



# 988

IN MISSOURI



## July 2020

The FCC designated 988 as the national 3-digit number for individuals experiencing a mental health crisis.

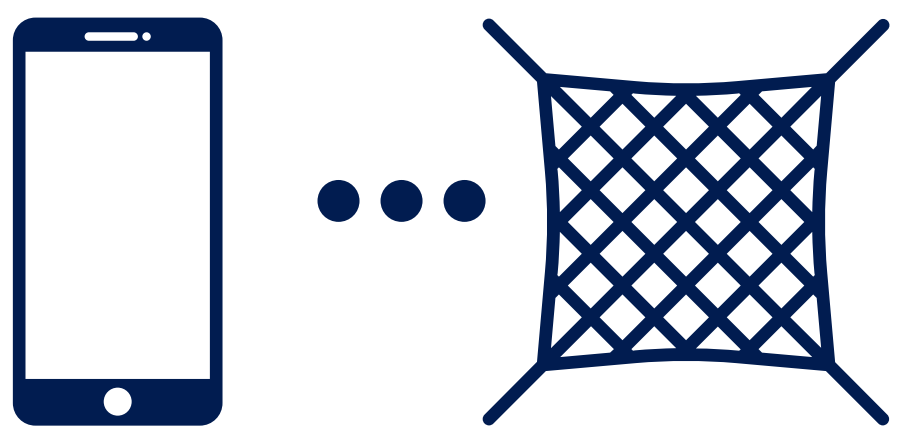
## September 2020

A 988 Task Force was created to guide the development of Missouri's 988 implementation plan.

## July 16, 2022

988 will replace the current 1-800 number and Missouri will have 24/7 coverage of all 988 calls, chats, and texts.

### *The mental health safety net for Missourians*

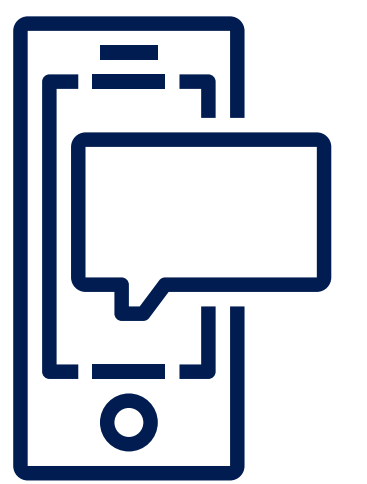


- 988 will aid Americans in receiving rapid access to suicide prevention and mental health support through connection with trained crisis counselors.
- Missouri's 7 Lifeline centers will handle all state contacts made to 988.
- Crisis counselors will address immediate needs, make referrals for ongoing care, and offer follow-up services.
- The goal of Missouri's 988 Task Force is to improve access to services for individuals with urgent mental health needs as well as suicide-related crises.



*Through the transformation of our crisis system, thousands of Missourians experiencing an emotional crisis will be reached and supported.*

In the first year of implementation, Missouri is expected to receive approximately 139,700 contacts.

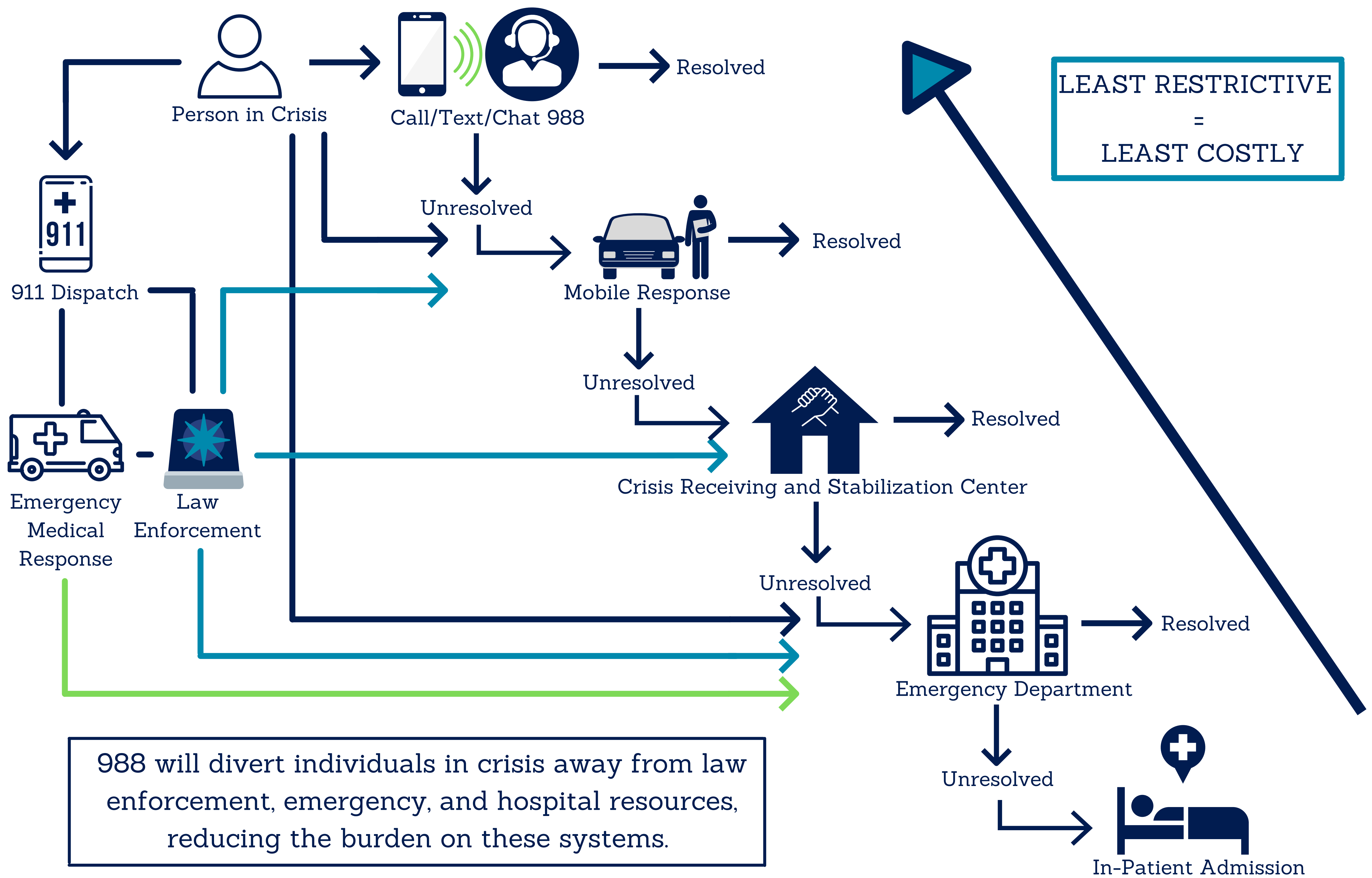


The estimated cost for the first year alone is over \$14.6 million.

Investment in early intervention crisis services like 988 will improve outcomes for individuals in crisis and decrease utilization of expensive and overburdened resources.



# Advancement in Missouri's Crisis Services by Crisis Episode



\*A majority of individuals are helped over the phone.

With 988 becoming a major piece of Missouri's crisis care system, we expect to see a decrease in:



- Emergency Medical Services
- Law Enforcement Dispatch & Intervention
- Containment & Arrests
- Hospitalizations

## MO Lifeline Centers

Behavioral Health Response • Burrell Behavioral Health  
CommCARE Inc. Compass Health • DeafLEAD • Ozark Center  
Provident Behavioral Health

Crisis centers are charged with the monumental task of providing life-saving services to those in their communities.

Their counselors are responsible for responding to individuals in crisis, resolving or stabilizing high-risk situations, connecting people to appropriate resources, and following up with those contacts.

With 988 implementation quickly approaching, these centers need additional funding to meet the increased capacity and develop the necessary infrastructure that is currently lacking.

FOR MORE INFORMATION,  
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