

CSR-TTAC

Connections Newsletter



CRISIS SYSTEMS RESPONSE

TRAINING & TECHNICAL ASSISTANCE CENTER

Funded by the Substance Abuse and Mental Health Services Administration

January 2024

NEWS FROM THE FIELD



Introducing the 988 Crisis Systems Response Training and Technical Center (CSR-TTAC)

The Substance Abuse and Mental Health Services Administration (SAMHSA) has selected Altarum to provide training and technical assistance support to States, Territories, Tribal Organizations, and community partners across the 988 Suicide and Crisis Lifeline and crisis continuum of care. Along with our partners, W2 Consulting Corporation and Change Matrix, LLC, who have extensive experience with behavioral health, crisis services, technical assistance, and health equity, the CSR-TTAC was formed to support the continued growth of the 988 Lifeline and build a more robust crisis care system.

The goal of the CSR-TTAC is to support a crisis care system that is integrated, sustainable, equitable, and aligned around evidence-based and evidenced-informed practices.

COMMUNITY CORNER



As 988 continues to be a greater part of communities around the country, it is important for jurisdictions to understand the actions States are taking to further embed 988 and strengthen their crisis care systems. In this section of the newsletter, we will provide information and updates from States detailing their plans and progress toward advancing 988 and improving crisis care within their borders.

Wyoming:

Wyoming is working to address its suicide rates and improve their crisis care system by advocating for additional funding for the 988 Lifeline in an effort to decrease the State's high suicide rate. Read [Funding for 988, infrastructure among governor recommendations](#).

Kansas/Missouri:

Missouri and Kansas share 988 Lifeline progress a year after its launch. Read the full story: [Missouri and Kansas answer more than 90% of 988 calls as mental health hotline hits 1 year](#).

UPCOMING EVENTS:

Title: [Embedding Equity in 988 Crisis Systems](#)

Date: Wed., January 31

Time: 1-3 pm (ET)

Title: [SAMHSA Black History Month webinar: Behavioral Health Equity Best Practices for African Americans](#)

Date: Mon., February 5

Time: 1:30 pm (ET)

Title: [Monthly "3C" Session](#)

Date: Third Tuesday of every month

Time: 2-3 pm (ET)

Visit our landing page regularly for the latest registration link.

Title: [Policy Academy](#)

Date: April 1-2, Tucson, AZ

Designed to support States, Tribes, & Territories in coalition building and application of systems design to develop and improve policies and practices in the design of Crisis Systems.

Apply by January 31!

All past CSR-TTAC Events are archived on our [landing page on the SAMHSA website](#).

**Nevada:**

Teenager creates nonprofit to increase 988 awareness focusing on Military Veterans & teens. Visit [988 Awareness Project](#).

North Carolina:

The North Carolina Department of Health and Human Services launches a dashboard to monitor the performance and usage of the 988 Lifeline. Read [New performance dashboard for the 988 Suicide and Crisis Lifeline](#).

Michigan:

Baraga County adopts a new partnership to allow on-demand access to behavioral health professionals when responding to mental health calls. Read [Baraga County launches virtual crisis care program](#).

Canada:

Canada launches their own 988 crisis lifeline. Read [Canada launches 988 suicide crisis helpline, fills gap in Western services](#).



We are all working together to embed equity at all levels of crisis response from the Federal and State levels to local communities and organizations. In this section of the newsletter, we will provide information about different actions we can all take to embed equity in crisis systems in big ways and even small – anything and everything we can do to improve crisis care.

Announcing our *Embedding Equity Learning Collaborative (EELC)*!

EELC activities will occur February 28-May 23, 2024. The application deadline is February 7, 2024.

[Learn more and apply for the EELC today!](#)

Remember to attend the *Embedding Equity in 988 Crisis Systems* webinar on January 31, 1-3 pm (ET) [Register for the webinar today!](#)

DID YOU KNOW?

988 has American Sign Language (ASL) capabilities!

To expand access to behavioral health for underserved communities, the 988 Suicide & Crisis Lifeline has added ASL to its repertoire. People who are Deaf, DeafBlind, DeafDisabled, Hard of Hearing, and Late-Deafened now have access to the same 988 services as all other people living in the United States.

To connect to a Lifeline counselor in ASL, simply click the “ASL Now” button on [988lifeline.org](#). Also, ASL callers can call **1-800-273-TALK (8255)** from their videophone to reach ASL services.

To promote these capabilities, go to the [SAMHSA 988 Partner Toolkit page](#), scroll down to “988 ASL Services”. There you will find social media sample posts, suggested Alt Text, and graphics.

HAVE A HIGHLIGHT ABOUT YOUR WORK IN CRISIS CARE?

Contact us and we will add your story to an upcoming newsletter!

Email address: support@988crisisttac.org

Toll-free phone number: **844-464-8338**

To request specific Technical Assistance, please email us: support@988crisisttac.org

Use this link to [Subscribe to our contact list](#) or use the QR code.



The CSR-TTAC, consisting of three partners: Altarum, W2 Consulting Corporation, and Change Matrix, LLC, is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) to provide training and technical assistance support to States, Territories, Tribal Organizations, and community partners. The CSR-TTAC works in conjunction with the 988 Suicide & Crisis Lifeline. Points of view or opinions in this document are those of the author and do not necessarily represent the official position or policies of SAMHSA or the 988 Suicide & Crisis Lifeline.