

Volunteers of America 988 & Crisis services

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988 Program Coordinator

Current Programing

Regional crisis lines for the Greater Columbia, North Sound, and Salish Behavioral Health Administrative Service Organizations (BH-ASO)

988 crisis center for 32 counties in Washington

988 chat/text center for Washington State

988 chat/text national back-up center for Vibrant Emotional Health (NSPL)

Native and Strong Lifeline

Washington Indian Behavioral Health HUB

North Sound Crisis Follow-up Program



988 or Regional Crisis Line?

- 988 is not replacing the current system of regional crisis lines in the state
- Regional crisis lines are administered by BH-ASOs contracted through the HCA and sub-contracted out to crisis centers to provide 24/7 crisis line services
- BH-ASOs are also responsible to provide DCR/Mobile Crisis Responders for community outreach. Some BH-ASOs also contract with crisis centers to dispatch the mobile teams
- 988 centers are appointed by their states
- 988 centers are required to be accredited and contracted with Lifeline/Vibrant
- VOA has been an accredited “Lifeline” center since 2006
- VOA operates both the regional and 988 service for North Sound Counties
- **VOAWW BH Department currently has over 272 employees**



Why 988 Matters

Suicide is the 3rd leading cause of death for youth under the age of 15

It is the 2nd leading cause of death for young people up to 25

It is the 10th leading cause of death for all people in Washington State

988 is easy to remember in a crisis, therefore will be more accessible

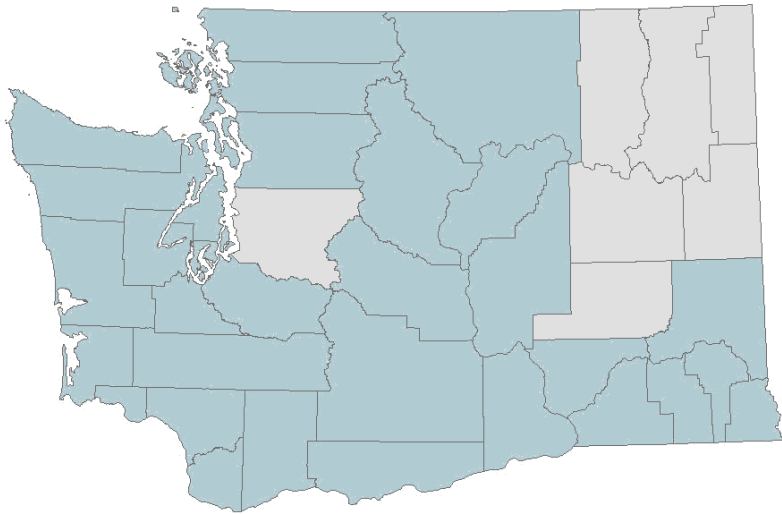
The legislation that led up to 988 has created a vast increase in crisis center funding here in Washington



VOAWW 988 Services Overview

988 Phone Service

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988 Chat and Text

- 49 staff at VOAWW dedicated to chat and text
- Covers all of WA State
- VOAWW provides national backup services to answer chats that aren't answered locally by other states



Native and Strong Lifeline

The Native and Strong Lifeline is an American Indian/Alaskan Native specific suicide and crisis line

The Native and Strong Lifeline is accessible by dialing 988 and is operational 24/7, 365 days a year

Native and Strong Lifeline calls are answered by other Natives

Native Crisis Counselors answer with their tribal affiliation. This does not mean exclusively tribal members

Our Native and Strong Lifeline counselors include enrolled tribal members, and descendants affiliated with their Native community or tribe

Suicide disproportionately affects Native American and Alaskan Natives

Suicide is the second leading cause of death among AI/AN people aged 10 years-34 years.



Continuum of Care: The Washington Indian Behavioral Health Hub

Resources

Culturally relevant options

Assistance with discharge planning

Coordination of care



Call the Hub at 1-866-491-1683

You will be connected with a Hub Navigator

Explain which resources are needed to your Navigator

Navigator locates resources from our database

Pass this information along to the caller

Follow up if allowed by the caller



Top 5 Reasons People Reach Out to Crisis Lines

988 or Crisis Line

Suicidal Ideation or Self-Harm

Mental Health Crisis

Emotional Support

Resources

Connection

988 Text & Chat

Suicidal Ideation or Self-Harm

Depression and anxiety

Family issues

Relationship issues

Bullying/problems in school



What resources/assistance is available to non-mental health providers dealing with the anxiety of supporting someone who expresses suicidal thoughts?

- 988 is a great resource for those dealing with anxiety and difficulties of assisting someone with suicidal thoughts. Calling 988 allows anyone to discuss and process their experiences with a counselor who is nonjudgmental and has time to listen and hear what the caller has to say. The counselor can also try and connect the caller with resources in their area for in person support.
- <https://afsp.org/find-a-support-group/> (American Foundation for Suicide Prevention)
- <https://www.samhsa.gov/find-help/national-helpline> (Substance Abuse and Mental health Services Administration) treatment options locator
- <https://www.nimh.nih.gov/> (National Institute of Mental Health) Mental Health education and local community resource locator



Basic Components of Suicide Intervention

Show you care

Manage your own reactions

Maintain a collaborative relationship

Ask about suicide

Ask directly in a caring, non-confrontational way

Listen carefully to try to understand the reason they think suicide would help

Accept feelings without judgment

Connect them to help

Stay with the person, call or text 988 for guidance



Contact

- 988
 - Call or text “988”
 - Chat online at imhurting.org
- North Sound Crisis Line
 - 1-800-584-3578
- VOAWW Crisis Follow-up
 - Call the NS Crisis Line
- Native and Strong Lifeline
 - Dial 988 and press 4 in WA State
- Washington Indian Behavioral Health Hub
 - 1-866-491-1683
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