

▶▶ Department of Mental Health Alternate Crisis Response Program

Update on the 988 Suicide and Crisis Lifeline

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LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing

ACR's ASPIRATION

Individuals experiencing a mental health crisis in LA County are treated **quickly**, **effectively**, and **with empathy** at the least restrictive level of care to meet their short- and long-term needs in the mental health system, as appropriate, so that they can remain in their community

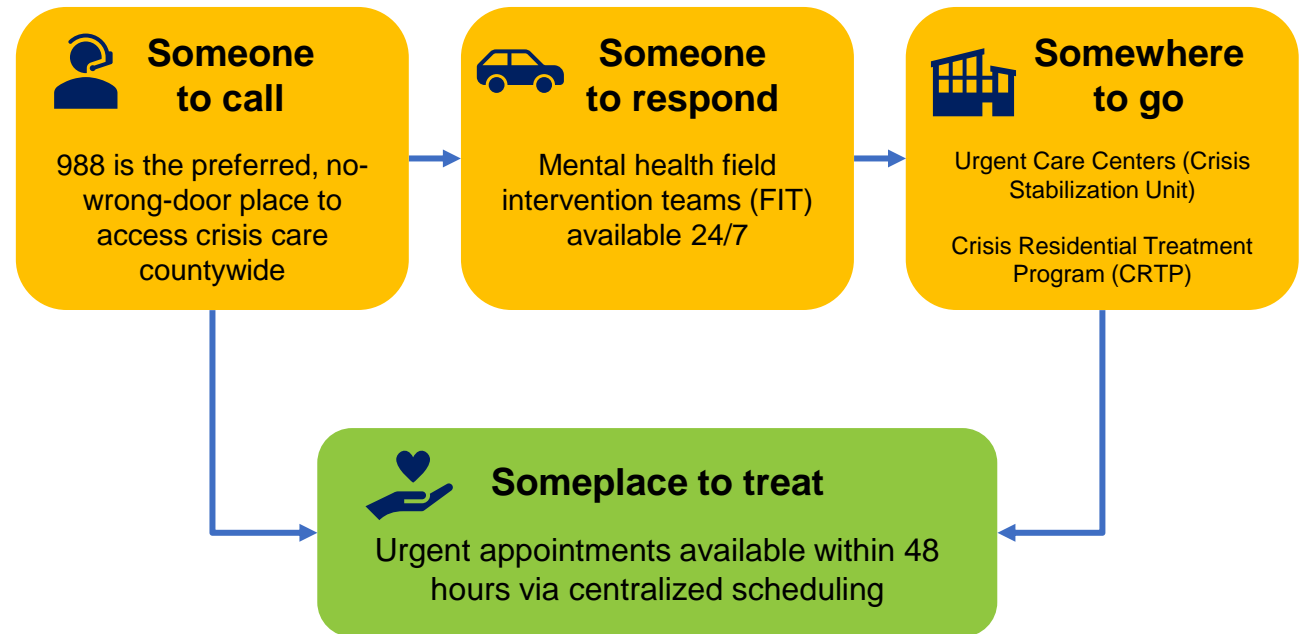


▶▶ ACR is a robust, reliable, and timely alternative to law enforcement response for mental health crises

Timeline

- **June 2020:** Alternative Crisis Response (ACR) initiative created by the Board of Supervisors (BOS) as partnership between DMH and CEO-ATI
- **October 2020:** Federal bill established 988 as a national number for behavioral health crisis calls
- **July 2022:** 988 officially launched nationwide, triggering key program expansions in LA County, DMH contracted with Didi Hirsch for 988 services
- **November 2022:** DMH officially assumed responsibility for ACR implementation in LA County
- **December 2023:** DMH expanded mobile crisis response availability to 24/7 throughout LA County
- **April 2024:** DMH operates up to 60 mobile teams, with additional overtime coverage for nights and weekends

Continuum of Care



▶▶ Someone to call: 988 is the preferred, “no wrong door” place to access crisis care county-wide

Didi Hirsch 988 Crisis Hotline in LA County

24/7 call, text, and chat access to crisis counselors.

Crisis intervention, risk assessment, and de-escalation

Information sharing on resources to help people in distress and their friends/family

Follow-up services to high-risk callers

Referral to DMH ACCESS for mobile crisis response

5,000+

Calls and texts each month

~400

Trained counselors

~97%

Of calls are safely resolved over the phone

LACDMH ACCESS Hotline (800-854-7771)

24/7 entry point for mental health services in LA County.
Anyone can call this line to request a mobile response.

~4,000

Calls to LACDMH ACCESS Help Line

~75

Call Center Staff

~50%

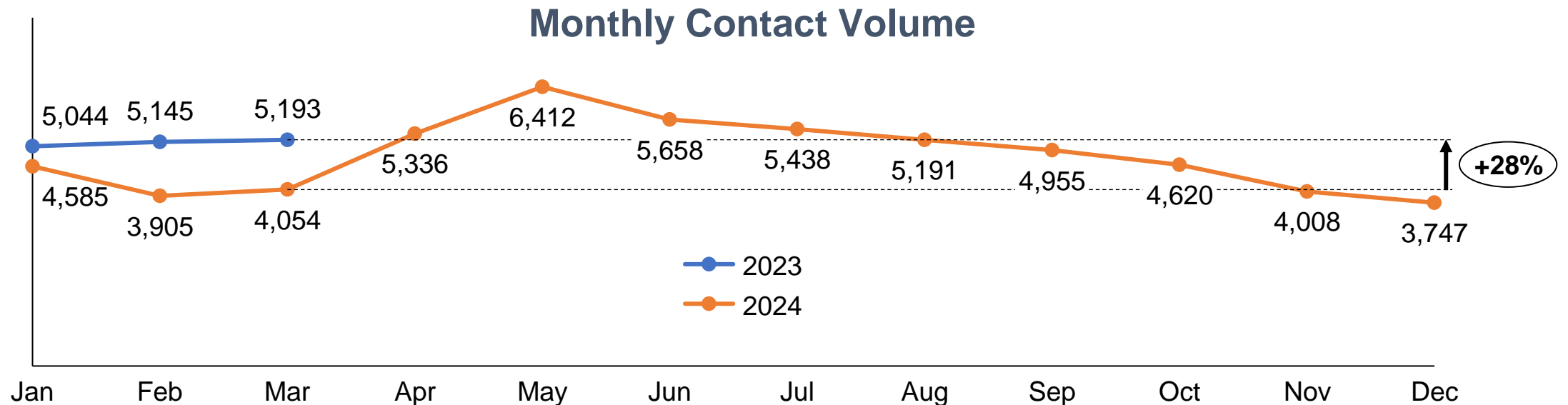
Of calls result in field response dispatch



LACDMH ACCESS Center

▶▶ 988 Call Trends

- Nearly 6,000 calls, chats and texts in March 2024
- YTD contacts are up 28% from first quarter of 2023
- 7% third-party callers
- Average answer time: 18 seconds



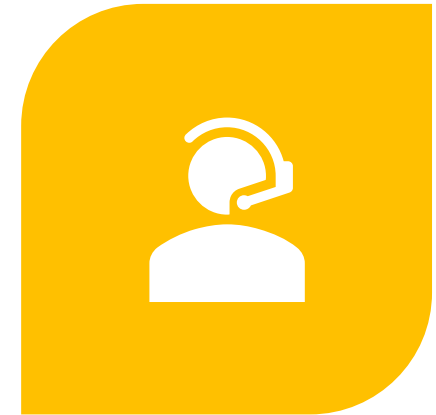
▶▶ 988 Outcomes



**97% RESOLVED OVER THE PHONE
WITHOUT INTERVENTION**



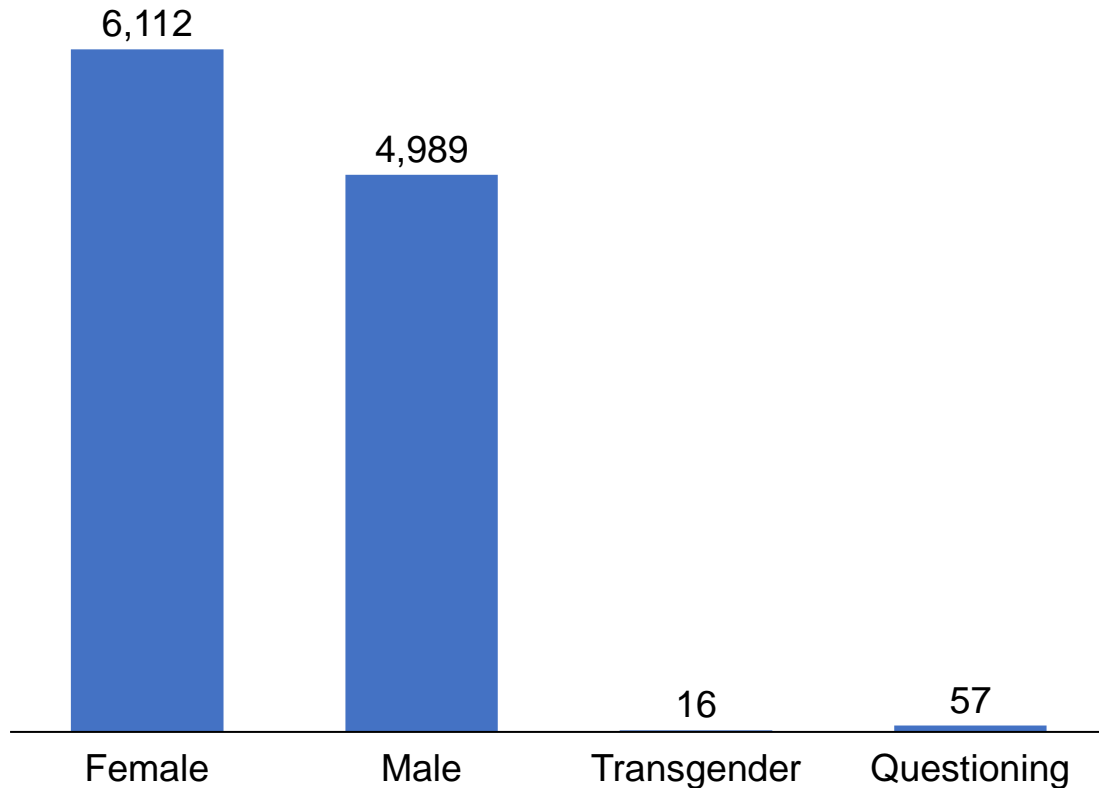
2% REFERRED TO 911



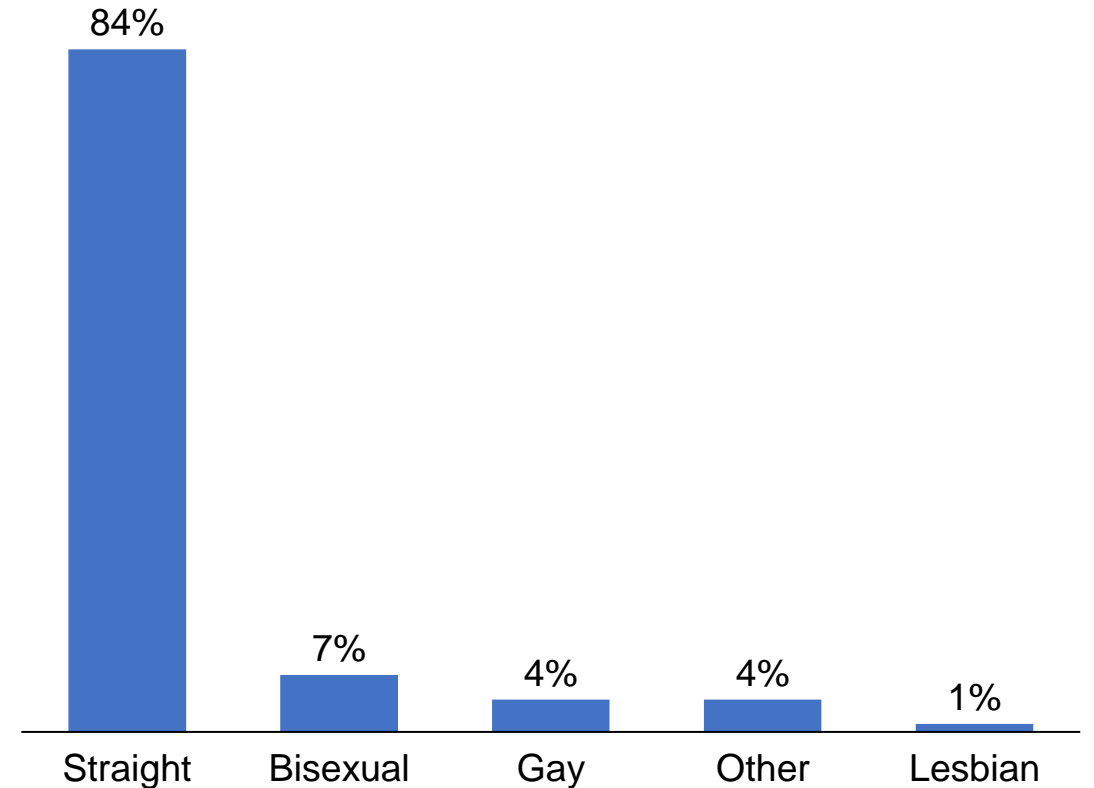
**1% REFERRED TO DMH FIT TEAMS
(WARM TRANSFER FROM 988 TO
ACCESS)**

▶▶ LA County 988 Demographics (January-March 2024)

Number of Contacts by
Gender

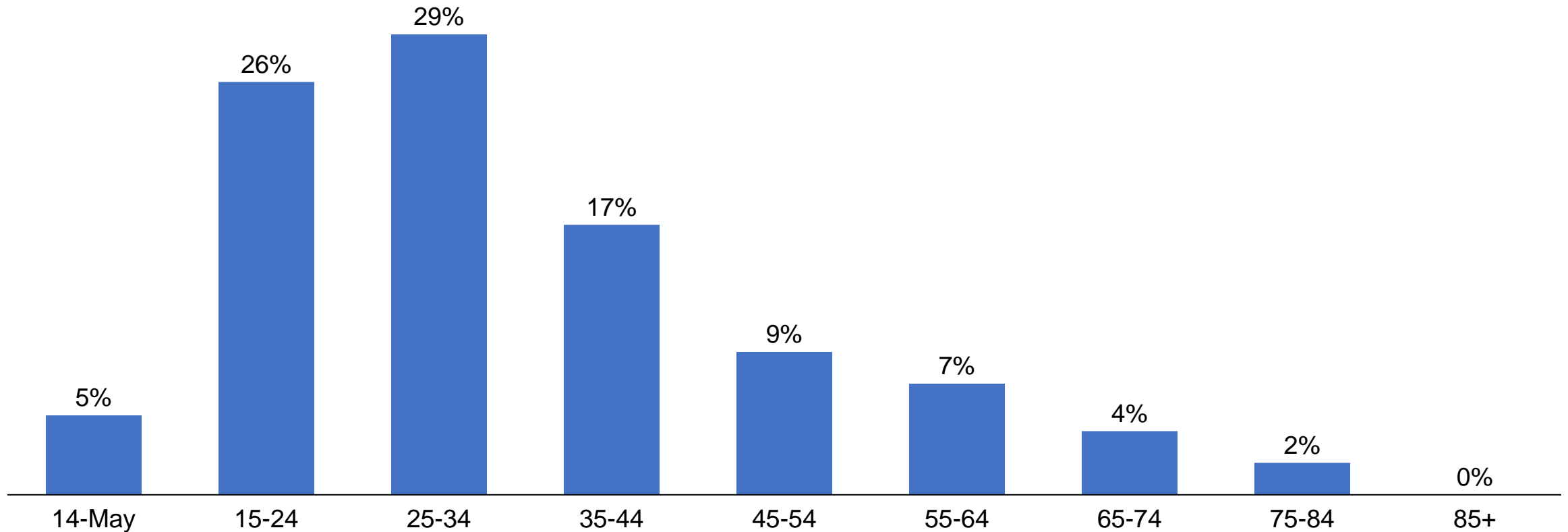


Percent of Contacts by
Sexual Orientation

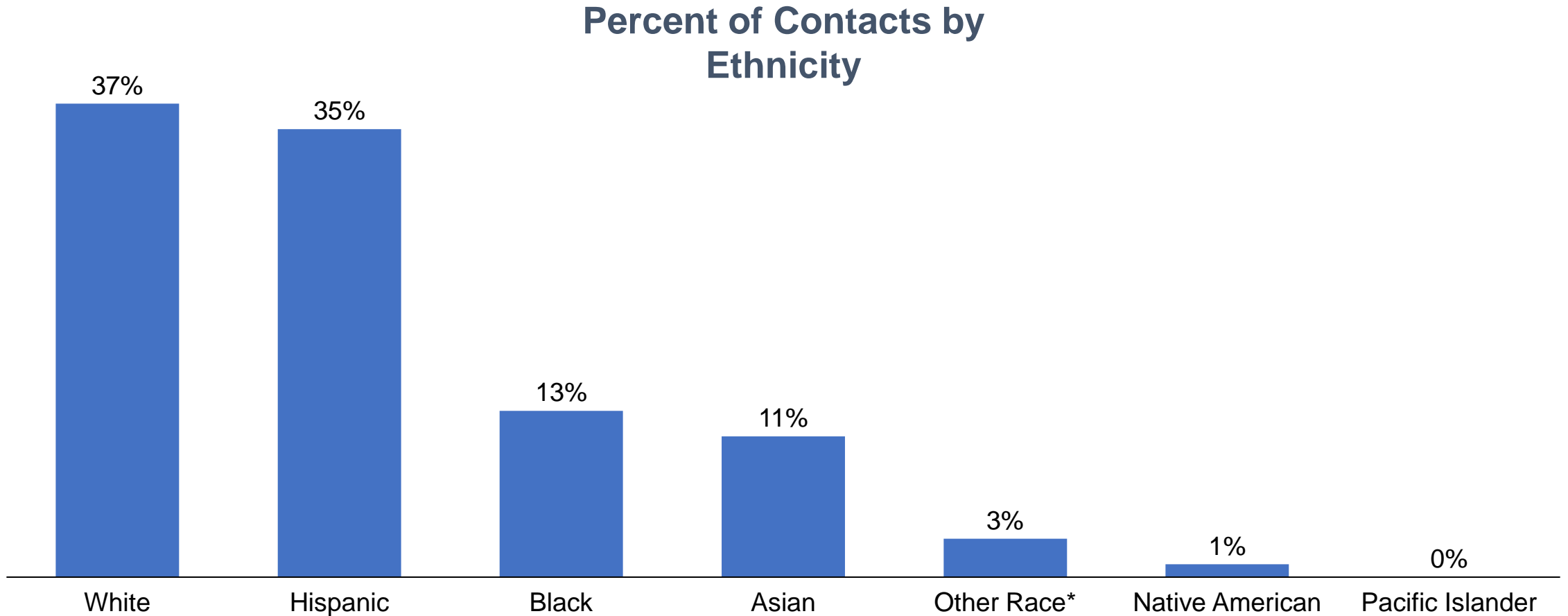


▶▶ LA County 988 Demographics (January-March 2024)

Percent of Contacts by Age



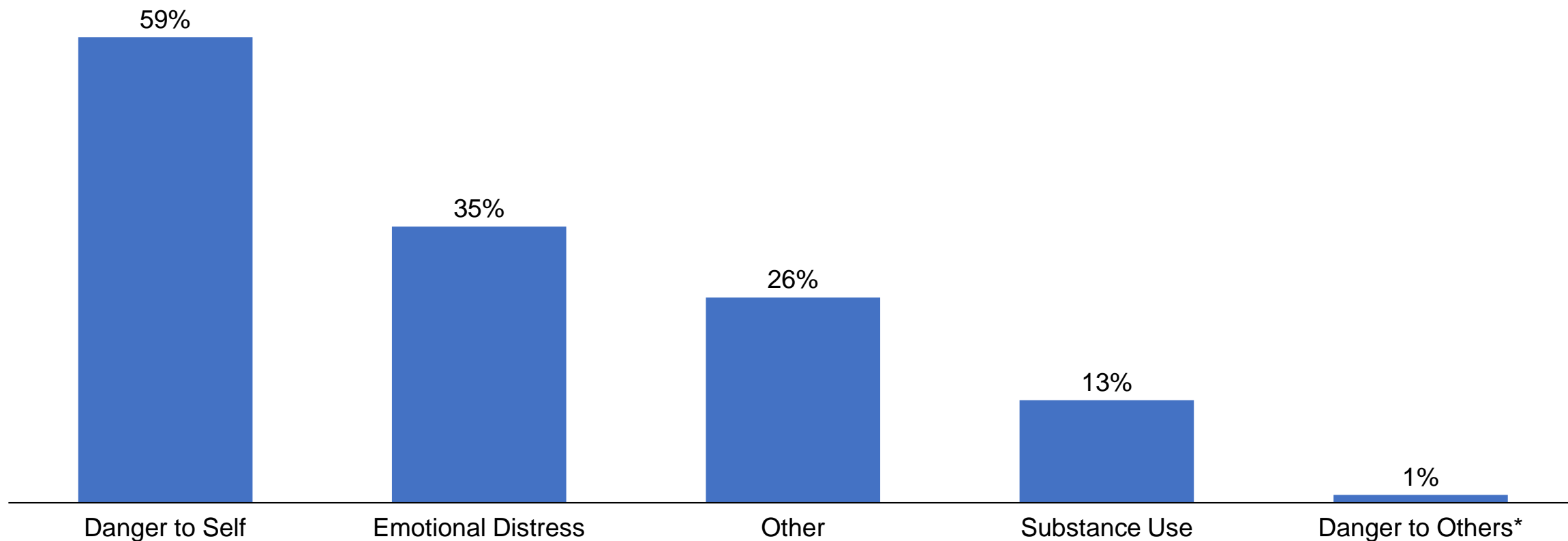
▶▶ LA County 988 Demographics (January-March 2024)



** Includes "other" and "two or more"
Source: Didi Hirsch 988 Report*

▶▶ LA County 988 Demographics (January-March 2024)

Top Concerns



Source: Didi Hirsch 988 Report

►► Language Capabilities

Callers' primary language

- 93% English
- 7% Spanish
- <1% All other languages

Didi Hirsch has 65 Spanish-speaking agents, providing 24/7 coverage

Korean-speaking agents are also available (4:30p – 12a)

Translation service available for other languages

▶▶ 988 Georouting

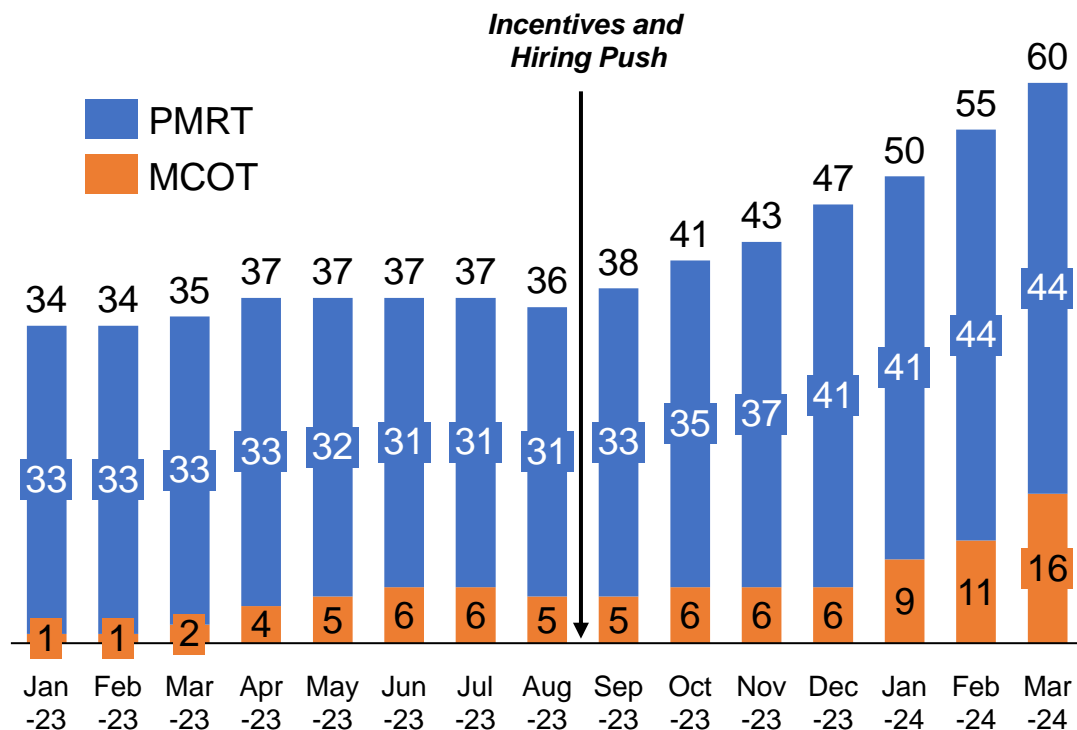
- Calls currently routed to 988 call center based on area code, not location
- Centers may not be able to connect callers with non-local area code to local mental health services and resources.
- On April 25, FCC Board will consider rule changes to require a solution enabling calls to be directed based on location
- For privacy, changes will not pinpoint a caller's location

▶▶ 911 to 988 Call Diversion Pilot

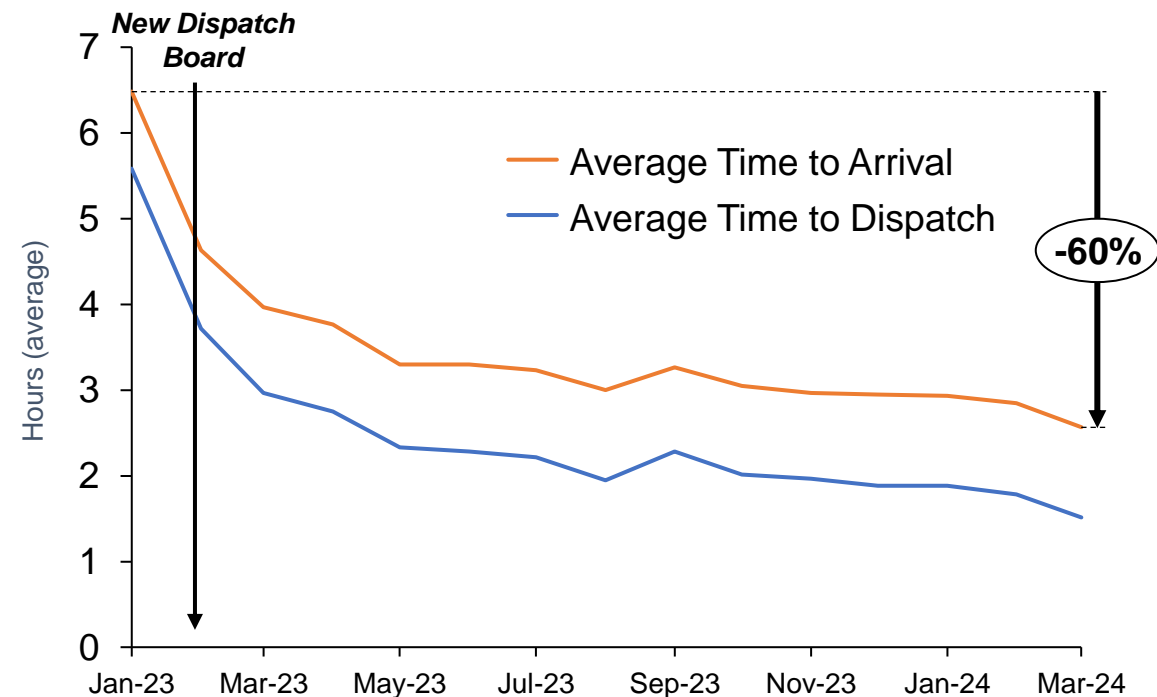
- In partnership with LAPD, currently operates throughout City of Los Angeles, diverting certain behavioral health calls to 988 through a warm transfer.
- Framework for diversion developed jointly with multiple County law enforcement agencies, through the Countywide Criminal Justice Coordination Committee
- Pilot in development to expand to LA Sheriff's Department (Lancaster and Century stations), Pomona and Bell Gardens Police Departments

►► Expanding FIT and adopting technology changes substantially lowered response times

Increase in Number of Field Intervention Teams



Average Response Times





Who Do I Call for Help?

9-1-1

to report crimes, fires, and medical emergencies when law enforcement, firefighters, or paramedics are needed



800-854-7771

for crisis response teams in the field or mental health resources through the 24/7 LACDMH Help Line



9-8-8

for support with suicidal crisis or mental health-related distress



988 SUICIDE & CRISIS
LIFELINE

2-1-1

for general information on local resources or linkages and referrals to health, human, and social services

