L.A. Care HEALTH PLAN
For All of L.A.

ECAC
Meeting Presentations

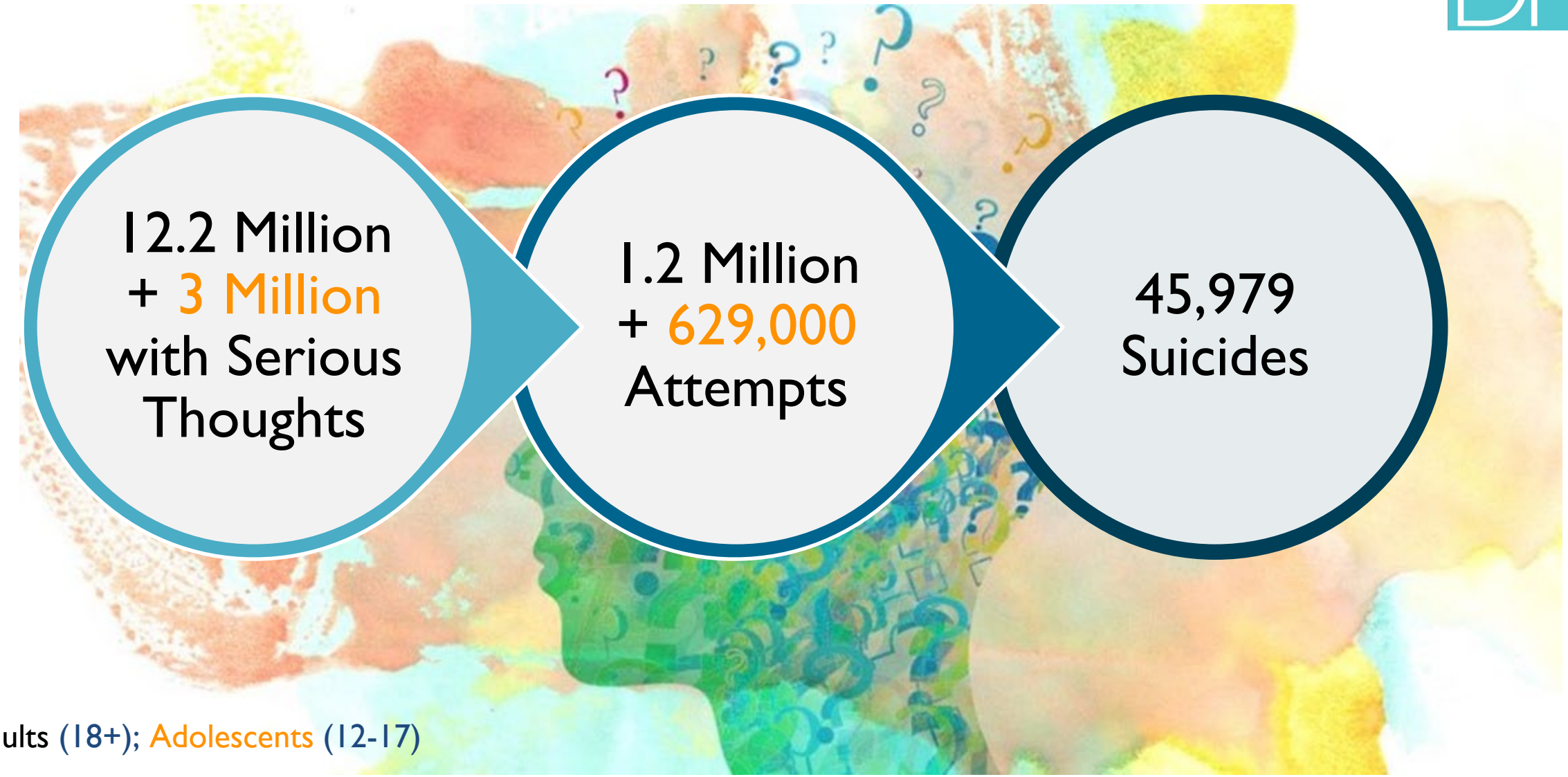
January 11, 2023

ELEVATING HEALTHCARE IN LOS ANGELES COUNTY SINCE 1997

The 9-8-8 Suicide & Crisis Lifeline: Past, Present and Future

Didi Hirsch
SUICIDE PREVENTION CENTER

Suicide Statistics: 2020



Adults (18+); Adolescents (12-17)

Statistics from CDC/SAVE.org and/or SAMHSA Health Survey

Youth Suicide Statistics

In 2020:

- 5 – 9 = 45 suicides
- 10 – 14 = 581 suicides
- 15 – 24 = 6062 suicides

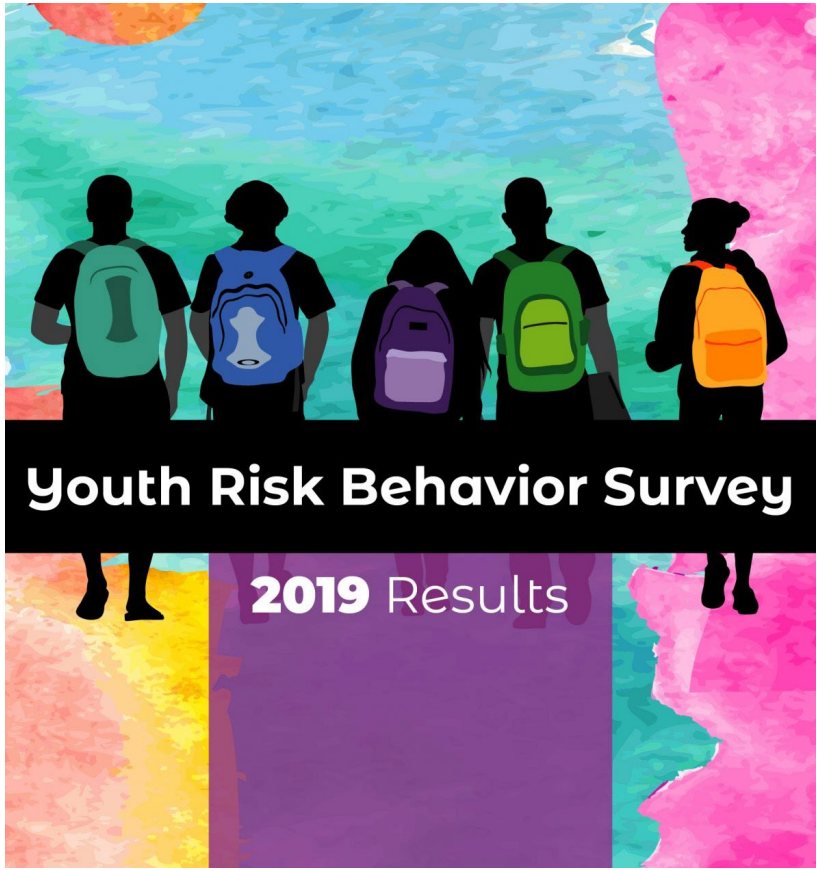
2019 Youth Risk Behavior Survey (CDC)

On suicide:

- 19% of high school students had serious thoughts of suicide
- 16% made a plan
- 8.9% made an attempt
- 2.5% needed medical attention

On risk factors:

- 25% reported being bullied
- 8% reported physical dating violence



Statistics from CDC/SAVE.org and YRBS 2019

Why do we need a national Lifeline?

30

Percent

The percent the suicide rate has climbed since 1999

1 in 5

People above the age of 12 has a mental health condition

316

For every one person that dies by suicide annually, 316 people seriously consider suicide

The National Suicide Prevention Lifeline is now: The 988 Suicide and Crisis Lifeline

The 988 Suicide and Crisis Lifeline:
Press ‘1’ for Veterans, press ‘2’ for Spanish

Veterans Crisis Line
DIAL 988 then PRESS 1

988
LÍNEA DE PREVENCIÓN DEL SUICIDIO Y CRISIS

The 988 Suicide and Crisis Lifeline:

Press ‘1’ for Veterans, press ‘2’ for Spanish, and...

press ‘3’ for LGBTQ+ people under the age of 25

THE TREVOR PROJECT

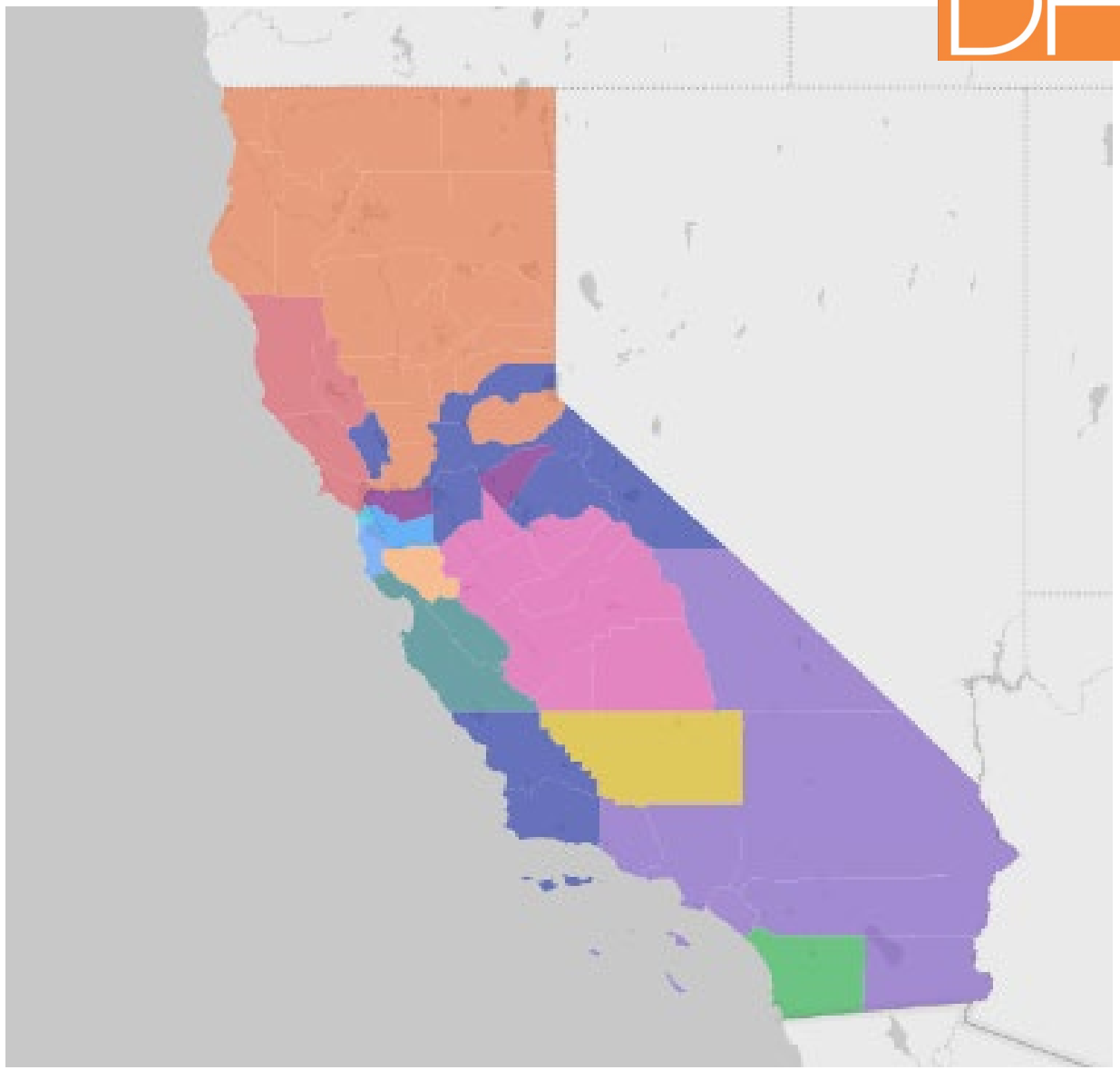
saving young lives

THE 9-8-8 SUICIDE & CRISIS LIFELINE

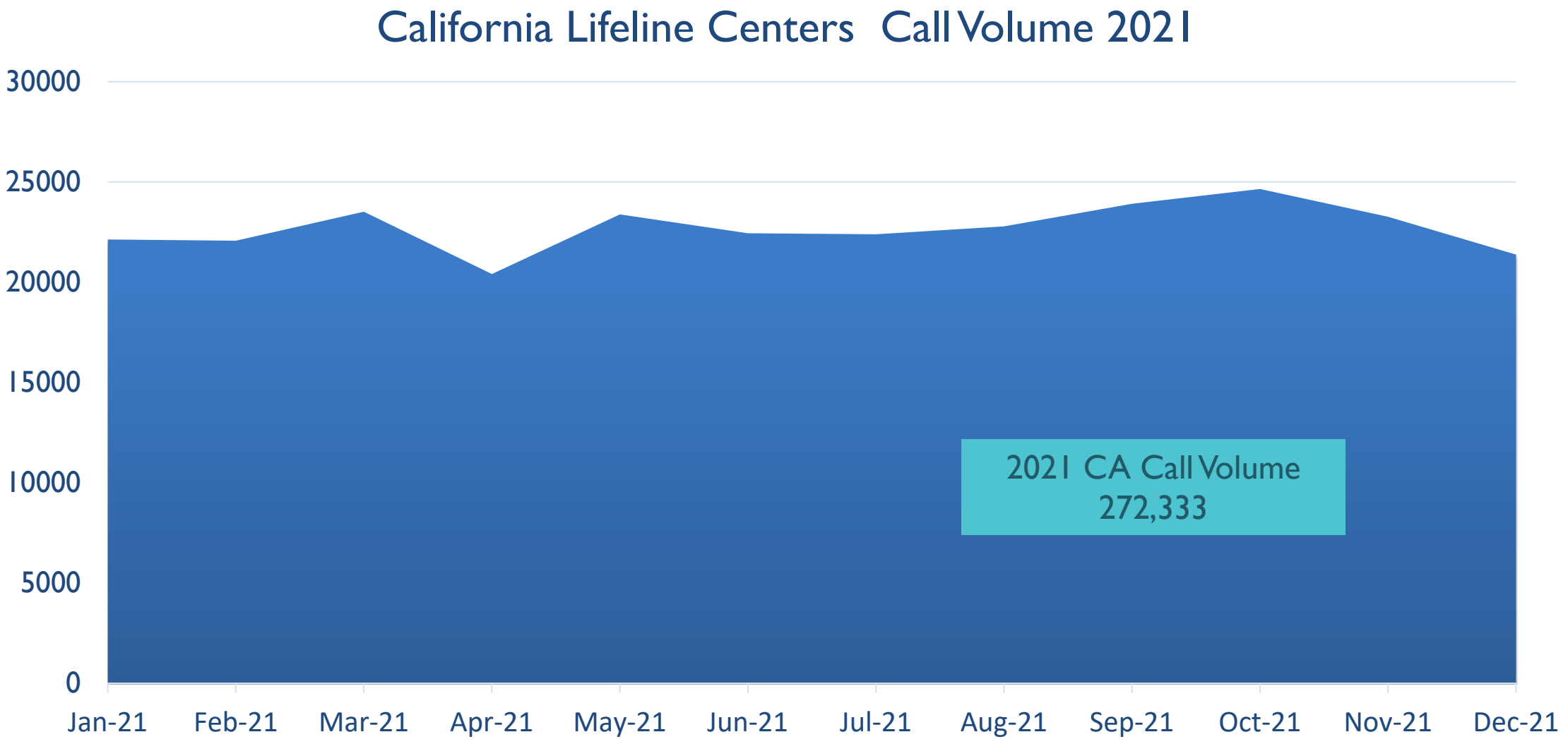
- Easier Access: 9-8-8 is new three-digit dialing code that will route callers to the national Lifeline.
- This dialing code is available to everyone across the United States
- The number itself went LIVE on July 16, 2022...
- But 9-8-8 already existed *prior* to the July launch as a network of 200+ independently operated and funded local and state crisis call centers.
- It is a national portal for connecting to localized services.

CA 988 CRISIS CENTERS

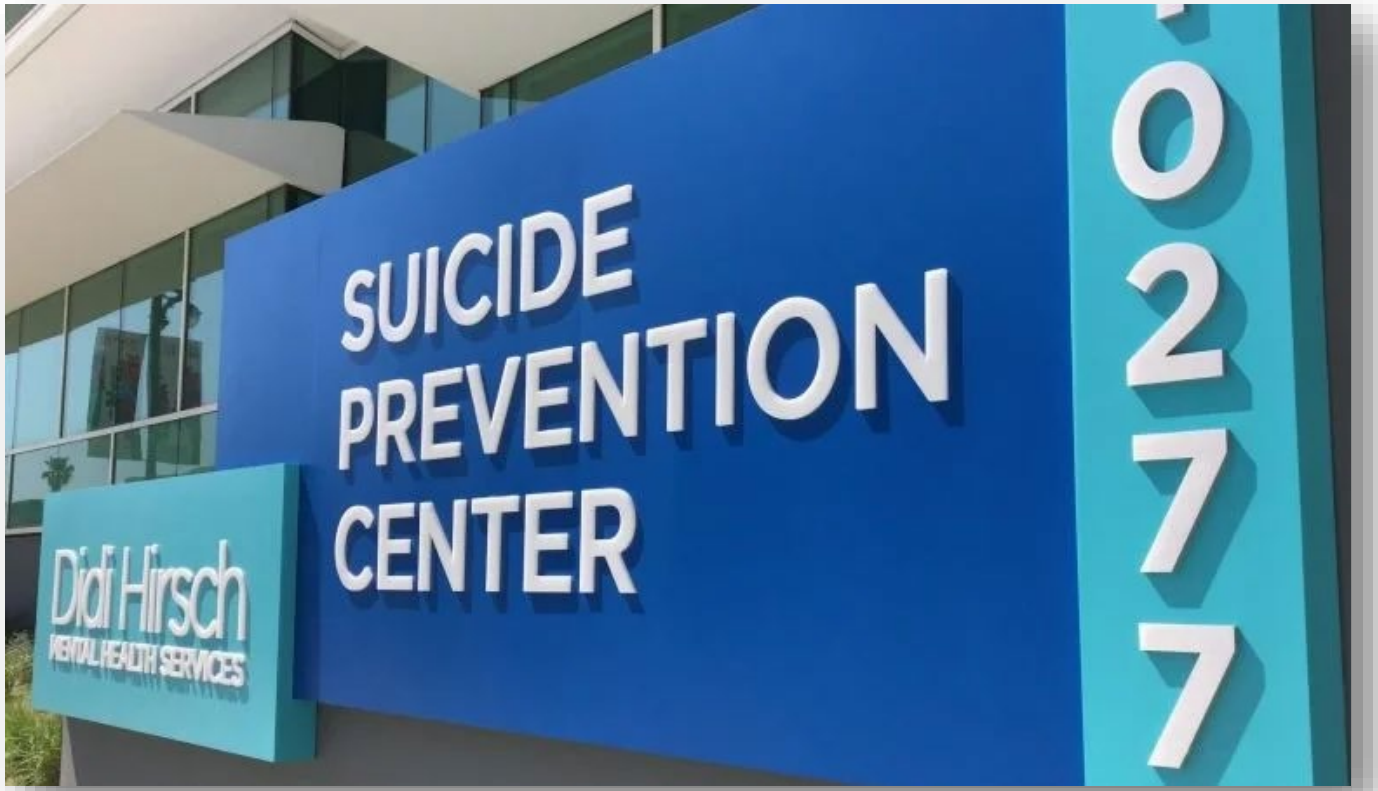
1	**Buckelew Suicide Prevention Program**
2	**Central Valley Suicide Prevention Hotline – Kings View**
3	**Contra Costa Crisis Center**
4	**Crisis Support Services of Alameda County**
5	**Kern Behavioral Health & Recovery Services Hotline**
6	**Optum**
7	**San Francisco Suicide Prevention Felton Institute**
8	**Santa Clara County Suicide and Crisis Services**
9	**StarVista**
10	**Didi Hirsch Mental Health Services**
11	**Suicide Prevention of Yolo County**
12	**Suicide Prevention Service of the Central Coast**
13	**WellSpace Health**



988 in California



Didi Hirsch SPC Crisis Line



- Founded in 1958 as the nation's first suicide prevention center
- Inaugural member of the Lifeline
- Chat/text services since 2012
- 1 of 3 Spanish 988 Centers in nation
- California's largest 988 center and one of the highest volume centers in the 988 network

The Reality of 9-8-8: *greater access to crisis care*

- A direct three-digit line to trained National Suicide Prevention Lifeline counselors will open the door for millions of Americans to seek the help they need, while sending the message to the country that healing, hope, and help are happening every day.
- In 2021, the Lifeline received nearly 3.7 million calls. With an easy to remember and dial number like 9-8-8, the Lifeline hopes to reach many more people in emotional crisis.

The Opportunity of 9-8-8: *a transformative moment for the crisis care system in the U.S.*

A 988 crisis line that is effectively resourced and promoted will be able to:

- Help **end stigma** toward those seeking or accessing mental healthcare.
- **Reduce** use of law enforcement, public health, and other safety resources.
- Meet the **growing need for crisis intervention** at scale.
- **Reduce healthcare spending** with more cost-effective early intervention.

The Opportunity of 9-8-8: *a transformative moment for the crisis care system in the U.S.*

Short-term goal

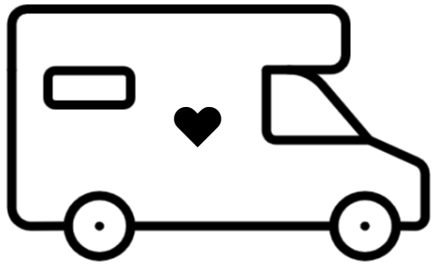
A strengthened and expanded Lifeline infrastructure to respond to crisis calls, texts, and chats anytime

Long-term vision

A robust system that provides the crisis care needed anywhere in the country

Long-Term Vision of 9-8-8: *a sturdy three-legged stool*

1. Someone to answer the call: 24/7 crisis call centers
   Right now. The building blocks.
2. Someone to respond: mobile response teams
   80% by 2025
3. Someplace to go: crisis stabilization centers, peer respite centers, short-term crisis residential homes
   80% by 2027



Long-Term Vision of 9-8-8: *a sturdy three-legged stool*

1. Someone to answer the call: 24/7 crisis call centers

   Right now. The building blocks.

Phase One:
Crisis Call Centers
are the Front Door to
Crisis Care Access

9-8-8
ANSWERING THE CALL

988 ≠ 911

Crisis call centers stabilize most situations over the phone through support, compassion, and guidance.

Protecting privacy, saving money, ensuring safety and empowering community members.

Which Number to Call: 9-1-1 or 9-8-8?

When you've got a medical, police, fire or rescue emergency, you call 9-1-1

When you have an urgent suicide or mental health crisis need, you call 9-8-8

9-1-1 is focused on dispatching EMS, Fire and PD

9-8-8 is focused on resolving the crisis telephonically (or via chat/text) – using the least invasive intervention

Over 95% are stabilized through crisis lines without any type of in-person response needed

Less than 1% need emergency intervention

What to Expect: 9-1-1 or 9-8-8?

911 EMERGENCY Fire Police EMS

- Medical Emergency: Paramedics/EMS will respond
- Public Safety Emergency: Police will respond
- Fire Emergency: Fire will respond
- Rescue Emergency: Police, EMS and/or Fire will respond

988 SUICIDE & CRISIS LIFELINE

- Suicide Crisis: Connection to a crisis counselor
- Mental Health Crisis: Connection to a crisis counselor
- Imminent Risk Crisis: Connection to a crisis counselor

- Psychiatric Mobile Response
- Co-response Team
- Ambulance/Police

When to call 9-8-8...

- *I can't stop thinking about suicide and I really need to talk to somebody who won't judge me.*
- *I think my cousin is using drugs and I am worried about her.*
- *My friend is thinking about suicide and I want to know how to support them.*
- *I feel sad and lonely all the time. I can't seem to shake it off and I don't know how much longer I can go on like this…*
- *One of my students is going through a really hard time. He's nervous about calling the crisis line but agreed to do it together…*

What happens when you call 9-8-8...

A trained, caring and compassionate crisis counselor will answer your call (or chat or text) and invite you to talk about what is going on.

As they listen to your story, they will also likely

- Ask what they can call you (your first name)
- Ask a few demographic questions about you or the person you are calling about
- Ask suicide safety assessment questions
- Collaborate with you on a safety plan and/or next steps
- Provide you with local resources, if wanted
- Offer you a follow-up call, if needed

Key Take-Aways 9-8-8

- ✓ 9-8-8 service is not new; *only* the number is
- ✓ 9-8-8 can be used by individual in crisis or by a 3rd party (friend, parent, teacher)
- ✓ 9-8-8 is not a dispatch service; it *might* have access to dispatch in emergency situations
- ✓ 9-8-8 *could* be the springboard for creating better systems of crisis care and response

For Additional Information *about* 9-8-8:

- https://988lifeline.org/
- https://theactionalliance.org/resource/988-messaging-framework
- https://988answeringthecall.org/
- https://www.samhsa.gov/find-help/988/faqs
- https://vibrant.org/988/
- https://reimaginecrisis.org/

Additional Resources:

teen line
teens helping teens

THE TREVOR PROJECT
saving young lives

CalHOPE

PROJECT RETURN
PEER SUPPORT NETWORK

TRANS LIFELINE

YOUR Life YOUR Voice

KNOW THE SIGNS
Know the Signs » Find the Words » Reach Out

NAMI
National Alliance on Mental Illness

American Foundation for Suicide Prevention

LOS ANGELES COUNTY
DEPARTMENT OF MENTAL HEALTH
hope. recovery. wellbeing.

EachMind MATTERS
California's Mental Health Movement

Thank you for joining us!

Questions and Feedback

988 SUICIDE & CRISIS LIFELINE

Didi Hirsch MENTAL HEALTH SERVICES

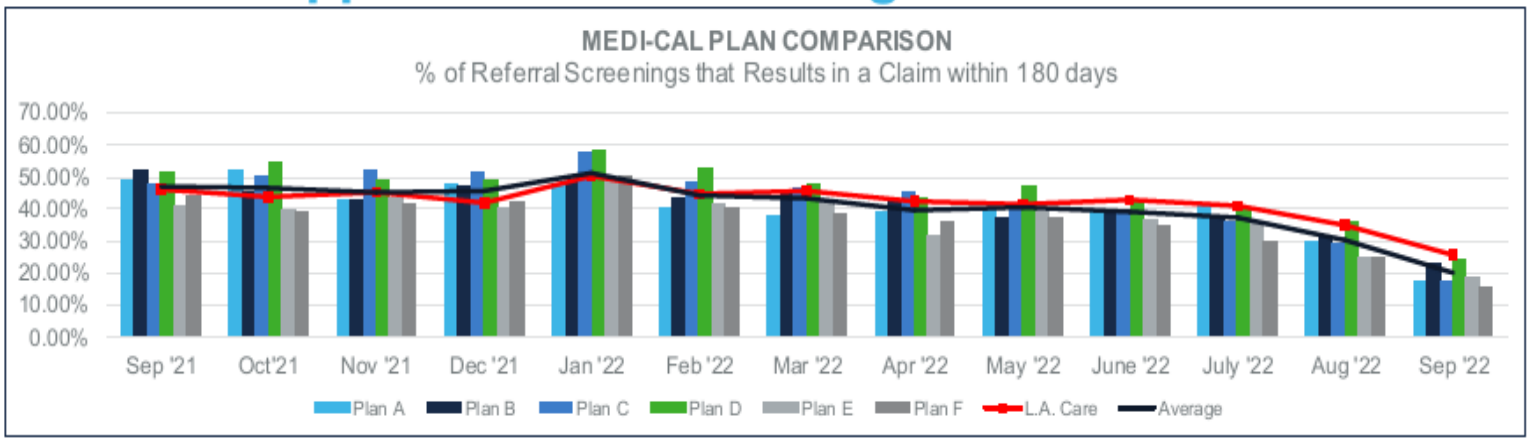
For more information, contact Sandri Kramer at skramer@didihirsch.org or 988@didihirsch.org

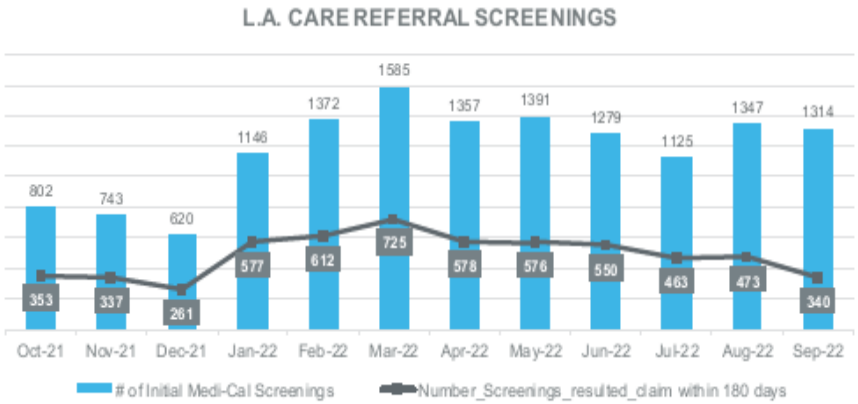
Behavioral Health Update for ECAC:

Outpatient Screenings
Outpatient Utilization
Grievances

January 11, 2023

Medi-Cal Appointment Screenings Conducted





	Q1	Q2	Q3*
# of Initial Screenings	4,103	4,027	3,786
% of Screenings that resulted in a Claim	46.90%	42.33%	34.05%

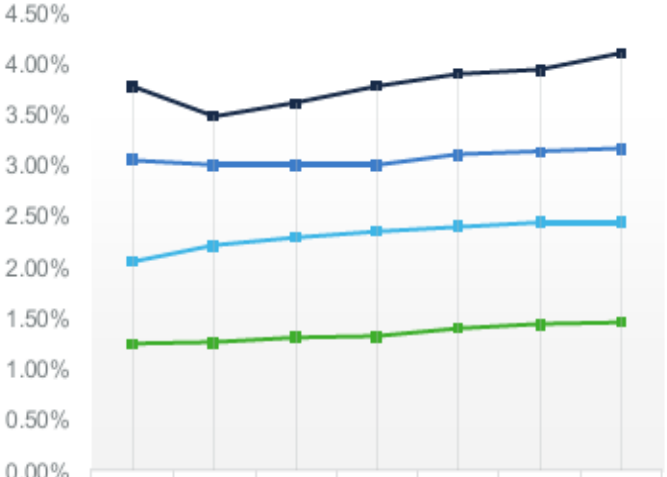
*Q3 claims are still being processed

beacon

Outpatient Utilization by Line of Business

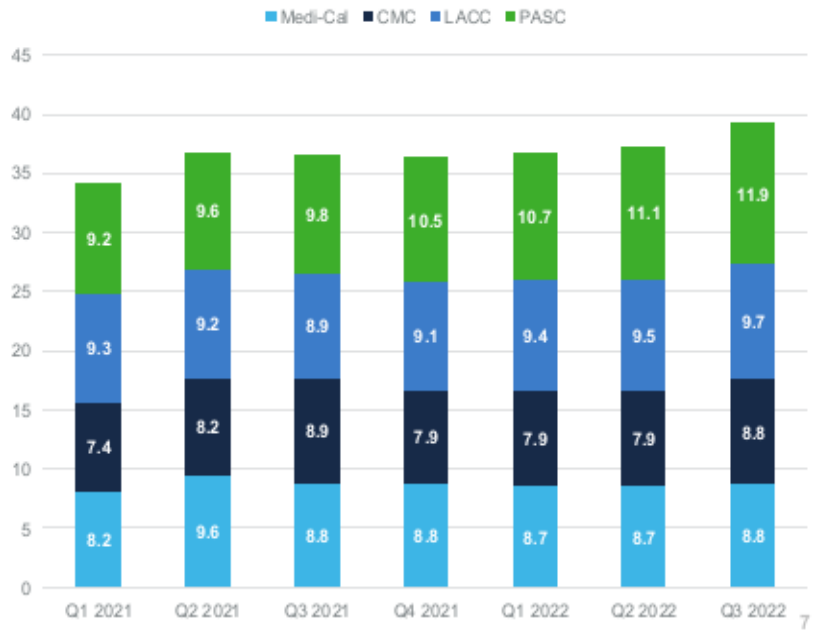
A continued trend of increase in utilization across all LOBs including average number of visits

PENETRATION RATE - ROLLING 12 MONTHS



	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022
Medi-Cal	2.05%	2.21%	2.29%	2.35%	2.40%	2.44%	2.44%
CMC	3.77%	3.48%	3.61%	3.78%	3.90%	3.94%	4.10%
LACC	3.05%	3.00%	3.00%	3.00%	3.10%	3.13%	3.16%
PASC	1.25%	1.26%	1.31%	1.32%	1.40%	1.44%	1.46%

AVERAGE VISITS PER MEMBER - ROLLING 12 MONTHS



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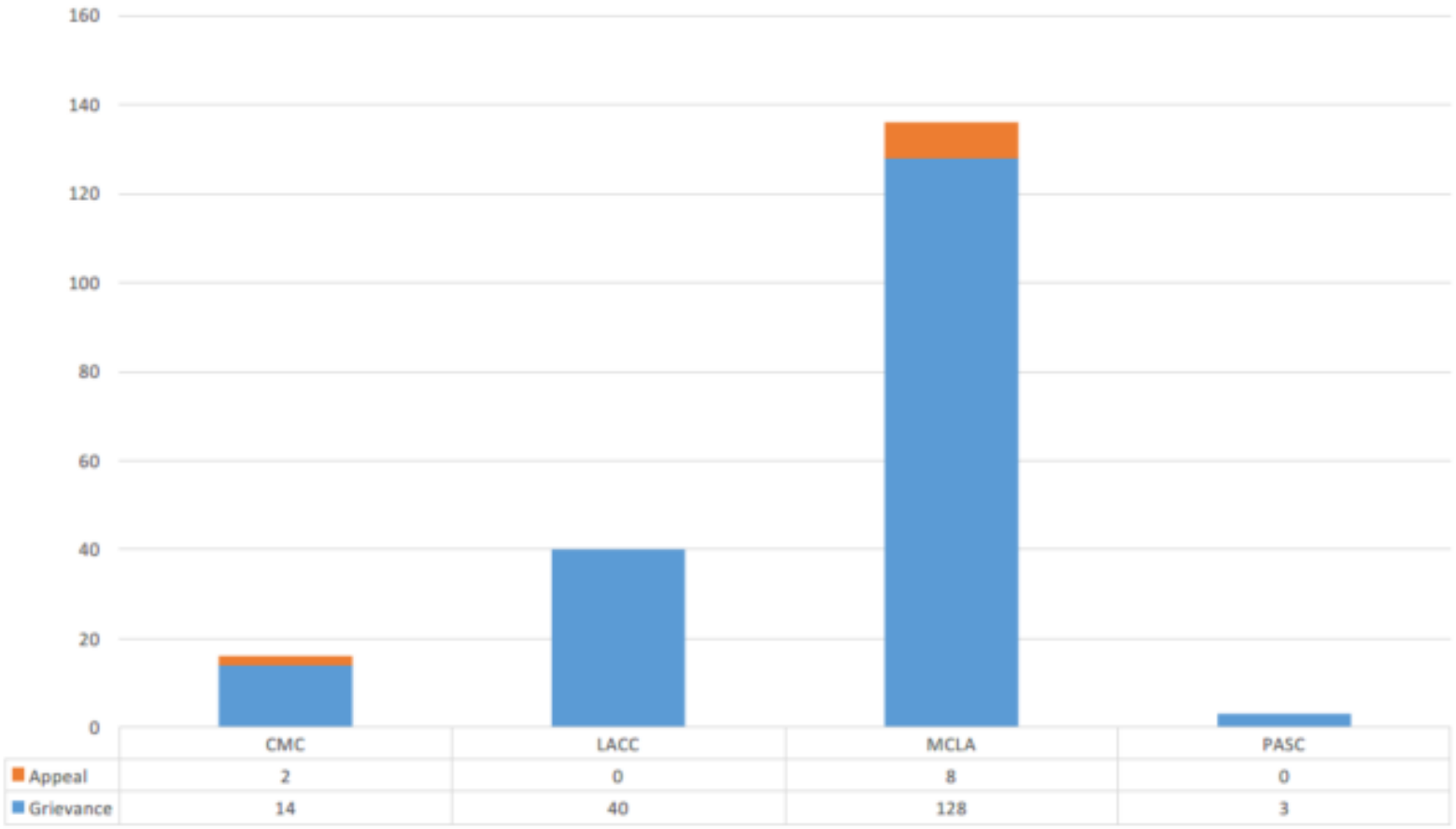
A&G Behavioral Health - Case Volume Q3



	CMC	LACC	MCLA	PASC
Appeal	2	0	8	0
Grievance	14	40	128	3

- Total of 10 Appeals were received from July – September 2022
  - We did not receive any appeals from LACC and PASC members
- Total of 185 Grievance and Exempt Grievance cases received from July – September 2022