

Nevada's Crisis Response System

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NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

ALL IN GOOD HEALTH.

AGENDA

1. 988 Program updates
 - Telecom Fees
 - DMCT
 - CSC
 - Medicaid's Crisis services
2. Request for Information Overview and RFP
 - Timeline
3. What We Learned and Next Steps
4. Feedback and Questions
5. Acronyms

988 Program Updates

- Telecom Fees
- DMCTs
- CSCs
- Medicaid Crisis Services





Request for Information Overview

Project Objectives: in accordance with NRS Chapter 433.702-433.710 all addendums and subsections

- Establish, staff, and operate Nevada's National Suicide Prevention Lifeline 24/7/365
- Work towards and achieve SAMHSA Best Practice standards via SAMHSA National Guidelines for Behavioral Health Crisis Care - Best Practice Toolkit.
- Maintain National Suicide Prevention Lifeline (NSPL) accreditation standards
- Provide software solution to support the operation of a call center to include case management software with multi-user access and consumer repository. With interoperability between community partner systems
- Software solution to include the ability to dispatch, locate (GPS) and communicate with Designated mobile crisis teams (MCT), Community providers, Crisis Stabilization Centers (CSC), as well as other identified system interfaces such as webservices, Application Programming Interfacing (API)
- Provide internal and public facing modifiable dashboards that depict accomplishment of SAMSHA's Best Practice standards and requirements. This includes back end access to all system data.
- As necessary, establish and operate mobile crisis teams 24/7/365

Project Scope

- Creation of NBHCCH and implementation of Designated MCT services
- Solutions shall include an integration of software and NSPL functionality
- Software interoperability with NBHCCH: Bed Registry
- MCTs
- CSCs
- 911
- Community Providers

988 Timeline



Estimated completion By	Milestone Title	Status	Description
Spring 2023	RFI Release and Evaluate	Completed	Develop and release RFI to understand about the services offered by vendors.
Fall 2023	Phase I: RFP Development and Release	In Progress	Develop and release RFP for a vendor to provide an accredited Call Center in Nevada for a consumer to call, text, or chat that is compliant with SAMHSA and Vibrant. Call center system shall have the ability to dispatch available mobile crisis teams across the state. The system will integrate with Veteran services.
Winter 2023	RFP Evaluation Initiate community outreach and engagement	Not Started	Evaluate and Score responses
Spring 2024	Vendor Selection	Not Started	Select a vendor to implement and operate 988 call center services.
Spring 2025	Call Center Services in place	Not Started	The new call center is operational.
Fall 2025	Phase II: Integrate DMCT technology with NBHCCH	Not Started	Identify MCTs across the state of NV. Integrate NBHCCH with MCT. Call Center Staff shall have the ability to geolocate, communicate, and dispatch MCT.
Spring 2026	Phase III: CSC integration with NBHCCH	Not Started	Call Center staff shall have the ability to manage bed capacity and level of care availability at each facility.
Spring 2027	Integrate Community Partners technology	Not Started	Integrate CSC, 911 PSAPS, and 211 with the NBHCCH.



What We Learned and Next Steps

- Administrative services organization model (ASO)
- Working with other states
- Law Enforcement, Crisis Intervention training (CIT)
- Community outreach and engagement through coalition
- 2 call center locations

A photograph of a family walking outdoors, overlaid with a blue tint. In the foreground, a young girl with curly hair is smiling and riding a white scooter. She is wearing a white polo shirt and dark pants. Behind her, a woman in a striped shirt is pushing a stroller, and a man in a dark polo shirt is walking to the left. The background shows trees and a house.

Feedback and Questions



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ACRONYMS

Term	Definition
CRS	Crisis Response System
988	The national three digit number replacing the ten digit suicide number
NBHCCH	Nevada Behavioral Health Crisis Care Hub
DMCT	Designated Mobile Crisis Team
CSC	Crisis Stabilization Center/ Unit

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