

988 and Michigan Crisis and Access Line

January 24, 2023



Michigan needs a *Crisis System in place for ALL Michiganders

for anyone, anywhere, anytime.



**Crisis is defined by the individual who needs help.*

Michigan Department of Health and Human Services (MDHHS) is in the process of developing a crisis services system for all Michiganders. This system will have **three primary components**:

Michigan Crisis and Access Line (MiCAL)/988 Center (Call)

- **Someone to talk to:** 24/7 crisis call center staffed with crisis specialists and clinical staff who provide crisis intervention and support, meet National Suicide Prevention Line (NSPL) standards, and provide Air Traffic Control quality coordination, with real time data management. MiCAL answers 988 calls, and will answer texts and chats statewide.
- **Goal:** 80% of calls, chats, texts resolved on the phone.

Mobile Teams aka Intensive Crisis Stabilization Services

- **Someone to respond:** Mobile crisis teams services offer community-based interventions to individuals in need whenever and wherever they are, including at home, work, or anywhere else in the community where the person is experiencing a crisis. Community Mental Health Service Providers (CMHSPs), Certified Community Behavioral Health Clinics (CCBHCs), and a few private agencies currently provide this service but there are variations in this service in terms of population served, hours, and location.
- **Goal:** 70% are resolved in the field.

Crisis Stabilization Unit (CSU)

- **Somewhere to go:** a pre-screening unit or a facility that provides unscheduled clinical services designated to prevent or ameliorate a behavioral health crisis or reduce acute symptoms on an immediate intensive and time-limited basis in response to a crisis. MDHHS and stakeholders are developing a CSU model and certification standards.
- **Goal:** 70% discharged to the community.

Michigan Crisis and Access Line (MiCAL) for all Michiganders!

Michigan.gov/MiCAL



Trained Crisis Call Specialists



Support Michiganders via phone 24/7



Crisis Intervention including Safe-T Assessments and Safety Plans for at-risk Persons



Activate face to face crisis services when necessary



Provide Referrals for mental health and substance use disorder services



Make warm transfers whenever possible



Provide follow up calls to ensure people are connected to services



Care Coordination with Community Mental Health & CCBHCs through crisis alerts and follow up notes



Up to date behavioral health service information from 211, MiCARE, and CMHSPs



Customer Relationship Management System to safely house caller data and produce reports for population health management



is not...

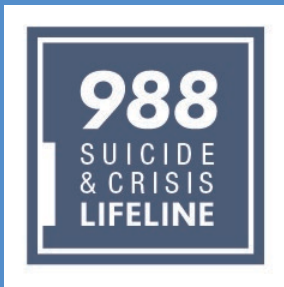
MiCAL is **not** a replacement for Community Mental Health Services Programs (CMHSP) Crisis Lines and Crisis Services.

Contacting MiCAL or 988 is not a requirement for accessing any type of behavioral health services.

Implementation of MiCAL does not require CMHs to implement additional face to face crisis services.

988 Suicide & Crisis Lifeline

Federal Direction – SAMHSA & 988 Facts



In July 2020, the Federal Communications Commission (FCC) designated 988 as the new three-digit number for the National Suicide Prevention Lifeline.

- National Suicide Prevention Lifeline (NSPL) is not going away.
- The new three-digit code went into effect on July 16, 2022.

The Substance Abuse and Mental Health Services Administration (SAMHSA), in partnership with the Federal Communications Commission (FCC) and the Department of Veterans Affairs (DVA), is working to launch the new 988 code, which is expected to strengthen and expand the existing National Suicide Prevention Lifeline.

- 988 moves the NSPL from a standalone call line to part of a crisis services system.
- The objective of 988 is to expand and broaden the purpose of services.
- The National Suicide Prevention Lifeline current number (1-800-273-8255) is not going away. Dialing either number will route callers to the same services, no matter which number they use.
- States/territories are charged with implementing 988 and ensuring 988 centers meet NSPL requirements.

Vibrant and SAMHSA guidance states marketing should start when states are ready. Michigan will begin marketing for 988 at the beginning of 2023.

988 in Michigan

Michigan's Crisis and Access Line (MiCAL) is the central crisis line accepting the 988 calls and will accept texts and chats originating from Michigan

Michigan is still in the development stage for answering chats and texts.

Currently, 988 National Backup Centers are providing call overflow coverage and all text and chat coverage for Michigan.





MiCAL is primarily responsible for answering 988 calls statewide except in Calhoun, Cass, Kalamazoo, Kent, Macomb, St. Joseph, and Van Buren counties, where three regional call centers provide primary coverage and MiCAL provides backup call coverage.

Michigan 988 Call Center Coverage

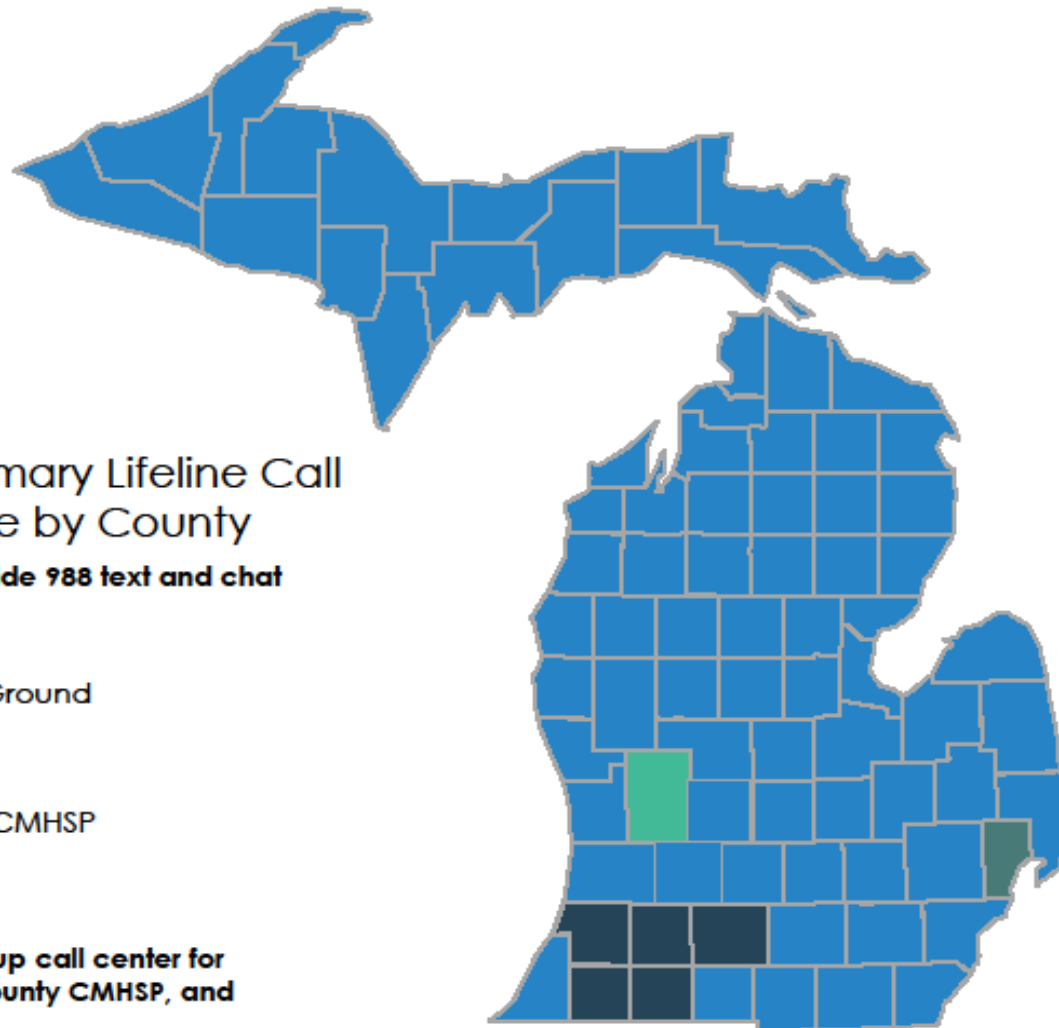
Calls are routed by
area code and
exchange

Michigan 988 Primary Lifeline Call Center Coverage by County

MiCAL will provide statewide 988 text and chat coverage in the future.

-  MiCAL/Common Ground
-  Network 180
-  Macomb County CMHSP
-  Gryphon Place

Note: MiCAL is the back-up call center for Network180, Macomb County CMHSP, and Gryphon Place.



What happens when you call 988?

When you call 988, first, you'll hear an automated message featuring additional options while your call is routed to your local Lifeline network crisis center. A little music will play while we connect you to a skilled, trained crisis worker. A trained crisis worker at your local center will answer the phone.

- 988 Extensions:
 - Dial 1 for the Veterans' Crisis Line.
 - Dial 2 for the Spanish Line.
 - Dial 3 for specialized support for LGBTQ+ (under the age of 25).

MiCAL 988 Metrics – December 2022

While we have decided what data will be collected, we are still working on the data collection process at a state and national level to ensure accuracy and consistency.



Goal: 95% of calls are answered within 20 seconds



MiCAL In State Answer Rate: 93%



Calls Offered: 5,492



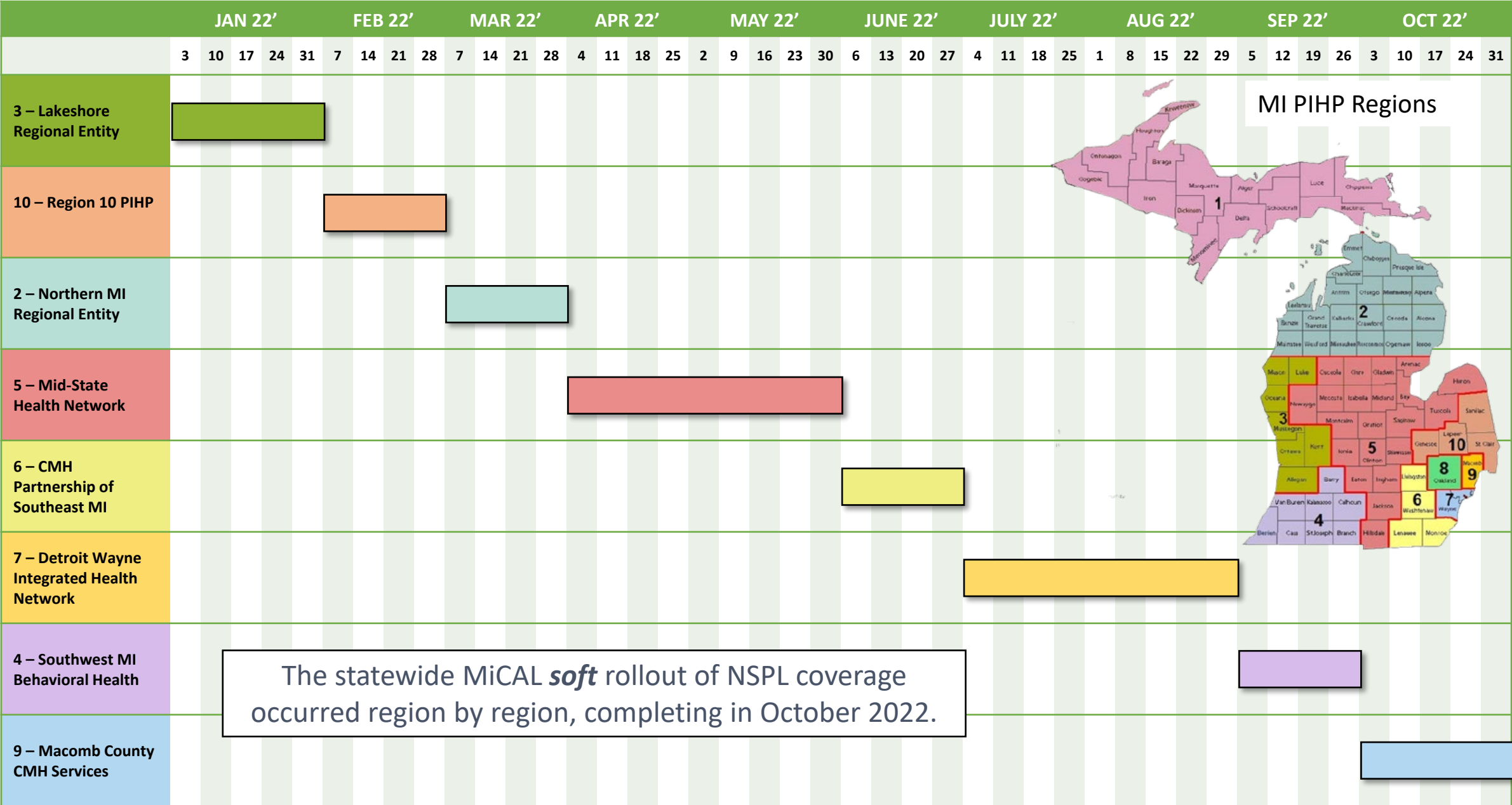
Calls Answered: 5,152



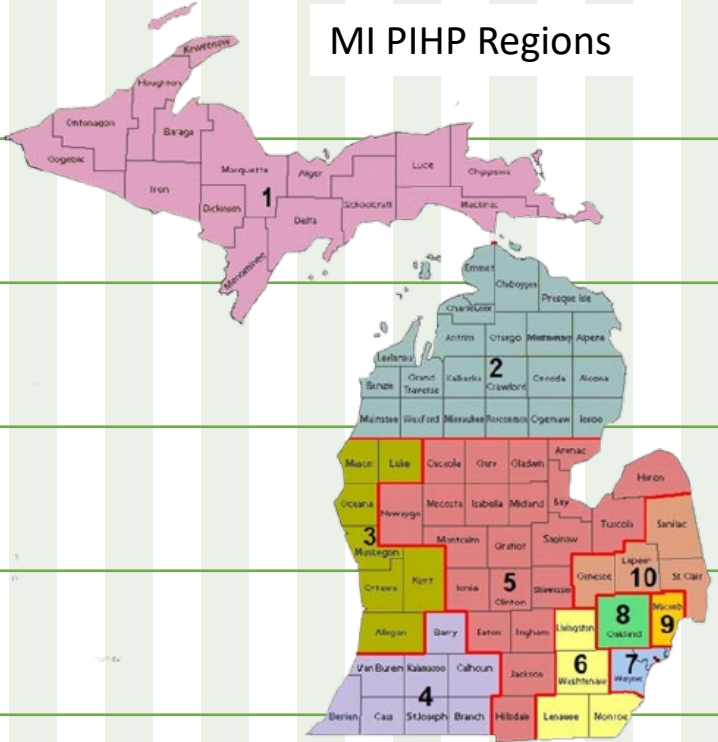
Average Speed of Answer: 16.43 seconds

MiCAL and 988 Rollout

MiCAL 988 Rollout Timeline (MiCAL/NSPL is active in Regions 1- UP & 8-Oakland)



The statewide MiCAL *soft* rollout of NSPL coverage occurred region by region, completing in October 2022.



Coordination Requirements for CMHSPs/PIHPs

- ❖ Crisis and Access Services Information
- ❖ Activation of Face-to-Face Crisis Services
- ❖ Referrals
- ❖ Encounter Reports
- ❖ Crisis Alerts

Service Cards

Service Information

Service

CMHSP Crisis Services Walk-In

Service Category

Services Type

Crisis

Service Locations

CMHSP

Age Groups Accepted

Children;Adolescents;Transitional age young adults;Adult;Senior Citizen

Integrated Treatment Program

Face to Face Screening

Other Information

Under current COVID-19 protocols, all crisis services are provided by telephone. Should an individual present to a CMH office in crisis, they are directed to a sterile room where an Acute Services worker will call in to them. Individuals who call the after hours line requesting outpatient services / appointments should be directed to call back during business hours.

Insurance Accepted

Must have Medicaid as primary or secondary. Will accept under or uninsured if they meet eligibility requirements

Eligibility Requirements

Person must have a diagnosis meeting the criteria for SMI, SED, or I/DD.

Contact Info & Phone

9064829400

Provider Type

Direct

Type of Care

Crisis Services-MICAL

Service Description

Walk-ins are triaged upon arrival to a CCMH site. Non-urgent cases are addressed by the reception staff and crises are referred to Acute Services staff who are available to provide immediate services; either in-person (Houghton Site) or via phone (other 3 sites). Walk-in appointments are available to individuals calling in crisis as well.

Populations Served

Adult SMI;Adult IDD;Adult co-occurring;Children SED;Child IDD;Child co-occurring

Geographic Region Covered

Alcona;Baraga;Houghton;Keweenaw;Ontonagon

Other Locations

Process for MiCAL to activate service

Please send referral information through the portal. If the individual is seeking services, please have them call Northcare for the regular access process.

Other Geographic Regions

none

Hours of Operation

M-F 8:00am to 5:00pm

After Hours Delivery Instructions

There is no afterhours walk-ins. Please call crisis line if in crisis.

Key Components

- Populations Served
- Service Location
- Eligibility Requirements
- Process for MiCAL to activate

Referrals



Referral
R-0255

DETAILS

RELATED

Referral Name

R-0255

Resource

Test CMHSP

Encounter

00038534

Person

Carol Danvers

Warm Handoff

Created By



MDHHS Demo User, 8/29/2022, 9:29 AM

Referral Type ⓘ

Support Groups

Warm Referral Made?

Special Needs?

Comments

Referral Acknowledged

Last Modified By



Daphne McElroy, 9/6/2022, 10:12 AM

Encounters

MiCAL Encounter Summary

Encounter 00018616

Label	Value
Name:	
Caller Type:	Self
Acute Care Hospital:	
Name of Caller:	
Phone # of Caller:	
Email of Caller:	
Date of Birth:	
Medicaid ID:	
Encounter Created Date:	01/07/2022 02:07 PM EST
Primary Reason for Call:	Resources
Summary for CMHSP:	
Summary:	
Support/Problem Solving:	
Type of Crisis:	
Sub Type of Crisis:	
Other Crisis:	
Homicidal or Harm to Other(s) Ideation:	N/A - Not discussed or unable to assess
Target of Homicidal or Harm to Others:	
Other Homicidal or Harm to Others:	
Follow-up Scheduled?:	No
Pre-Scale: Caller stated distress:	
Post-Scale: Caller stated distress:	

Related Referrals

Referral R-0096

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Label	Value
Name	R-0096
Referral Type	211
Resource	
Warm Referral Made?	<input type="checkbox"/>
Encounter	00018616
Special Needs?	<input type="checkbox"/>
Person	
Comments	
Warm Handoff	
Referral Acknowledged	<input type="checkbox"/>
Created By	Common Ground
LastModified By	Common Ground
	<p>Site Location Name: SAINT VINCENT DE PAUL SOCIETY DIOCESAN COUNCIL OF MARQUETTE - IRONWOOD</p> <p>Address: 216 West Aurora Street Ironwood MI 49938</p> <p>Email: Not Available</p> <p>Hours of Operation: Tues Wed and Thurs 9:30am-12:30pm (CST)</p> <p>Phone: (906) 932-4325</p> <p>Documents Required: Social Security cards date of birth and proof of income for all individ household and proof residency.</p> <p>Fee Structure: No fees</p> <p>Description: Provides people who are in emergency situations with food.</p> <p>Application Intake Process: Walk-in</p> <p>Accessibility: Accessible Restroom Accessible Parking No Step Entrance Wheelchair Accessil Area</p>
211 Resource	

211 Integration

Search can be initiated by the following: **Topic and Sub Topic** || **Topic and Sub Topic and Taxonomy** || **Taxonomy**

Topic: Food
Sub Topic: Food Pantries
Taxonomy: Enter Taxonomy
County: Ingham
City: Select City
Zip Code: Select Zip Code

[Search](#) [Clear Results](#)

Results (30) - Please Refine Search Criteria. [Add Referrals Selected Below](#)

LESLIE COMMUNITY OUTREACH [Copy](#) [211 Correction](#)
 Add Referral

Service : FOOD AND PERSONAL/GROOMING SUPPLIES PANTRIES
Description : Provides emergency food for up to 6 days, as well as personal need items.
Email : theleslieoutreach@yahoo.com
Service Area : Leslie School District
Address : 210 East Bellevue Street | Leslie | 49251
Eligible Population : - Low income residents of the Leslie School District - Eligible for food assistance every 30 days, personal need items every 60 days

[> See More](#)

MICHIGAN STATE UNIVERSITY [Copy](#) [211 Correction](#)
 Add Referral

Service : FOOD PANTRIES
Description : Provides supplemental food and necessities, once a week, to students who are in need.
Email : Not Available
Service Area : Michigan State University campus
Address : 426 Auditorium Rd | East Lansing | 48824
Eligible Population : Currently enrolled students at Michigan State University

[> See More](#)

- Search by topic and subtopic
- Can search by county, zip code, and city
- Multiple referrals can be selected
- Corrections sent to 211 directly from the system

Upcoming – CCBHC Specialty Search

Details Benefit Information **Services Search**

211 **Specialty**

Search can be initiated by the following: **Search Type and Service + [County || Postal Code + Max Distance]**

*Service Type	Specialty Resource ▼	County	Select County ▼
*Service	CCBHC - Certified Community Behavioral Health Clinic ▼	Zip Code	Select Zip Code ▼
Service Locations	Select Service Locations ▼	Maximum Distance	Select Distance ▼

Search

Stakeholder Engagement

Michigan 988 Implementation

Calendar Year 2023

Engaging
Stakeholders and
Marketing

- Michigan 988 Chat and Text Implementation.
- Coordination with 911: (2) implement public education on calling 911 vs 988, and (3) 911 Diversion to 988 Best Practice development.
- 988 Funding as a Public Good.
- Targeted Outreach and support for high-risk callers: follow ups and marketing.
- Listening Sessions with people from typically underserved groups.
- General Marketing Campaign implementation through use of trusted community partners/communication channels.

Marketing Materials & Questions:

MDHHS Resources & Website:

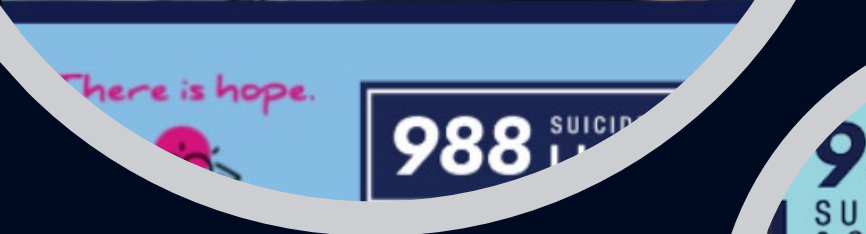
To learn more about 988 in Michigan,
visit our website:



SAMSHA 988 Partner Resources & Shareables:

- [988 Partner Toolkit | SAMHSA](#)

Please direct any Michigan 988 related to questions to this email: MPCIP-support@mphi.org



QUESTIONS



Contact Information

Karen Everett

Departmental Specialist

Crisis and Stabilization Services Section

Behavioral and Physical Health and Aging Services Administration

Michigan Department of Health and Human Services

EverettK2@michigan.gov