

NC Department of Health and Human Services

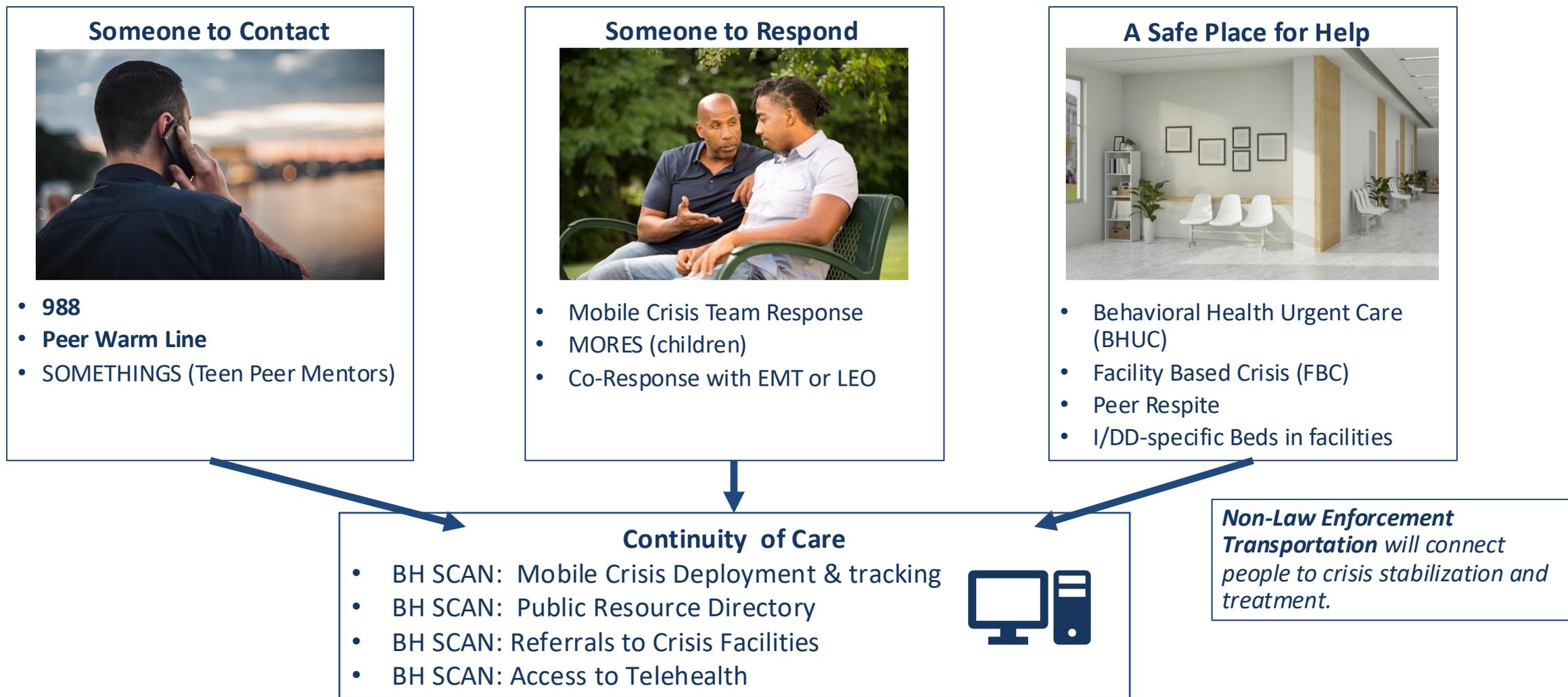
NC 988 and Peer Warmline

Kelly Crosbie, MSW, LCSW
Director

**Division of Mental Health, Developmental
Disabilities and Substance Use Services**

North Carolina – Implementing Effective Response to Mental Health Crisis

DMHDDSUS' crisis to care model helps ensure people have **alternatives to emergency departments and law enforcement** when seeking crisis services.



NC Crisis Investments - FY24-26

Crisis Investments were targeted toward **Someone to Contact, Someone to Respond, and A Safe Place for Help.**

Strengthening the Crisis System*

\$14M

Increasing Crisis Response

2 Additional lines to support 988 (Peer Warm Line and SOMETHINGS for youth)

Expanded Law-Enforcement Co-Response crisis models to cover **4 counties**

Expanding **MORES teams** (child focused mobile crisis responders) in **16 counties**

\$58M

Increasing Crisis Facility Capacity

32 Child Beds at 2 Facility Based Crisis Centers

80 Adult Beds at 5 Facility Based Crisis Centers

12 24/7 Behavioral Health Urgent Care (BHUC)

6 New peer respite centers

2 New transitional residential treatment homes for children

\$20M

Non-Law Enforcement Transportation

Request for Proposal released for Non-law enforcement transportation (NLET) pilot program

Expected **pilot launch** late Fall 2025

\$20M

Enhancing Crisis Technology (BHSCAN)

Expanded **bed tracking** for community crisis facilities and residential facilities (PRTF)

Launching **Mobile Crisis Dispatch & Tracking Pilot**

Expanded **telehealth** in schools.

Providing funding for provider **EHR enhancements**

*Dollars represent investments committed to date and do not include administrative dollars.

Someone to Contact

North Carolina Division of Mental Health Developmental Disabilities and Substance Use Services

988 Rollout July 2022



- One statewide 988 call center Operated but REAL Crisis Intervention Inc
- Collaborating with DMHDDUS since 2012 as the only National Suicide Prevention Lifeline in NC
- Transitioned to 988
- REAL answers call, chats and texts for all 100 counties
- Over 35% increase in call volume in first year

Identified Need – July 2023

- 40% of callers reaching out to 988 were repeat callers
- Many daily callers -looking for some someone to talk to -
- Wanted to offer the support of Certified Peer Support Specialist

988 Performance Dashboard

North Carolina 988 Performance Dashboard

Past 12 Months (6/24-5/25)



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Mental Health,
Developmental Disabilities and
Substance Use Services

The 988 Suicide & Crisis Lifeline offers 24/7 call, text, and chat access to trained crisis counselors who can help people experiencing suicidal, substance use, and/or mental health crisis, or any other kind of emotional distress. When an individual contacts (defined as a call, chat, or text) 988, the contact goes to the National Operator (Vibrant Emotional Health). The individual may choose a specialized hotline (Veteran, Spanish, LGBTQ+), which will route them to a specialized call center. If they don't choose a hotline, their area code is used to route them to the NC 988 call center (REAL Crisis Intervention Inc.). If a contact is unanswered by the NC 988 call center after 2 minutes, it is routed back to the National Operator for a response.

137,319

NC Contact Volume

98.0%

NC 988 Call Center Answer Rate

14.2 seconds

Avg Time to Answer Calls (NC 988 Call Center)

45.5%

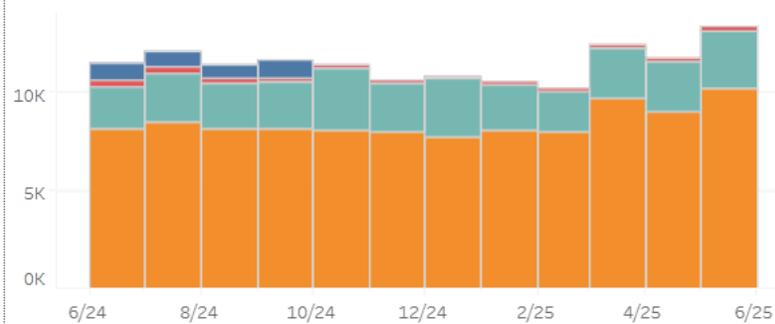
of Contacts are from Repeat Callers (NC 988 Call Center)

6.9%

of Contacts Referred to Mobile Crisis (NC 988 Call Center)

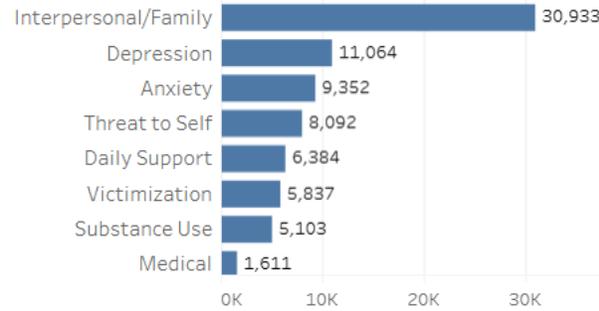
Contact Volume

Veteran, Spanish, LGBTQ+ (missing beginning 10/24), NC 988 Call Center



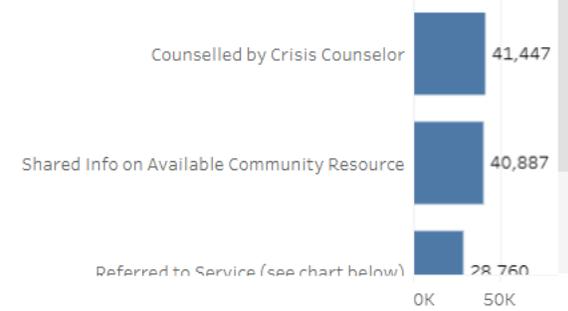
Reason for Contacting 988 (NC 988 Call Center)

Caller can report multiple reasons



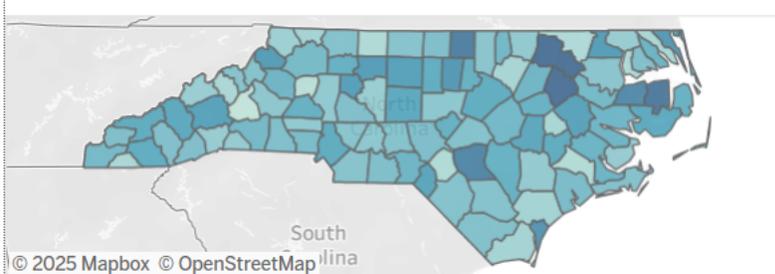
Support Offered by 988 (NC 988 Call Center)

Caller can receive multiple supports

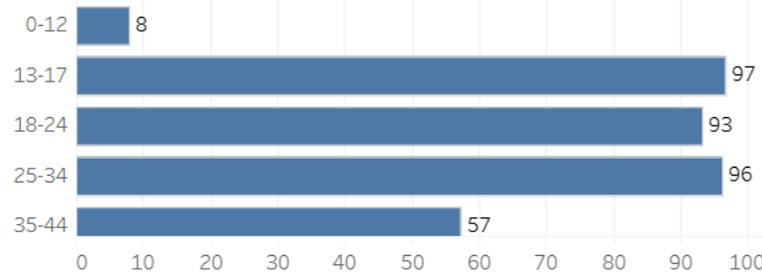


Contacts Per 10K

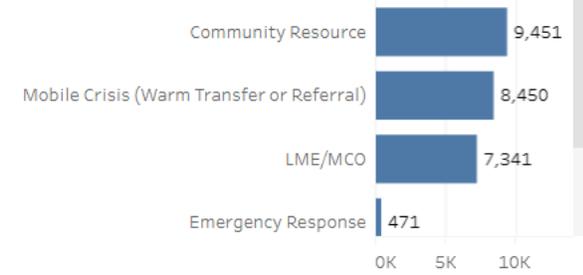
0 to 150



Contacts per 10K by Age Group (NC 988 Call Center)



Service Caller Referred To (NC 988 Call Center)



The Statewide Peer Warmline

- May 2023 NC released a competitive Request for Applications (RFA) for a statewide peer warmline.
- Awarded to Promise Resource Network (PRN) in late summer 2023
 - PRN is independent peer organization
 - All staff are Certified Peer Support Specialists
- NC Statewide Peer Warmline was launched on February 20, 2024
- 24/7 access to Peer Support Specialists who offer non-clinical support and resources to those in crisis
 - Offer a unique perspective of shared experiences
- People can call the Peer Warmline directly OR 988 can do a warm transfer
- Their unique expertise helps reduce stigma while strengthening overall engagement in care
- Available to all North Carolinians – regardless of payer or county of residency



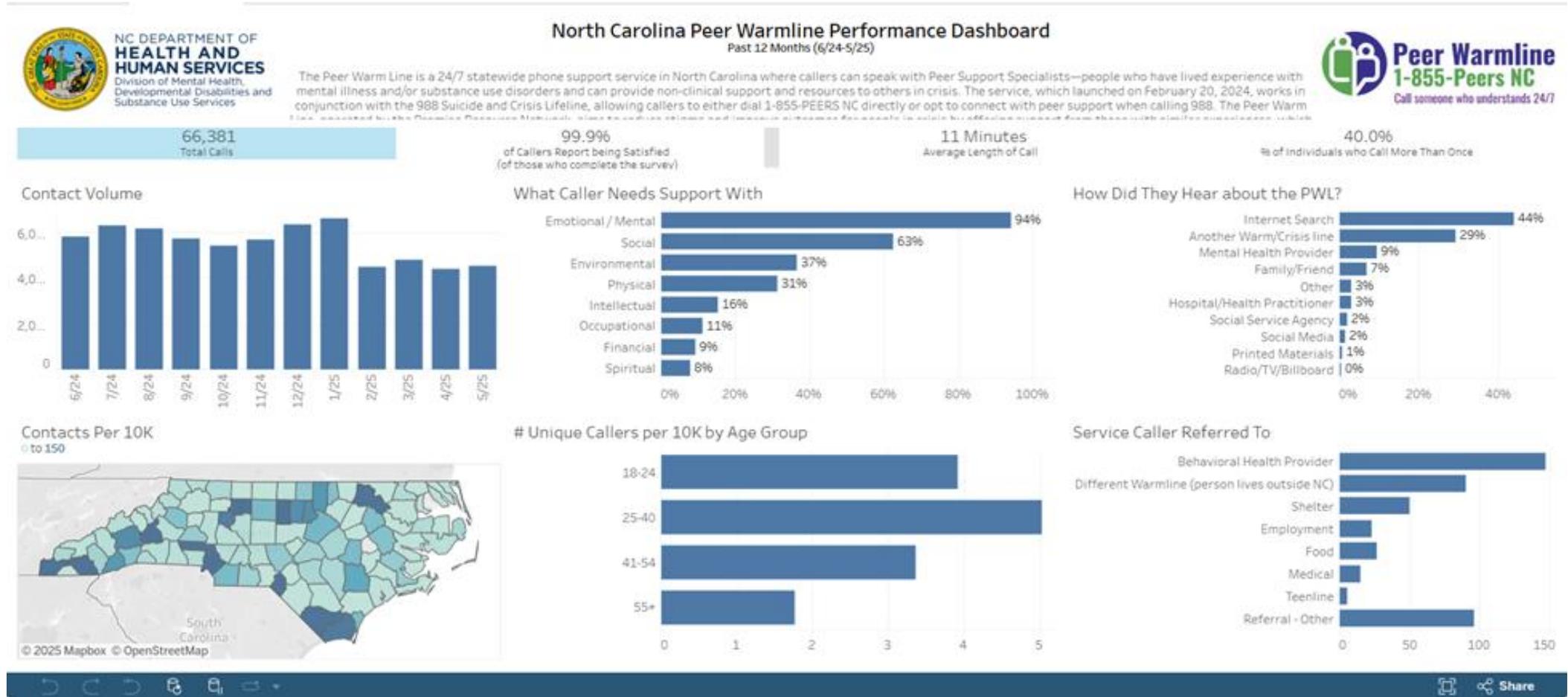
NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES



Establishing the Peer Warmline

- Identify an easy to remember number -855-PEERS NC
- 988 and PWL established an MOU
- Weekly collaborative meetings with DMHDDSUS, 988 and PWL prior to and post launch
- Identify data collection for both lines
- Established training for both call centers to understand
 - Roles of each call center – helps with decreasing stigma and education
 - Appropriate transfers

Peer Warmline Performance Dashboard



Visit the [Peer Warmline Dashboard](#) webpage

Peer Warmline Data (from Feb. 2024 – March 2025)

- **78,000 Callers**
- **Average age between 25-40**
- **99% satisfaction rate of the 56,297 callers who responded to survey**
- **Average call length 11 min**
 - 40% individuals call a 2nd time (indicating they find the service valuable)
- **The 3 most common challenges:**
 - 1) emotional/mental challenges (93%),
 - 2) social challenges (55%)
 - 3) environmental challenges (34%)



Peer Warmline Data (from Feb. 2024 – March 2025)

Of those referred to a service:

- 30% were reported to some other type of service (e.g., usually to their LME/MCO or to a website with resources).
- 28% referred to a behavioral health provider in their community
- 23% referred to a different warmline (usually if caller lives outside of N.C.)
- 17% referred to a shelter/employment/food/medical

The Division is working with the PWL operator to enhance the referral categories, so we are more specific than “Other”. The PWL operator has also shared with the Department that they are making more referrals than reflected in the data, and that they are working with their staff to most consistently capture this data.

NEW: NC Mental Health Crisis Services Campaign

When life feels overwhelming, *help is here*. [North Carolina crisis services](#) provide compassionate, confidential, and non-judgmental support to connect individuals and families with the care they need.

New Landing Page

Available in [English](#) and [Spanish](#), that uses easy-to-understand language to describe and connect to our services.

Searchable Map

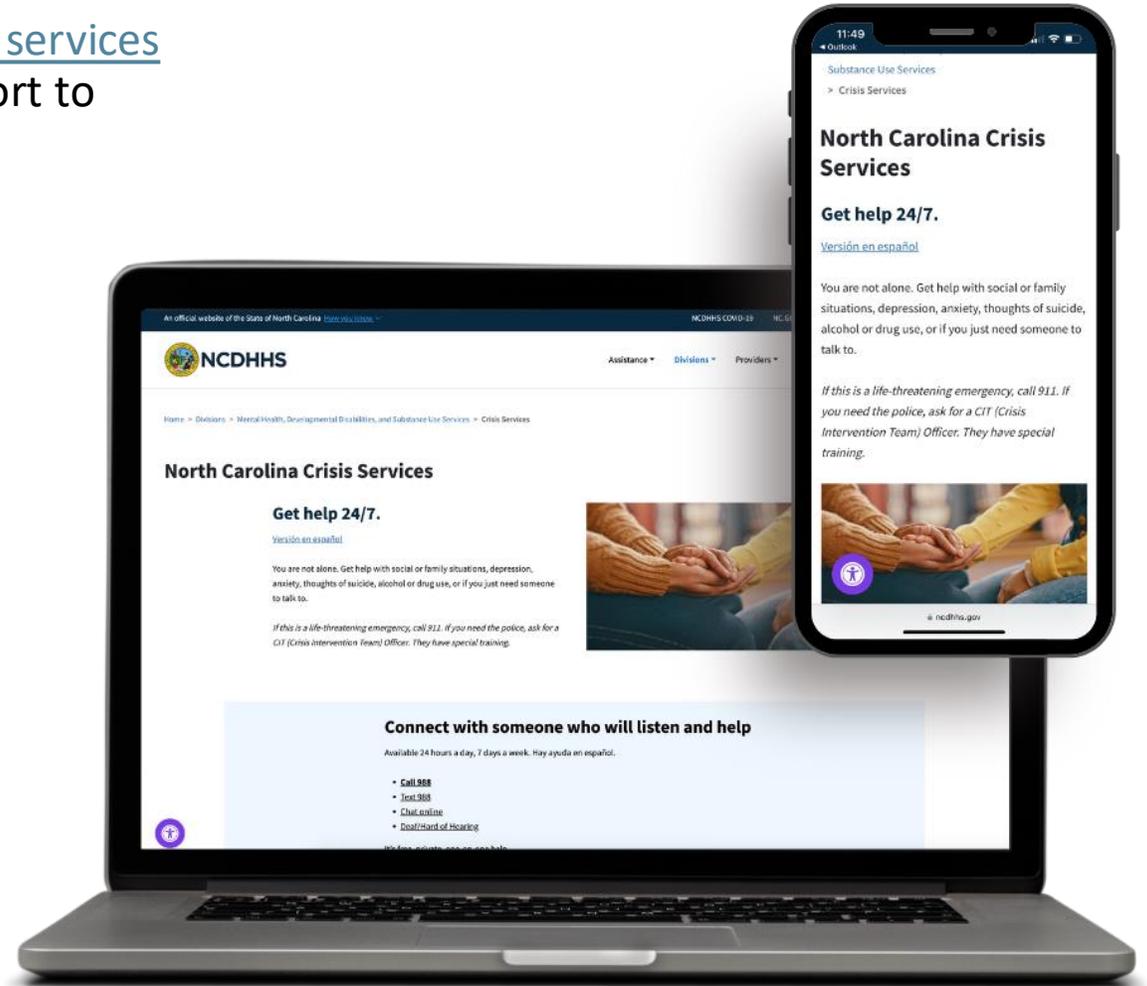
[Find community crisis centers \(Spanish\)](#), including behavioral health urgent cares and facility-based crisis centers.

Zip Code Search

Type your zip code into the "Search" field to [find a mobile crisis team \(Spanish\)](#)

Google Search Ads

To support people actively searching for information



Questions?