



# Doing More with What We Have

## How 988 Strengthens Local Systems without New Burdens

### Benchmark Human Services

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- *Program Director: Jaime Garza Ph.D.*

### Magellan HealthCare, Inc

- *Crisis System Director: Matt Hardin*



Idaho Crisis & Suicide Hotline

Call or Text **988** for **24/7**  
confidential crisis support

**Always Here. Ready to Listen.**



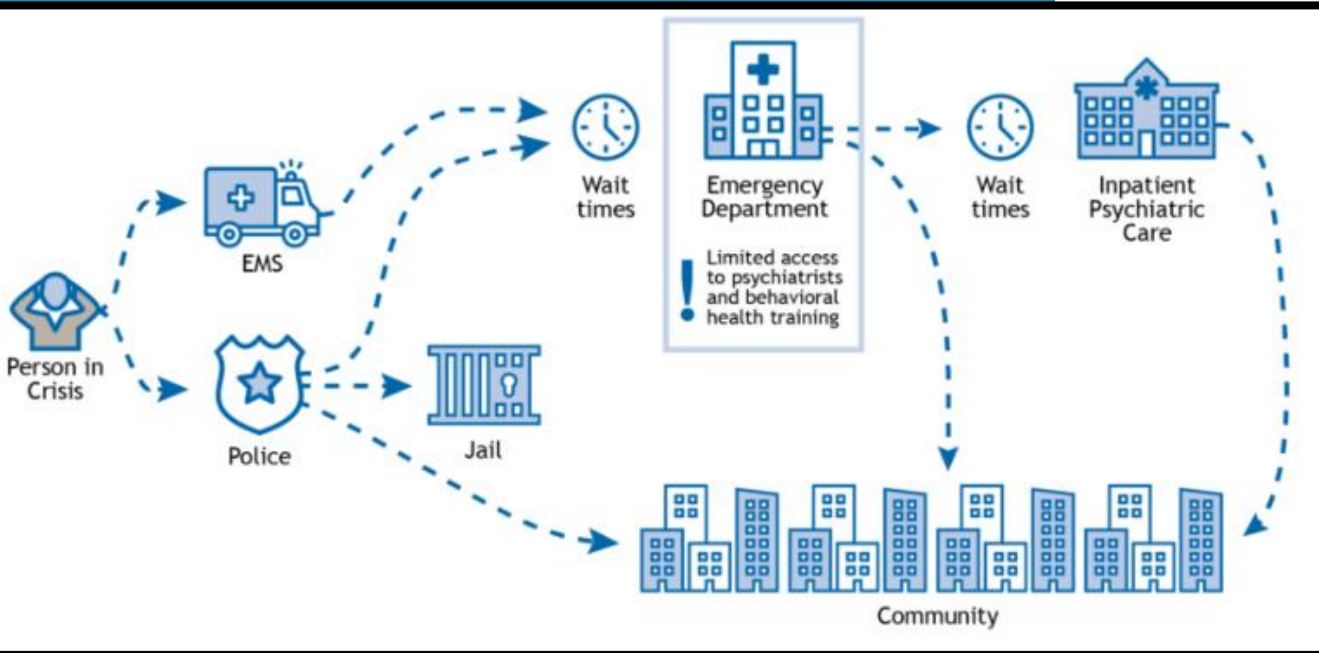
Idahocrisis.org

## Agenda

- Present Overview of the 988 System
- How the System Works
- System Capacity (Current)
- County-Level Impact
- Q&A

# Previous Crisis Response

- 911
- Options
  - EMS
    - Taken to ER
  - Police
    - Taken to ER or Jail



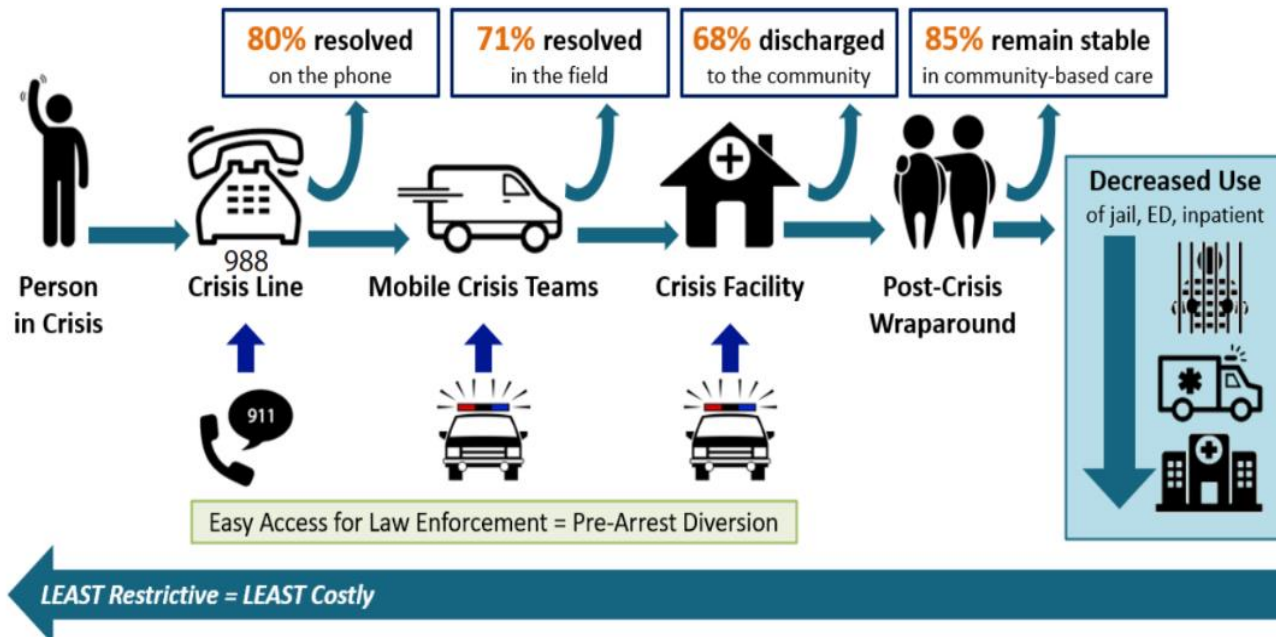
Resources Limited for other Items



## Goals

- De-escalate crisis
- Instill hope
- Provide support
- Increase self-determination and independence
- Promote connections
- Prevent future crises
- **Least restrictive approach**
  - Reduce the amount of contact with LE
    - Co-response only if needed
  - Reduce ER and psychiatric admissions

## The Crisis Continuum



## Crisis System Continuum

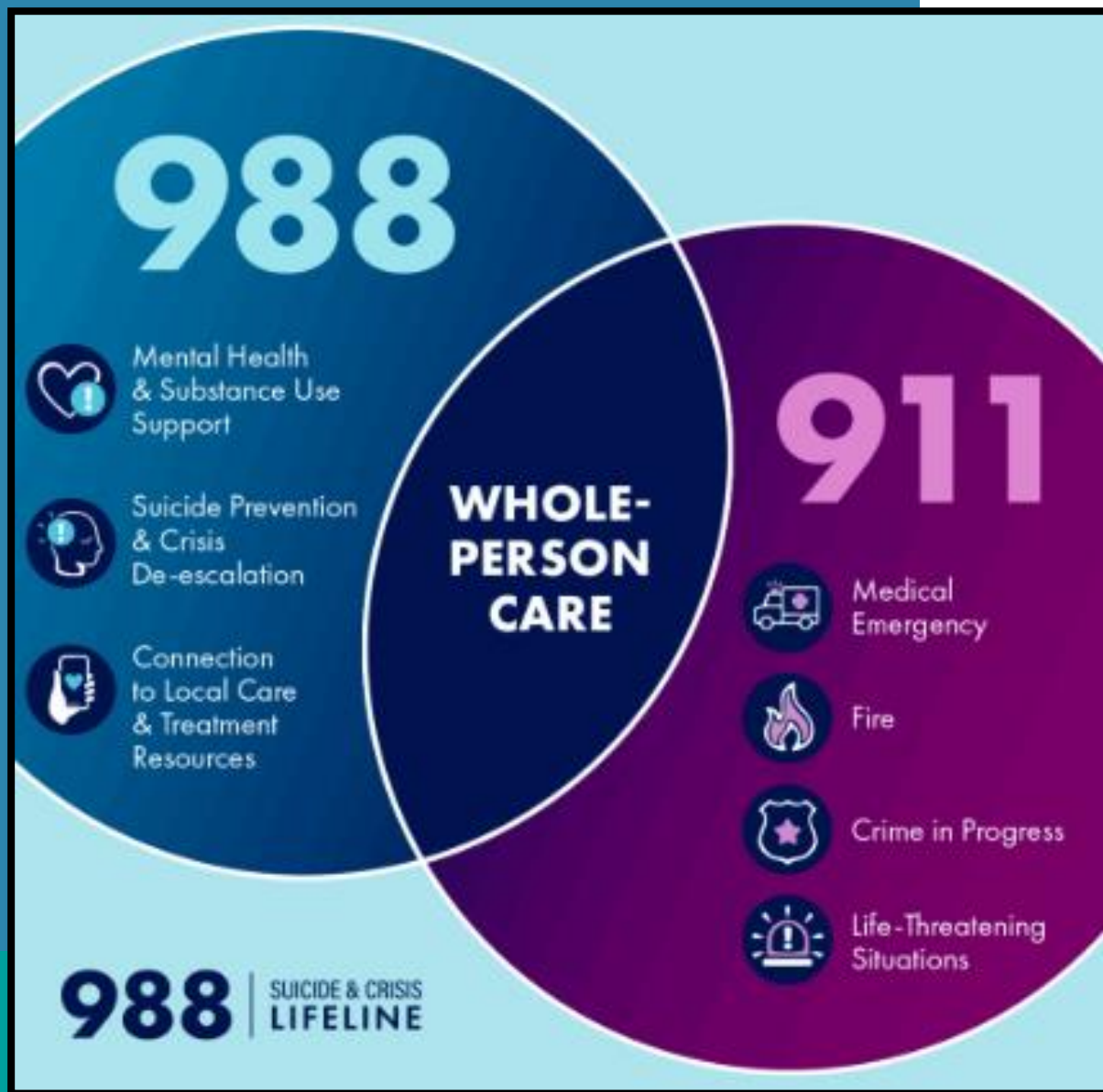
- Someone to Call
  - 988 (Idaho Crisis & Suicide Hotline)
- Some to Respond
  - Mobile Response Teams
- Somewhere to Go
  - Crisis Centers

AVAILABLE HOURS

24/7/365

Free of Cost





Key Differences  
Between...  
988 & 911  
and  
When we Work Together

# Law Enforcement Collaboration

- LE may call 988 for MRT co-response or assistance
  - Warm-handoff when possible
  - Discuss what to expect with individual in crisis
  - Provide contact information so MRT can reach out
- MRT may call LE for co-response or assistance
  - Safety Concerns for MRT
    - Weapons, history of violence/aggression, etc.
    - Will strategize once on scene
  - Advocate for Involuntary Holds

# Statewide 988 Crisis Contacts

36,792

July 1, 2024 - September 30, 2025

# 988 Contacts by Region & County

## Region 1

Kootenai – 2,025  
Bonner – 573  
Shoshone – 266  
Boundary – 100  
Benewah – 55

## Region 4

Ada – 8,516  
Elmore – 502  
Boise – 114  
Valley – 91

## Region 2

Latah – 640  
Nez Perce – 557  
Clearwater – 76  
Idaho – 60  
Lewis – 21

## Region 5

Twin Falls – 997  
Lincoln – 344  
Blaine – 231  
Jerome – 203  
Minidoka – 152  
Cassia – 146  
Gooding – 54  
Camas – 6

## Region 3

Canyon – 2,584  
Adams – 326  
Gem – 295  
Payette – 182  
Owyhee – 89  
Washington – 72

## Region 6

Bannock – 1,215  
Power – 92  
Franklin – 53  
Caribou – 45  
Bear Lake – 9  
Oneida – 5

## Region 7

Bonneville – 1,112  
Madison – 438  
Bingham – 346  
Jefferson – 82  
Fremont – 47  
Butte – 37  
Teton – 23  
Lemhi – 11  
Custer – 10  
Clark – 1

*Unknown: 13,354 | Outside of Idaho:  
635*

# Mobile Response by Region & County

## Region 1

Kootenai – 195  
Bonner – 33  
Shoshone – 24  
Boundary – 5  
Benewah – 2

## Region 4

Ada – 730  
Elmore – 29  
Boise – 2  
Valley – 2

## Region 2

Latah – 37  
Nez Perce – 24  
Idaho – 1  
Clearwater – 0  
Lewis – 0

## Region 5

Twin Falls – 54  
Minidoka – 8  
Lincoln – 6  
Blaine – 5  
Jerome – 4  
Cassia – 3  
Gooding – 3  
Camas – 1

## Region 3

Canyon – 352  
Gem – 30  
Payette – 17  
Owyhee – 8  
Washington – 5  
Adams – 2

## Region 6

Bannock – 122  
Franklin – 5  
Power – 2  
Caribou – 1  
Oneida – 1  
Bear Lake – 0

## Region 7

Bonneville – 38  
Bingham – 16  
Madison – 12  
Jefferson – 5  
Butte – 4  
Fremont – 3  
Custer – 1  
Clark – 0  
Lemhi – 0  
Teton – 0

# Crisis Center Admissions by Region & County

## Region 1 Adult

Northern Idaho Crisis Center

1,820

## Region 2 Adult

Rural Crisis Center Network

143

## Region 3 Adult

Western Idaho Youth Support Center

1,913

## Region 3 Youth

Western Idaho Youth Support Center

302

## Region 4 Adult

Clarvida Community Crisis Center of Southwest Idaho

2,968

## Youth

Clarvida Youth Community Support Center

343

## Region 5 Adult

Crisis Center of South Central Idaho

3,594

## Youth

ProActive Youth and Family Support Center

354

## Region 6 Adult

South East Idaho Behavioral Crisis Center

2,535

## Region 7 Adult

Behavioral Health Crisis Center of East Idaho

2,662

## Youth

RISE UP: Teen & Child Crisis Center of East Idaho

463



## Questions and Answers

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