



STAR VISTA



StarVista Crisis Center

Introduction to 988

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Crisis Intervention and Suicide Prevention Hotline
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THE STARVISTA CRISIS CENTER



StarVista Crisis Center

**Youth Stabilization
Opportunity and Support
(YSOS)**

24/7 Mobile Response for SMC
Youth ages 0-25
Partners with Family Urgent
Response System (FURS)

**24/7 Crisis Intervention and
Suicide Prevention
Hotline**

Receives local crisis calls
Receives calls into 988 with 650 and
some 415 area codes

Teen Crisis Services

Peer-supported crisis text and chat
for teens 13 years
old and up

24/7 Crisis Hotline

24/7 Suicide Crisis Hotline for San Mateo County 650-579-0350

- ✓ 3rd suicide hotline created in California
- ✓ Oldest program of StarVista
- ✓ We answer around 13,000 calls annually

What We Provide:

- Over-the-phone crisis intervention
- Local resources and information
- Suicide risk assessment
- Dispatching of Youth SOS
- Emotional support
- Limited follow-up

Founded in 1966 by suicide
prevention pioneer Charlotte Ross



Meet The Hotline Team



Taylor Coutts, ASW
Program Manager

- Been with CISPC since May 2021
- Foster mama and military spouse
- Lover of dogs, appetizers, baseball, warm weather and the beach

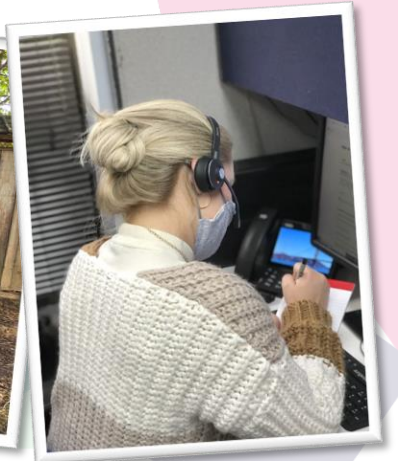
David Hoekenga
Lead Counselor

- Been with CISPC since 2006
- Trains all new counselors
- Teaches Philosophy at Foothill College



Hotline Workers

- 9 Hotline Staff Counselors
- 6 Youth SOS Staff
- 4 Active Volunteers
- Volunteer Coordinator



988: “I’m Just A Bill”

What is AB988 and the Miles Hall Lifeline Act?

California bill that aligns with federal mandate to implement a 3-digit number for mental health crisis response and will initiate the state to promote collaboration between 911, 988 and county behavioral health crisis services

Goals of the Bill:

- 3-digit number for anyone experiencing or know someone experiencing a suicidal, mental health and/or substance use crisis
- Collaboration between all parts of the crisis system- including mobile crisis teams
- Crisis Lines to have access to bed/service availability
- Data collection across systems to understand efficacy
- Diversion of mental health calls without imminent safety concerns from 911 to 988

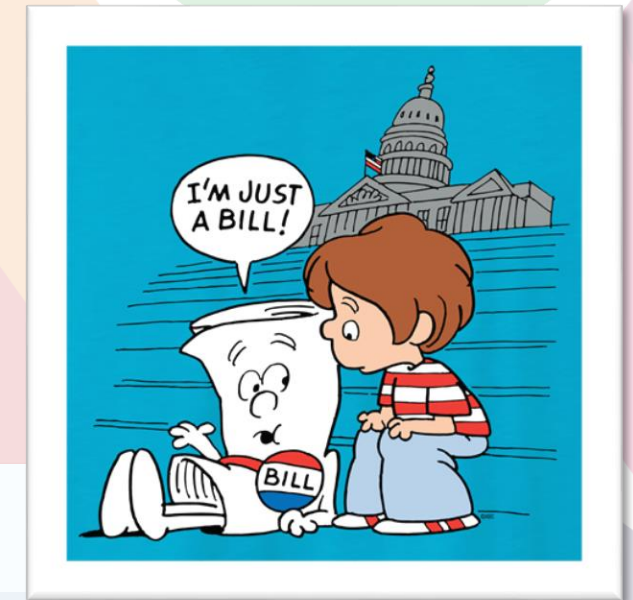
Introduced in Assembly

Passed Assembly

Senate

Governor

Jun 02, 2021



Introducing the 988 Suicide & Crisis Lifeline

WHAT IS 988?

- **988** is now the 3-digit number for anyone experiencing a **suicidal, mental health and/or substance use crisis**
- Calls to 988 are forwarded to the nearest Crisis Center based on the area code of the caller.
- At this time, most local calls to the National Suicide & Crisis Lifeline with the **650-area code** are routed to the StarVista Crisis Center



The National Lifeline: A network of 200 call centers providing 24/7, free and confidential support. In FY21, the Lifeline received roughly **3.6 million** contacts.

988 Roadmap



Short-Term Goal (Now)

A strengthened and expanded Lifeline infrastructure to respond to crisis calls, texts, and chats anytime

Long-Term Vision (Next 5+ Years)

A robust system that provides the crisis care needed anywhere in the country

June 2022

System consultation with all 13 California Crisis Center began

July 2023

StarVista Crisis Center to start 988 text services

July 2024

Increased coordination between crisis centers, 911, 988



July 16th, 2022

988 Crisis Line launches

July-Dec 2022

Potentially receiving new technology on how to route calls and training platform

Next 5+ Years

Statewide direction on 911, 988, and county behavioral crisis services collaboration and new technologies on how to route calls

HIGHLIGHTS OF 988 ON STARVISTA'S CRISIS CENTER



Call Volume

Expected **30%** increase in call volume, many being first time callers

Currently up **30-70** calls per week since 988 launch



Hiring

We have hired **three** additional counselors and are hiring for one more as well as **one** volunteer coordinator



Intervention

We practice **least invasive interventions** for callers in crisis with most of our calls ending in successful phone de-escalation, agreement to safety, and connecting the caller to next avenues of support.

Currently, the number of calls we need to refer to 911 is around **2%** and we plan to continue this practice with the introduction of 988

The StarVista Crisis Center and 988 **does not** have the ability to use geolocation or “track” a caller