



988: TWO YEARS OF LIFE-SAVING IMPACT IN UTAH

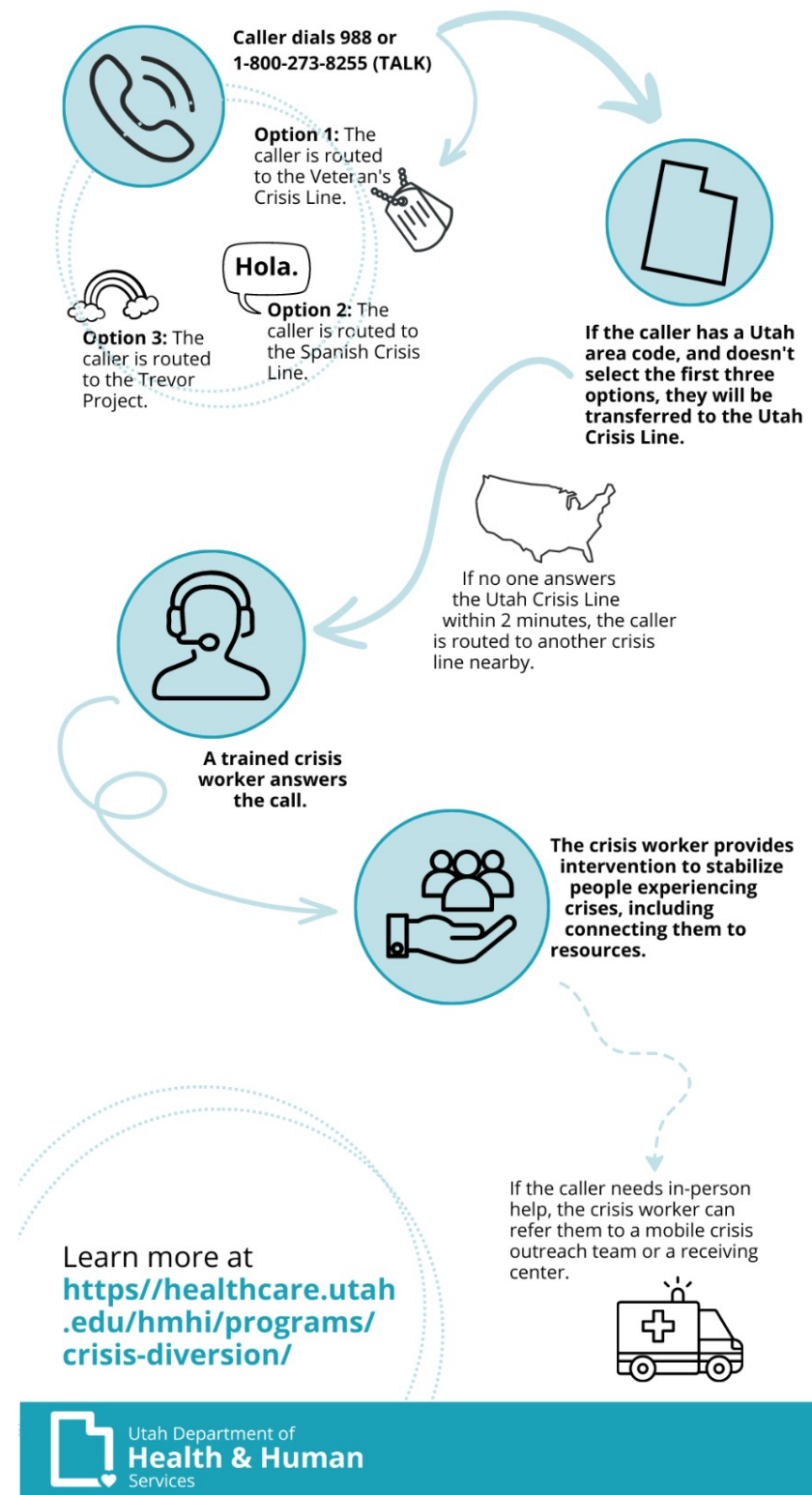
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WHAT IS 988?

- Three-digit dialing code to access the National Suicide Prevention Lifeline network
 - New number, same lifesaving services
- Callers from Utah area codes routed to Utah Crisis Line
 - Staffed 24/7 by HMHI certified crisis workers
- Only Utah affiliate with national network of 200+ centers
- Launched July 16, 2022





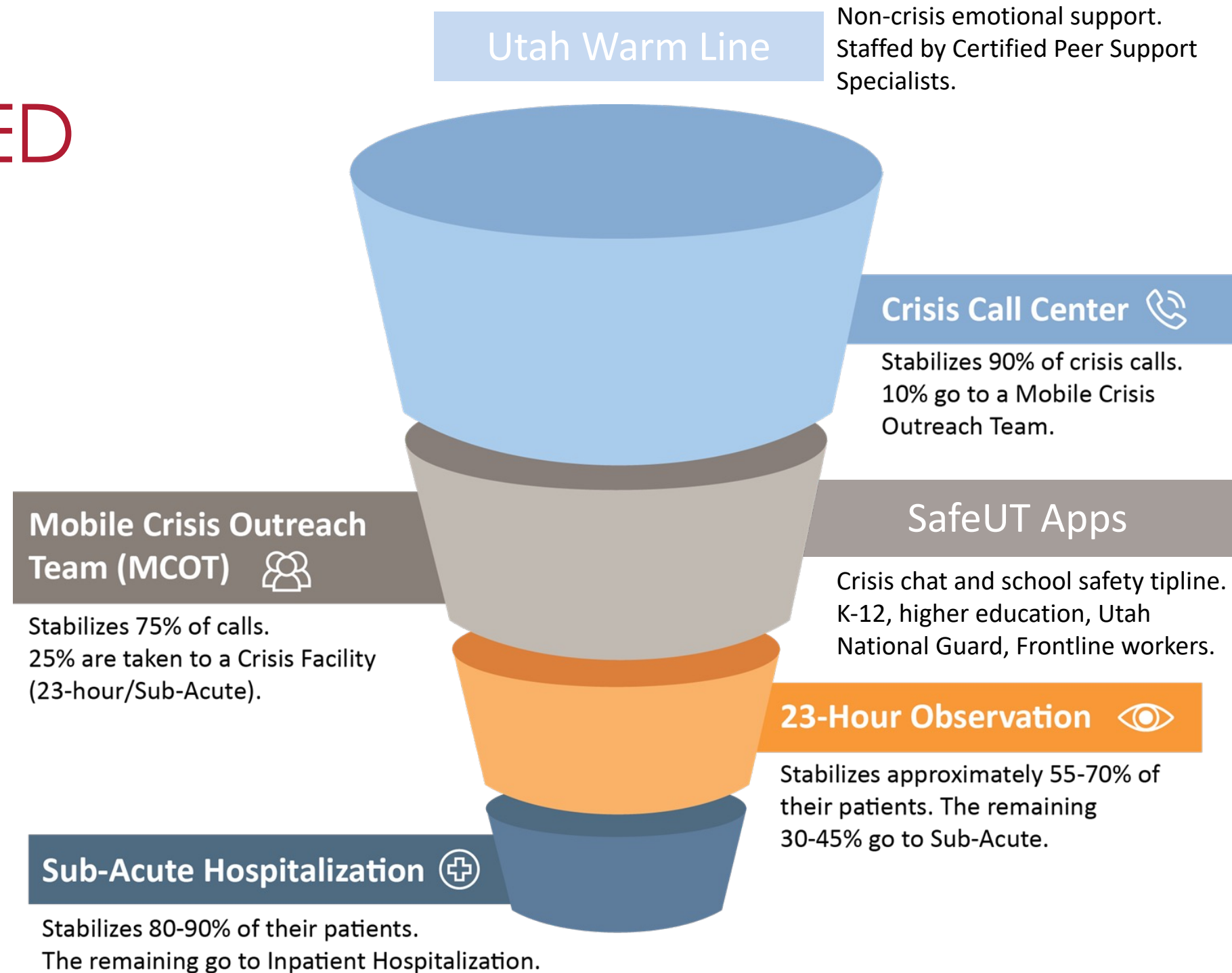
CALLING 988 IN UTAH

- Free, confidential, 24/7 crisis support
- “Air Traffic Control” for statewide mental health resources
 - Utah Crisis Line deploys MCOT statewide
- Reduce law enforcement involvement in mental health crises
- Connect callers & texters to resources and/or least restrictive, most appropriate level of care
- Localized georouting anticipated by end of 2024 (vs. area code-based routing)

UTAH'S INTEGRATED CRISIS SYSTEM

Integrated services based on SAMHSA national best practice model

1. Someone to talk to
2. Someone to respond
3. Somewhere to go



988 IN UTAH – FY24

(7/1/23 – 6/30/24)



91,779 crisis calls received in FY24



85,640 callers supported



93% in-state answer rate



10,217 chats and texts received (service launched FY23)

988 IN UTAH – TWO YEARS LATER

FY23 + FY24 (7/1/22 – 6/30/24)



188,454 crisis calls received (988 + local Utah Crisis Line)



172,251 callers supported (988 + local Utah Crisis Line)



91% in-state answer rate



10,846 chats and texts received (service launched FY23)

UTAH'S 988 IMPACT

FY23 OUTCOMES

90% resolved over the phone

5% referral to MCOT

3% referral to higher level of care

2% emergency service intervention
(coordinated with law enforcement or Fire/EMS)

FY24 OUTCOMES

83% resolved over the phone

10% referral to MCOT

4% referral to higher level of care

3% emergency service intervention
(coordinated with law enforcement or Fire/EMS)

LOOKING AHEAD

- Expanding 988 chat and text in Utah to 24/7 coverage
- Increasing 988 follow up calls
- Statewide marketing and advertising campaigns in collaboration with DHHS and Boncom
- Ongoing collaboration with key statewide partners
 - 911 dispatch & 988 integration
 - LMHAs and statewide MCOT
 - Law enforcement, fire, and EMS

THANK YOU!
ANY QUESTIONS?

