state, and provide a pathway to recovery and well-being.

Mission

Everyone in Nevada will have immediate access to effective and culturally informed behavioral health services, crisis services, and suicide prevention through 988 and the Crisis Response System.





Nevada's Guiding Principles

Implementation of the Crisis Response System will be guided by these best practices

UNIVERSAL & CONVENIENT ACCESS

- Public awareness and engagement
- Resources for self-help
- Multi-channel availability
- Reliable and timely response

HIGH QUALITY & PERSONALIZED EXPERIENCE

- Localized response based on geographic area
- Connection to local public health and safety services
- Follow-up as needed

CONNECTION TO RESOURCES & FOLLOW-UP

- Tailored support based on the age, culture, language, and other characteristics of each person
- Consistency in line with best practices



Coordinated Crisis Continuum – National Guidelines



Crisis Center (someone to talk to- **988**)



Crisis Mobile Team Response (someone to respond)



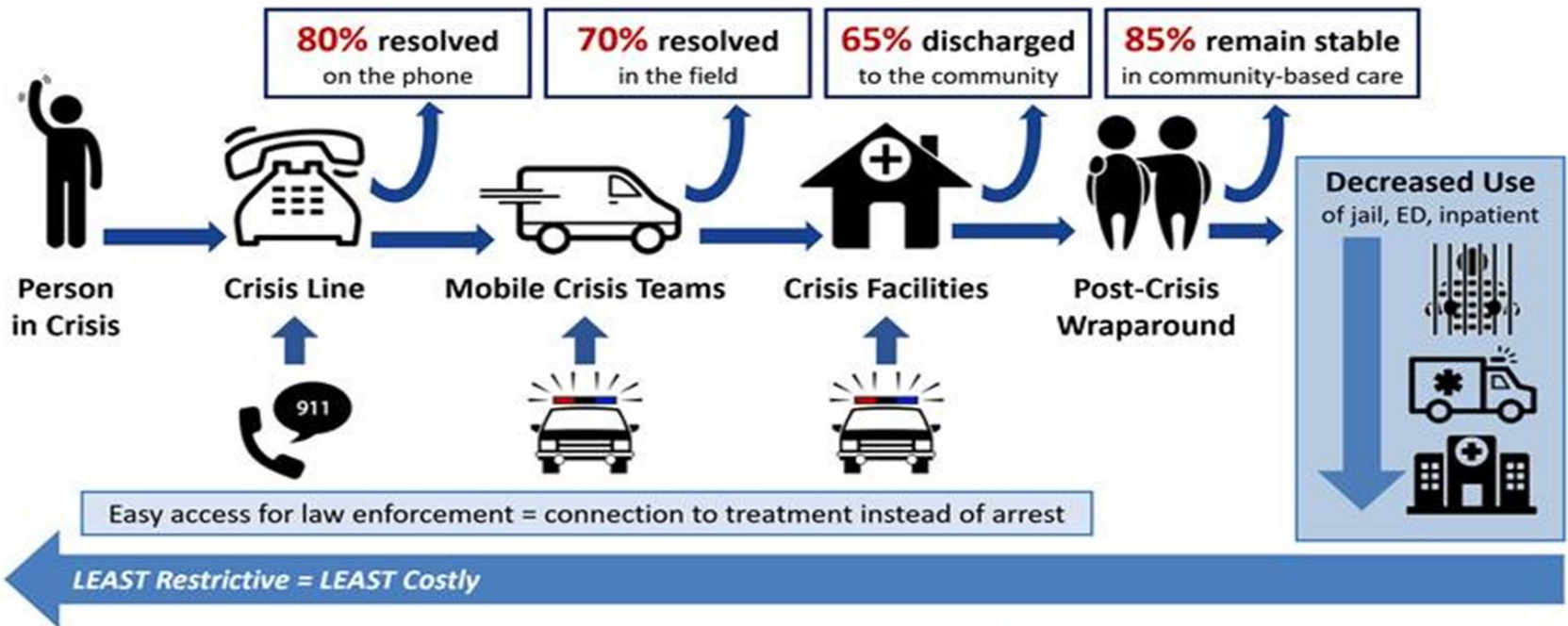
Crisis Receiving and Stabilization Services (a safe place for help)



Essential Crisis Principles and Practices (best practices)

988 is the Foundation for Crisis Care

Crisis System: Alignment of services toward a common goal



Balfour ME, Hahn Stephenson A, Winsky J, & Goldman ML (2020). *Cops, Clinicians, or Both? Collaborative Approaches to Responding to Behavioral Health Emergencies*. Alexandria, VA: National Association of State Mental Health Program Directors. <https://www.nasmhpd.org/sites/default/files/2020paper11.pdf>



Crisis Response Partnerships

- Approximately 10-15% of 911 calls nationally are estimated to be crisis or mental health related
- 988 is not intended to serve as a public safety resource, rather to divert non-medical, fire, police, emergency calls that are suicide or mental health related out of the 911 system and to behavioral health professionals

SAMSHA's Five-Year Vision: 988 and a Fully Resourced Crisis Care System

**Horizon 1:
Crisis Call Centers**
"Someone to talk to"

**90%+ of all 988
contacts answered
in-state
by 2023**

**Horizon 2:
Mobile Crisis Services**
"Someone to respond"

**80%+ of individuals
have access to rapid
crisis response
by 2025**

**Horizon 3:
Stabilization Services**
"A safe place for help"

**80%+ of individuals
have access to
community-based
crisis care
by 2027**





SOMETHING GREAT IS HERE!

Active starting July 16th 2022

CALL 911

**If you need fire,
police, or an
ambulance**



Call 988

**if experiencing a
behavioral health
crisis or suicidality**



Rationale for 988

- Since 1999 rates of suicide have increased by 30% nationwide, though NV is one of the few states that has seen a decrease or held steady
- 1 in 5 people over the age of 12 have a mental health condition, both nationwide and in Nevada
- Suicide is the second leading cause of death among young people, and the ninth leading cause of death in the Silver State
- Suicide is most often preventable. For every person who dies by suicide, there are 280 people who seriously consider suicide but do not kill themselves.



Rationale for 988 cont.

- A direct three-digit line to trained counselors will open the door for millions of Americans to seek the help they need
- An easy to remember and dial number will make it easier to reach people in emotional crisis

When you've got a police, fire or rescue emergency, you call 911.

When you have a mental health need, you'll call 988.





988 Implementation in NV: SB390

- Legislation to establish 988 passed the Nevada Legislature on May 31, 2021, and was signed by the Governor on June 4, 2021
- SB390 includes a funding mechanism to support 988 through a surcharge on phone lines

<https://www.leg.state.nv.us/App/NELIS/REL/81st2021/Bill/8095/Overview>





Resources

- SEI shares updates, resources, and other information about implementation of the Crisis Response System in a monthly newsletter.
- To be added to this email list, please email Kendall Holcomb at kholcomb@health.nv.gov.



Questions?





Contact Information

Shannon Bennett

Health Bureau Chief

sbennett@health.nv.gov

775-350-5261

