

Suicide Prevention Webinar Series
Crisis Services in Iowa
July 13, 2022

Iowa Department of Health and Human Services

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Presentation Objectives

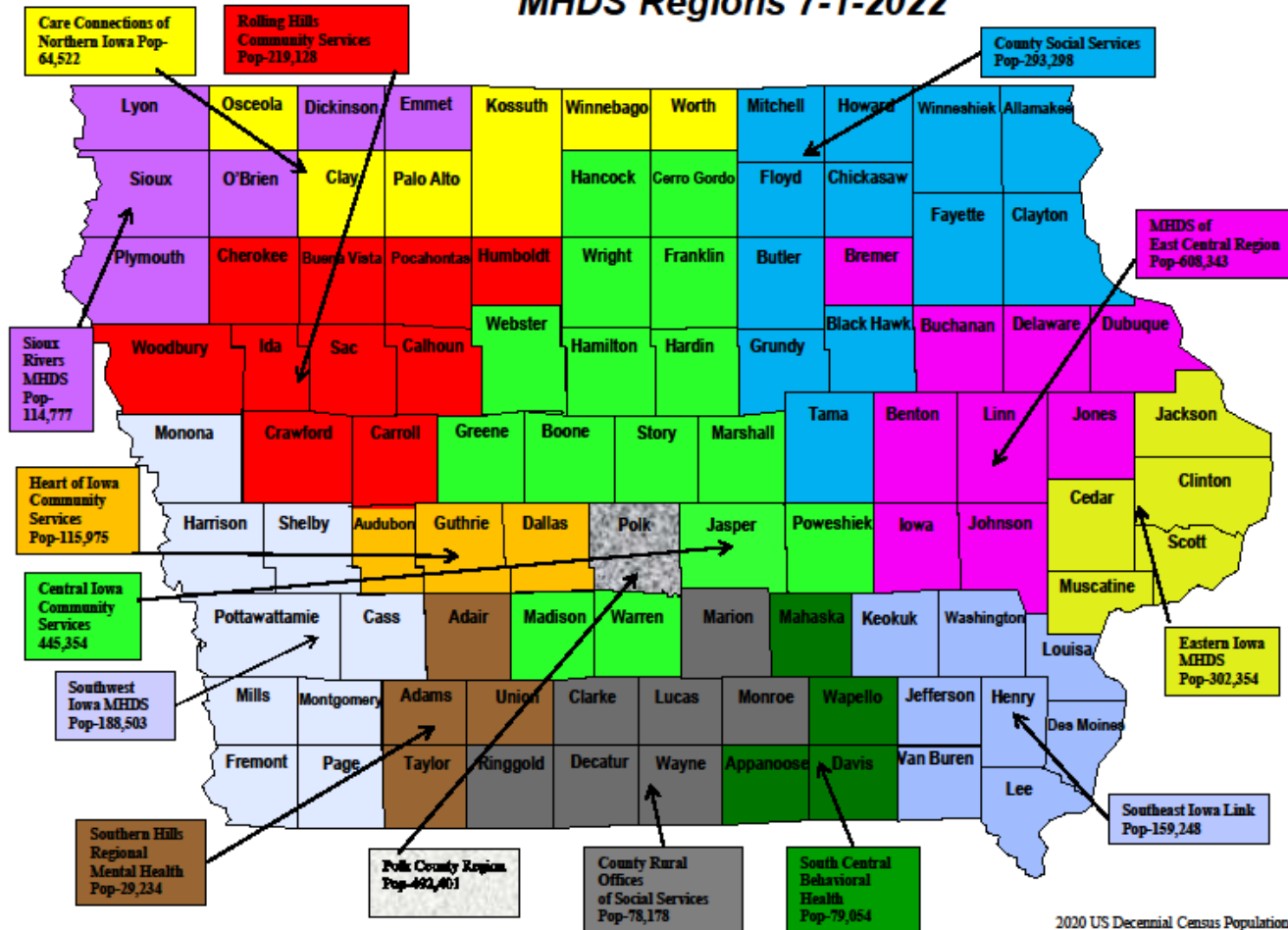
- **Participants will gain a basic understanding of the scope of crisis services available in Iowa**
- **Participants will become familiar with Your Life Iowa and the services offered**
- **Participants will become familiar with 988 and how to access crisis services in Iowa.**

Overview

- **Mental Health and Disability Services Regions**
- **Your Life Iowa**
- **988 Crisis Services in Iowa**

MHDS Regions

MHDS Regions 7-1-2022



2020 US Decennial Census Population

MHDS Regions - History

- ▶ **2012** Legislation passed to form MHDS Regional system with goals of improving equal access to services and supports for Iowans
- ▶ **2014** Regions are effective 7/1/2014
- ▶ **2017** Complex Service Needs legislation- included requirements for crisis services for adults
- ▶ **2019** Children's Services legislation (effective 7/1/2021)-included requirements for crisis services for children
- ▶ **2021** SF 619 begins to shift funds away from property tax levy to State appropriation
- ▶ <https://dhs.iowa.gov/mhds-providers/providers-regions/regions>

MHDS Regions Funding

MHDS Regions Funding

- ◆ Assure access and fund as Core
- ◆◆ Additional (Core+) Services
- ◆◆◆ Mandated service

COMPLEX NEEDS

- Inpatient hospitalization ◆
- Sub-Acute Care ◆
- Intensive Residential Services ◆
- Day or Intensive Outpatient Treatment ◆
- Assertive Community Treatment (ACT) ◆
- Jail Diversion ◆◆
- Mental Health Commitment ◆◆◆

TARGETED INTERVENTIONS AND SUPPORTS

- Evidence-Based Practices ◆
- Community-Based Residential Skill Building Services ◆
- Community-Based Employment Skill Building Services ◆
- Wrap-Around Services and Supports
- Service Coordination ◆◆◆
- Medication ◆
- Therapy ◆

HEALTH PROMOTION, PREVENTION AND WELL-BEING

- Outreach
- Screening, assessment and evaluation ◆
- Integrated mental health and substance use (co-occurring)
- Primary Healthcare
- Peer Support Services ◆
- Family Psychoeducation ◆
- Provider Education and Training ◆

CRISIS SERVICES

- ◆ Mobile crisis response
- ◆ 23-hour crisis observation ◆
- ◆ Crisis Stabilization – Community-Based
- ◆ Crisis Stabilization – Residential-Based
- ◆ Access Centers
- ◆◆ 24-hour Crisis Line access
- ◆◆ Crisis Prevention Training

MHDS Regions

Crisis Services

▶ **Mobile Response**

- ▶ On-site, face-to-face mental health crisis services for individuals experiencing a mental health crisis
- ▶ Adults and Children

▶ **23-hour Crisis Observation**

- ▶ Services up to 23 hours in a medically staffed treatment environment
- ▶ Adults

▶ **Crisis Stabilization Community Based**

- ▶ Services to de-escalate a crisis and stabilize an individual; provided where the individual lives or works.
- ▶ Adults and Children

MHDS Regions

Crisis Services

► Crisis Stabilization Residential Based

- ▶ Services to de-escalate a crisis and stabilize an individual; provided in a residential setting
- ▶ Adults and Children

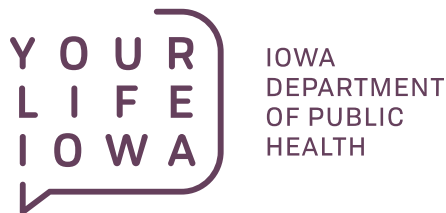
► Access Centers

- ▶ Coordinated services providing assessment and screening for multi-occurring conditions, care coordination, crisis stabilization residential services, subacute mental health services, and substance use disorder treatment for individuals experiencing a mental health or substance use crisis
- ▶ Adults

<https://dhs.iowa.gov/mhds/crisis-services>

Questions?

Click on Q&A tab in Zoom Toolbar



Your Life Iowa

Your Everyday Life Support

Gambling, Mental Health, Substance Use, Suicide, and more

Your Life Iowa



Funded by the Iowa Department of Public Health and Department of Human Services

- ▶ Phone, Chat, Text, Website (<https://yourlifeiowa.org>), Social Media (@YourLifelowa)
- ▶ Confidential & Free Information, Resources, Referrals and Help around substance use, gambling, suicide, mental health, and more.
- ▶ Available 24/7/365
- ▶ Help is offered by experts in the field dedicated to the health of Iowans
- ▶ Supportive Text Messaging: YourLifelowa.Support

Your Life Iowa

The Why

Population Estimates (18 and older)

► Mental Health

- ▶ 19% (18 and older) Any mental illness in the past year
- ▶ 8.7% experience a major depressive episode in the past year
- ▶ 5.4% had serious thoughts of suicide
- ▶ 53.6% with any mental illness that received care
- ▶ Suicide Rate (2020) approximately 18 per 100K Iowans
- ▶ Death by Suicide (CY 2020) – provisional: 592

► Overlap in substance abuse + mental health

- ▶ 50% who experience mental illness also experience problems with substance use.

Your Life Iowa

Messaging



Priority #1 Judgment Free

Your problem is our problem. We want to make sure you're put on the right path to have a successful future. That's why we leave our judgment at the door. It makes it easier to help put you on the right path to recovery.

Priority #2 You're Not Alone

Many Iowans, including us, face these same challenges every day. We know it's hard but when you have someone there for you every step of the way it helps. When you're sober; we're here. When you're tempted; we're here. When you're struggling; we're here.

Priority #3 Guide to Better Health

We offer the information, support and guidance to help Iowans get their life back to a good place.

Your Life Iowa

Across the Care Continuum



AWARENESS

Build awareness of YLI as the place to start - find resources and help for addiction and mental health.

EDUCATION

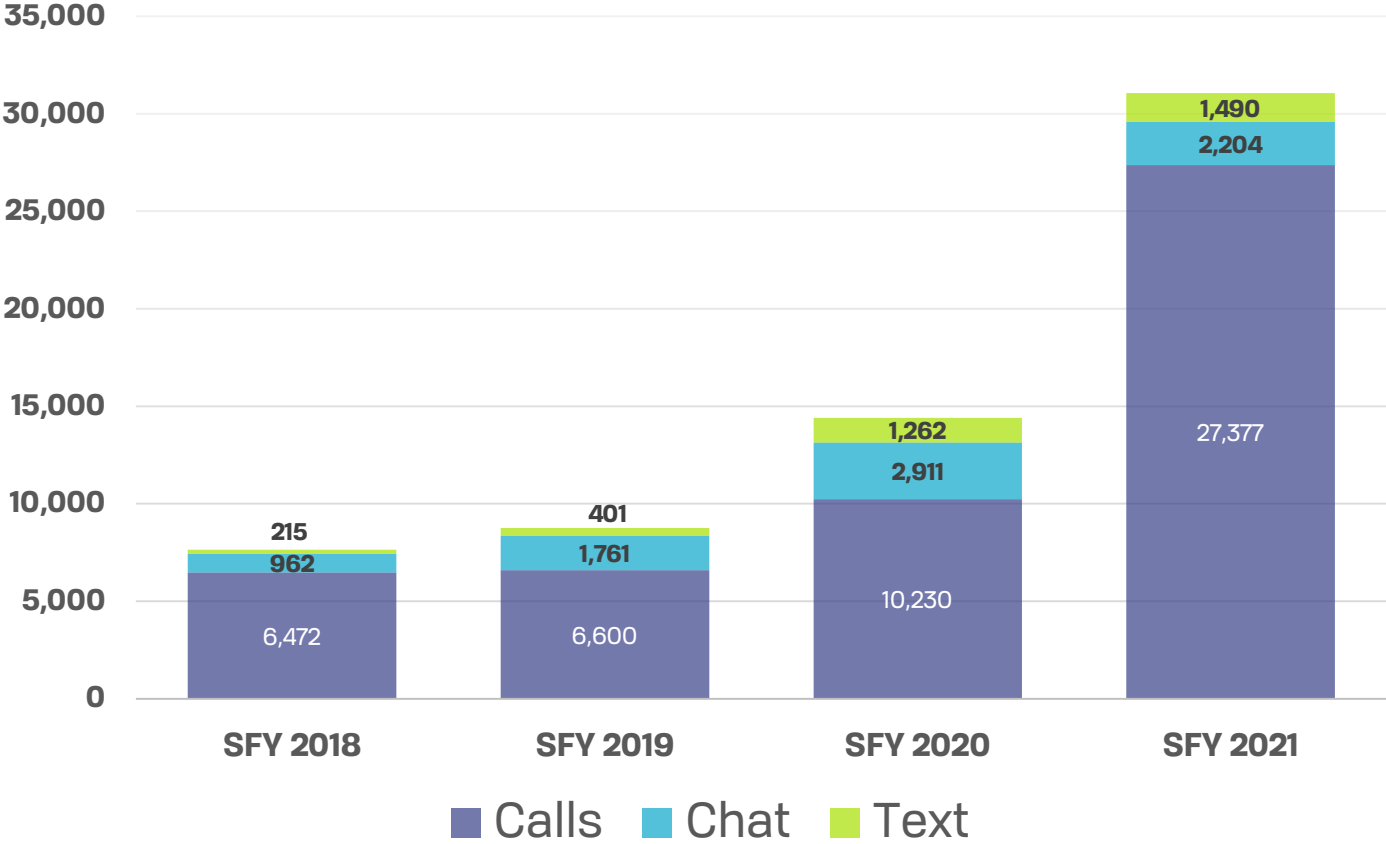
Provide information on specific addiction and mental health issues - both prevention and treatment focus.

MOTIVATION

Inspire action to seek specific information and/or help for self or other.

Your Life Iowa

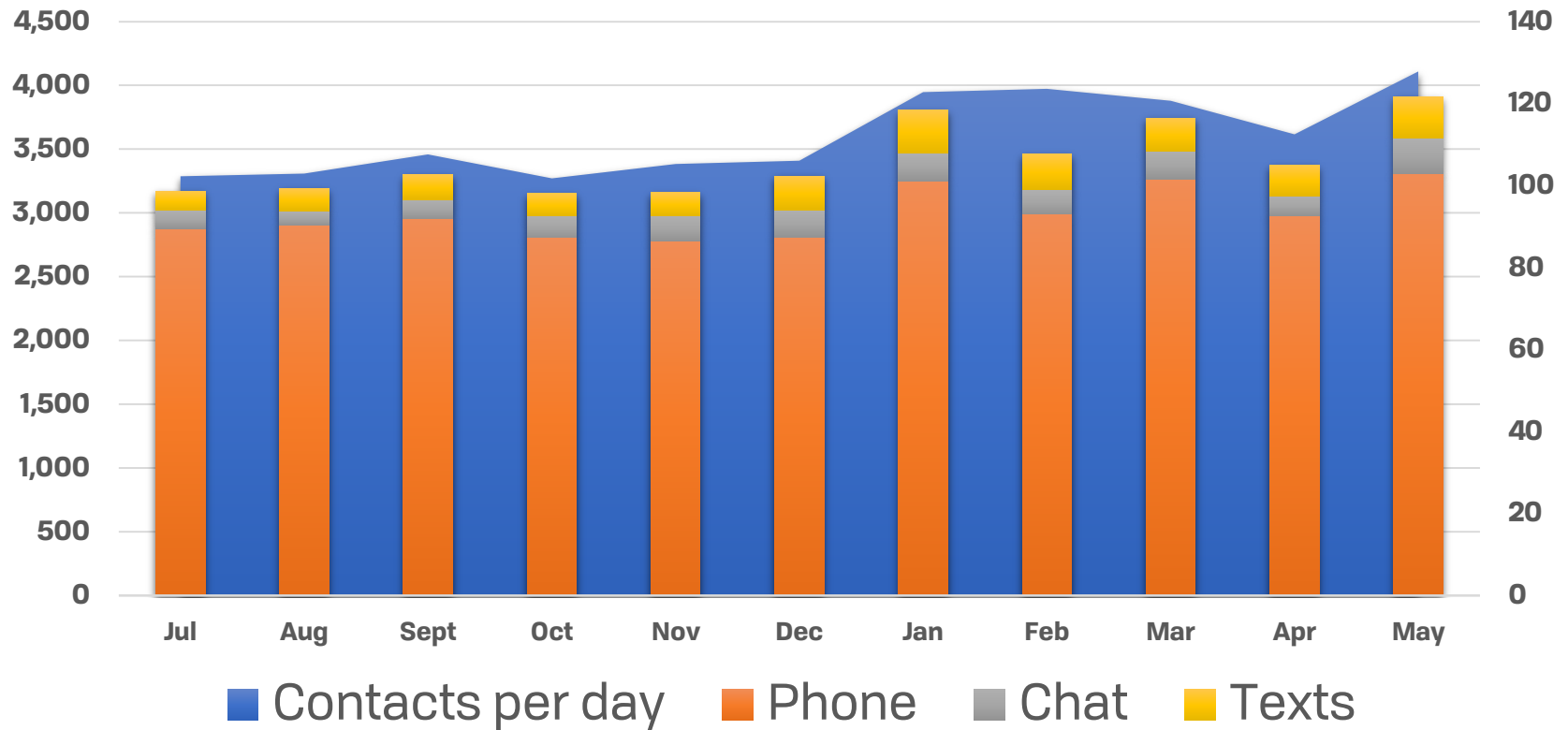
Contact Trend



Your Life Iowa

SFY 2022 Contacts

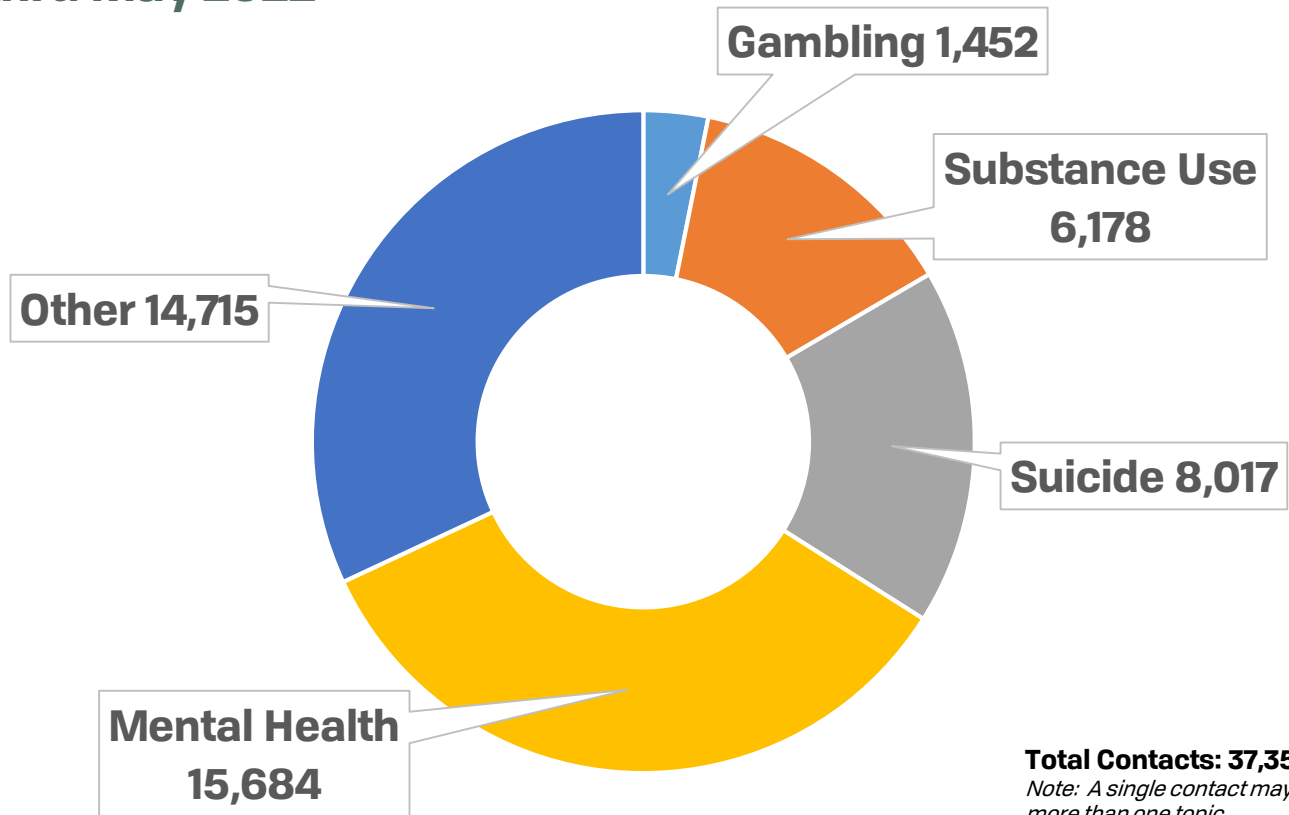
July 2021 thru May 2022



Your Life Iowa

SFY 2022 Contacts By Topic

July 2021 thru May 2022



Total Contacts: 37,358
Note: A single contact may have more than one topic.

Your Life Iowa

The Potential



We can accomplish great things with a coordinated effort

- ▶ Saving one life at a time
- ▶ Becoming the place where people turn to when they need help
- ▶ Educating the community about these challenges and normalizing them to reduce the stigma
- ▶ Uplift people who seek services and walk with them until engaged in services.
- ▶ Help facilitate change to remove barriers to accessing care and recovery pathways.

Questions?

Click on Q&A tab in Zoom Toolbar

988 Implementation in Iowa

National Guidelines for Behavioral Health Crisis Care

- ▶ To ensure that all Iowans have access to quality crisis care, the system of care needs the following elements:
 - ▶ Someone to Talk To
 - ▶ Someone to Respond
 - ▶ A Place to Go
- ▶ 988 is an important component of a statewide coordinated and integrated continuum for crisis services.

What is 988?

- ▶ The Federal Communications Commission (FCC) designated 988 as the new three-digit number for the National Suicide Prevention Lifeline on July 16, 2020.
- ▶ The National Suicide Hotline Designation Act of 2020 was signed into federal law on October 17, 2020.
- ▶ The requirement for phone service providers to transition to 988 as the National Suicide Prevention Lifeline from the current number of 1-800-273-8255 will take effect on **July 16, 2022**.

What is the National Suicide Prevention Lifeline?

- ▶ Free and confidential 24/7 emotional support to people in suicidal crisis or emotional distress
- ▶ National network of over 180 local crisis centers, combining custom local care and resources with national standards and best practices.
- ▶ Centers must be accredited by an approved accrediting body and must meet Lifeline standards
- ▶ Iowa's Lifeline Centers:
 - ▶ Foundation 2 Crisis Services, Cedar Rapids
 - ▶ CommUnity Crisis Services and Foodbank, Iowa City

Who Can Contact 988?

- ▶ **988 is free, confidential, and for anyone, anytime.**
- ▶ Trained crisis counselors can support individuals considering/experiencing:
 - ▶ Suicide,
 - ▶ Self-harm,
 - ▶ Emotional distress, or
 - ▶ People looking for help for someone experiencing a crisis.
 - Crisis as defined by the individual.

Calling 988

- ▶ Callers using a phone with an **Iowa area code** will be directed to Iowa's primary 988 Call Center
 - ▶ **Note:** Callers will also be given the option to reach the Veterans Crisis Line (Option 1) or a Spanish speaker (Option 2).
- ▶ If Iowa's primary 988 Call Center is unavailable, the call will be routed to Iowa's back up 988 call center
- ▶ If the back up 988 call center is unavailable, the call will be routed to the national backup network.
 - ▶ This will take longer for the call to be answered but **callers should remain on the line.**

Texting 988

- ▶ Individuals using a phone with an **Iowa area code** will be connected to one of Iowa's 988 centers depending on counselor availability
- ▶ If Iowa's 988 centers are unavailable, the text will be routed to a national backup Center
 - ▶ CommUnity is a national backup center
- ▶ This service will expand over the next few years to increase local and state response.
- ▶ Currently text is only available in English

Chatting with 988

- ▶ Chat is available through the Lifeline's website: 988lifeline.org
- ▶ A pre-chat survey that identifies the main area of concern will be provided before connecting with a trained crisis counselor
- ▶ If there is a wait to chat with a crisis counselor, a wait-time message will appear.
 - ▶ If demand is high, individuals can access the Lifeline's "helpful resources" while waiting or call or text 988

Iowa 988 Implementation

- ▶ DHS is contracted with Foundation 2 and CommUnity to provide 988 Crisis Services in Iowa
- ▶ 988 Crisis Services include:
 - ▶ 24/7 call, chat, and text
 - ▶ Follow up services
 - ▶ Warm handoffs to mobile response
 - ▶ Connection to local community-based crisis services
- ▶ Foundation 2 is the primary Center for 988 calls and CommUnity is staffing to answer the majority of chats and texts

988 and 911

- ▶ 988 connects a person directly to a trained counselor who can address their immediate needs and de-escalate crisis situations 90% of the time.
- ▶ 988 can connect individuals to community resources such as mobile response, crisis stabilization, and other behavioral health services if needed.
- ▶ 911's focus is on dispatching Emergency Medical Services, fire and police as needed
- ▶ Systems are designed to complement each other, and coordination is key

Iowa's 988 Year One Focus

- ▶ Crisis center staff capacity
- ▶ Seamless service coordination with other crisis services including warm handoffs to mobile response teams
- ▶ Technology to coordinate care
- ▶ Sustainable funding

Ongoing Considerations for 988

- ▶ Crisis center capacity to respond
- ▶ Sustainable funding
- ▶ Seamless service coordination with other crisis services (911, mobile crisis response, crisis stabilization, access centers, warm line, emergency departments)
- ▶ Technology needed to coordinate care

Questions?

Please share questions in the chat box.

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