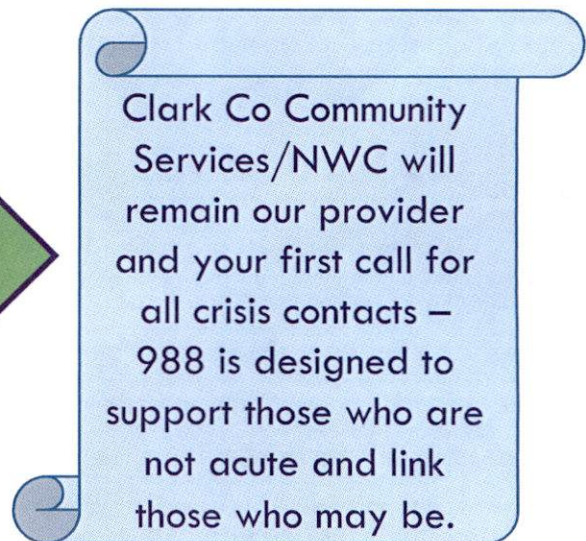
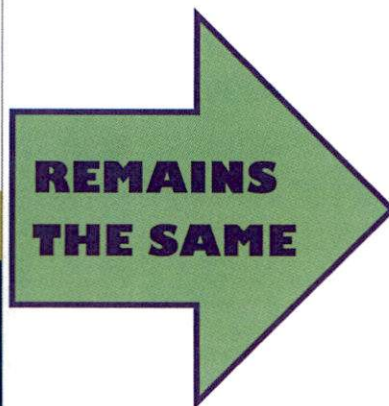
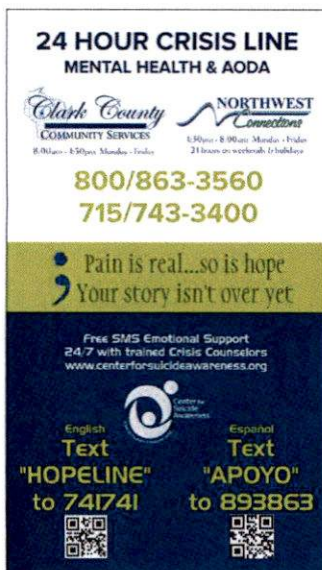
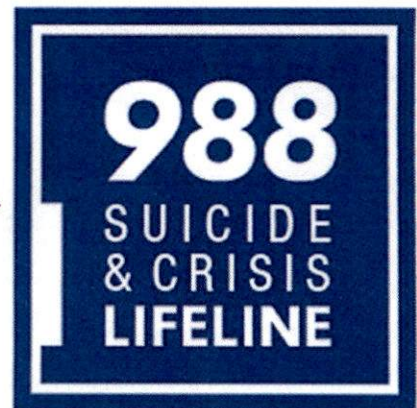
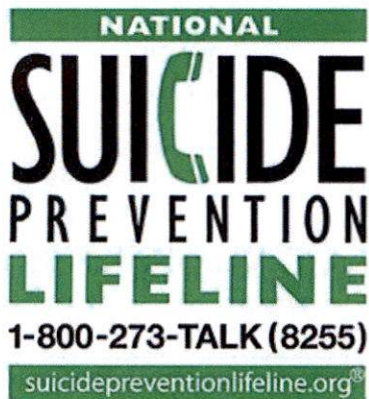


Have you heard?

Crisis Services: 988 Implementation in Clark County



MAKING IT EASIER TO GET HELP

Anyone present in Clark County has two options for voice support in a Crisis situation, our local line and the National Suicide Prevention Lifeline. Clark County Community Services/Northwest Connections will continue to provide our local 24/7/365 Crisis Line, which is always staffed by Mental Health professionals who are able to assist in accessing interventions of varying restrictiveness, including inpatient behavioral health facilities. This will not change with the implementation of 988.

As of July 16, 2022, anyone in the United States can call or text 988 or use an online chat tool to access the National Suicide Prevention Lifeline. The name of the service will be changing to the 988 Suicide & Crisis Lifeline. You currently know this service by the number 800-273-TALK. After two years of planning, this nationwide service will now have a three digit number to text or call! Please continue to call 800-273-8255 for the National Suicide Prevention Lifeline until the launch of 988.

ABOUT 988

- 988 is a new way to access the National Suicide Prevention Lifeline and comes with a new name.
- 988 will accept calls, texts, and online chats from anyone who needs support for a suicidal, mental health, and/or substance use crisis.
- People can also contact 988 if they are concerned about a loved one in crisis.
- After July 16, 2022, the Suicide & Crisis Lifeline will be accessible through 800-273-8255 and 988.
- Wisconsinites who use 988 will connect with Wisconsin Lifeline.

ABOUT WISCONSIN LIFELINE

Wisconsin Lifeline is the only National Suicide Prevention Lifeline affiliated call center in Wisconsin. Wisconsin-based calls, texts, and online chats to the National Suicide Prevention Lifeline (soon to be 988 Suicide & Crisis Lifeline) are answered by counselors connected to Wisconsin Lifeline. The counselors are trained to listen and support callers through their distress with a focus on de-escalation and coping skills. The counselors may also help connect callers with local resources (in our case, Community Services/Northwest Connections), and offer follow-up to help support continued coping needs. <https://www.familyservicesnew.org/service/wisconsin-lifeline/>

PREPARING FOR 988

For individuals

- Wisconsin Lifeline counselors are trained to reduce the stress of your challenge, provide emotional support, and connect you with local resources.
- Wisconsin Lifeline is not able to send an in-person response directly. A direct in-person response requires a transfer to Clark County Community Services/Northwest Connections and could involve law enforcement.
- If you or someone you know is in imminent danger, call 911.

For county and municipal governments

- Clark County Community Services/Northwest Connections will continue to be your local resource. If calls come into 988 and require intervention, they will be transferred to our local line. (This is current practice as well)
- Wisconsin Lifeline will transfer a 988 contact to a county's crisis program if the person consents and desires more services than Wisconsin Lifeline can provide.

For 911 centers

- The National Emergency Number Association has a 911-988 Interoperability Standards Workgroup that will release best practice recommendations on 911 and 988 interactions this summer.
- Wisconsin has a statewide 911-988 Workgroup that has been meeting since last year and will continue to meet through the implementation of 988.

FOR MORE INFORMATION VISIT:

<https://www.dhs.wisconsin.gov/crisis/988.htm>

<https://www.samhsa.gov/find-help/988/faqs>