



988 updates and impacts in Texas



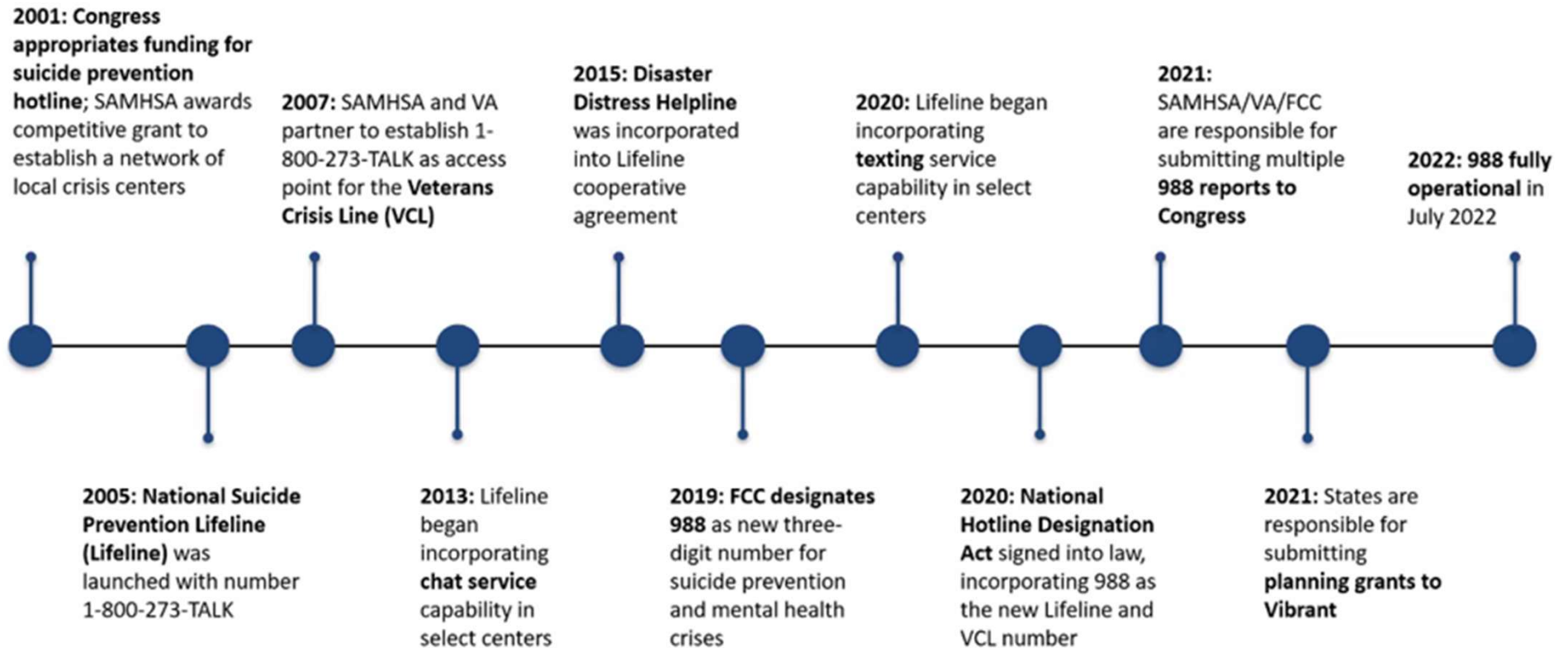
Room code 4001

What is 988?

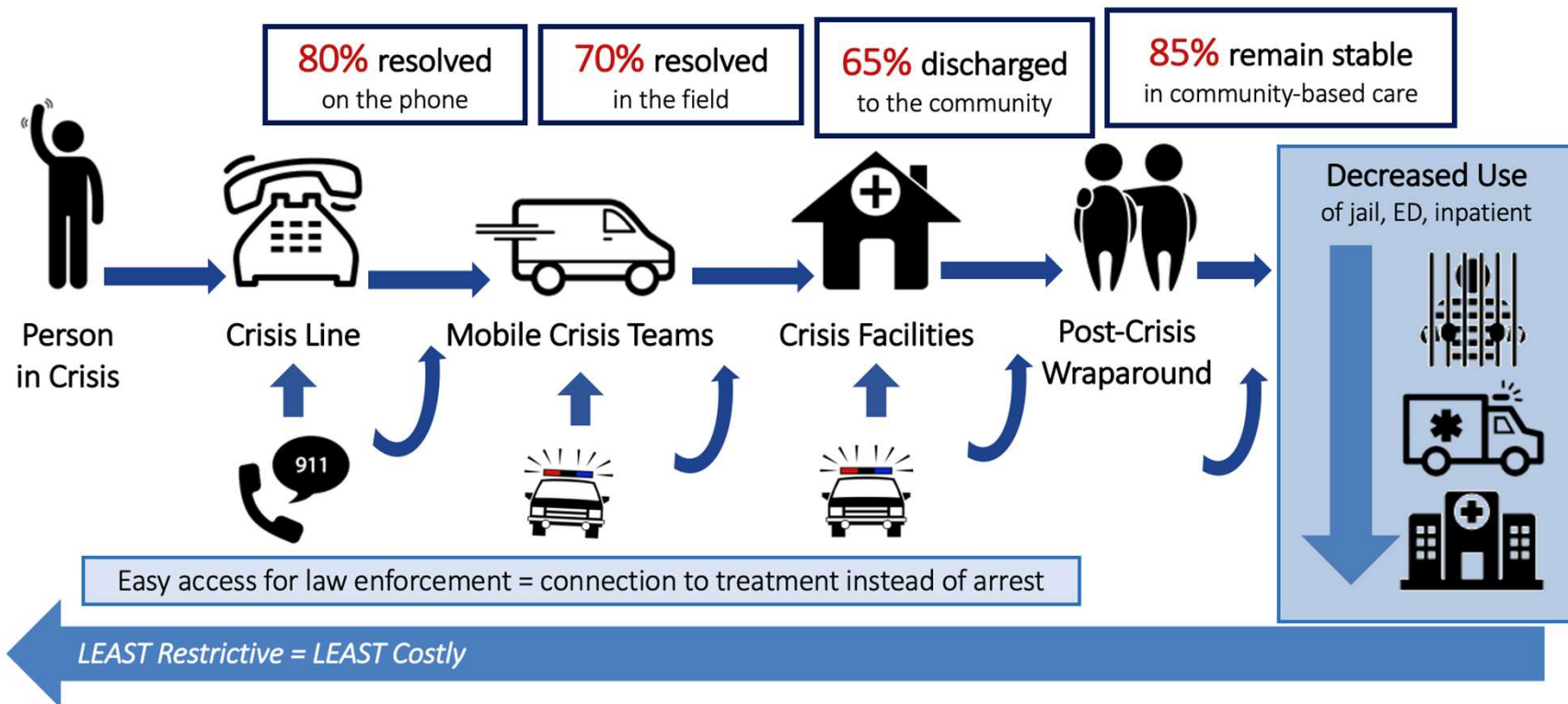
- **Vision:** 988 serves as America's mental health safety net. We will reduce suicides and mental health crises and provide a pathway to well-being.
- **Mission:** Everyone in the US and its territories will have imte access to effective suicide prevention, crisis services and behavioral healthcare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



988 timeline: National focus



Model Crisis Service Continuum: Alignment of services toward a common goal



Balfour ME, Hahn Stephenson A, Winsky J, & Goldman ML (2020). *Cops, Clinicians, or Both? Collaborative Approaches to Responding to Behavioral Health Emergencies*. Alexandria, VA: National Association of State Mental Health Program Directors. <https://www.nasmhpd.org/sites/default/files/2020paper11.pdf>

988 snapshot – across the nation

July 2022 - March 2026

Total Contacts Routed (Calls, Texts, Chats) Since 988 Launch in July 2022



23,291,465

All Contacts



15,769,114

Calls



4,166,872

Texts



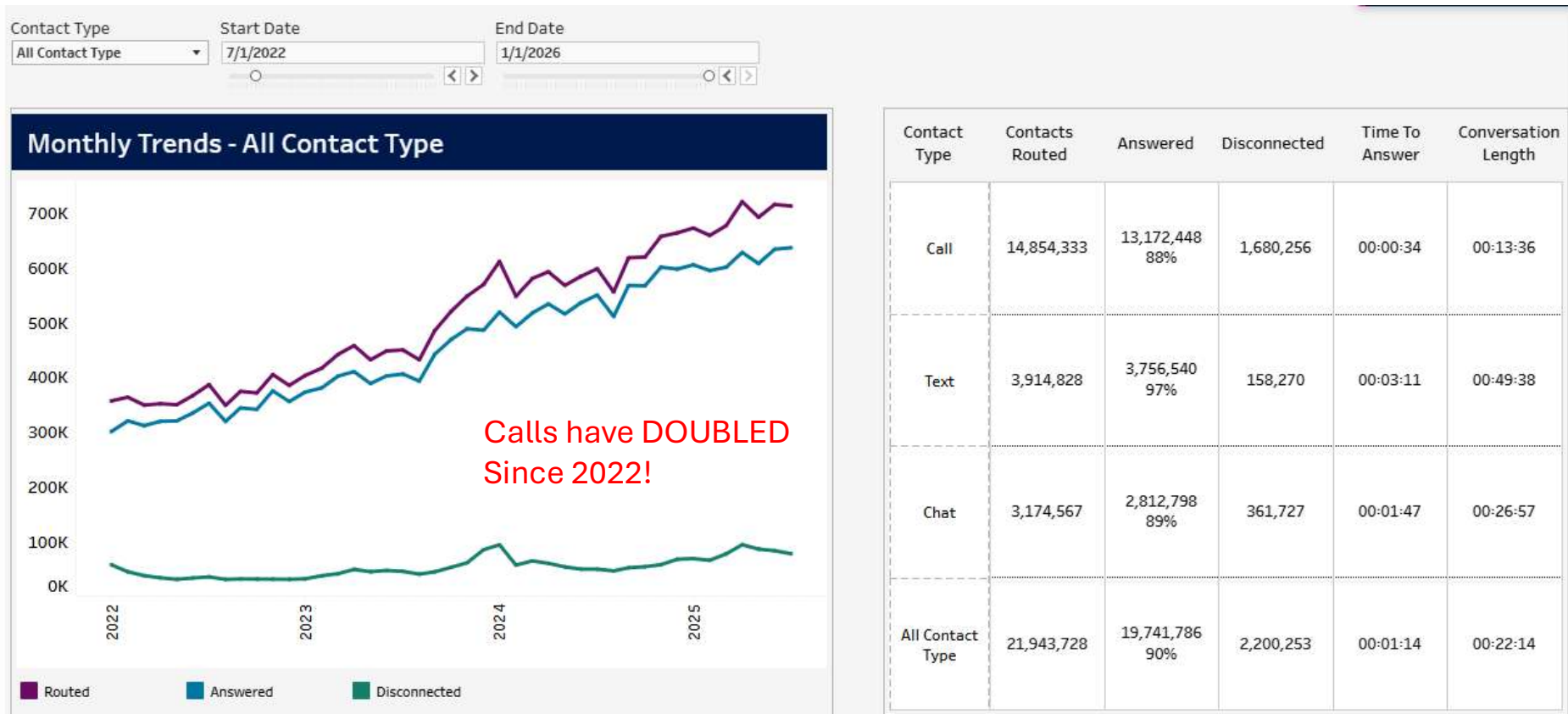
3,355,479

Chats

This data does not include calls routed from 988 to Veterans Crisis Line (VCL). When VCL routed calls are included, the total contacts routed is 26,333,028. Texts and chats for VCL do not route through 988.

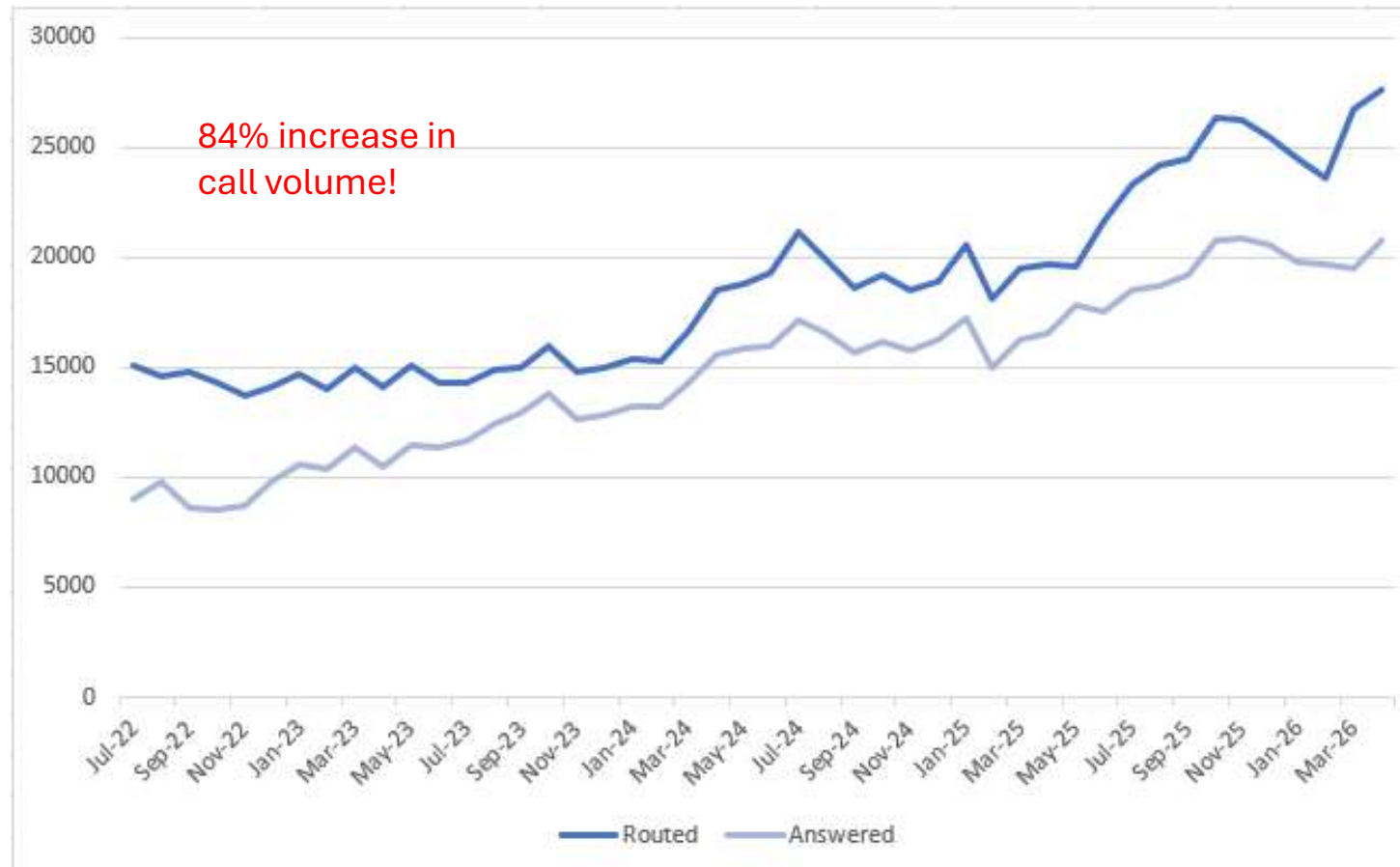
National 988 Data

July 2022-Jan 2026



This data does not include calls routed from 988 to Veterans Crisis Line (VCL). When VCL routed calls are included, the total contacts routed is 24,829,208. Texts and chats for VCL do not route through 988.

The State of Texas 988 Data



988 Lifeline effectiveness

Studies have shown that callers feel less suicidal, depressed, overwhelmed, & more hopeful after connecting with a 988 Lifeline counselor.

- Nearly 98% of suicidal callers thought that their interaction helped them. Just over 88% thought that the call stopped them from killing themselves. (Gould et al., 2025)
- Crisis counselors can secure the caller's collaboration on intervention on over 75% of imminent risk calls. (Gould et al., 2016)
- RAND Study: Callers to 988 Lifeline crisis centers are more likely to be assessed for suicide & report less distress by end of the call than non-988 Lifeline centers. (Ramchand et al., 2017)
- 988 Lifeline follow-up calls to persons at higher risk: **79.6%** of interviewed callers say follow up intervention stopped them from killing themselves, and 90.6% reported that it kept them safe (Gould et al, 2018)

988 Suicide & Crisis Lifeline Coverage by LMHA / LBHA

Texas Department
of State Health Services



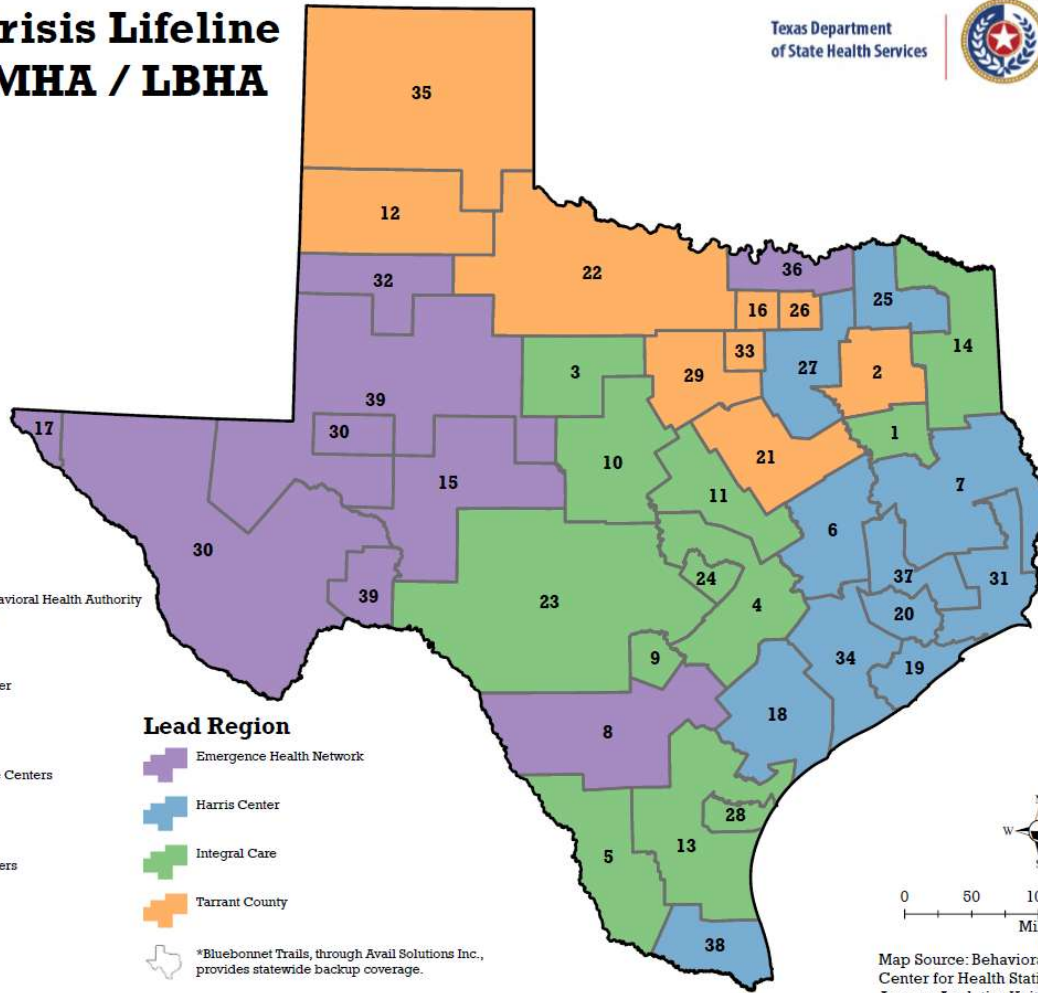
Local Mental / Behavioral Health Authorities

- | | |
|------------------------------------|---|
| 1. ACCESS | 23. Hill Country |
| 2. Andrews Center | 24. Integral Care |
| 3. Betty Hardwick | 25. Lakes Regional |
| 4. Bluebonnet Trails* | 26. LifePath |
| 5. Border Region | 27. North Texas Behavioral Health Authority |
| 6. Brazos Valley | 28. Nueces County |
| 7. Burke Center | 29. Pecan Valley |
| 8. Camino Real | 30. PermianCare |
| 9. Center for Health Care Services | 31. Spindletop Center |
| 10. Center for Life Resources | 32. StarCare |
| 11. Central Counties | 33. Tarrant County |
| 12. Central Plains Center | 34. Texana Center |
| 13. Coastal Plains | 35. Texas Panhandle Centers |
| 14. Community Healthcore | 36. Texoma |
| 15. Concho Valley | 37. Tri-County |
| 16. Denton County | 38. Tropical Texas |
| 17. Emergence Health Network | 39. West Texas Centers |
| 18. Gulf Bend Center | |
| 19. Gulf Coast Center | |
| 20. Harris Center | |
| 21. Heart of Texas | |
| 22. Helen Farabee | |

Lead Region

- Emergence Health Network
- Harris Center
- Integral Care
- Tarrant County

*Bluebonnet Trails, through Avail Solutions Inc., provides statewide backup coverage.

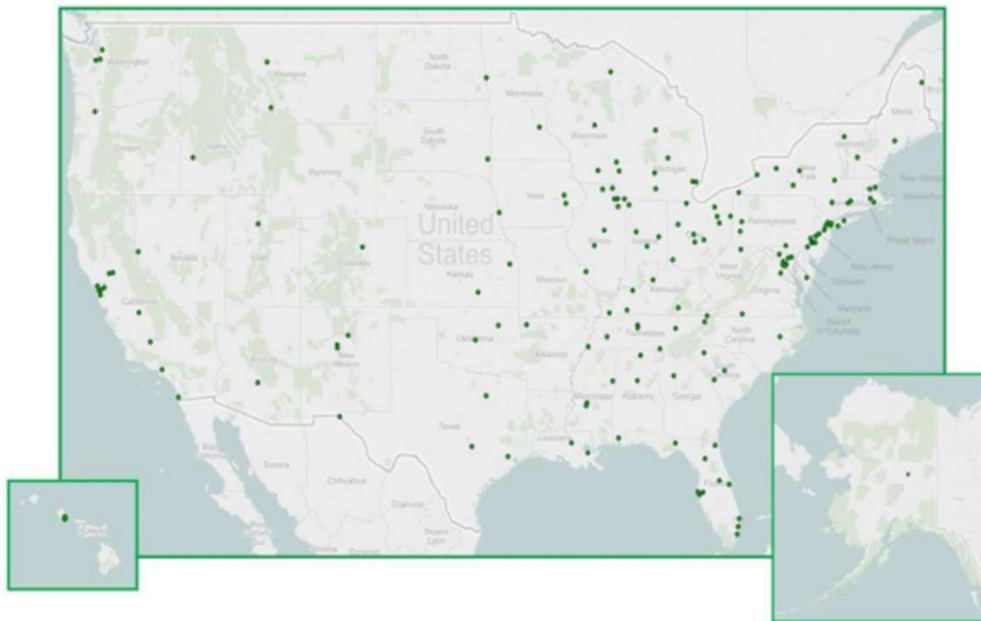


0 50 100 200
Miles

Map Source: Behavioral Health Services,
Center for Health Statistics
Agency Analytics Unit, GIS Team, May 2024

**4 Local Mental
Health Authorities
answer 988 calls
throughout the
state with 1
additional center
serving as a
Statewide backup
center.**

The 988 Family of Crisis Centers



220 – National 988 answering points

5 – Texas 988 answering points

19,500 – Calls answered in Texas a month

What do you hear when you call:

You have reached 988

Spanish, press 2 (in Spanish)

Veterans Crisis, press 1

Otherwise stay on line



Good news... Texas was set up for this!

- No wrong door!
- We have the LMHA system – regional response
- We meet regularly as a team and with HHSC
- We seamlessly work together
- Routine services get referred to LMHA main line
- Crisis services get referred to LMHA crisis line



Differences in Crisis line Utilization

LOCAL LMHA CRISIS LINE

- Callers seeking ongoing services
- **Community partners, MCOT**
- Avg. call: 12-15 min.
- 1.5% = urgent/emergent
- Some centers have QMHP requirement

988 LINE

- Callers often not seeking treatment, seeking emotional support
- Avg. call: 18-30 min.
- 3.5% = urgent/emergent
- No QMHP requirement

ALL callers receive: emotional support, screening/assessment, de-escalation, safety planning, referrals (if requested)

Help is 3 Numbers Away



211 maintains a comprehensive database of community resources and provides information and referrals for essential needs like:

- Food
- Housing and Shelter
- Utility Assistance
- Healthcare Services
- Government Services

Call for
Information and
Community Resources

211

211 also can connect people with information and referrals for:

- Transportation
- Legal Services
- Counseling and Support Groups
- Disaster Aftercare
- Everything Else

988 provides crisis support for:

- Thoughts of Suicide
- Mental Health Crisis
- Substance Use Crisis
- Emotional Distress

Call for Suicide
Intervention and
Crisis Support

988

Whole
Person
Care

Call for
Emergencies

911

911 provides first responder dispatch for:

- Medical Emergency
- Fire
- Reporting a Crime
- Disaster Response
- Life Threatening Situation

DID YOU KNOW?

On average, crisis call centers stabilize 90% of crisis situations over the phone.



988 Highlights & Impacts

- Texas: 3rd/4th highest call volume
- We answer combined volume of 17 (of 54) states and territories
- In-state calls increased!
 - July 2021: 4,974
 - April 2026: 20,721
- Increase in staff helped
 - Funding
 - Remote work/technology
- All 254 Texas counties covered (geo-routing)
- Minimal Impact on LMHA services:
 - Approximately 7% of calls receive a referral to a LMHA
- Minimal Impact on 911/Emergency Services:
 - Less than 2% of calls require an emergency response

988 Highlights & Impacts

- HB5342: Trust fund (feasibility study due end of 2026)
 - Other states do fund 988 (i.e. Telcom fees)
 - Texas funding
- Significant decrease in youth suicides!
 - Harvard Study (JAMA)

Youth Suicides Declined After Creation of National Hotline

Suicides among young adults dropped most sharply in states that actively embraced the 988 crisis line, new research has found.

Listen • 6:51 min

Share full article



11



A crisis line specialist working the phone at a mental health crisis center in Houston in 2022. Brandon Thibodeaux for The New York Times

SB 188 – 988 Funding Bill

By: Menéndez

S.B. No. 188

A BILL TO BE ENTITLED

1

AN ACT

2 relating to the provision of behavioral health crisis services,
3 including the operation of crisis centers and mobile crisis
4 outreach teams; authori

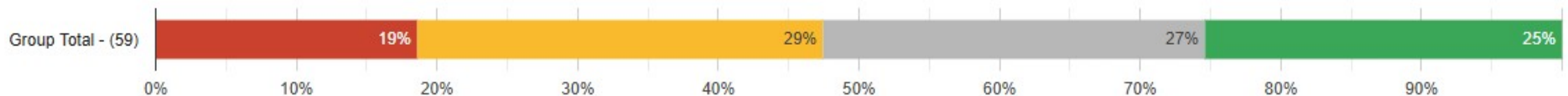


Challenges

- Increase in call volume and stagnating funding (see recent JAMA study)
 - Impact on callers, staff, centers – Well-Being Index
- Some Data isn't included (lots of additional work happening!)
 - Follow up calls
 - MCOT dispatches
- No standardized definitions (consistency across centers & nation)
- Uncertainty (i.e. funding, LGBTQ line removed, potentially added?)
- Network agreement (i.e. difficult to meet metrics with current funding, administrative load, QI requirements, MOUs with PSAPs, training, answer rate, flexibility, multiple contracts)

Well-Being Index

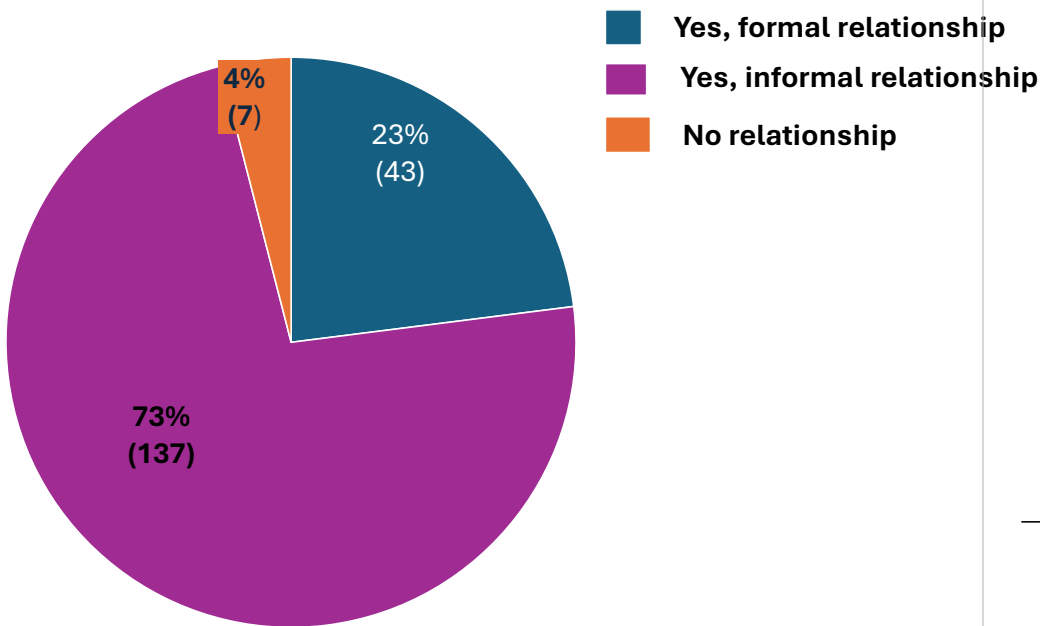
- The Well-Being Index is a validated screening tool to evaluate fatigue, depression, burnout, anxiety/stress, and mental/physical quality of life. 9 questions.
- Benefits of being part of a National network
 - Access to Well-Being Index (2 centers currently using this)
 - Working to designate 988 responders like 911 responders
- Impact on staff - types of challenging calls
 - Abusive callers, inappropriate callers, sexually motivated callers, can't get support to callers



988 Centers and 911 PSAPs

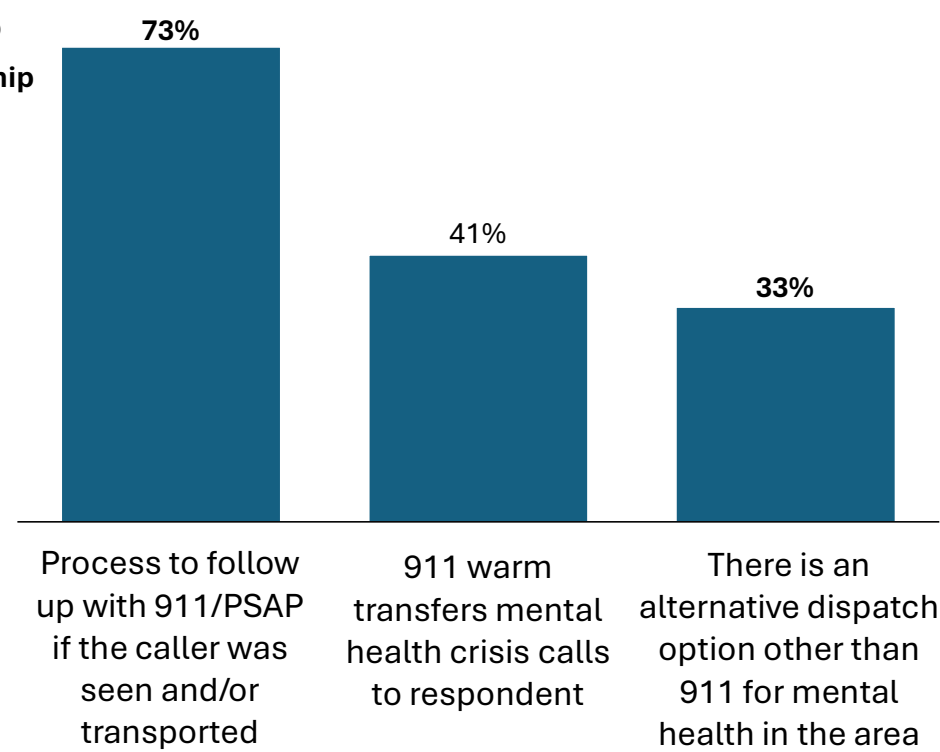
Relationship to local 911/PSAP

% of centers (number of centers)



Communications procedures with 911/PSAP

% of centers



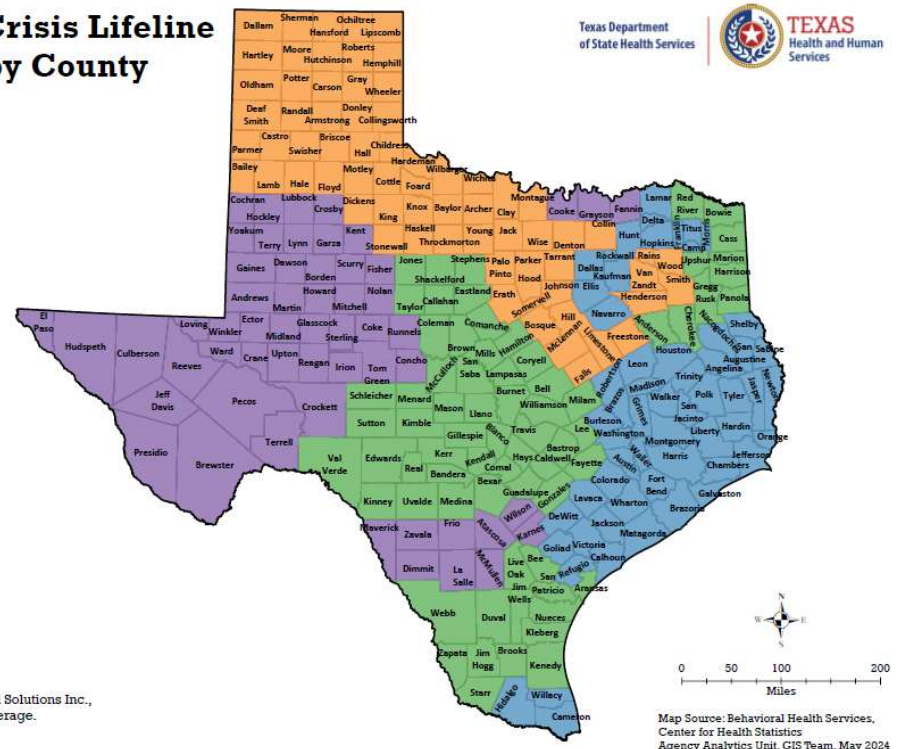
Source: Vibrant Landscape Analysis (as of March 2021), n=187
Q86. What is your crisis center's relationship with local 911/PS.
Q87. When our crisis center refers callers at imminent risk to 911, we have a process in place where they can inform us if the caller was seen and/or transported
Q88. Does 911 warm transfer mental health crisis calls to your center?
Q89. Is there an alternative dispatch option other than 911 in your area for mental health crisis situations?

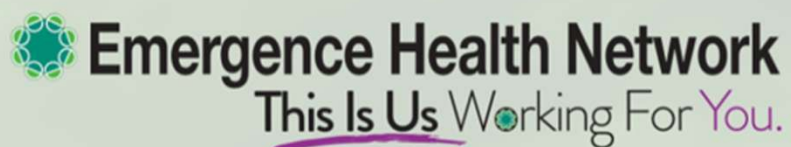
Emergency

988 Suicide & Crisis Lifeline Coverage by County

Lead Region

-  Emergence Health Network
-  Harris Center
-  Integral Care
-  Tarrant County
-  Bluebonnet Trails, through Avail Solutions Inc., provides statewide backup coverage.





We **empower** our community, by delivering **exceptional care** to **enhance** well-being.





✓ Available 24/7/365

✓ Accredited



✓ AAS, CCBHC, and Joint Commission

✓ 17 full time degreed Crisis Hotline Specialists





Emergency Health Network

This Is Us Working For You.



- ✓ Average 2000 Local Crisis Line calls answered monthly.
- ✓ Average 1400 calls answered from 988 monthly.
- ✓ Average 100 diversion calls answered from 911 monthly.
- ✓ Serves as the 988 responder for 56 Texas counties.



Emergence Health Network

This Is Us Working For You.



Core Services:

- ✓ Lethality/Risk Assessment
- ✓ Crisis Interventions/De-escalation
- ✓ Crisis Safety Planning
- ✓ Mobile Crisis Outreach Team Dispatch/Rescue Services
- ✓ Community Resource Referral/Linkage
- ✓ Follow-Up Support Contacts



Emergency Health Network

This Is Us Working For You.



Secondary Services:

- ✓ Crisis Care Coordination
- ✓ Jail Crisis Calls
- ✓ EDO Hospital Rotation

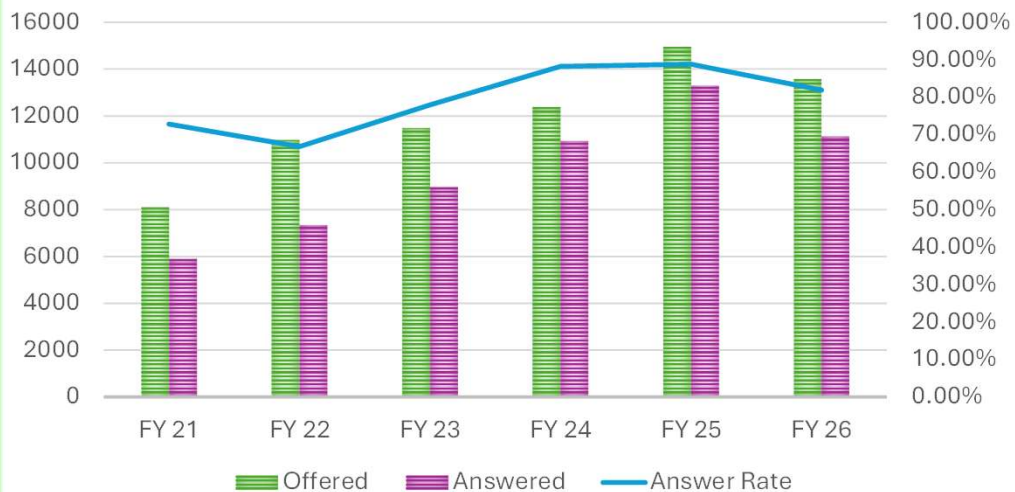


Emergence Health Network

This Is Us Working For You.



**EHN 988 FISCAL YEAR
ANSWER COMPARISON**



- ✓ Avg answer rate improved by 9.07% since FY21
- ✓ Received calls increased by 67.85% since FY21
- ✓ Continued improved performance with increasing answer rate from 72.85% to 81.92%



Emergence Health Network

This Is Us Working For You.



- ✓ EHN partnership with El Paso PSAP went live February 14, 2023.
- ✓ 3,179 calls from 911 have been transferred to EHN for diversion since.
- ✓ Goal: Reduce police dispatch for MH crisis or support caller during dispatch to increase safety for all parties engaged.



Emergence Health Network

This Is Us Working For You.

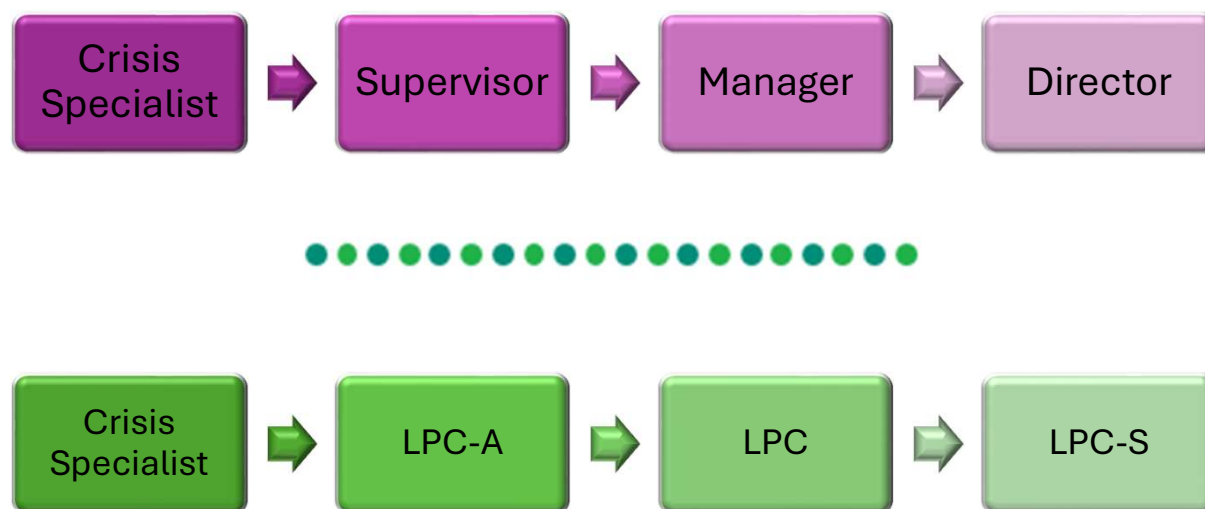


Beyond the Calls: Building Better Outcomes

- ✓ Clinical Supervision: focus on skill building, role-plays, documentation review, best practice standards, & professional development.
- ✓ Case Staffing: Review complex cases, shared clinical insight, coordinate problem-solving, strengthen service quality.
- ✓ Crisis Care Plans: Individualized care plans, support strategies, resource connection, ongoing support.
- ✓ Outcomes: Commitment to meaningful outcomes, engagement through follow-up, person-centered support.



Beyond the Calls: Developing the Future Behavioral Health Workforce





Emergence Health Network

This Is Us Working For You.

Beyond the Calls: Career Journeys

"I began my journey answering crisis calls and advocating for others during their most vulnerable moments. Through hard work, mentorship from crisis leadership, and the support of EHN, I was able to grow into a Program Manager role and continue serving my community in an even greater capacity." -Program Manager

"My experience through 988 strengthened my skills in crisis intervention, risk assessment, active listening, and emotional regulation while deepening my ability to provide compassionate, client-centered support during moments of acute distress. My time at 988 helped shape my clinical confidence and prepared me to transition into the broader role of providing ongoing therapeutic care." --LPC

"Beginning as a Crisis Hotline Specialist awarded me the opportunity to support clients during the most vulnerable moments in their lives, teaching the importance of empathy and active listening to ensure clients feel acknowledged and advocated for. Through trust and encouragement from Crisis Leadership I have grown into a supervisory role where I continue to serve my community in a differing capacity while also supporting and mentoring my team and incoming Crisis Hotline Specialist. EHN, Crisis Leadership and the hotline team have provided guidance and support throughout my journey, highlighting the importance of compassion and resilience." -- Supervisor

As Quality assurance at the 988 suicide and crisis lifeline I have the honor of seeing new hires come in a little nervous and sometimes scared to get on the line. One of my favorite experience is reviewing a call with a crisis specialist who told me she did everything she could to save a young child from an active suicide attempt by listening closely to the child and convincing them to get their parents involved. She was able to see the call all the way through to the EDO process and to when the child was admitted to a psychiatric facility. The caller claimed this made her feel the years of education was worth it even if just for that one caller. The only thing I could think to answer was "cheers to this one and many more to come" this is the reason the 988 exist."
--QA & Training Specialist

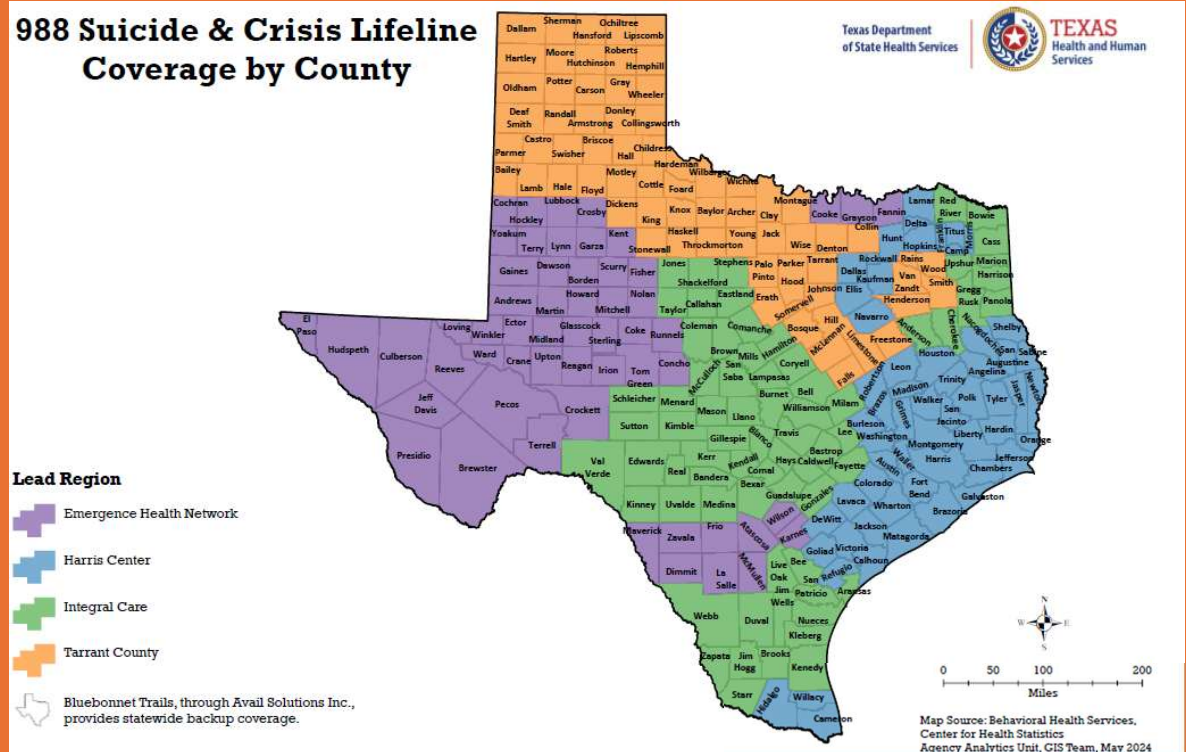


WE **EMPOWER** OUR
COMMUNITY by **DELIVERING**
EXCEPTIONAL CARE to
ENHANCE WELL-BEING



MHMR Tarrant

988 Suicide & Crisis Lifeline Coverage by County



Presented by: Shay Lett, MBA
System Director, Centralized Access, Crisis & Navigation



About Us

Serving North Texas since 1969

My Health My Resources of Tarrant County (MHMR) provides community-based services for youth and adults with mental health conditions, intellectual and developmental disabilities (IDD), and substance use disorders, as well as babies and young children with developmental delays.

MHMR uses a person-centered care approach and partners with community organizations to provide services and a hopeful future.



Our mission statement is
We Change Lives.



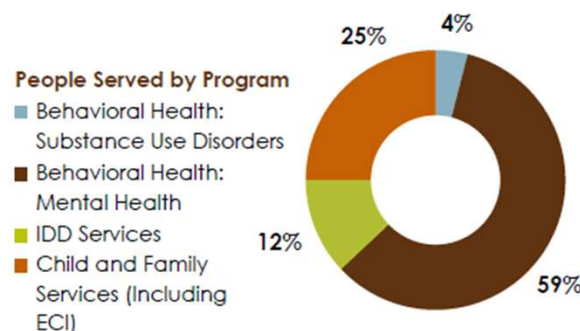
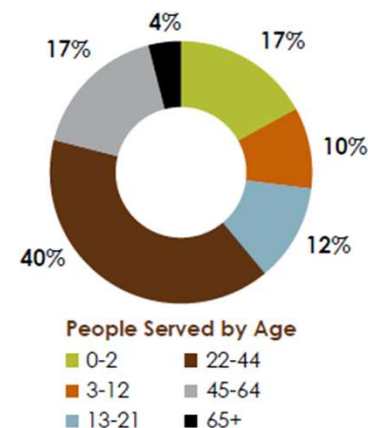
About Us

Serving North Texas since 1969

- ✓ Mental Health
- ✓ Intellectual and Developmental Disabilities
- ✓ Substance Use Disorders
- ✓ Child and Family Services
- ✓ Early Childhood Intervention (ECI)
- ✓ Criminal Justice Support
- ✓ Veterans
- ✓ Homelessness



FY25 73,803 People Served



MHMR Call Centers

Integrated Access Across the Lifespan

Navigation: Help Me Grow and Help Me Thrive North Texas
Crisis: 988 Lifeline & ICARE Call Center

- One coordinated system
- Seamless navigation
- Right care, right time
- Stronger community outcomes



ICARE Call Center



LMHA/LBHA Crisis Hotline & 988 Crisis Center



- **Availability:** Operates 24 hours a day, 7 days a week, 365 days a year
- **Accreditations:** CCBHC, CARF, AAS
- **Staffing:** 34 team members (*excluding leadership*)
 - 988 Care Specialists
 - Crisis Interventionists (QMHPs)
- **Call Volume:** Handles approximately 9,200 calls per month
- **Coverage Area:** Provides 988 call answering across 69 Texas counties and LMHA/LBHA crisis hotline services in 9 counties.

988 Call Volume

Calls Routed July 2022-July 2023



988 Call Volume

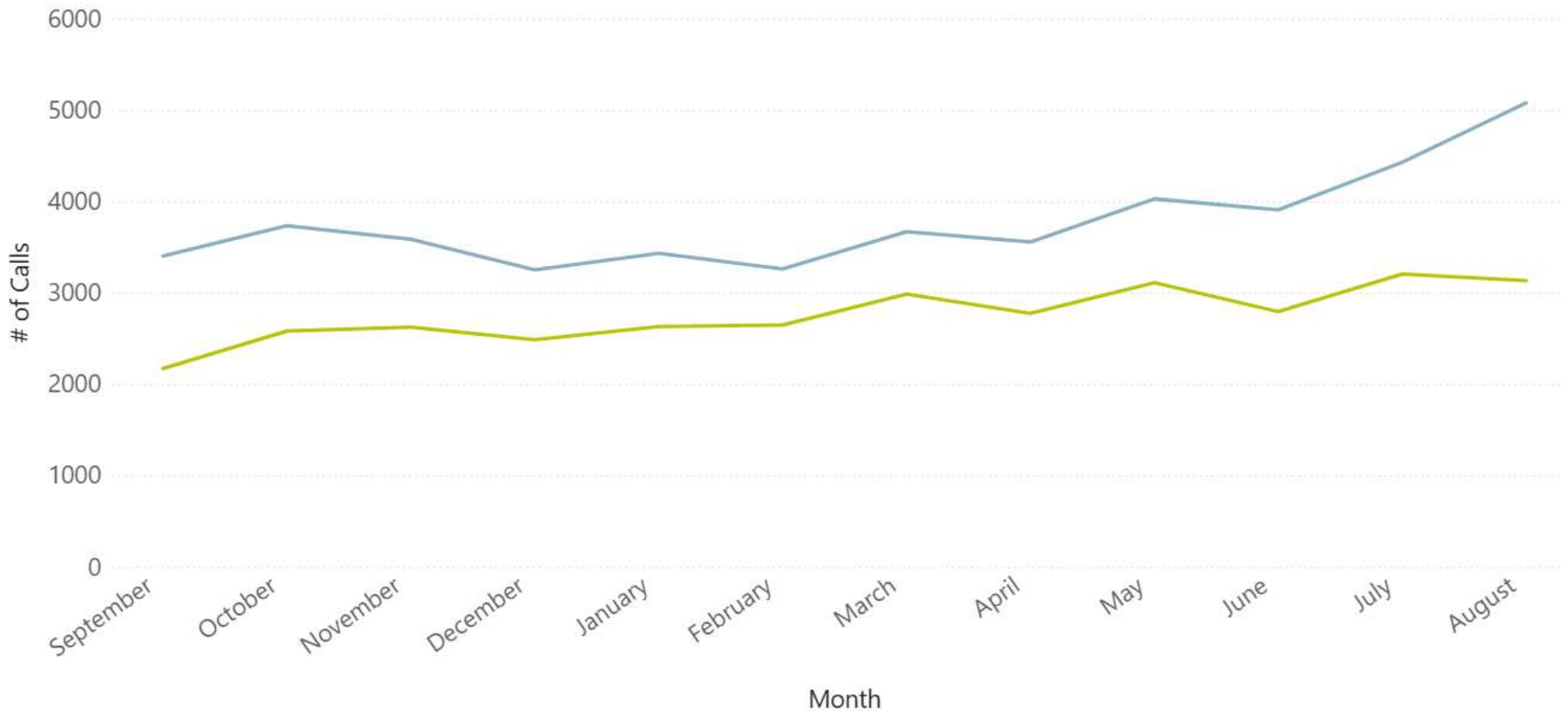
Calls Routed 2023 - Current



Answering the Call: 988 Service Trends

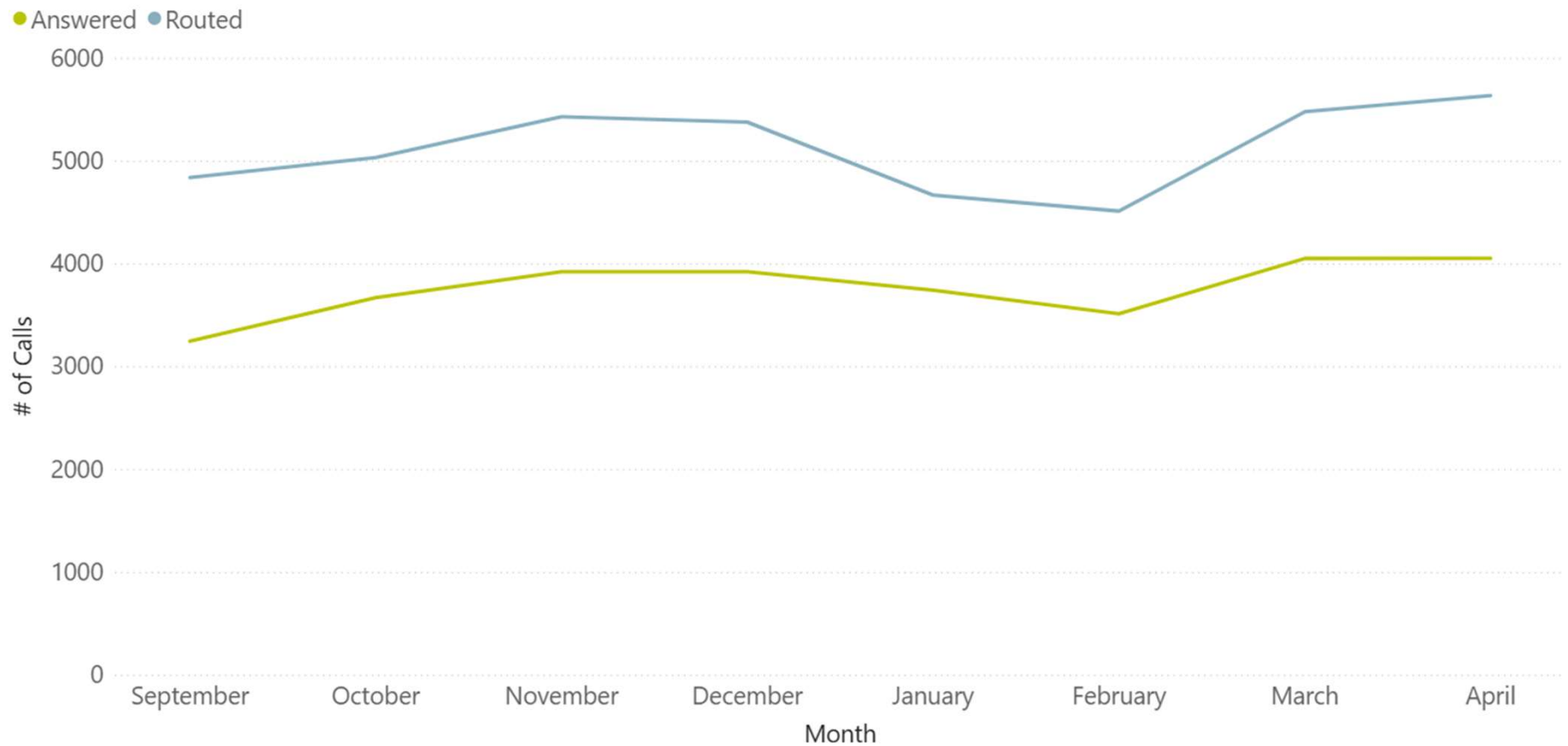
2024 – 2025

● Answered ● Routed



Answering the Call: 988 Service Trends

2025 – Current





ICARE Call Center of MHMR of Tarrant County

Filters

Center
ICARE Call Center of MHMR of Tarrant County

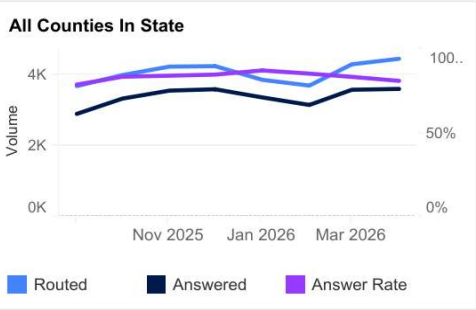
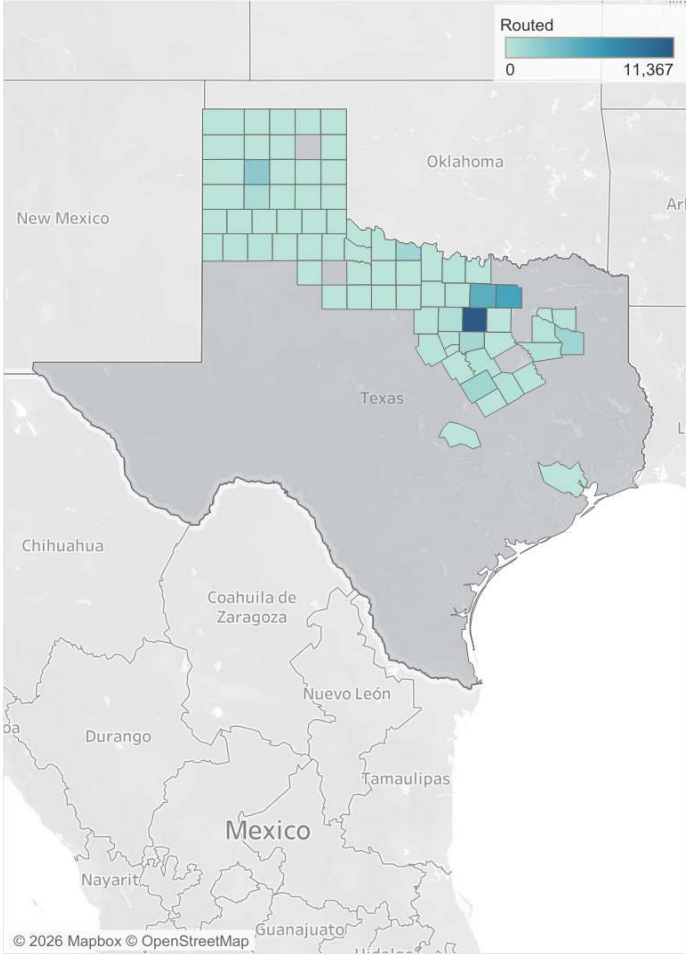
Quarter/Month
Select Quarter or Month granularity, then adjust Start Date and End Date as needed.

Month

Start Date (Months)
Sep 2025

End Date (Months)
Apr 2026

Data Note: If a dataset contains fewer than 10 contacts from a specific county in a given quarter, the data will be suppressed to protect the identity of individuals. These suppressed contacts are also not included in larger volumes. Due to suppression, volume on county dashboards may vary from other center metrics. Please see 'About This Dashboard' for more information on county level data.



Volume by County		Sort By Routed ▼		
		Routed	Answered	Answer R..
Tarrant	TX	11,367	9,362	82.4%
Collin	TX	5,593	4,668	83.5%
Denton	TX	4,632	3,813	82.3%
Potter	TX	2,287	2,035	89.0%
Smith	TX	1,296	1,105	85.3%
Wichita	TX	1,221	1,046	85.7%
McLennan	TX	1,207	1,001	82.9%
Johnson	TX	1,096	969	88.4%
Randall	TX	643	537	83.5%
Parker	TX	527	424	80.5%
Henderson	TX	368	292	79.3%
Limestone	TX	313	275	87.9%
Hill	TX	284	245	86.3%
Montague	TX	230	202	87.8%
Palo Pinto	TX	225	181	80.4%

Highest 988 Usage Counties Across our Service Region:

1. Tarrant
2. Collin
3. Denton
4. Potter
5. Smith
6. Wichita
7. McLennan
8. Johnson
9. Randall
10. Parker
11. Henderson
12. Limestone
13. Hill
14. Montague
15. Palo Pinto

Words From A Few Callers.....



- The caller made multiple attempts to die by suicide in the past and repeatedly expressed how positive the experience of working with the crisis line has been.
- A caller shared nothing but praise for the support received, expressing deep appreciation for the time and care provided. The caller spoke highly of the empathy shown and emphasized feeling truly understood and never judged—a feeling that meant a great deal.
- The approach taken in speaking with the caller made a meaningful difference, and the reassurance provided was incredibly helpful. The caller was safely de-escalated and, by the end of the interaction, appeared much more hopeful. The caller shared feeling able to rely on the crisis line during times of need and expressed gratitude for being connected to this resource.





Thank You

Shay Lett, MBA

System Director Centralized Access, Crisis and Navigation
My Health My Resources (MHMR) of Tarrant County

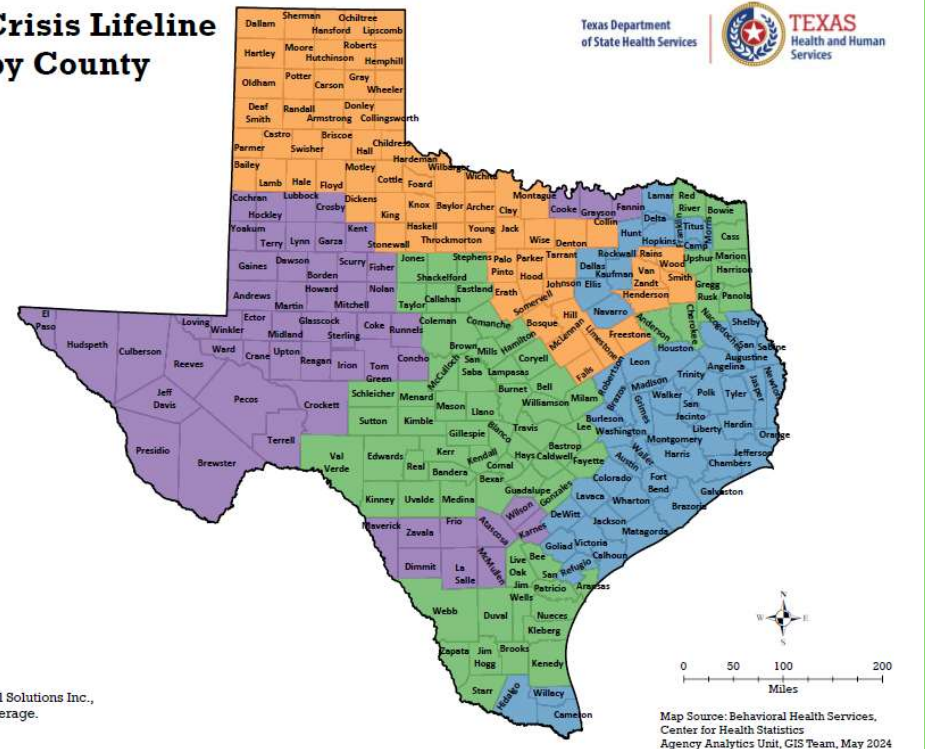
Shanay.Lett@mhmrhc.org

Integral Care

988 Suicide & Crisis Lifeline Coverage by County

Lead Region

-  Emergence Health Network
-  Harris Center
-  Integral Care
-  Tarrant County
-  Bluebonnet Trails, through Avail Solutions Inc., provides statewide backup coverage.



Nicole Warren, Practice Administrator

What is Integral Care?

- Integral care is the Local Mental Health Authority (LMHA) for Travis County
- **Mission:** Improve the lives of people effected by behavioral health and developmental and/or intellectual challenges
- **Vision:** Healthy Living for everyone
- We provided 426,043 services to 25,799 individuals in fiscal year 2024
- Helping people for over 55 years!
 - Established in 1967
 - Over 900 employees and over 45 locations across Travis County



Travis County
Residents Served
Last Year



Staff in
Austin/Travis
County



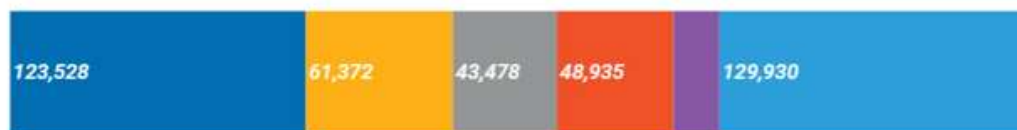
Operating Budget
Last Year



of Proud Service
to Our Community

Breakdown of Services

426,043 Services Provided in FY2024



● Adult ● Crisis ● IDD ● Child & Family ● Substance Use ● Helpline

Integral Care Helpline History

- **1967:** 472-HELP staffed by volunteers
- **1980s:** 472-HELP full-time staff
- **2006:** SPOE was established
- **2008:** AAS accreditation
- **2012:** NSPL/988 calls
- **2015:** IC unified number
- **2016:** CCBHC certification
- **2022:** 988 calls for over 70 counties
- **2023:** 988 chat/text expansion



Crisis Continuum

988/local crisis
hotline

Mobile Crisis
Outreach Teams
(E/MCOTs)

Homeless
Outreach

Respite
Residential EOU

CTECC (911
dispatch)

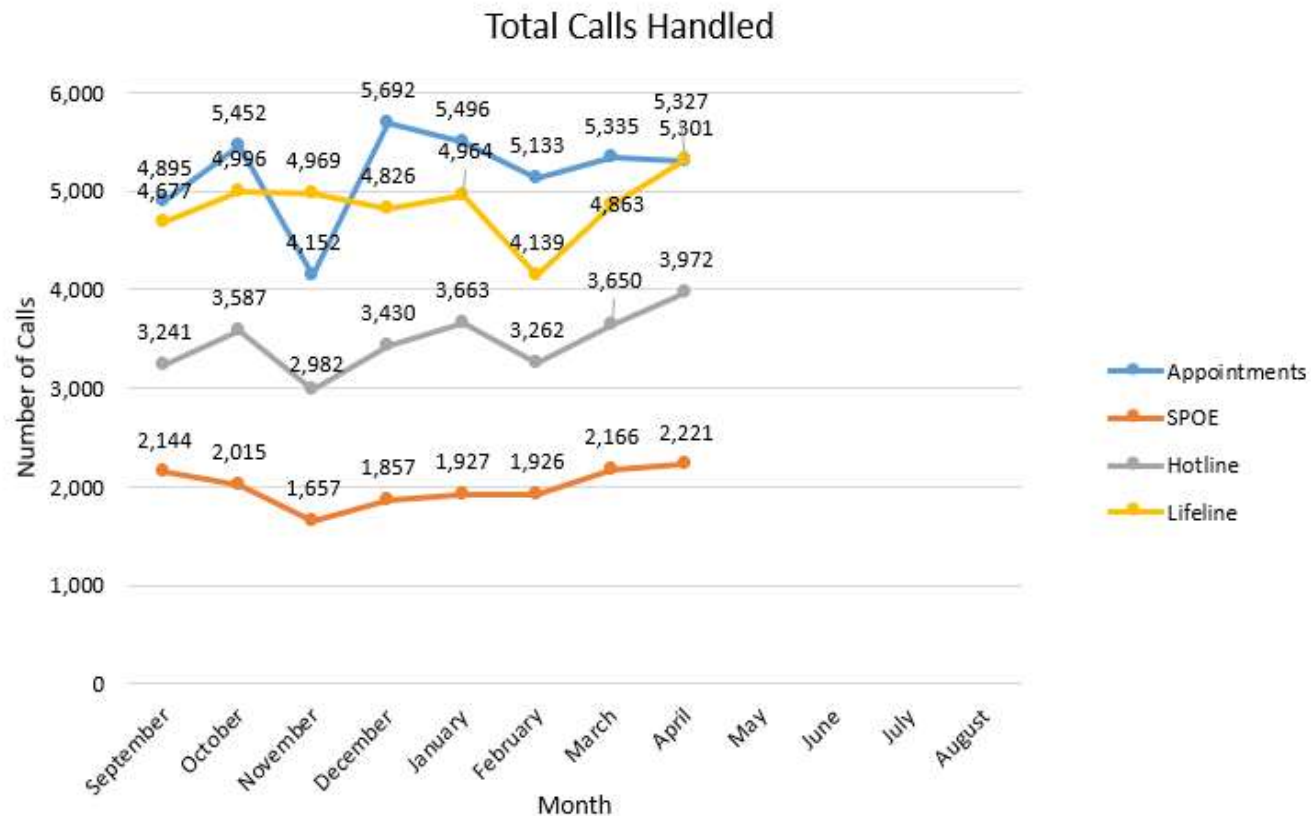
24/7 walk-in
crisis

Chat/text highlight

- Pilot program at Integral Care
- Chat/text interactions are state-based
- Chat/text interactions are often longer (i.e. 1 hour is not uncommon)
- Chat/text interactions are disproportionately represented by youth (additional challenges)

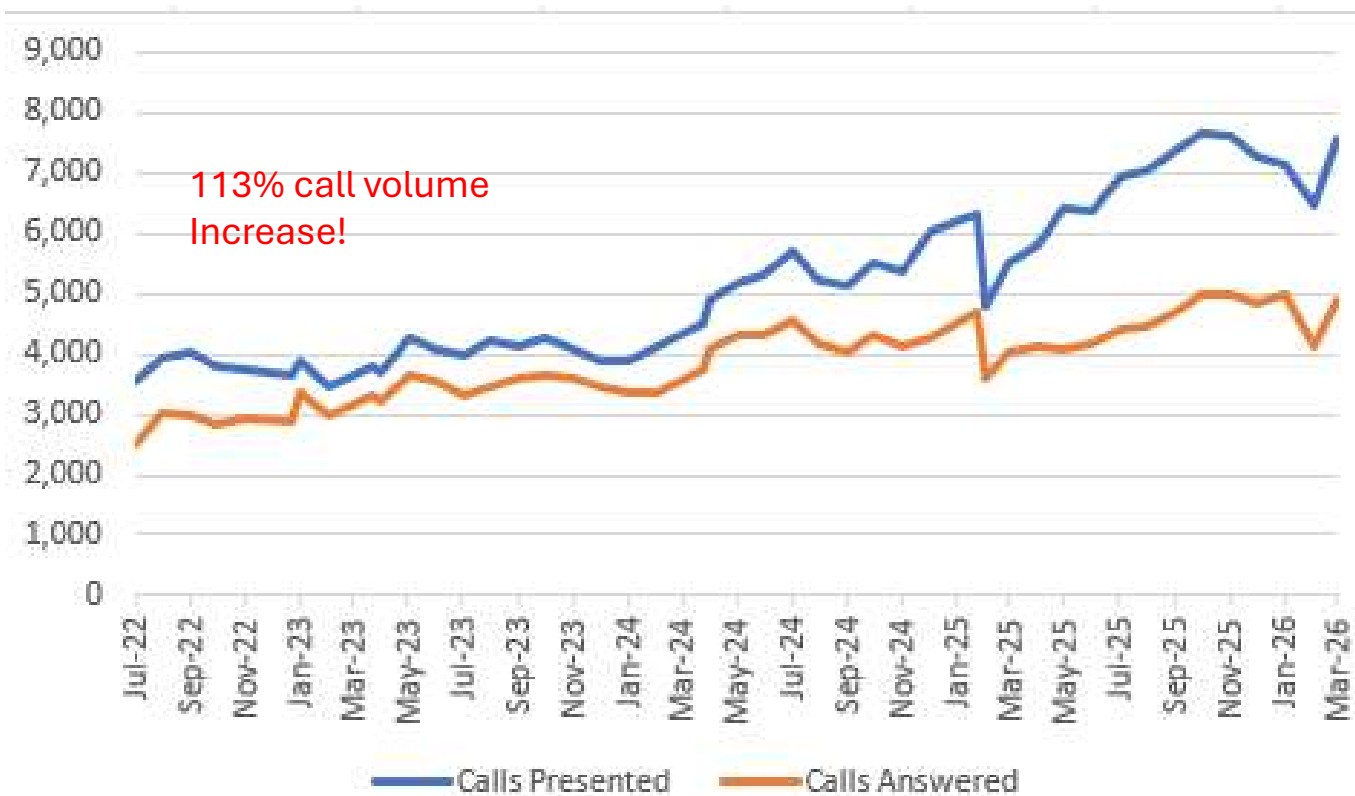


All calls across all queues: FY26 (so far)



- Approx. 15,000+ calls/mo.
- Approx. 8,500 crisis calls/mo.
- Approx. 5,000 988 calls/mo.
- Answering 988 for 71 counties

988 call volume: Jul 2022 – Mar 2026



TOTAL Presented: 231,506

TOTAL Answered: 173,990

Average: 75% answer rate

Testimonial

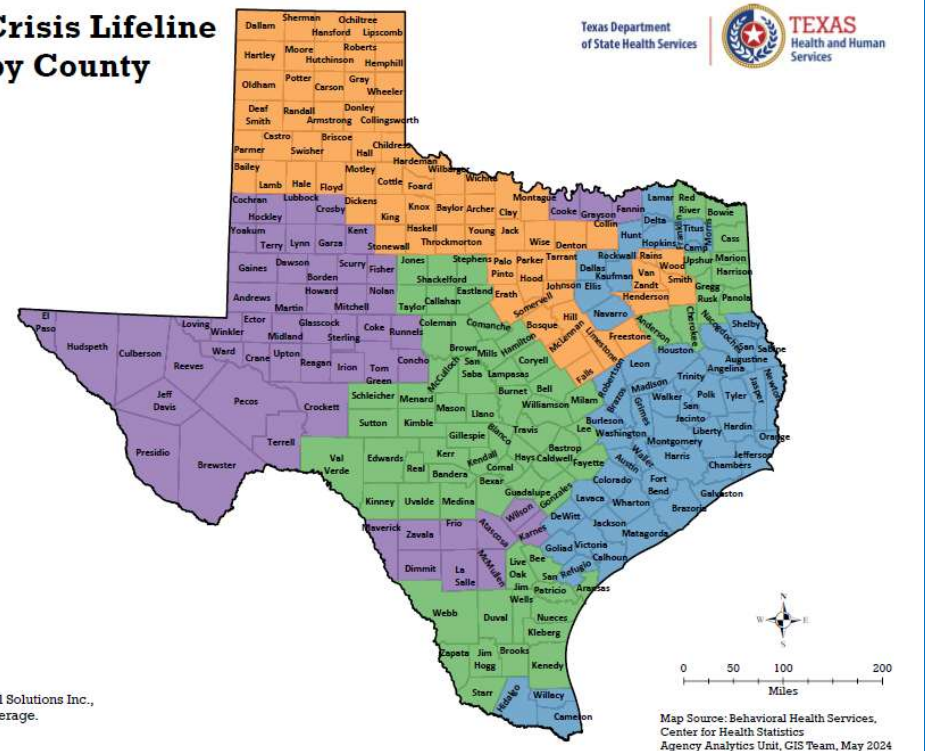
“The Helpline was literally a lifesaver... My husband had just passed away. If I hadn’t had the Helpline, I wouldn’t be here today. They gave me reassurance that I was not alone, that there was help out there. They connected me to the ongoing care within Integral Care. Today, I have my case manager, my peer support specialist, my nutritionist, my personal trainer. It’s an overall, well-rounded support system that I’ve gotten through Integral Care. It’s made my life whole again.”

Harris Center

988 Suicide & Crisis Lifeline Coverage by County

Lead Region

-  Emergence Health Network
-  Harris Center
-  Integral Care
-  Tarrant County
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The Harris Center

About Us

The Harris Center is the largest provider of community-based behavioral health and IDD services in Texas. We provide a full continuum of services in over 40+ different languages to better serve one of the most diverse and multi-cultural communities in the nation.

The Harris Center is the state-designated Local Mental Health Authority and the Local Intellectual and Developmental Disability Authority serving Harris County, Texas.

Insurance

We accept Medicaid, Medicare, CHIP and some private insurance. We also serve people without insurance.



The Harris Center for Mental Health & IDD

About Us

The Harris Center is the largest provider of community-based behavioral health and IDD services in the State of Texas. Located in Houston, Texas, The Harris Center provides a full continuum of services to better serve one of the most diverse and multi-cultural communities in the nation.

Our Mission

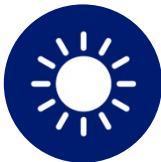
To transform the lives of people with behavioral health and IDD needs.

Our Vision

To empower people with behavioral health and IDD needs to improve their lives through an accessible, integrated, and comprehensive recovery-oriented system of care.



Mental
Health
Treatment



Intellectual and
Developmental
Disabilities Services



Comprehensive
Psychiatric
Emergency Program



Justice
Involved
Services



Crisis and
Access
Line 24/7



Integrated
Primary
Care

The Harris Center Behavioral Health and IDD Access Hub

- Answers approx. 25,000 calls a month
- Available 24/7/365
- We are available by calling 713-970-7000
- 19 full time Access Line Specialists
- 72 full time degreed Crisis Line Counselors
- Serves as the 988 responder for 59 Texas counties and Crisis Line for 39



Access Hub Daily Snapshot

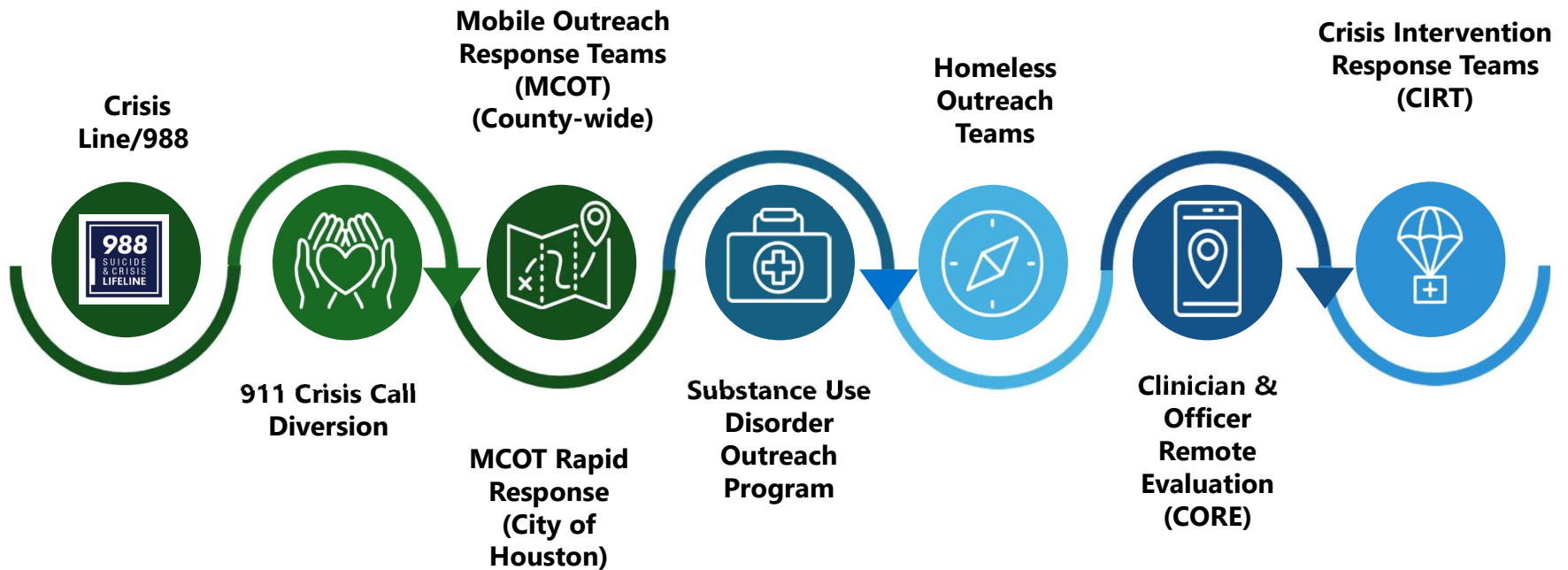
500 calls per typical day on the **Crisis Lines**

- **190** full risk assessments
- **45** assessed to be in crisis
- **4** will require law enforcement intervention
- **10** Mobile Crisis Outreach Team Referrals
- **12** Outpatient Referrals to the Local Mental Health Authority

600 calls and chats per typical day on the **Access Line**

- **240** Customer Service for current clients
- **120** inquiries regarding accessing care
- **90** questions about medication
- **90** inquiries about business/admin
- **60** general emotional support

Our Crisis Response Continuum



911 Crisis Call Diversion Stakeholders



=



Avail
Solutions, Inc.
(supported by
Bluebonnet
Trails)

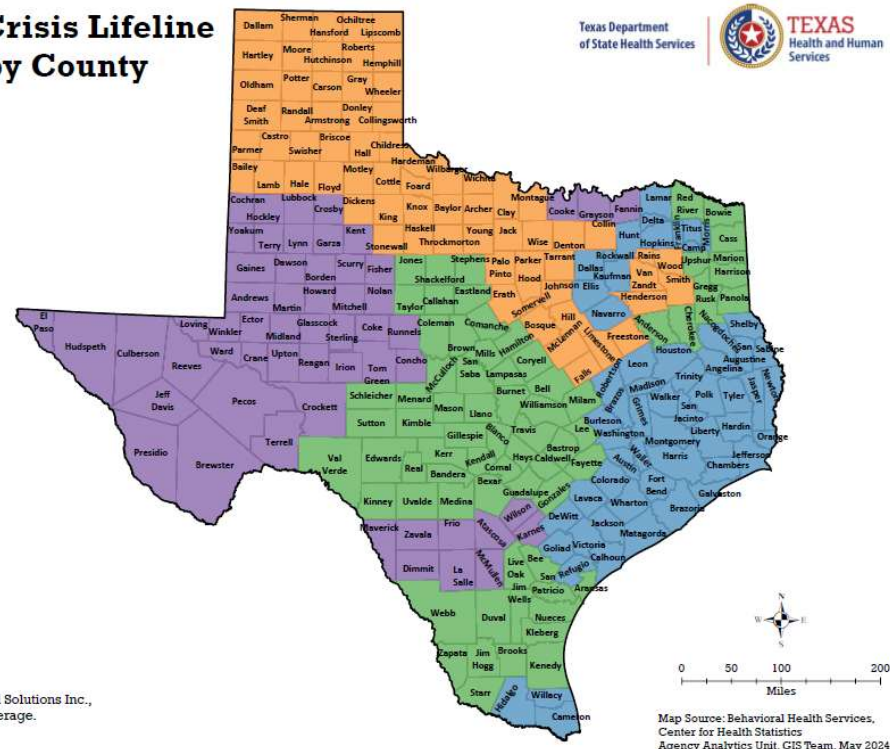
988 Suicide & Crisis Lifeline Coverage by County

Lead Region

-  Emergence Health Network
-  Harris Center
-  Integral Care
-  Tarrant County



Bluebonnet Trails, through Avail Solutions Inc., provides statewide backup coverage.

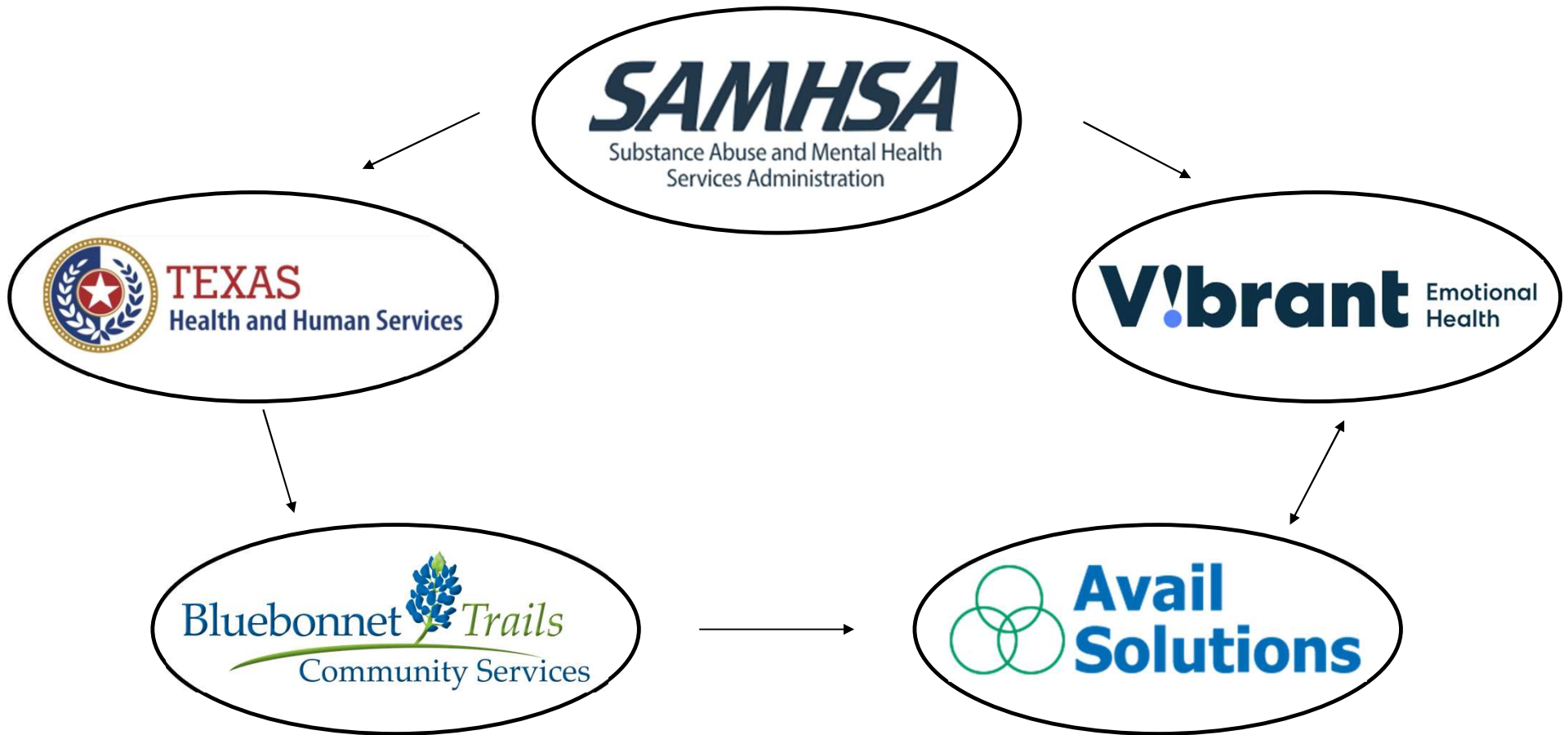


TEXAS 988 BACKUP ANSWERING CENTER



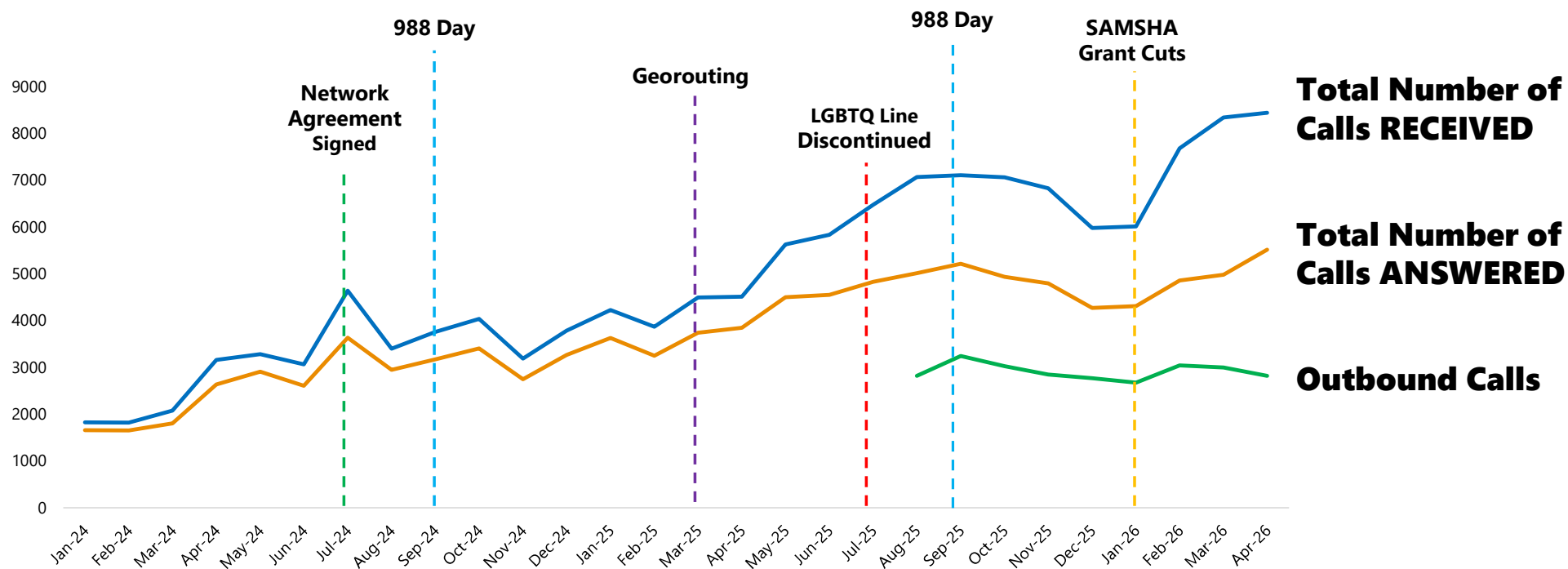
**A Collaboration Between Bluebonnet Trails
Community Services & Avail Solutions, Inc.**

Partnerships

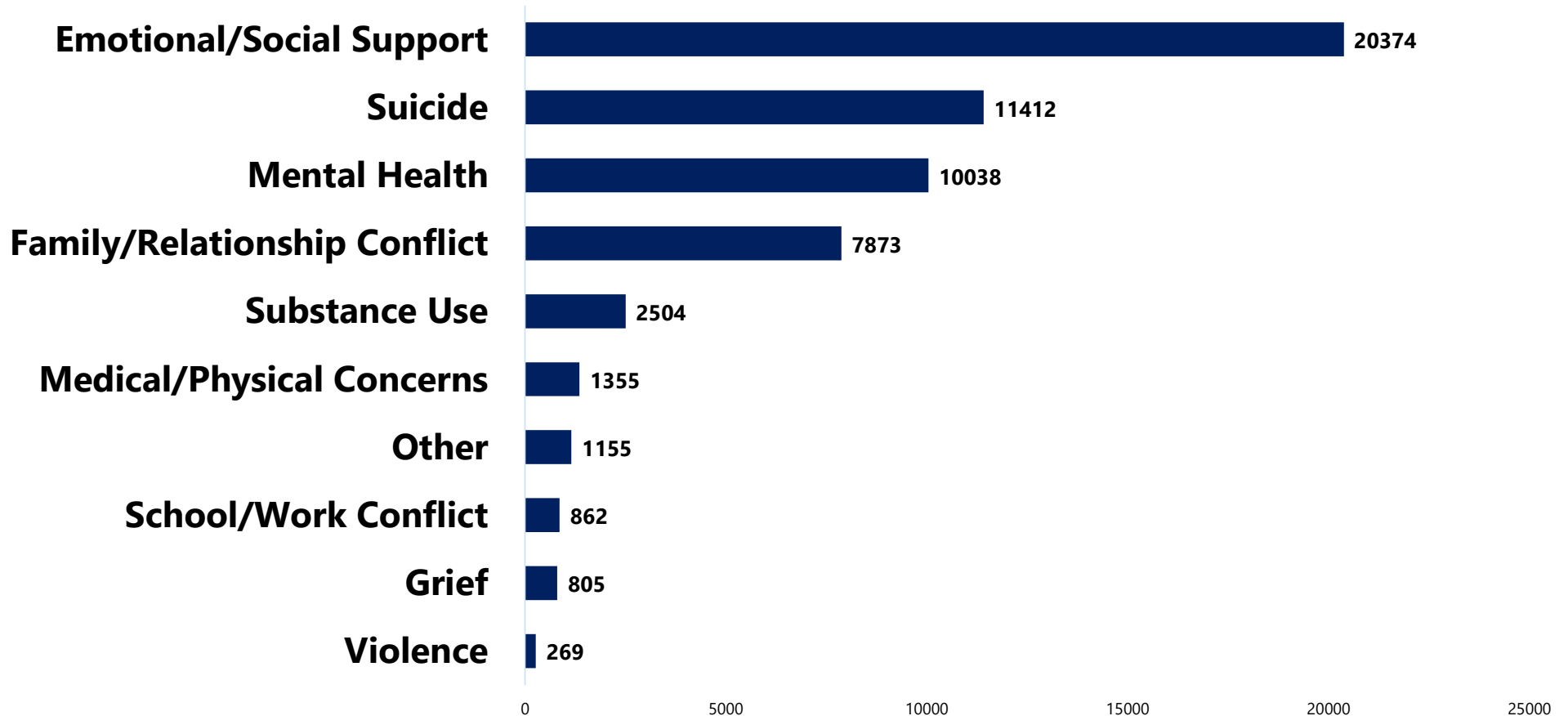


Growth of 988: Volume Trends

AVAIL Total 988 Calls



Top 10 Call Topics – FY26



Quality Management: Internal Audit Process

OVERVIEW

- BTCS 988 team conducts quarterly audits of 988 Lifeline Calls and Logs
- Process aligned with internal process for auditing programs and services



HOW

- Randomized selection of calls from a specific timeframe, using parameters determined by Avail leadership
- **Parameters may include:** Call Type, Level of Risk, Call Taker, and LE involvement
- **Elements developed based on existing guidelines:** Vibrant Emotional Health Guidelines, 988 Lifeline Learning Modules, 988 Suicide and Crisis Lifeline Suicide Policy, and our Statement of Work

WHAT THIS PROCESS TELLS US

- Call Volume and Answer Rate do not tell the whole story!
- The interactions in the call recordings and documentation in the logs reflect the good work being done and helps identify areas for improvement



OUR GOAL

- Ensure continued fidelity to evaluation activities, performance expectations, and compliance
- Support continuous quality improvement
- Maintain high quality, compliant, and effective care for everyone who reaches out to 988



Supporting the Clinical Growth of the 988 Project and the 988 Crisis Workers

**"One pagers" For Quick Tips, PowerPoint Presentations,
and Recorded Training Videos**

- Navigating Abusive Callers and Inappropriate Call Topics
- Healthy Boundaries and Clinically Appropriate Redirection
- Compassion Fatigue and Self Care
- Pro Tips for Clinically Appropriate Engagement, Gentle Redirection to Safety Assessment etc.
- Exploring Options for Levels of Risk
- Navigating Possible CPS/APS Reporting
- Additional Topics Include Navigating Conversations regarding Youth, Physician Assisted Suicide, Traumatic Brain Injuries, Psychosis, Relationships, Substance Use

****Vibrant's Required Introduction to Crisis Counseling and Optional Specialized Trainings**

****AAS – Crisis Specialist Training & Certification**



ReflexAI: Role Plays

PURPOSE:

- Simulations to give additional role plays to trainees, help build confidence, and receive live feedback
- Also used in hiring process to evaluate empathy

SOME SKILLS INCLUDE:

- Building rapport with a guarded caller
- Person-centered safety planning
- Gathering demographic information organically

Alan <i>Job loss, Hiring</i>	Alice <i>Recent move, Isolation</i>	Amanda <i>Recent loss, grief</i>	Anthony <i>Divorce, family struggles</i>
Billy <i>Divorce, family struggles</i>	Christine <i>Missed promotion, suicidal ideations</i>	Devin <i>Assault, suicidal ideations</i>	Emily <i>Cyberbullying, suicidal ideations</i>
Frank <i>Veteran, suicidal ideations</i>	Gabriel <i>Bipolar disorder, suicidal ideations</i>	Hank <i>Substance use, family struggles</i>	Ivy <i>Third party caller, school counselor</i>
Jerry <i>Third party caller, Brother</i>	Kate <i>Third party caller, Mother</i>	Katie <i>Third party caller, concerned friend</i>	Kyle <i>Means safety, firearms</i>
Leo <i>Psychosis, crisis intervention</i>	Sean <i>Supervisory training</i>	Tara <i>Supervisory training</i>	Vanessa <i>Supervisory training</i>

What do our Crisis Workers Report?

- High retention rate shows a successful team of resources and support to keep the work sustainable
- High call volume shows the need for a backup center as rates continue to climb
- Staff report acuity has risen and intensity of calls feels steady, showing that community members recognize the capacity of the line to support true mental health crises, and that staff deserve support to debrief difficult calls and receive continuous training as well as emotional support
- Law enforcement contacts are minimally necessary resulting in the least restrictive intervention, allowing for better connection to long term mental health resources and prioritizing cultural competency and trauma informed care

KUDOS!!!

Kaleb provided **emotional support to a 17 y/o client** calling the 988 Lifeline. At the start of the call, client was tearful, overwhelmed and anxious; however, by the end of the call, client's mood was notably uplifted. Client expressed, **"Thank you, Kaleb, for helping me feel better. I wish I could give you a hug; you've been so kind to me."**

David received a call **from 988 in Arizona who transferred a caller to us and immediate services were needed.** The caller's speech was very disorganized and rapid, he could hardly catch his breath and he sounded scared and David did a good job of patiently following along with him and determining the caller was delusional and having auditory hallucinations. David was able to comfort the caller and assure him that we were going to facilitate help for him and the caller was appreciative. **After working through a safety plan, David was able to link the caller with the Harris Center and successfully transferred the caller to their crisis worker for possible MCOT services, ensuring caller was successfully linked to coordinated care.**

Bruce spoke with a 988 Lifeline caller who was seeking a distraction from his chronic pain. The caller relayed to Bruce, "Thank you for listening and letting me talk and for just being real. This has been an amazing experience, and I would say that this 988 is a success because I am walking away from this with a super positive outcome. Thank you for caring about the mentally ill and wanting to help us; it means a lot. This is what we need – a true connection with someone who cares and not someone who is just picking our brain to just know. It's helping us understand how to work through the trauma and y'all are irreplaceable. **There aren't enough of you out there who truly care. This is a true resource for people like me, for when you truly need to talk and just hold a conversation.**" Caller was hesitant to use 988 because of past encounters, but stated, "I'm really glad I gave it another shot."

Kadin received a call from a **caller who lived in Texas but worked for 988 New York and was having difficulty locating resources for herself.** She was seeking resources for MH services due to experiencing non-threatening hallucinations. Kadin was able to find her multiple resources and thoroughly discussed coping skills and supports. The caller was very appreciative and wished to give Kadin a "shout out." She stated, **"I do appreciate what you do and coming from another crisis counselor, you did a really good job. I appreciate not only the resources but also just giving me the space to open up to you about what's been going on."** Kadin expressed that meant a lot coming from a fellow 988 worker.

THANK YOU!

Susan Castillo, LMSW - BTCS 988 Project Director

Taryn Smith, MSW - BTCS 988 Clinical Manager

Danielle Varga, LBSW - BTCS 988 QM Specialist

Abigail Lockhart, MHA - BTCS 988 QM Data Specialist



What YOU can do

- ✓ Share 988 information with those in your community.
- ✓ Practice empathy and kindness in your daily actions.

There is hope.



988 SUICIDE & CRISIS
LIFELINE

©2020

Hay esperanza.



988 LÍNEA DE
PREVENCIÓN DEL
SUICIDIO Y CRISIS

©2020

FREE 988 Toolkit

- <https://www.samhsa.gov/find-help/988/partner-toolkit>



What Resources Are in the Toolkit?

[Expand All](#) | [Collapse All](#)

Key Messages

+

Frequently Asked Questions

+

988 Branded Print Materials

+

988 Logo and Branding

+

Fact Sheets

+

Implementation Guidance Playbooks

+

988 End Cards for Media

+

988 Virtual Meeting Backgrounds

+

FREE Event



Texas Suicide
Prevention
Symposium 2026
Coming Together To Care

Texas Suicide Prevention 2026 Symposium

Save the Date

Join us **in person** for the **Texas Suicide Prevention Symposium 2026**, a two-day convening focused on collaboration, learning, and advancing suicide prevention efforts across Texas and beyond.

📍 **New Braunfels, Texas**

📅 **August 11–12, 2026**

📅 **Two-day, in-person event**

More details—including speakers, agenda, and registration—will be released soon.

Stay tuned for more information!

📺 **Now Available: Texas Suicide Prevention Symposium 2025 Recordings**

Missed the 2025 Symposium or want to revisit key sessions?

Videos from the Texas Suicide Prevention Symposium 2025 are now live on our website.

👉 [Click the link](#)