

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

DH

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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)

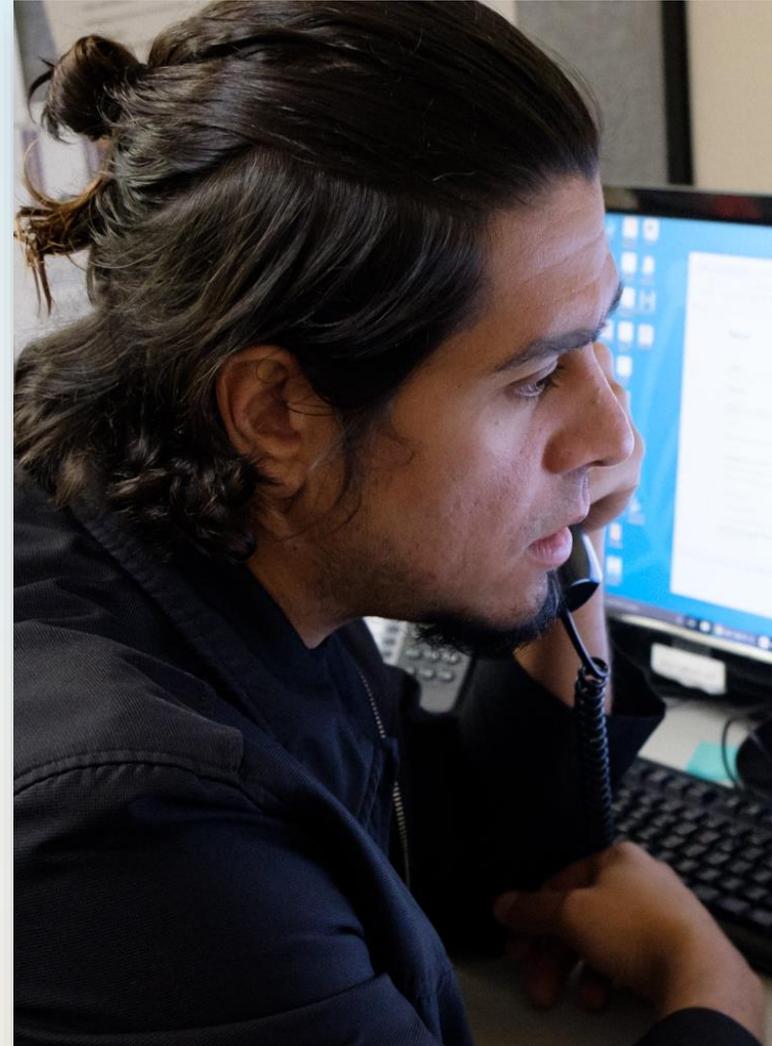
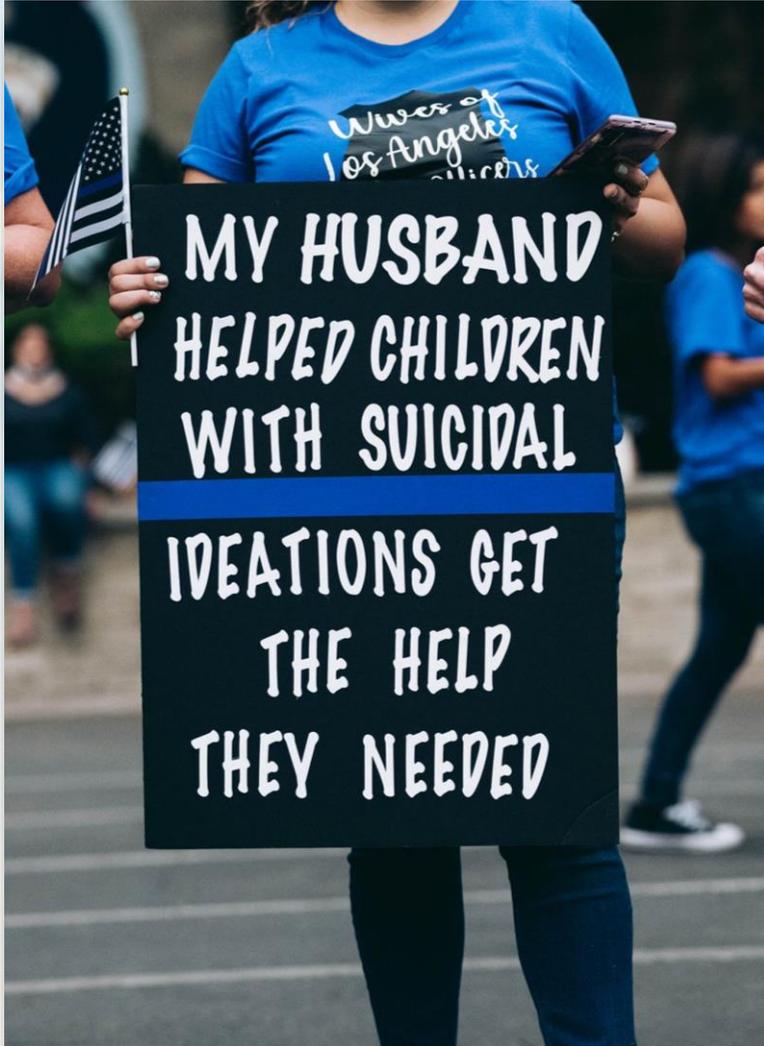
Didi Hirsch SPC/LAPD 911 Diversion: Why?

- 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...?

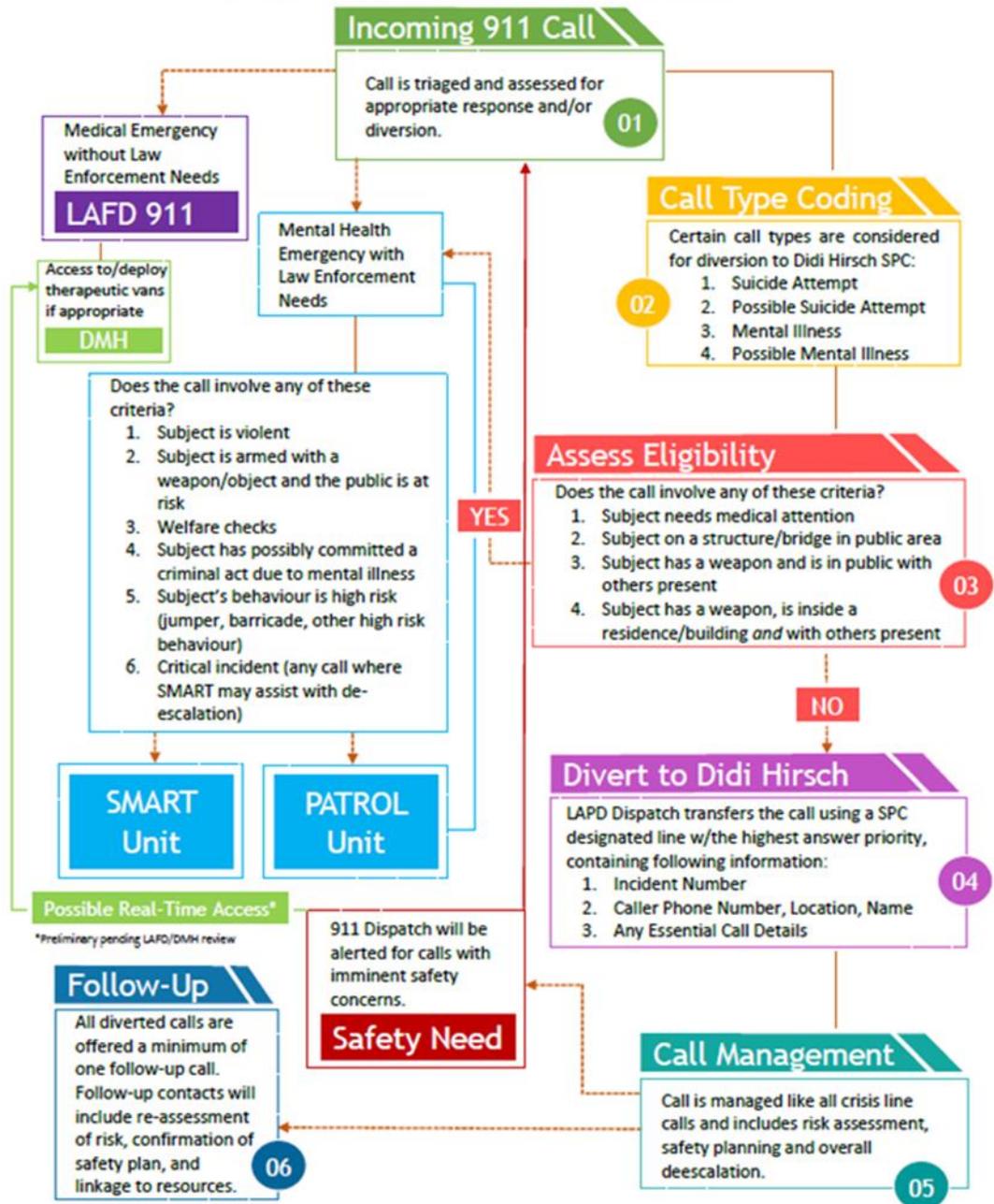


Didi Hirsch SPC/LAPD 911 Diversion: Working Together



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

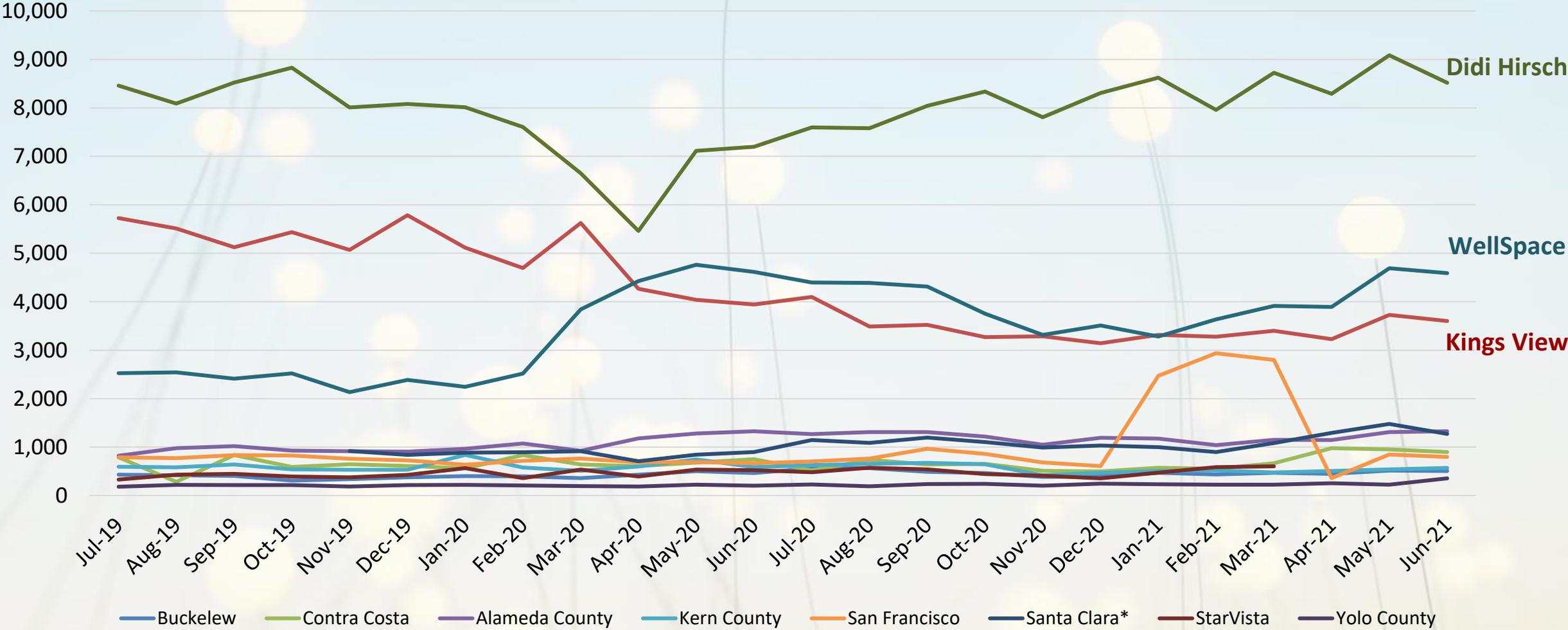


Didi Hirsch Suicide Prevention Center

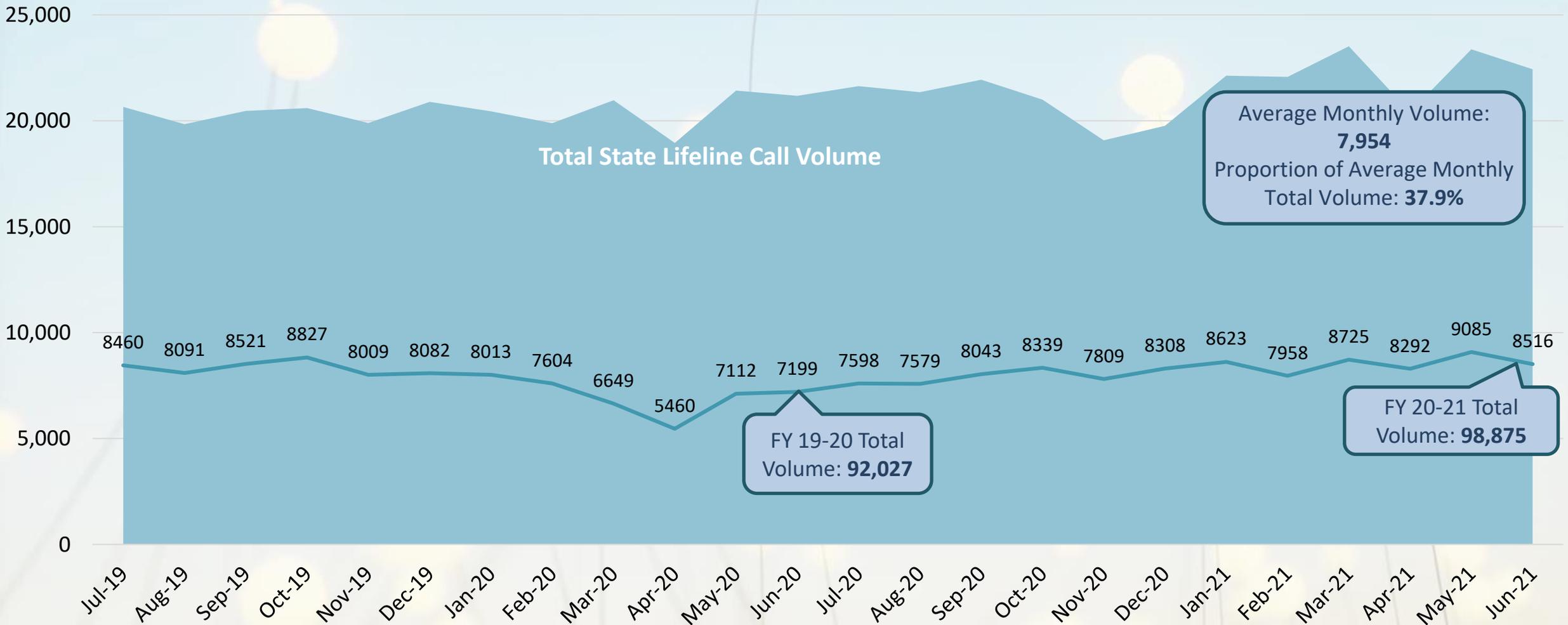


- Largest and most comprehensive suicide prevention center
- Inaugural member of the Lifeline
- 128,000 calls/chats/texts
- 1 of 3 Spanish Crisis Lines 24/7 in nation
- 1 of 3 Disaster Distress Helpline in nation

9-8-8 in California



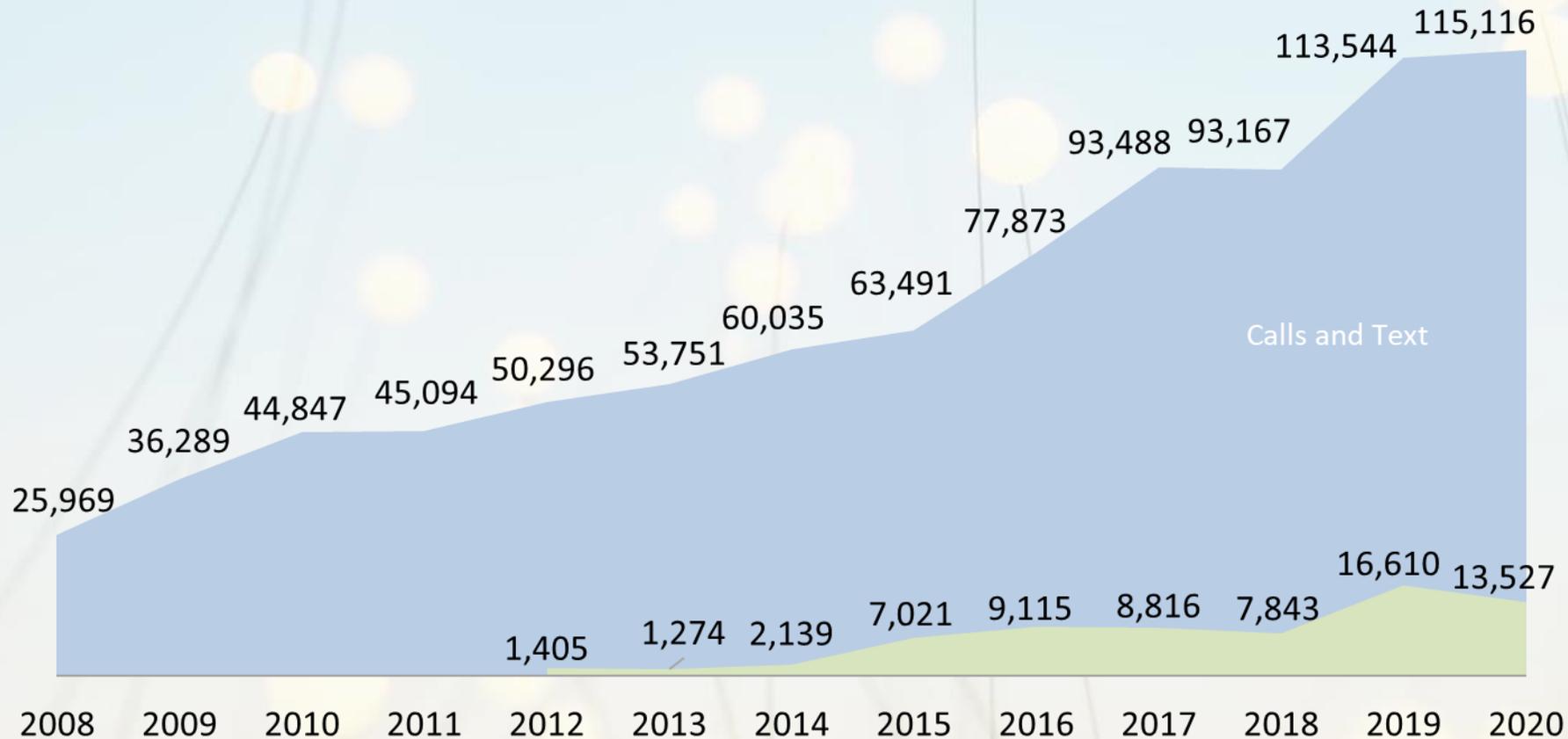
9-8-8 in California: Didi Hirsch SPC



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

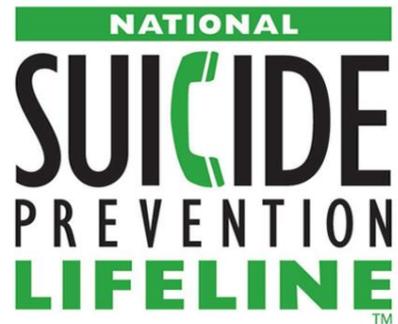
302 successful follow-up contacts made to recently discharged ER patients

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.



988  **911**

Crisis call centers stabilize most situations over the phone through support, compassion, and guidance.

Protecting privacy, saving money, ensuring safety and empowering community members.



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



DID YOU KNOW?
Over 95% of SPC crisis calls don't need a response.

The infographic features a stylized ear icon in the top right corner, surrounded by a circular pattern of small dots. The background consists of abstract shapes in purple, orange, and dark blue with white polka dots.



9-8-8
ANSWERING THE CALL

**SHARE
EDUCATE
ASK**

The infographic features a call center agent illustration at the bottom, wearing a headset and working at a computer. The background is white with a large purple shape containing the text 'SHARE EDUCATE ASK' and an orange circle.

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

What If...

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



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Thank you!