

# The 988 Suicide & Crisis Lifeline: Engaging School Communities



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# The 988 Suicide & Crisis Lifeline

- 3 digit number to connect individuals in crisis with a mental health professional to address immediate needs
- Assure 24/7 availability and rapid access to crisis services via call, chat, or text
- Reduce health care spending with more cost-effective early intervention
- Reduce use of law enforcement, public health, and other safety resources





# 988 and Crisis Services

## Short Term Goal

A strengthened and expanded crisis infrastructure to respond to crisis calls, texts, and chats and respond to crises in the community

## Long Term Vision

A robust crisis response system that provides care to anyone, anytime, anywhere in Missouri

The logo for the 988 Suicide & Crisis Lifeline in Missouri. It features the number '988' in a large, bold, white font on the left. To its right, the words 'SUICIDE & CRISIS', 'LIFELINE', and 'MISSOURI' are stacked vertically in a smaller, white, sans-serif font. The entire logo is contained within a dark purple rectangular border.

988 SUICIDE & CRISIS  
LIFELINE  
MISSOURI

# Missouri's Crisis Continuum

**SOMEONE  
TO TALK TO**



988 Suicide &  
Crisis Lifeline

**SOMEONE TO  
RESPOND**



Mobile Crisis  
Response Teams

**SOMEWHERE  
TO GO**



Behavioral Health  
Crisis Centers





MISSOURI DEPARTMENT OF MENTAL HEALTH  
DIVISION OF BEHAVIORAL HEALTH

988 CALL, TEXT, AND CHAT COVERAGE IN MISSOURI



- Behavioral Health Response Call 988
  - Compass Health Call 988
  - Burrell Behavioral Health Call 988
  - Ozark Center Call 988
  - CommCARE Call 988
  - Provident Behavioral Health \* Call 988
  - DeafLEAD (statewide)  
Text 988, or Chat online at [988lifeline.org/chat](https://988lifeline.org/chat)
- \* Provident is also the state backup call center.*





# 988

SUICIDE  
& CRISIS  
LIFELINE  
MISSOURI

**CALL**

Dial **988** and **stay on the line** to speak to a crisis specialist

**SPECIALIZED SERVICES**

Press **1** - **Veterans**  
Press **2** - **Spanish-speaking**  
Press **3** - **Gender-affirming**

Press **0** to bypass the introduction message and  
**connect directly** with a local crisis center

**TEXT**

Send any message to **988** to start a text conversation

**CHAT**

Visit [988lifeline.org/chat/](https://988lifeline.org/chat/) fill out the pre-chat survey,  
and click submit to begin

Chat with an **ASL-fluent crisis specialist** via videophone at  
<https://988lifeline.org/help-yourself/for-deaf-hard-of-hearing/>



# 988 Call

The National Suicide Prevention Lifeline routes each 988 call to the closest local 988 call center in Missouri based on the area code of the individual's phone number.

Behavioral  
Health  
Response

Burrell  
Behavioral  
Health

CommCARE

Compass  
Health

Ozark  
Center

Provident  
Behavioral  
Health

In the case that the 988 call center is not available to answer, the call is then routed to Missouri's backup center, Provident Behavioral Health.

Provident Behavioral Health

In the case that Provident Behavioral Health is not available to answer, the call is then routed to the National Backup Network where a national center answers the call.

National Backup Network



# Mobile Crisis Response

Crisis response teams deployed to wherever a person in crisis is located (a person's school, home, or other community location)

Reduce utilization of law enforcement with more cost-effective and appropriate intervention for behavioral health crises

Resolve crises and provide care in the least restrictive setting possible



# Behavioral Health Crisis Centers

A trauma-informed setting as an alternative to jails or the emergency room for individuals experiencing a behavioral health crisis

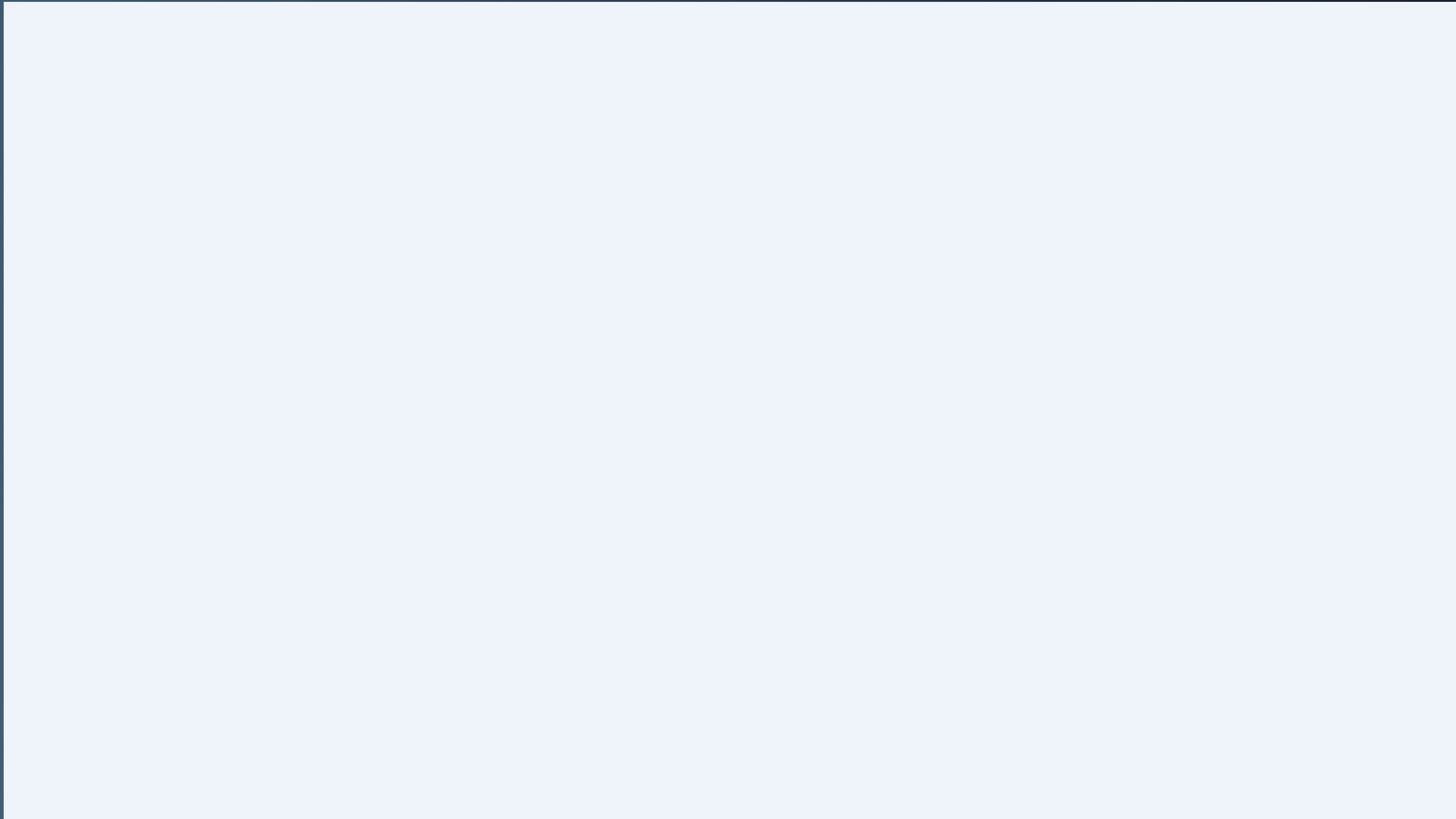
Offer linkages to community resources and treatment

Goal to divert individuals from unnecessary jail, prison, or ER/ED visits

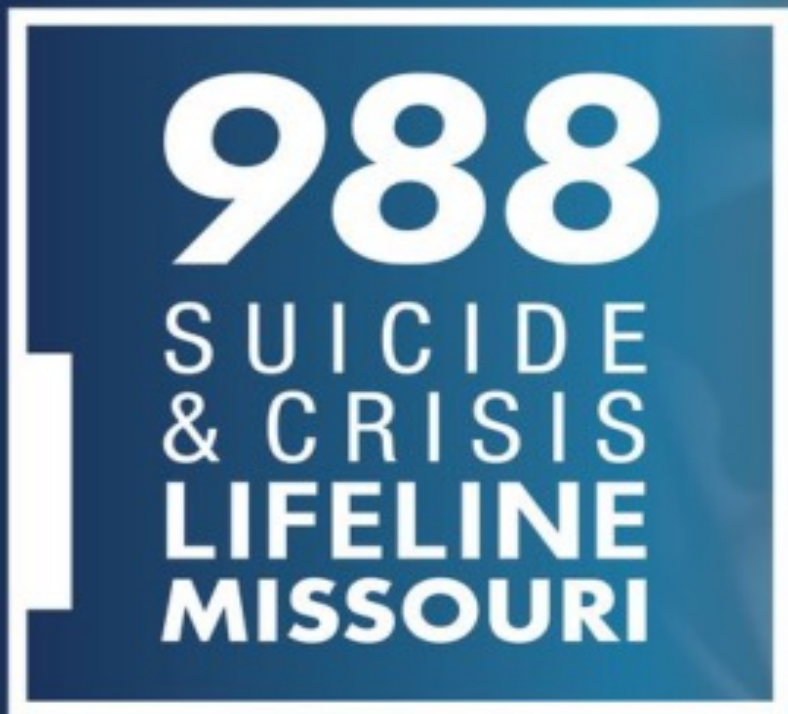
5 designated BHCCs serving youth

YOUTH SERVING BEHAVIORAL HEALTH CRISIS CENTERS	
<b>Joplin</b>	<a href="#">Ozark Center Urgent Behavioral Solutions</a> (16 years old and up)
<b>Kansas City</b>	<a href="#">ReDiscover</a> (5 years old and up)
<b>Poplar Bluff</b>	<a href="#">Family Counseling Center</a> (12 years old and up)
<b>St. Joseph</b>	<a href="#">Family Guidance Center</a> (5 years old and up)
<b>St. Louis</b>	<a href="#">SSM Behavioral Health Urgent Care</a> (5 years old and up)









# SUICIDE PREVENTION & 988

## GUIDE FOR SCHOOLS



# CONTENT

- 03. PURPOSE**
- 04. DATA**
- 07. CALL TO ACTION**
- 08. PREVENTION**
  - THINGS TO LOOK OUT FOR, PROTECTIVE FACTORS, AND THINGS YOU CAN DO
  - SUICIDE PREVENTION PROGRAMMING FOR SCHOOLS
  - TESTIMONIALS
  - 988 FOR SCHOOLS
- 17. INTERVENTION/CRISIS RESPONSE**
  - MISSOURI'S CRISIS CONTINUUM
  - WHERE TO GET HELP
  - NEED HELP NOW?
  - 988 TOOLKITS FOR SCHOOLS
- 23. POSTVENTION**
- 26. ELEMENTARY SCHOOL & HIGHER EDUCATION CONSIDERATIONS**
- 28. ACKNOWLEDGEMENTS**
- 29. RESOURCES**
- 30. CONTACT INFORMATION**





## WHAT IS 988?

988 is a 3-digit phone number available 24/7 that offers free and confidential access to compassionate care and support for anyone, including students experiencing a mental health, suicide, or substance use crisis.

Trained crisis specialists are available to hear about life's struggles, support your safety, discuss ways to help you cope, and connect you to local care or resources.



## WHO IS 988 FOR?

STUDENTS

SCHOOL  
PERSONNEL

FRIENDS  
& FAMILY

ANYONE

## WHEN TO REACH OUT:

Whether you're in distress or just want to talk about something on your mind, call or text 988 or chat at [988lifeline.org](https://988lifeline.org). If you are worried about a student, reach out to 988 and a trained crisis specialist will help walk you through navigating the situation.

For free, confidential support, reach out to 988. Whether you call, text, or chat, we want you to reach out in whatever way is most comfortable for you. We are here to help.

## WHAT CAN SCHOOLS DO?

Schools personnel are in a prime position to help students who may be in crisis or need support. Schools can promote connection to 988 in a variety of ways.

- Learn more about 988 by visiting [Missouri988.org](https://Missouri988.org).
- Educate your school community on 988.
- Ensure students know how to get connected.
- Order a physical 988 toolkit, put up 988 posters, and utilize other 988 materials throughout your school campus.
- Download 988 graphics from the 988 virtual toolkit to share on school social media accounts.
- Add 988 as a resource on school newsletters, resource listings, manuals, policy, etc.
- Add 988 on student badges/IDs.
- Use the Suicide Prevention & 988 Guide for Schools to enhance current suicide prevention efforts at your school.



## HOW WILL YOUR SCHOOL SUPPORT ACCESS TO 988?



### FOR MORE INFORMATION:

Visit [Missouri988.org](https://Missouri988.org)

**Suicide Prevention & 988 Guide for Schools**  
Scan this QR code to access the guide

**988 Virtual Toolkit**  
Scan this QR code to access the 988 Virtual Toolkit

**988 Physical Toolkit**  
Scan this QR code to order 988 physical materials





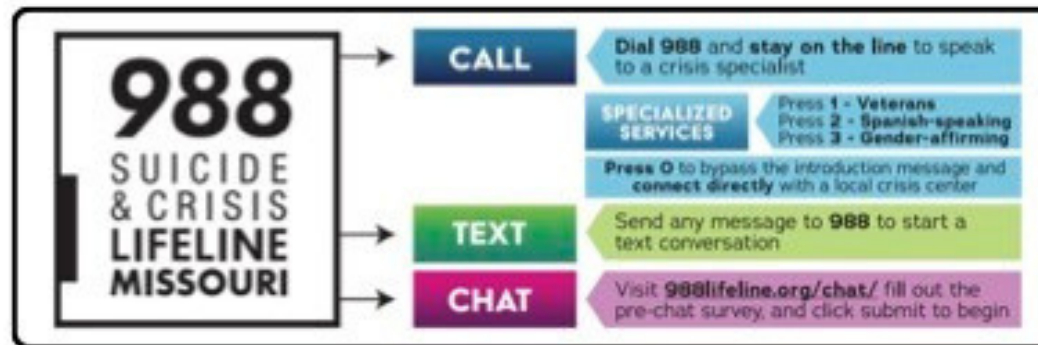
## 988 SUICIDE & CRISIS LIFELINE INFORMATION FOR PARENTS AND GUARDIANS



### What is 988?

988 is a 3-digit phone number available 24/7 that offers free and confidential access to compassionate care and support for anyone, including youth experiencing a mental health, suicide, or substance use crisis or in need of any other emotional support.

When there is time to talk, reach out to 988. A mental health, suicide, or substance use crisis may not require emergency response but does require compassionate mental health assistance.



### WHAT CAN PARENTS AND GUARDIANS EXPECT:

- A 988 crisis specialist will answer your contact, ready to listen and help.
- The crisis specialist will ask a few questions, such as whether you or the person you are concerned about may be in immediate danger or at risk for suicide.
- The call is free and confidential, and you decide how much information to share.
- Support doesn't end with that conversation. Our crisis specialists can connect you with additional resources for follow up.

### ACTION STEPS FOR PARENTS AND GUARDIANS:

- Encourage open talks about mental health. Help your child understand that seeking help is courageous and necessary.
- Save 988 in your family's contacts for quick access during crises or times someone needs emotional support.
- Call 988 together to learn how it can help if needed in the future.
- Order materials like stickers and magnets to facilitate conversations about 988 with your family.
- Share these resources with your child's school.

To learn more about 988 in Missouri, please visit <https://missouri988.org/>  
To learn more about other crisis services, please visit [https://dmh.mo.gov/behavioral-health/treatment-services/specialized-programs/crisis-Crisis Services](https://dmh.mo.gov/behavioral-health/treatment-services/specialized-programs/crisis-Crisis%20Services)



# 988 Materials

- Posters
- Yard signs
- Stencils
- Stickers
- Wallet cards
- Infographics
- Magnets
- Pens
- Notebooks



## **988 Physical Toolkit**

*Scan this QR code to  
order 988 physical  
materials*



# 988 Virtual Toolkit

- Social media posts, graphics, videos
- Digital handouts
- Link to [Missouri988.org](https://Missouri988.org)



**988 Virtual Toolkit**  
*Scan this QR code to  
access the 988  
Virtual Toolkit*



MICHAEL L. PARSON  
GOVERNOR



VALERIE HUHN  
DIRECTOR

STATE OF MISSOURI  
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JEFFERSON CITY, MISSOURI 65102  
PHONE: (573) 751-4122 FAX: (573) 751-8224  
[www.dmh.mo.gov](http://www.dmh.mo.gov)

Dear Missouri Education Officials:

The Department of Mental Health (DMH) Office of Disaster Services (ODS) has some resources that we want to share with you.

Mental well-being is invaluable to those that work in our education system. TeachWell is a new text-based, micro-learning, wellness program from the Missouri Department of Mental Health. This comprehensive program aims to support the mental health and well-being of educators, recognizing that their emotional and mental well-being directly impacts their ability to create a positive learning environment for students. TeachWell offers a series of short courses addressing key topics such as preventing burnout, seeking help, the benefits of movement, managing depression and anxiety, and fostering resilience through self-care and team care. By prioritizing well-being, educators can thrive both personally and professionally. This program is going to be launched at the end of July 2023, and we would appreciate your support in that launch.

We have items available for placement within schools and education buildings to help get the word out to educators about TeachWell. We have table tents, posters and wallet cards available to help share the TeachWell lessons. Examples of these items are attached.

DMH is happy to provide these resources at no cost to school districts. Please use the contact information listed on the second page to request these resources.

Another resource we want to make you aware of is the MO DMH Behavioral Health Strike Team (BHST). The BHST is a team of trained individuals from around the state who deploy upon request of the State Emergency Management Agency, Superintendents Office, or other entity to deliver psychological first aid and support to survivors after a disaster or critical event. While we hope no one ever needs this team to respond, we have deployed this team to several mass fatality events around the state and want you to be aware of this resource should you ever need this support.

Sadly, we have had to respond to mass violence events in MO and because of that, we have a mass violence tool kit. DMH ODS understands the value of being prepared, so we want to share this resource with you. The content within the toolkit was created to provide support and resources to individuals and communities who have experienced a traumatic or other mass fatality event. The content is segmented to serve 3 separate audiences: (1) general population, (2) first responder/emergency services, and (3)

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helping professionals (teachers, counselors, parents, etc.). Below is a direct link to this toolkit as well as other resources.

**Additional Information and Resources:**

**Beckie Gierer, MS**  
Director, Office of Disaster Services  
Missouri Department of Mental Health  
Phone (573) 751-8136  
Cell (573) 645-6408  
[beckie.gierer@dmh.mo.gov](mailto:beckie.gierer@dmh.mo.gov)

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Deputy Director, Office of Disaster Services  
Missouri Department of Mental Health  
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(573) 508-9459  
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TeachWell information: <https://dmh.mo.gov/wellness/teachwell>

Behavioral Health Strike Team: <https://dmh.mo.gov/disaster-services/behavioral-health-strike-team>

Mass Violence Resources: <https://sites.google.com/view/mass-violence/home>

Mass Violence DMH Website: <https://dmh.mo.gov/disaster-services/mass-violence>

Additional Resources for DMH ODS: <https://dmh.mo.gov/disaster-services>

**TeachWell Promotional Materials**



Business Cards



Posters (in 3 designs)



Table-tents

Here to assist,

The MO Department of Mental Health Office of Disaster Services Team



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services/specialized-programs/crisis-Crisis Services](https://dmh.mo.gov/behavioral-health/treatment-services/specialized-programs/crisis-Crisis Services)