

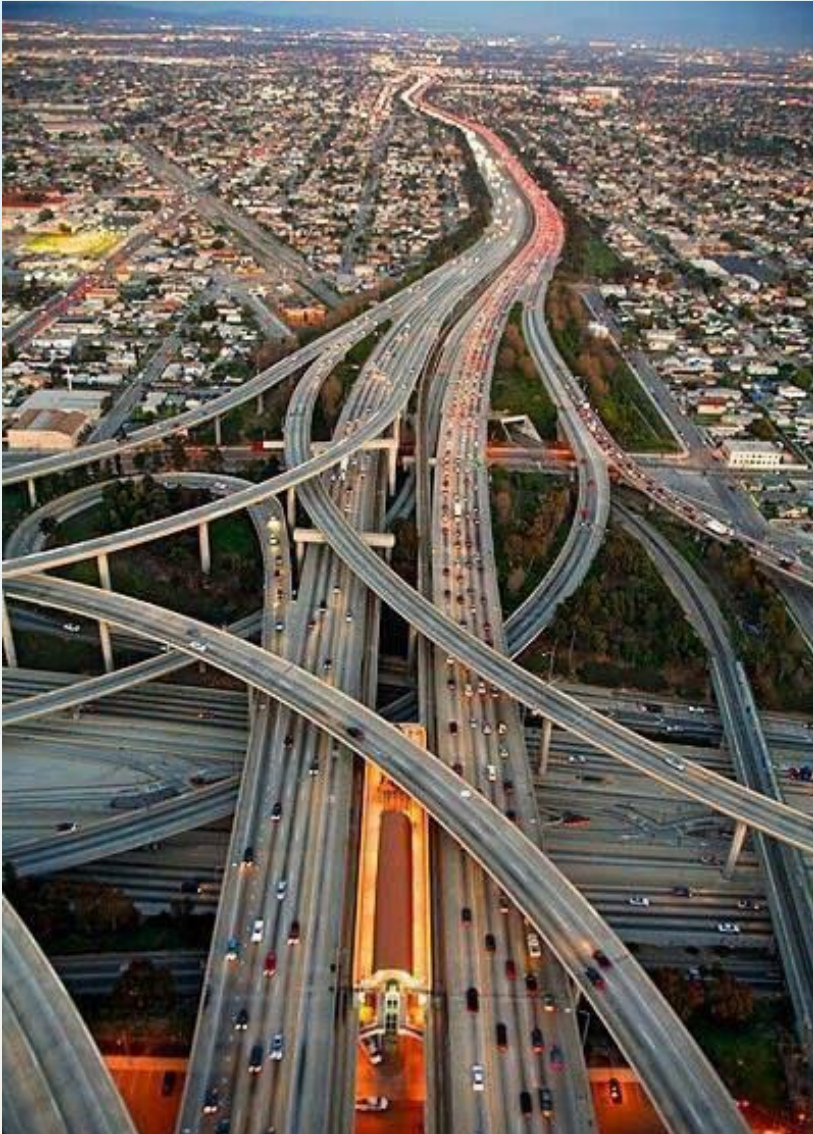
From 9-1-1 to Call Diversion to 9-8-8: The Future of Crisis Response



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Didi Hirsch SPC/LAPD 911 Diversion: The Long Lead-In...



- Law Enforcement Negotiation Teams on the Crisis Lines (30+ years)
- Planting the Seed (2005)
- Patience and Persistence
- Connections! (2016)
- Timing and Opportunity (2020)

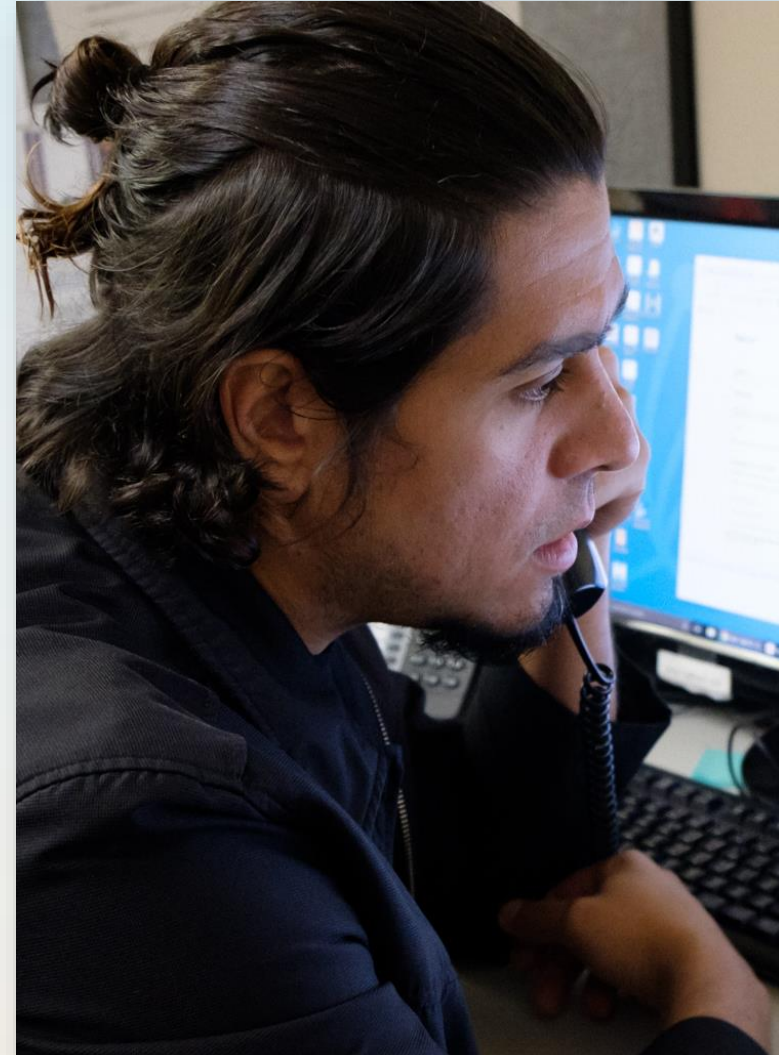
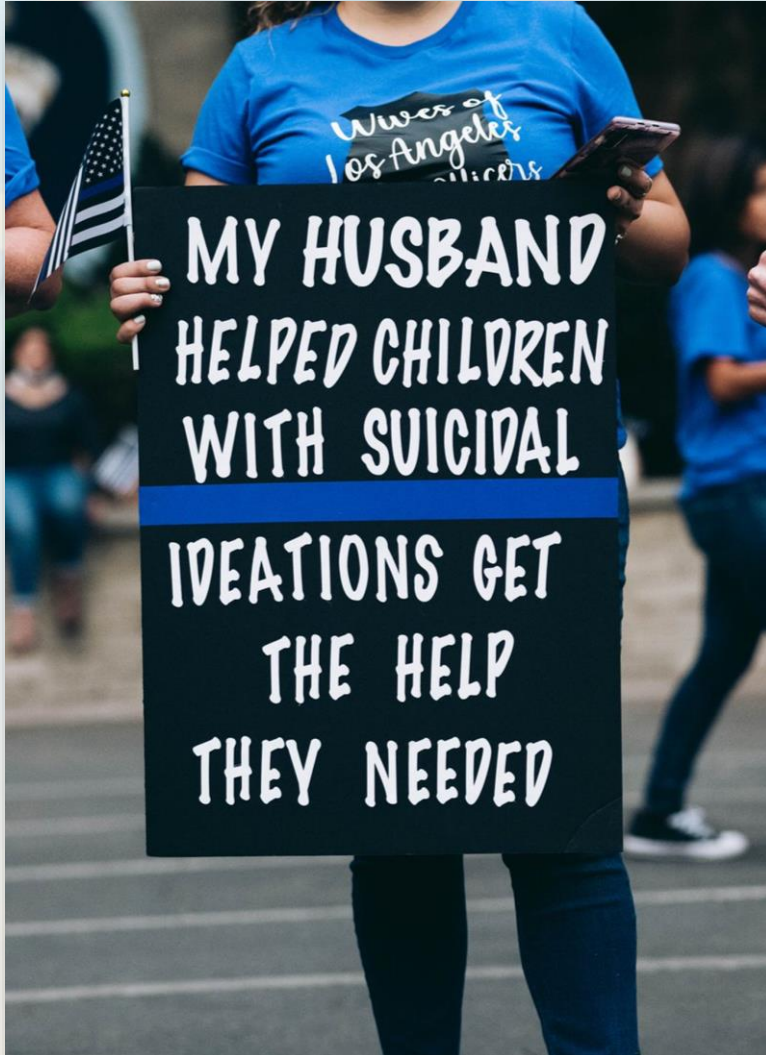
Didi Hirsch SPC/LAPD 911 Diversion: Why?

- Impact of mental health calls on public
 - Stigma/criminalization
 - It matters who responds
 - Involuntary hospitalization
- Impact of mental health calls on law enforcement
 - Resources
 - Emotions
 - Suicide-by-Cop and Disengagement

Didi Hirsch SPC/LAPD 911 Diversion: What if...?

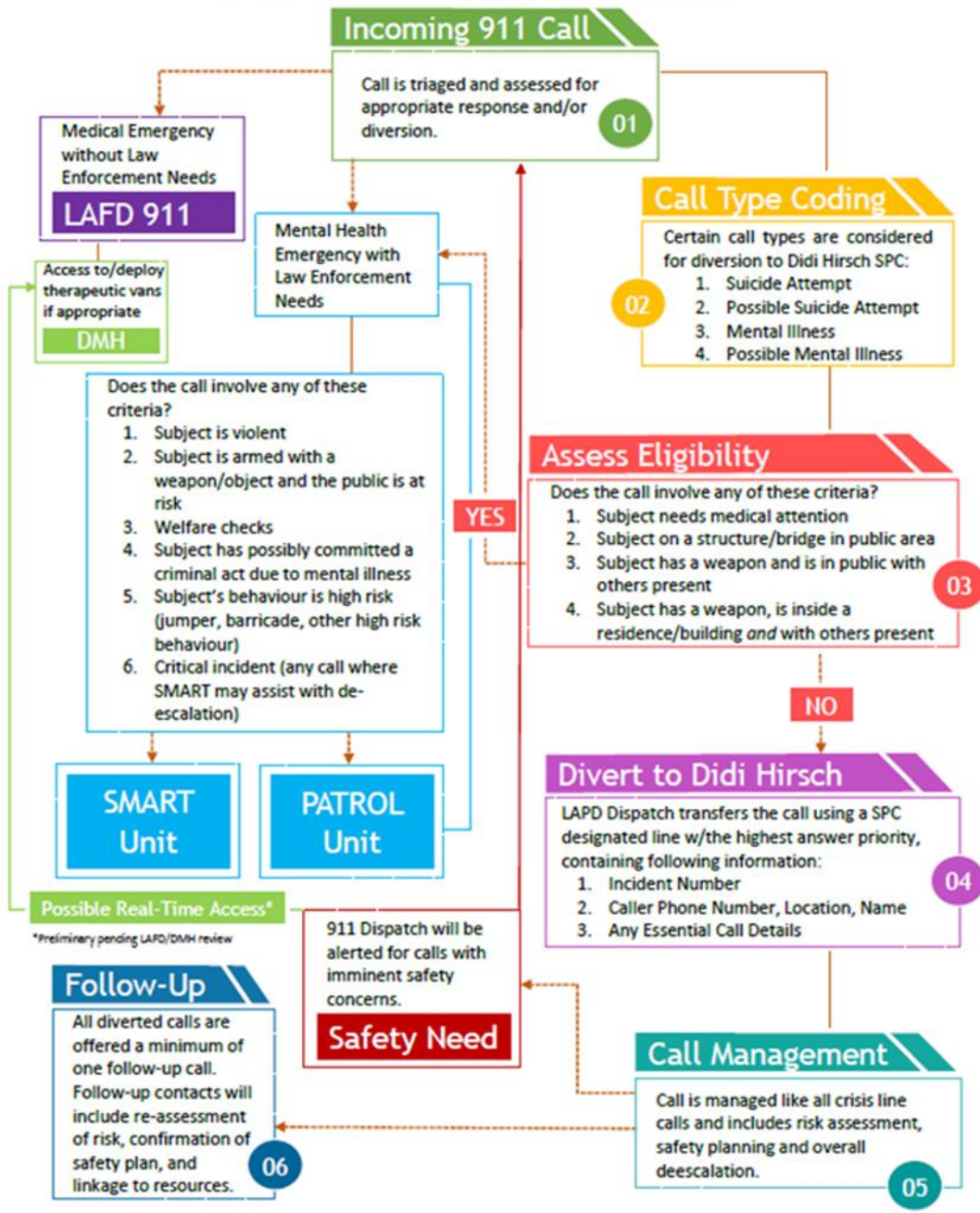


Didi Hirsch SPC/LAPD 911 Diversion: Working Together



911 Call Diversion FLOW

Didi Hirsch SPC/LAPD 911 Diversion: How?



Didi Hirsch SPC/LAPD 911 Diversion: How?

Assess Eligibility

Does the call involve any of these criteria?

- 1. Person needs medical attention**
- 2. Person on a structure/bridge in public area**
- 3. Person has a weapon and is in public with others present**
- 4. Person has a weapon, is inside a residence/building *and* with others present**

Didi Hirsch SPC/LAPD 911 Diversion: How?

“I am going to transfer you to a (Didi Hirsch Suicide Prevention Center) Crisis Line Counselor. You may hear some clicks or tones. Please don’t hang up. I want to ensure you are safe so I am going to provide the counselor with some background information while you stay on the phone.”

“This is 9-1-1 with a transfer. I am on the phone with [caller name] and they are calling about [situation].”

Didi Hirsch SPC/LAPD 911 Diversion: Outcomes so far...

Number of calls diverted
Feb – Sep '21: **1,163**

	<i>911 Redirect YTD Percentage</i>	<i>All Calls YTD Percentage</i>
<i>Response Outcomes</i>		
<i>Facilitated Rescue</i>	5%	0%
<i>Non-Facilitated Rescue</i>	14%	3%
<i>911 Redirect</i>	6%	
<i>Follow Up Outcome</i>		
<i>Follow Up Accepted</i>	22%	0.9%
<i>Follow Up Reached</i>	62%	61%
<i>Follow Up Linked</i>	31%	27%
<i>Demographics: Gender</i>		
<i>Female</i>	36%	52%
<i>Male</i>	63%	45%

Didi Hirsch SPC/LAPD 911 Diversion: Adjustments

- 9-1-1 dispatch and crisis line cultures
- National understanding of what 9-1-1 means
- Changing perceptions: Law enforcement and crisis center collaboration: The way forward to 9-8-8



So what about 9-8-8?



9-8-8
ANSWERING THE CALL

The National Suicide Prevention Lifeline is 988

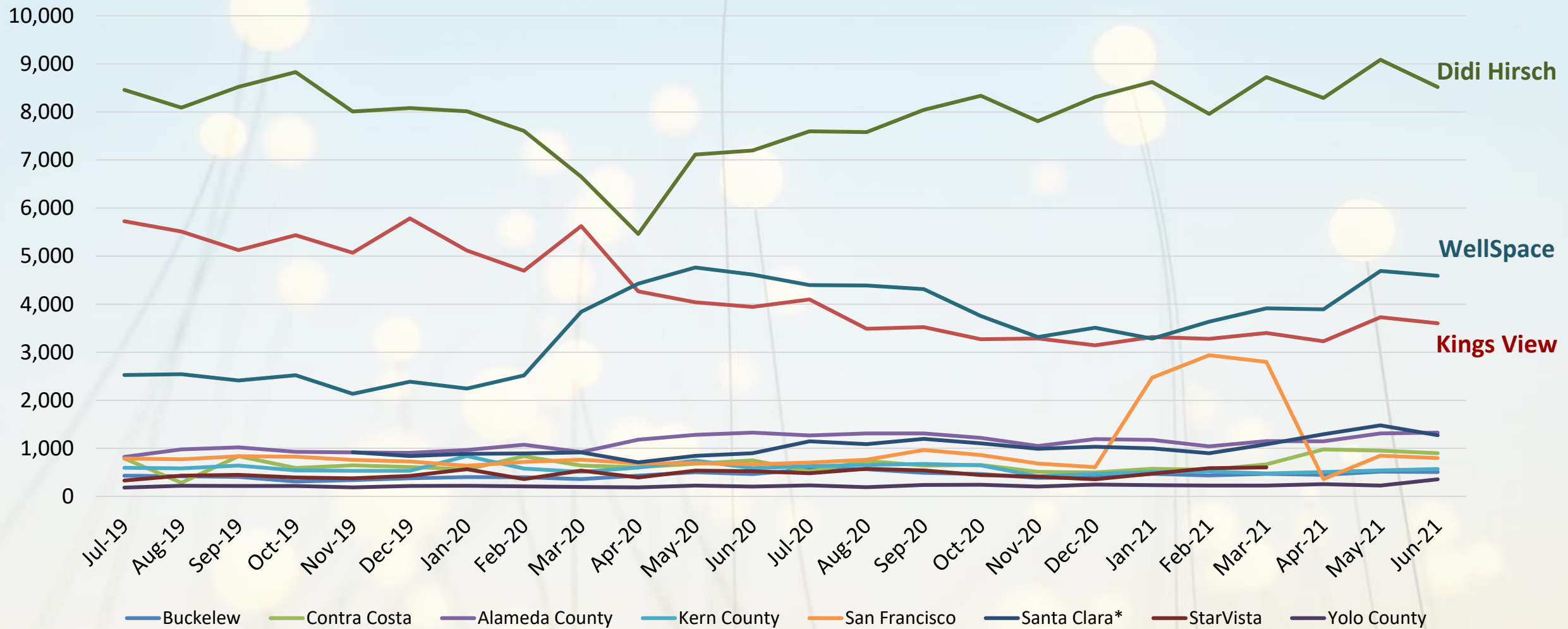


Didi Hirsch Suicide Prevention Center

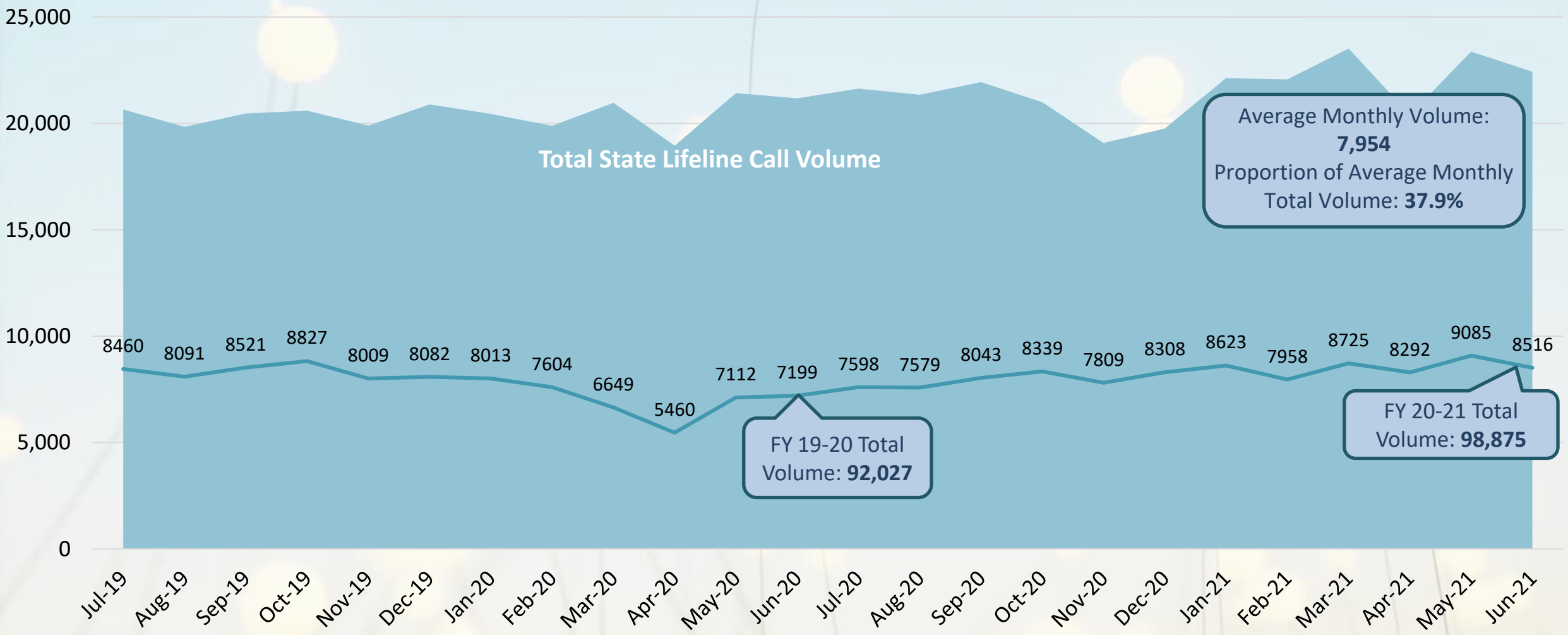


- Largest and most comprehensive suicide prevention center
- Inaugural member of the Lifeline
- 128,000 calls/chats/texts
- 1 of 3 Spanish Crisis Lines 24/7 in nation
- 1 of 3 Disaster Distress Helpline in nation

9-8-8 in California



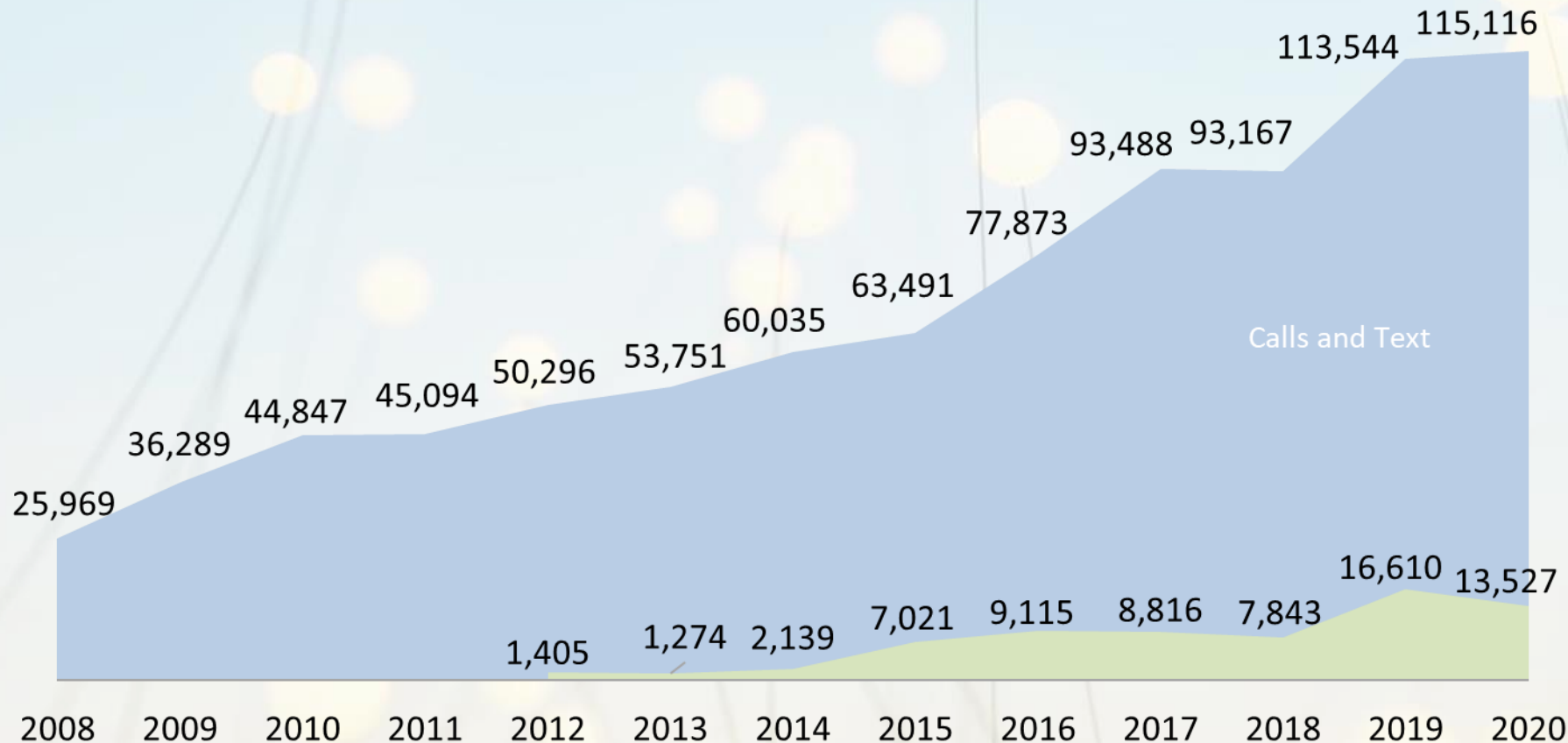
9-8-8 in California: Didi Hirsch SPC



Didi Hirsch SPC Profile



Crisis Call/Texts and Chats over the Years



2020




3,839 high risk help seekers rescued with help from SPC staff

1,113 successful follow-up contacts made with people in crisis

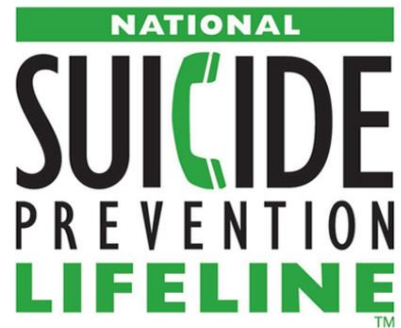
302 successful follow-up contacts made to recently discharged ER patients

Didi Hirsch SPC Profile



	CALLERS 	CHATTERS 	TEXTERS 
< 25 YEARS OLD	43%	70%	95%
< 18 YEARS OLD	16%	41%	90%
BIPOC	64%	32%	51%
Female	53%	69%	81%
Transgender/Questioning	1%	7%	10%
Self-Rated Suicide Intent at Start (out of 5)	2.7	2.8	2.9
% Intent Reduced	77%	78%	80%

Back to 9-8-8 or... 1-800-273-8255



1-800-273-8255



9-8-8
ANSWERING THE CALL

What is 9-8-8?

- America's first 3-digit number dedicated to mental health and suicide crisis
- Approved by FCC and Congress in 2020
- Must be implemented nationwide by July 16, 2022
- Call volume to crisis lines are expected to triple in the first 18 months.



The Future of Crisis Care and Crisis Response



What happens if you call 9-1-1?

What happens if you call 9-8-8?

What if you need help beyond crisis line support?

- Psychiatric Mobile Response
- MEU SMART
- LASD MET

Where can you go?

- Crisis Stabilization Centers
- Peer Respite Centers
- Short-term Crisis Residential Homes



What's needed for 988 to be effective?

- **Someone to answer the call.** 24/7 call centers that are adequately staffed by mental health professionals who are trained to respond to crises.
- **Someone to provide help.** Mobile response teams that are equipped for differing scenarios.
- **Someplace to go for treatment.** Crisis stabilization services that also connect people to follow-up care.

9-8-8: Our Role



9-1-1, 9-8-8, and the Journey Ahead in Crisis Care

What If...

- Working together
- Better People Care
- Safer Communities
- Saving Lives



From 9-1-1 to Call Diversion to 9-8-8: The Future of Crisis Care

DH



Thank you!