

Rapid Response & 988

New Hampshire's approach to crisis system transformation



Background Drivers

DHHS 10-year mental health plan calls for enhanced regional delivery of mental health services for children, youth, and adults

DHHS 10-year mental health plan calls for a centralized portal with a single source phone-based access point

NH Children's System of Care (SB 14 2019) requires statewide mobile crisis services for children and youth

The **Governor's Commission on Alcohol and Other Drugs** 2019-2021 Strategic Plan calls for a “one-stop shop” model to manage crisis calls and to create mobile crisis response teams

National best practices of Crisis Now and the transition of the National of the Suicide Prevention Lifeline to 9-8-8



Overview of the Rapid Response Model

1. Statewide Access Point

A 24/7 centralized statewide crisis operations center that provides centralized phone triage, initial assessments, brief interventions, deployment, coordination of regional crisis services.

2. Local Face-to-Face Services

Teams are deployed to facilitate community-based face-to-face assessment and interventions for children, adults, and/or families experiencing a behavioral health crisis.

Regional teams also offer location-based services for drop-off and drop-in episode based crisis interventions.

Follow-up services (both clinical & peer) are offered for all individuals not currently engaged in treatment.





Crisis Response that is:

- Available to children and adults
- Integrated mental health and substance use care
- Person-centered
- Recovery oriented including peer responders
- Trauma-informed
- Committed to Zero Suicide/Suicide Safer Care
- Dedicated to upholding safety of individuals served and responders

NH Rapid Response

Model Explained

On January 1, 2022 the New Hampshire DHHS launched a **single Statewide Number & Statewide Mobile Crisis Response Teams**

These services are available through call text and chat via 833-710-6477 and www.nh988.com anywhere in NH and across the lifespan.





How does it work?

What happens when I call?

- The Access Point will screen each incoming call/text/chat and determine an appropriate level of care for the individual and their family
- If needed, the Access Point can facilitate mobile deployments and/or connections to location-based services at the local community mental health center
- This could mean having the crisis resolved remotely, having a Rapid Response Team deployed to the community, or a referral to another provider
- Follow up services are provided based on collaboration with the individual and family based on need and comfort level





Planning for 988 in NH



On July 16, 2022 the National Suicide Prevention Lifeline will transition to an easy to remember three digit number to address mental health, substance use, and suicidal crisis.

Opportunity for States to strengthen community - based crisis response systems through:

- 24/7 Centralized Crisis Call Center
- Mobile Outreach
- Crisis Stabilization

So, what changed in July?

The NH Rapid Response Access Point number remains available for a NH specific response

National Suicide Prevention Lifeline number transitioned from 1-800-273-8255 to 9-8-8 Suicide and Crisis Lifeline

New Hampshire's Lifeline Network providers (Headrest and Beacon Health Options) will work together to answer calls, chats and text to 988

Expanded serviceable population for people experiencing suicidal, mental health, and substance use crises

Coordination with NH 911, NH 211, local Community Mental Centers, the Doorways and other service providers



Call Early. Call Often.

Emotional Distress



Substance Use



Mental Health



Suicidality



How you can help?

- Share the information with your community, friends and family members
- Save **833-710-6477** in your phone
- Call or text 833-710-6477, visit www.NH988.com

- Support these crisis system improvements
- Utilize the system and provide feedback

