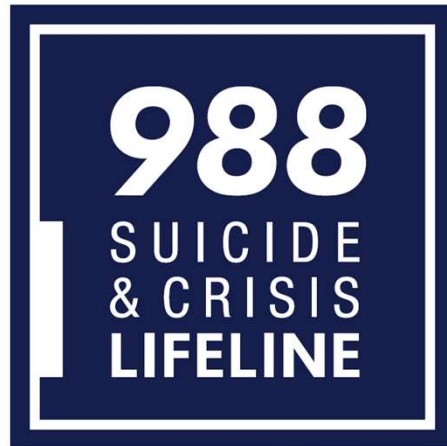


# ▶▶ 988 Call Center

Reuben Wilson  
Program Implementation Manager, Alternative Crisis Response Unit  
Department of Mental Health  
December 10, 2024

## 9-8-8: The Suicide & Crisis Lifeline



Press #1 for the Veterans Crisis Line  
Press #2 for Spanish  
Press #3 for LGBTQIA+ Youth and Young Adults

## Didi Hirsch SPC Crisis Line



- Founded in 1958 as the nation's first suicide prevention center
- Inaugural member of the Lifeline
- Chat/text services since 2012
- 1 of 6 Spanish 988 Centers in nation
- California's largest 988 center and one of the highest volume centers in the 988 network

## Which Number to Call: 9-1-1 or 9-8-8?

When you've got a medical, police, fire or rescue **emergency**, you call 9-1-1

When you have an urgent **suicide or mental health crisis** need, you call 9-8-8

9-1-1 is focused on **dispatching** EMS, Fire and PD

9-8-8 is focused on **resolving the crisis telephonically** (or via chat/text) – using the least invasive intervention

**Over 95%** are stabilized through crisis lines without any type of in-person response needed

**Less than 1%** need emergency intervention

## When to call 9-8-8...

- *I can't stop thinking about suicide and I really need to talk to somebody who won't judge me.*
- *I think my cousin is using drugs and I am worried about her.*
- *My friend is thinking about suicide and I want to know how to support them.*
- *I feel sad and lonely all the time. I can't seem to shake it off and I don't know how much longer I can go on like this...*
- *One of my students is going through a really hard time. He's nervous about calling the crisis line but agreed to do it together...*

# ▶▶ 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 Help Line for mobile crisis response

**~6,000**

Calls and texts each month

**~400**

Trained counselors

**~97%**

Of calls are safely resolved over the phone

## LACDMH Help Line (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**

Crisis Calls to LACDMH Help Line

**~75**

Call Center Staff

**~50%**

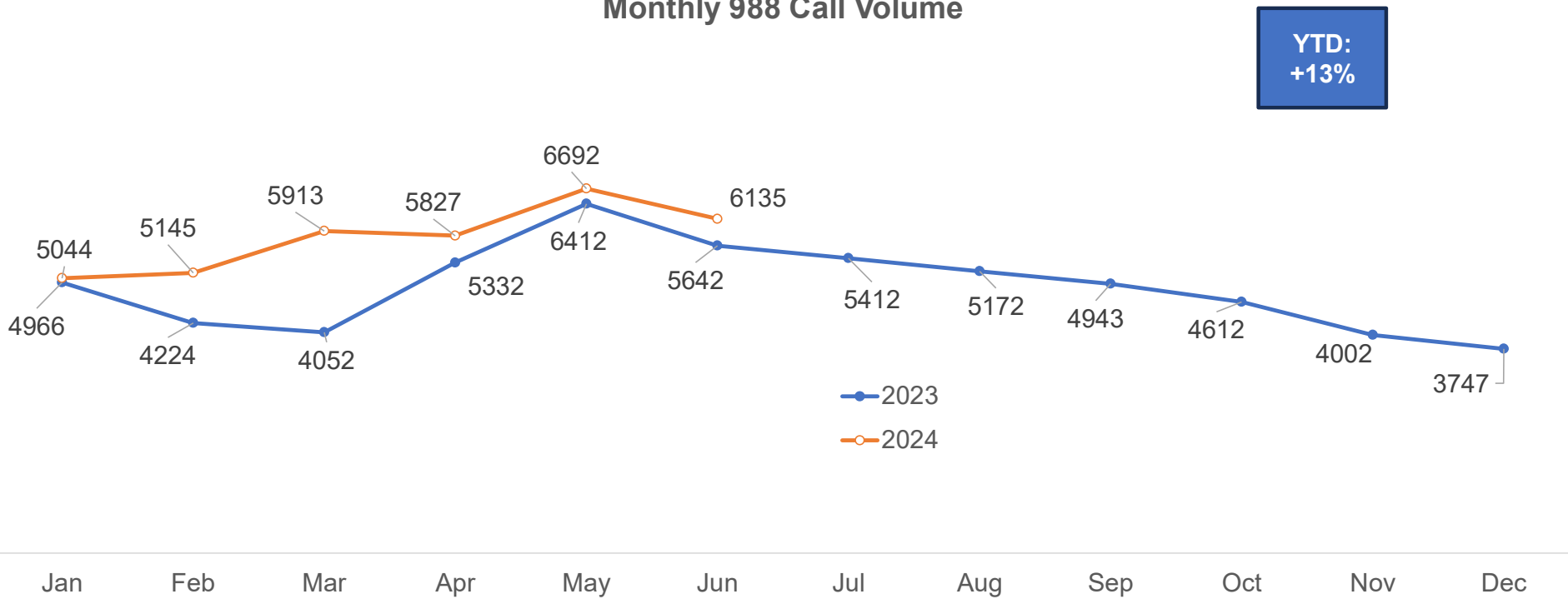
Of calls result in field response dispatch



LACDMH Help Line

▶▶ Demand for our services continues to rise for the first part of 2024, compared to 2023

Monthly 988 Call Volume



## ▶▶ 988 Outcomes



**98% RESOLVED OVER THE PHONE  
WITHOUT INTERVENTION**



**1% REFERRED TO 911**

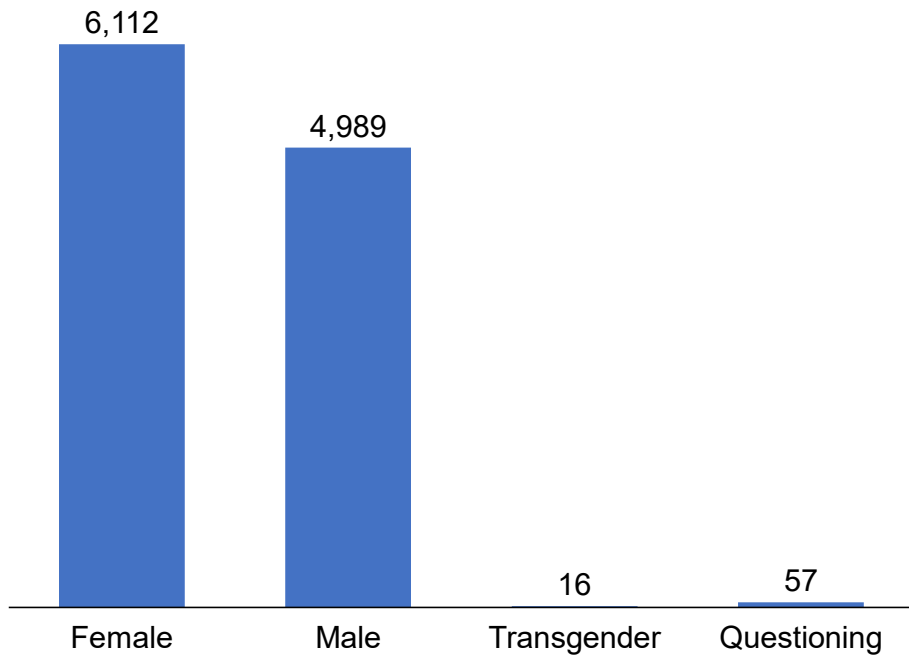


**1% REFERRED TO DMH FIT TEAMS  
(WARM TRANSFER FROM 988 TO  
LAC DMH HELP LINE)**

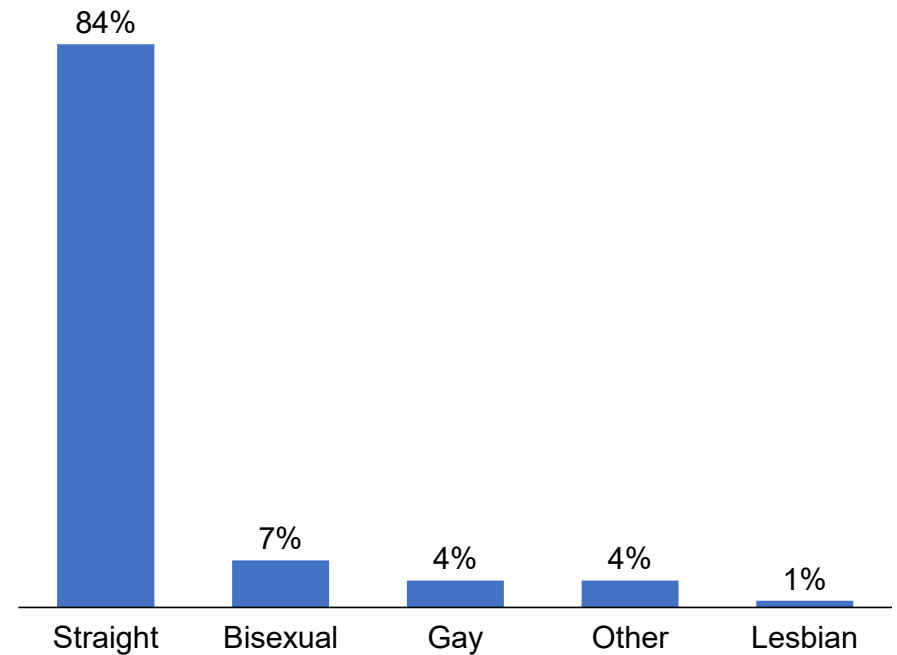


# ▶▶ LA County 988 Demographics (January-March 2024)

### Number of Contacts by Gender



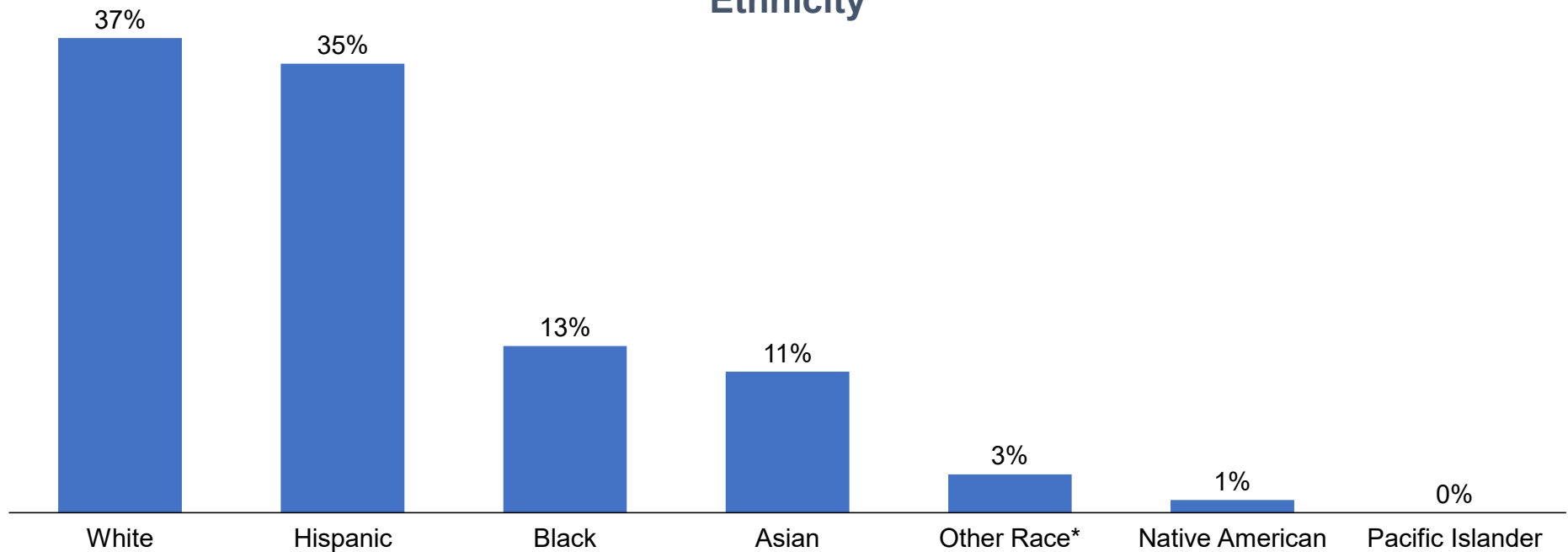
### Percent of Contacts by Sexual Orientation



Source: Didi Hirsch 988 Report

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

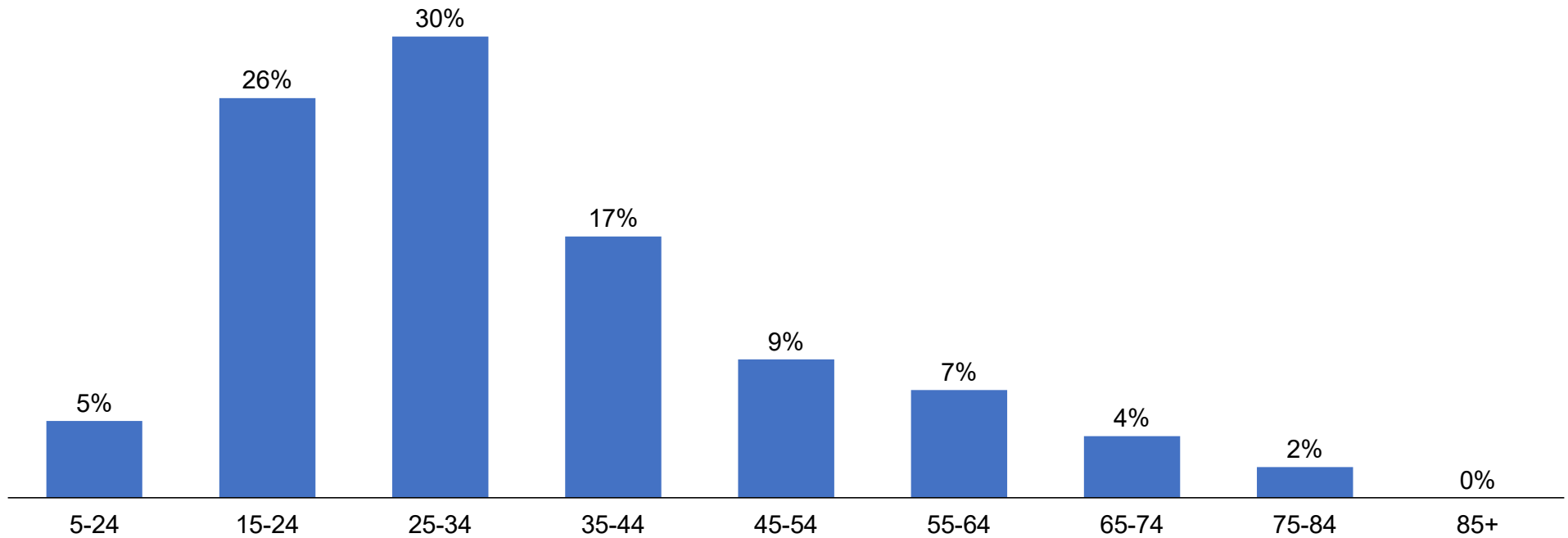
Percent of Contacts by  
Ethnicity



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

## ▶▶ LA County 988 Demographics

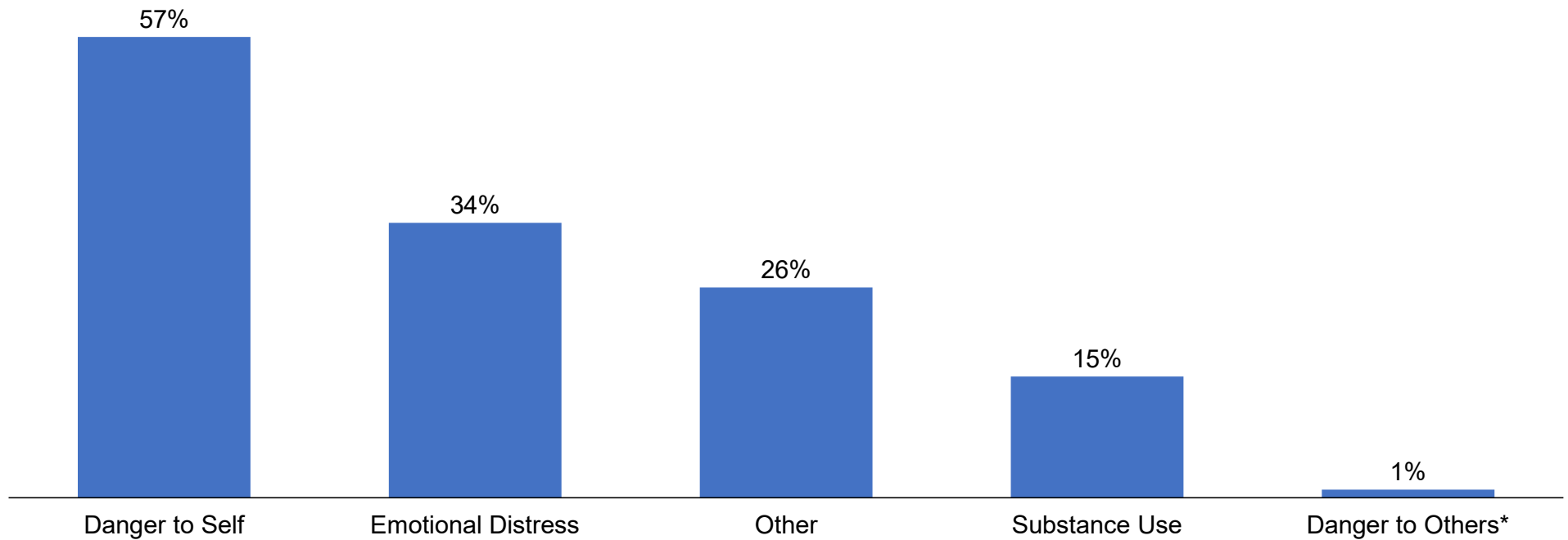
Percent of Contacts by Age



Source: Didi Hirsch 988 Report

## ▶▶ LA County 988 Demographics

### Top Concerns



Source: Didi Hirsch 988 Report

## ▶▶ Language Capabilities

Callers' primary language

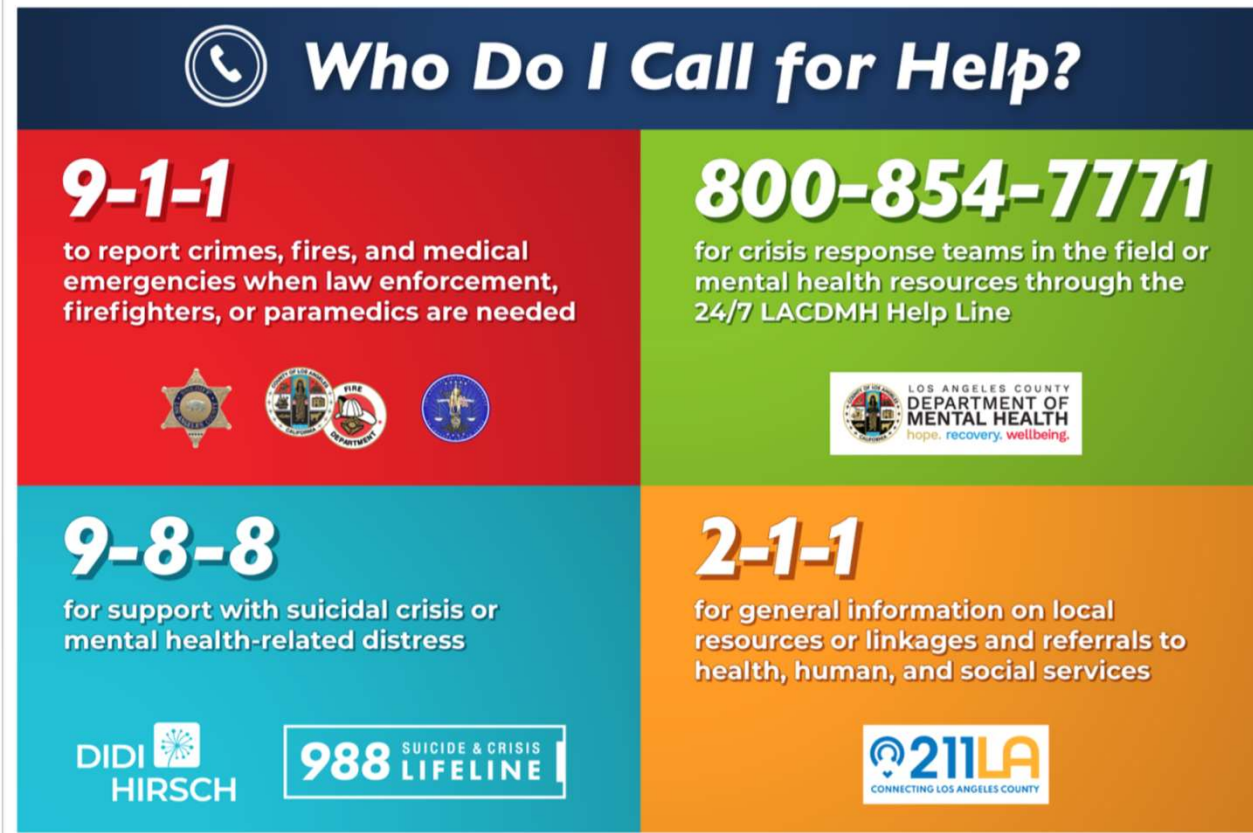
- 93% English
- 7% Spanish
- <1% All other languages

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

- ▶▶ The “Who To Call” Campaign helps educate the public about 988 and local crisis resources



**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

**2-1-1**  
for general information on local resources or linkages and referrals to health, human, and social services

DIDI HIRSCH

988 SUICIDE & CRISIS LIFELINE

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

211LA  
CONNECTING LOS ANGELES COUNTY

## ▶▶ If a call cannot be resolved over the phone, mental health field intervention teams (FIT) are available 24/7

51

### Psychiatric Mobile Response Teams (PMRT)

Directly-operated teams of a clinician and peer advocate

17

### Mobile Crisis Outreach Teams (MCOT)

Contracted clinician teams that expand 24/7 availability

97

### Law Enforcement Teams (LET)

Clinicians embedded in co-response teams with law enforcement

5

### Therapeutic Transport Program (TT)

Field intervention teams with transport capabilities as alternative to ambulance

~1,700+ FIT dispatches per month



A PMRT with ACR Head Reuben Wilson

### What Field Intervention Teams (FIT) Do:

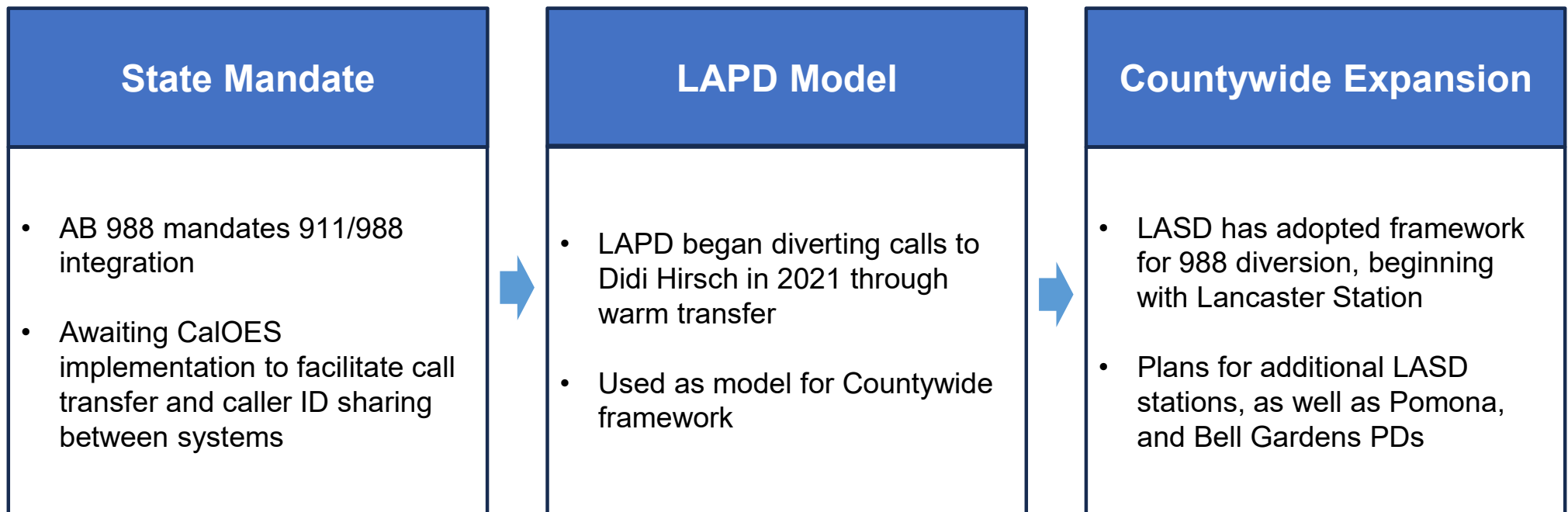
- **Provide crisis intervention** in the individual's location (e.g., school, home)
- **Evaluate the individual** for hospitalization and conduct safety planning
- **Educate** and support family members
- **Transport**, or arrange transport, to the least restrictive setting, if needed
- **Provide referrals/linkage** to ongoing mental health treatment

~58% calls do not require 5150/5585

# Integration of 988 with 911 PSAPs



## ▶▶ 911 and 988 integration is coming – and lessons from the LAPD pilot inform County-wide best practices



# 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

03

# Didi Hirsch SPC/LAPD 911 Diversion: How?

## Divert to Didi Hirsch

LAPD Dispatch transfers the call using a SPC designated line w/the highest answer priority, containing following information:

1. Incident Number
2. Caller Phone Number, Location, Name
3. Any Essential Call Details

04

## 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 LAPD 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: How?

## Call Management

Call is managed like all crisis line calls and includes risk assessment, safety planning and overall deescalation.

05

LAPD 911 Dispatch will be alerted for calls with imminent risk concerns.

**Safety Need**

## Follow-Up

All diverted calls are offered a minimum of one follow-up call. Follow-up contacts will include re-assessment of risk, confirmation of safety plan, and linkage to resources.

06