


# **Building a Crisis Services System for All Michiganders: 988's & MiCAL's Role**

Michigan Suicide Prevention Commission  
November 19, 2021





I am in crisis tell me where to go?, how can I get help?, what should I do?.....

# Michigan's Default Crisis Services System

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## Emergency Departments

- ❖ At least three years in a row, the number one reason for Emergency Room visits is psychiatric care.\*5
- ❖ There were 165,712 visits in 2020, and over 200,00 in both 2018 and 2019.

## Law Enforcement

- ❖ The percent of law enforcement contacts involving mental health range from 1% to 17 % dependent upon the source. \*1,3,4
- ❖ In 2019 in Michigan, there were approximately 8.6 million 911 calls for law enforcement and EMS.\*2 If only 2% of those calls related to mental health, that would be more than 172,000 calls.

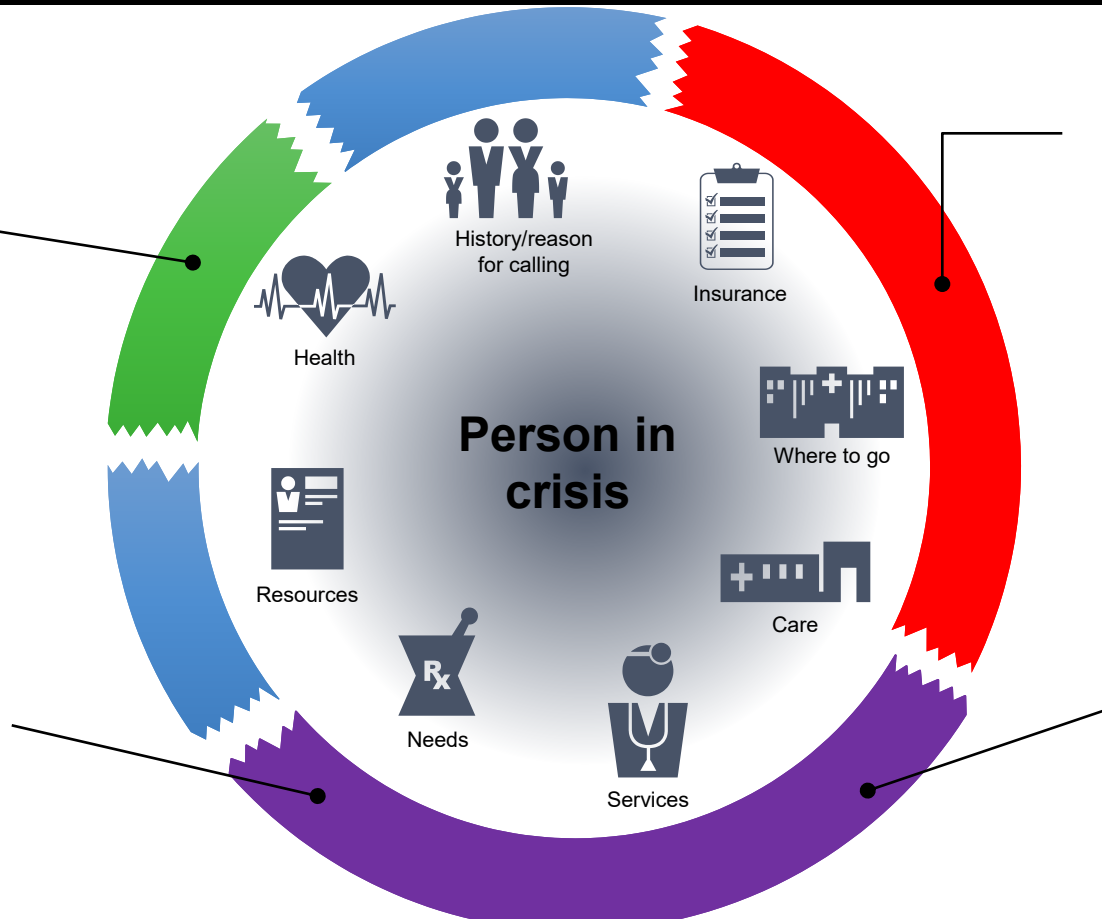
# Our Current System is Fragmented

## Integrated system

Simply implementing a new system in isolation does not solve the problem of integration

## Making several calls or connections

Michiganders continue to “hunt and peck” for information, this is a waste of time



## Registration System

re-entering information, the person has to tell their story repeatedly

## Updated Resources

... lack of complete information affects decision making and obtaining appropriate treatment or resources.

*A unified view of Individuals & Services Improves Processes & increases efficiencies*

# We need a Crisis System for ALL Michiganders For anyone, anywhere, anytime

## MiCAL (Call Center)

- **Someone to talk to:** A 24/7 crisis call center staffed with crisis specialists and clinical staff who provide crisis intervention and support (phone, chat, and text), meet NSPL standards, and also provide Air Traffic Control quality coordination, with real time data management.

## Mobile Teams

- **Someone to Respond:** Mobile crisis teams services offer community-based interventions to individuals in need whenever and wherever they are, including at home, work, or anywhere else in the community where the person is experiencing a crisis. CMHs, CCBHCs, and a few private agencies currently provide this service but there are variations in this service in terms of population served, hours, and location.

## Crisis Stabilization Unit

- **Somewhere to go:** Is a pre-screening unit or a facility that provides unscheduled clinical services designated to prevent or ameliorate a behavioral health crisis or reduce acute symptoms on an immediate intensive and time-limited basis in response to a crisis. Michigan recently passed legislation to certify CSUs, establishing minimum standards and requirements

# MiCAL History

- Developed out of the House CARES Task Force and Michigan Psychiatric Inpatient Discussion (MiPAD)
- Purpose is to ensure all Michiganders have access to behavioral health services when they need them.
- Built on the SAMHSA's National Guidelines for Behavioral Health which is also the foundation for 988.
- Funded by the Michigan Legislature in December 2018.
- Formalized into statute- PA 12 of 2020 in January of 2020.
- RFI and RFP process in summer 2020.
- Contracted awarded to **Common Ground**, who has 50 years experience operating a crisis line and also operates mobile crisis and a crisis stabilization unit like facility. They helped over 80,000 people last year.



# MiCAL Services for everyone 24/7

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Trained Crisis Call Specialists



Support Michiganders via phone, chat, and SMS with translation services



Crisis Intervention including Safe-T Assessments and Safety Plans for at-risk Persons



Activate face to face crisis services when necessary



Provide Referrals for mental health and substance use disorder services



Make warm transfers whenever possible



Provide follow up calls to ensure people are connected to services



Care Coordination with Community Mental Health & CCBHCs through crisis alerts and follow up notes



Up to date behavioral health service information from 211, MiCARE, and CMHSPs



Customer Relationship Management System to safely house caller data and produce reports for population health management



# Michigan Warmline

A centralized state-wide warmline that provides early intervention with emotional support that can prevent a crisis, a costly 911 call, and/or a costly Emergency Room visit.



Provides anonymous support



Is available 10am – 2am, 7 days a week



Connects Michiganders with certified peer support specialists/recovery coaches who have lived experiences of behavioral health issues, trauma or personal crisis



Leverages a Customer Relationship Management (CRM) system to track, monitor, assign, follow up, and report on access line operations





# 988 NATIONAL CRISIS LINE

# What is 988?

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- In July 2020, the Federal Communications Commission (FCC) designated 988 as the new three-digit number for the National Suicide Prevention Lifeline.
- Under the new rules, calls to 988 will be directed to 1-800-273-TALK which will remain operational during and after the 988 transition.
- By July 16, 2022, all telecommunications companies will have to make the necessary changes so individuals can access the National Suicide Prevention Lifeline using the 988 dialing code.

# What is the purpose of 988?

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Vibrant Emotional Health, an MHA affiliate and administrator of the National Suicide Prevention Lifeline, has provided recommendations and defined the vision and mission of 988 as follows:

- **Vision:** 988 serves as America's mental health safety net. We will reduce suicides and mental health crises and provide a pathway to well-being.
- **Mission:** Everyone in the US and its territories will have immediate access to effective suicide prevention, crisis services and behavioral healthcare through 988.

# Federal Level 988 Facts

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- ❖ Vibrant provided 988 planning grant funds to all states and territories. Each state/territory submitted a Draft Plan by September 30, 2021 for Vibrant/SAMHSA review. Final plans are due by January 2022.
- ❖ Per Vibrant and SAMHSA guidance, marketing for 988 will start at the end of 2022 or the beginning of 2023.
- ❖ Current NSPL centers have been invited to answer 988 calls, texts, chats and participate in the planning.
- ❖ There is minimal to no federal funding at this point for NSPL or 988. Centers get a small stipend.
- ❖ NSPL/ 988 Centers must meet call handling and care coordination requirements which are still being developed.
  - 90% of calls offered must be handled by July 2022.
  - Coordination with other crisis services; mobile crisis and crisis receiving and stabilization units
  - Access to up-to-date resources
  - Some NSPL chats/texts must be answered in Michigan by July 2022

# Michigan's Draft 9-8-8 Plan Development & Stakeholder Involvement

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- MDHHS contracted with Public Sector Consultants and Michigan Public Health Institute who led a 988-planning process.
- Cross sector stakeholder group of 35 individuals from over 30 different entities with strong representation of people with lived experience.
- 7 monthly meetings were held.
- Two listening sessions of people with personal experience related to suicide
- Ad-Hoc Advisory Group: future involvement with marketing & tailoring the lines to typically underserved populations



# Michigan Draft 988 Plan Statement of Purpose

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The 9-8-8 Stakeholder Coalition approved the following statement of shared commitment.

The coalition is committed to developing a plan for 9-8-8 implementation that:

- Offers a lifesaving first response in the behavioral health and suicide prevention continuum of care as a public good.
- Provides 24/7 culturally responsive services to all Michiganders.
- Is people-focused, data-driven, evidence-based, and sustainable.

# Michigan 988 Coverage & Capacity

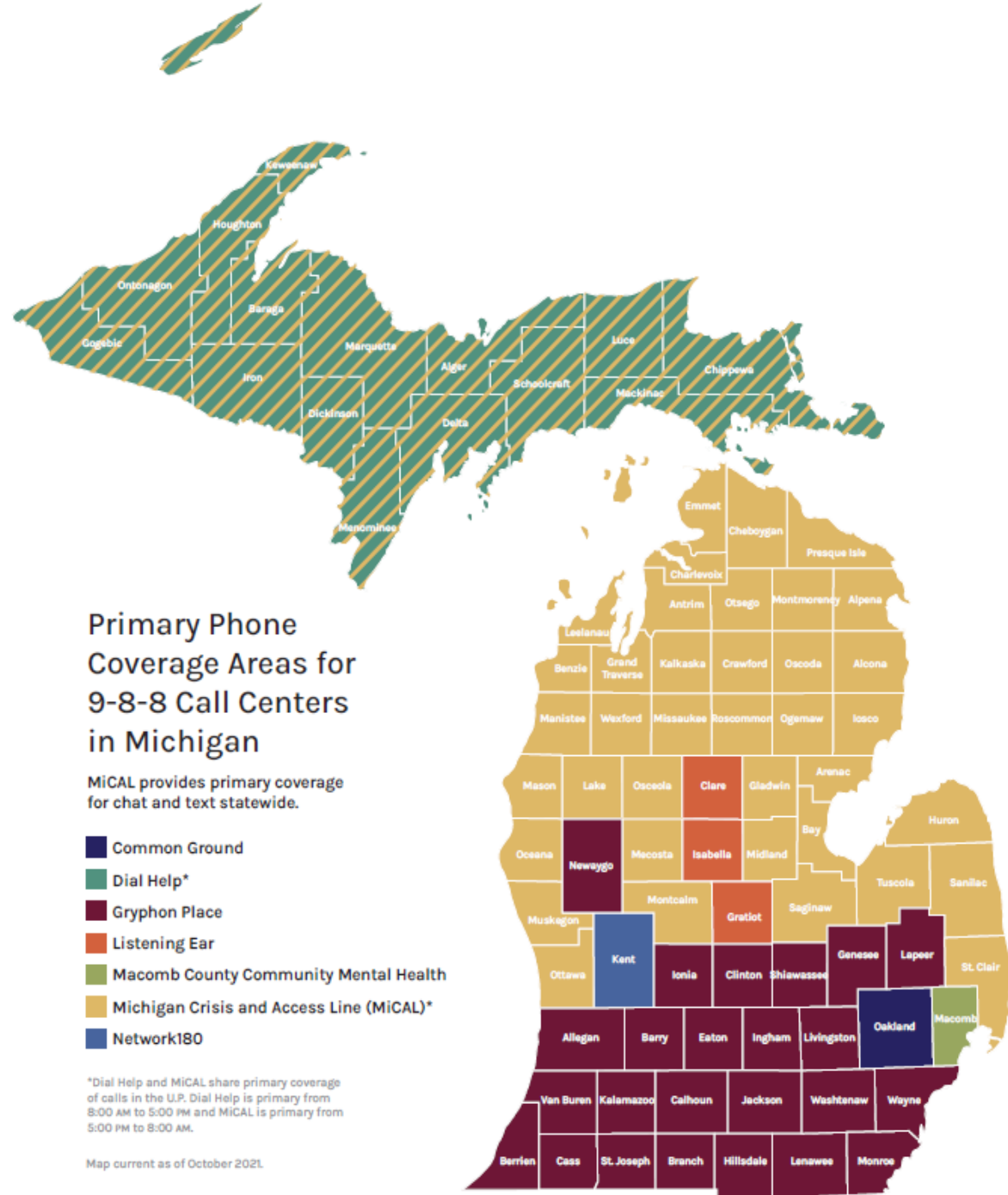
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6 regional NSPL centers will be primary in answering calls in some parts of Michigan.

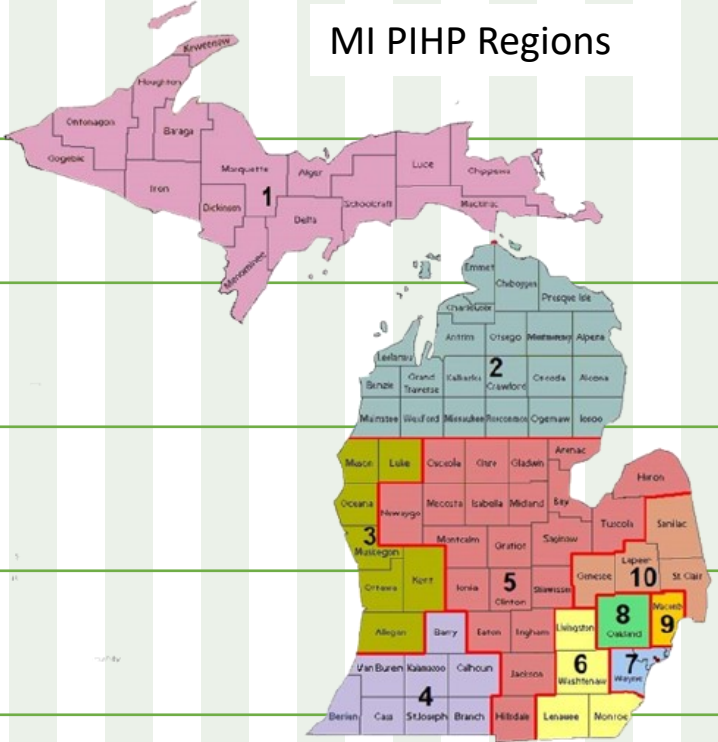
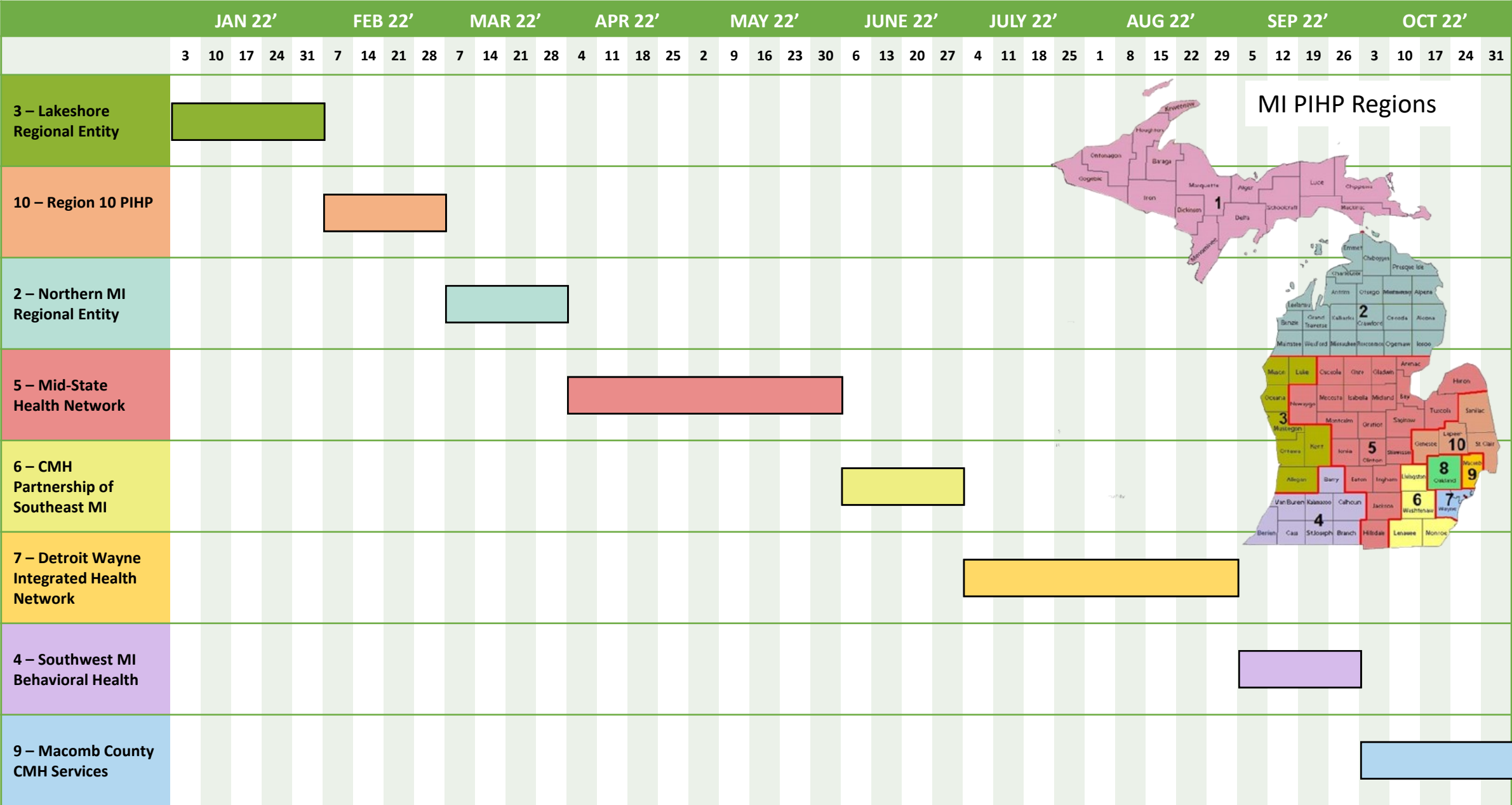
MiCAL will provide primary or secondary coverage for answering calls, texts, or chats for 988 statewide.

MiCAL will be the 988 “safety net”. It is responsible for ensuring at least 90% of the calls from Michigan are answered by a Michigan NSPL call center.

# The Projected 9-8-8 Coverage Starting July 2022



# MiCAL 988 Rollout Timeline (MiCAL/NSPL is active in Regions 1- UP & 8-Oakland)



# Michigan 988 Plan Components - Funding

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## Funding

- Like many other states, Michigan has never funded NSPL lines prior to MiCAL, nor had any authority over the lines.
- The regional centers have been historically self-funded and have a direct contractual relationship with Vibrant.
- The Michigan Legislature has provided adequate funds for MiCAL to provide 988/NSPL coverage for the state for at least the next year. MiCAL's funding from the legislature is ongoing.
- MDHHS will develop a comprehensive funding plan for all three key crisis services: MiCAL/988, crisis stabilization units, and mobile crisis; keeping in alignment with the Michigan law.
- New funding opportunities are coming from the federal level.



# Michigan 988 Plan Components - Operations

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## Operational Standards, requirements, metrics

- Stakeholder group emphasized the need for consistent practices and training to assure high quality experiences across the state.
- Vibrant requires each center to answer at least 90% of all calls offered.
- MiCAL and the regional NSPL centers have started meeting to align operational standards across centers.
- Discussions will be held on how to best coordinate with other crisis services such as mobile crisis and crisis stabilization units. ★

## Follow up Support: ★

- For callers who are high risk, visited an emergency department
- Provide emotional support and ensure connection to care
- Researched based models
- Operations workgroups will explore follow up support models.

# Michigan 988 Plan Components - Operations

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## Up to Date Resources

- 211 Partnership
- MiCARE/OpenBeds Behavioral Health Repository & Referral Platform (houses psychiatric bed registry)

## 911/ 988 Coordination ★

- Agreement to develop a best practices document on 9-1-1 and 9-8-8 Coordination once federal guidance is received.

## Marketing:

- Per federal guidance, marketing will be delayed until the end of 2022 beginning of 2023. This allows for a soft rollout of 988.
- Marketing toolkit will be provided by Vibrant.
- Strong stakeholder involvement to look for natural marketing opportunities, i.e. student ID cards, websites, affiliated professionals, community groups.
- MiCAL will promote 988 as part of its marketing.

# Questions/Comments

# References

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1. Livingston, James, “Contact Between Police and People with Mental Disorders: A Review of Rates”, Psychiatric Services, 15 Apr 2016 <https://doi.org/10.1176/appi.ps.201500312>
2. Michigan State 911 Committee 2019 Annual Report to the Michigan Legislature [https://www.michigan.gov/documents/msp/State\\_911\\_Committee\\_2019\\_Annual\\_Report\\_to\\_the\\_Michigan\\_Legislature\\_662108\\_7.pdf](https://www.michigan.gov/documents/msp/State_911_Committee_2019_Annual_Report_to_the_Michigan_Legislature_662108_7.pdf)
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5. 2018, 2019, 2020 Michigan Certificate of Need Annual Survey, Emergency Services for Acute Care Hospitals by Type of Service Report 112

## Contact Information

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If you have feedback or questions on the 988 plan, please contact [MPCIP-support@mphi.org](mailto:MPCIP-support@mphi.org).



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