

# 988 and MCT Connections

06/05/2024



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**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration



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# Disclaimer

The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services, the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services.

# Objectives

- Synopsis of the 988 Contact Center & Mobile Crisis Teams (MCT) Connections Summit
- Review data from the initial and 3-month feedback surveys
- Discuss action steps and upcoming initiatives

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# 988 Contact Center & MCT Connections Summit: Background

- Collaboration between SAMHSA and Vibrant Emotional Health
- Held on December 6-7, 2023 in Rockville, MD
- **75 Participants representing:**
  - 35 states & 2 territories
  - 37 attendees from 988 Contact Centers
  - 13 attendees from local MCTs, Co-Response Teams, and Community Response Teams
  - Multiple agency and population sizes, geographic locations
  - CCBHCs, CCRP, and FQHCs
  - Tribal nations, and Deaf & Hard of Hearing, LGBTQ+, and BIPOC communities
  - SAMHSA, Vibrant, State Leads, Community Organizations, and National Partners

# 988 Contact Center & MCT Connections Summit: Purpose & Objectives

- The **purpose of this Summit** was to bring together ideas, perspectives, and experiences from across the US states and territories as a brave space for in-depth, meaningful conversations and action planning regarding the interconnectedness between 988 Contact Centers (988) and local Mobile Crisis Teams (MCT).
- **Three main objectives:**
  - **Mutual Learning** through collaborative discussion of successes and challenges in MCT connections to 988 Contact Centers.
  - **Envision** ways to enhance the 988 Contact Center to MCT triage and dispatch/referral processes to promote greater utilization of MCT as an alternative or enhancement to law enforcement responses.
  - **Analyze**, explore, and identify creative implementation strategies to collaboratively work towards mutual outcomes between 988 Contact Centers and MCTs

# 988 Contact Center & MCT Connections Summit: Agenda

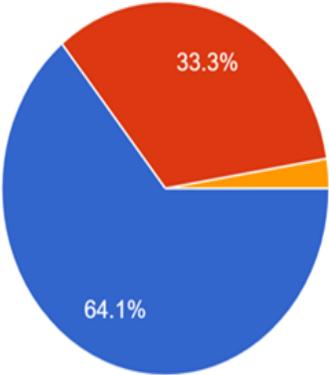
- Presentations by:
  - SAMHSA on their nationwide vision for the crisis continuum and the roles of 988 Contact Centers and MCTs, grant cohorts and funding opportunities, and CCBHCs
  - Dr. Goldman and Mr. Looper on their National Survey of MCT
- Two Speaker Panels
- Case Study Activity via breakout groups
- Discussions on:
  - Cross-discipline collaboration and partnerships;
  - Diverse & special populations' unique needs;
  - Trust and awareness of 988 and MCT systems by historically marginalized communities;
  - Workforce challenges



# 988 Contact Center & MCT Connections Summit: Initial Outcomes

The purpose of the Summit was overall met.

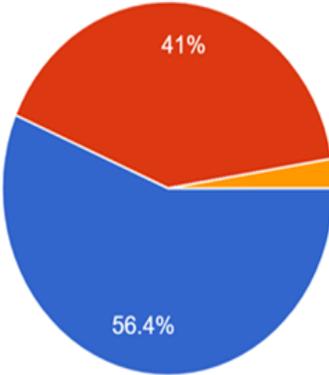
39 responses



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

The Summit objectives were overall met.

39 responses

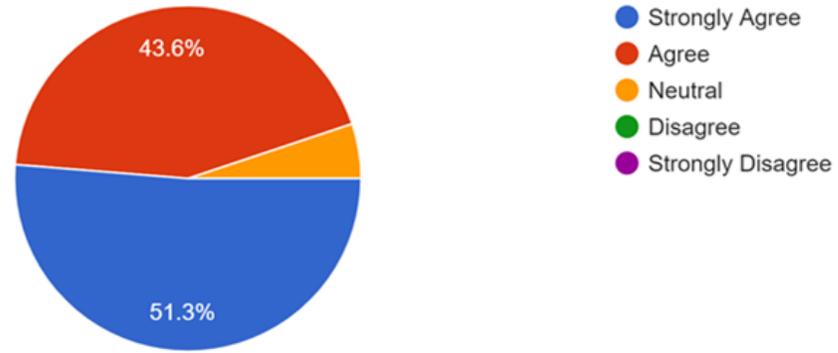


- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

# Summit Initial Outcomes & Follow-Up

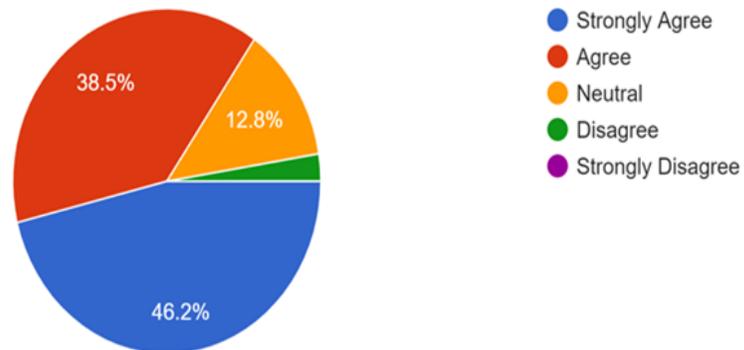
The Summit was applicable to efforts at my agency.

39 responses



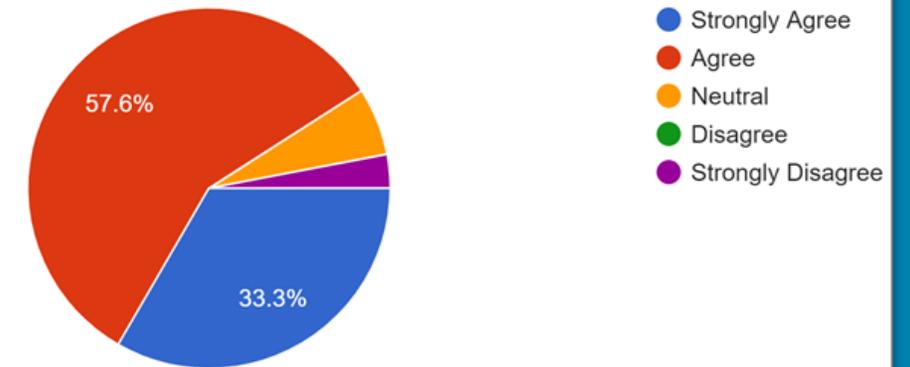
Participating in this Summit prepared me to successfully and effectively work with 988 and MCTs.

39 responses

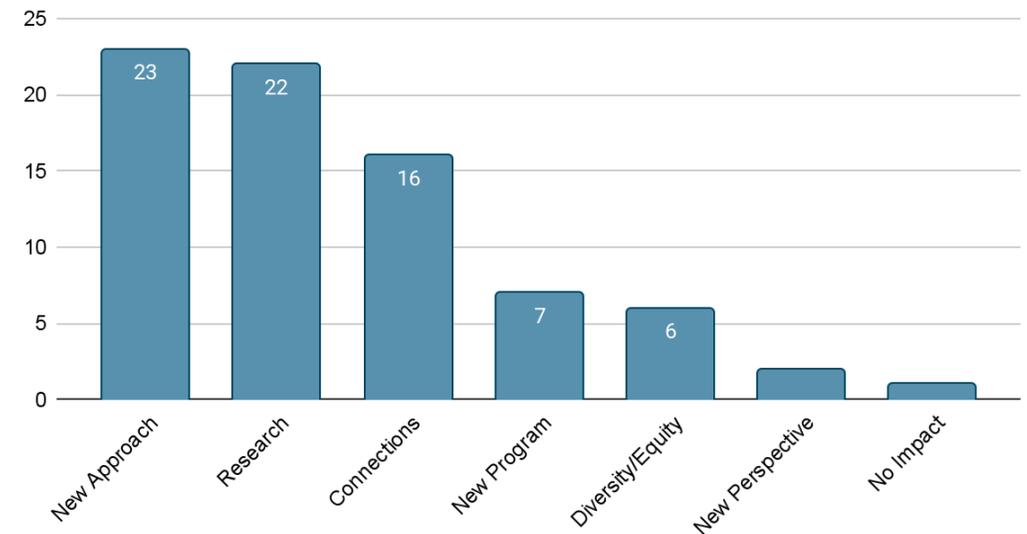


Did attending the Summit make a positive impact on your work or program?

33 responses



Impact of the Summit



# 988 Contact Center & MCT Connections Summit: Experience Feedback

*“Incredibly validating”*

*“We are all working hard to do the same thing,  
which is respond quickly and compassionately to  
those in crisis”*

*“Wonderful experience”*

*“More aware of funding opportunities”*

*“MCTs in our remote state could be possible”*

*“I gained a better understanding of the crisis  
continuum”*

*“No one MCT/988 Center is alike”*



# Recommendations & Action Steps

✓ Decision-makers in the room	✓ Executive Summary & Literature Publication
✓ Continued conversations & networking	✓ Guidance documents
✓ Data discussions	✓ Working groups
✓ Systemic change	✓ Webinars & Training
✓ Geo-routing	✓ Mobile Crisis Finder Tool

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A person wearing blue scrubs is shown from the chest down, with their hands clasped over another person's hand. The background is a soft, out-of-focus blue and white. A dark blue rectangular box is overlaid on the image, containing the text.

**Thank you**  
*for your time.*

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