

THE COMMUNITY COLLABORATIVE



9545_OPAE_COMMUNITY COLLAB GRAPHIC



February 12, 2025
12 de Febrero 2025



WELCOME

Please share in the chat your name, pronouns and the community you represent or serve.

BIENVENIDOS

Por favor, utilice el chat para díganos su nombre y a qué comunidad sirves.

Today's music for the Collaborative: local Native musician Arlie Neskahi

+
◦

Take a Breath Toma un Respiro

+
◦



Agenda

- Announcements // Noticias
 - Listening Practice // Ejercicio de Anclaje
 - 988 Overview & Questions // 988 Resumen y Preguntas -
 - Urban Indian Initiative // Iniciativa Indígena Urbana
-

Announcements // Noticias

- Quien es en la Comunidad Collaborativo? // Who is in the Community Collaborative?
- Musica de la Comunidad // Community Music
- Próxima Reunión 12 de Marzo // Next meeting March 12



THE COMMUNITY COLLABORATIVE



Community Contacts

NAME	ORGANIZATION	ROLE	EMAIL	COMMUNITY/IES	NOTES
Melissa West	Department of Health	Collaborative Manager	Melissa.West@doh.wa.gov	All	Email me to connect 1:1!
Person	Organization	Role	Email	All	
Person	Organization	Role	Email	Refugee/Immigrants	

https://docs.google.com/document/d/1y62cUoqvK6-XkilF_CMxiQYsjdD7Vm6fl4vJxqNc4vw/edit?usp=sharing

Jan-Marie Olmstead
DOH Community Thought
Partner





BEHAVIORAL HEALTH

SALUD DEL COMPORTAMIENTO

YOU MATTER

Text. Call. Chat.

988 SUICIDE & CRISIS
LIFELINE



988 SUICIDE & CRISIS LIFELINE

Elizabeth Emmet, Community Engagement and Outreach

988 Awareness Pre- Presentation Poll



Life can get

988
LIFELINE

Department of Health Team



Elizabeth Emmet
she/her

**Community Engagement
Coordinator**
988 Crisis Systems Section



Krystle Edwards
she/her

Change Manager
Office of Innovation &
Technology

988 Suicide & Crisis Lifeline

- Launched in July 2022
- Three-digit dialing code for suicide prevention and crisis support
- Call, text, or chat the 988 Lifeline for:
 - Thoughts of suicide
 - Substance use concerns
 - Emotional distress
 - A loved one in need of crisis support
- The 988 Lifeline is free, confidential, and available 24/7/365.
- Interpretation services in over 240 languages



A green circle with two hands connected at wrists holding a small, rainbow heart in the center.



A person wearing a yellow sweater looking at a cell phone.



A person wearing a white tee-shirt in front of a laptop using sign language.

Specialized Lines

The 988 Lifeline has 4 specialized lines:

- **Veterans Crisis Line:** Call 988 and choose option 1, chat online, or text 838255
- **Spanish Language Line:** Call, text, or chat 988 and choose option 2
- **LGBTQIA+ Youth Line:** Call, text, or chat 988 and choose option 3
- **Native and Strong Lifeline:** Call 988 and choose option 4.

American Sign Language (ASL) support:

- Visit the 988 Lifeline website
- Click the “For Deaf & Hard of Hearing” link at the top of the page
- Choose “ASL Now”

Crisis Counselor Training

Trained crisis counselors are ready to handle a variety of situations.

Each crisis center must meet minimum training requirements by providing trainings:

- Specific to crisis counseling
- Specific to internal systems
- That meet requirements around cultural humility and diversity, equity, and inclusion (DEI)

Example framework from a 988 Lifeline crisis center:

- Extensive New Hire Training Academy (18+ courses)
- Extensive RCL/988 Lifeline Crisis Triage Specialist's Onboard Training Program (20+ courses)
- Extensive Online Training Portal + virtual trainings + in-person trainings

Crisis counselors also participate in mock calls as preparation for working with help-seekers.



A person answers a headset in front of a computer screen.

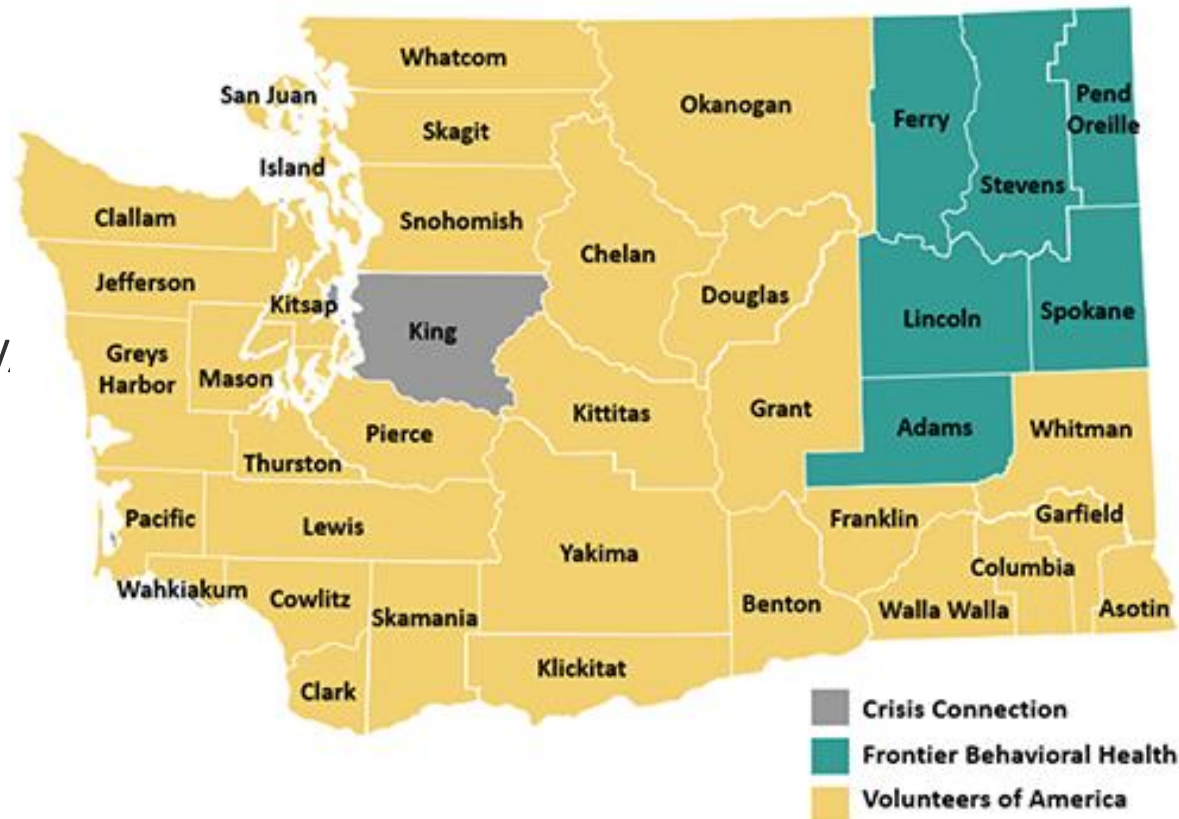
988 Lifeline Crisis Centers

Three crisis centers in Washington:

- **Volunteers of America Western Washington (VOAWW):** Serves 32 counties and administers the Native and Strong Lifeline and the Native Resource Hub
- **Frontier Behavioral Health:** Serves Adams, Ferry, Lincoln, Pend Oreille, Stevens, and Spokane Counties
- **Crisis Connections:** Serves King County

Calls that can't be answered by one Washington crisis center will be routed to another crisis center in Washington.

VOAWW and Crisis Connections both answer 988 texts and chats.



Map of Washington state that identifies primary coverage by each crisis center.

988 Funding

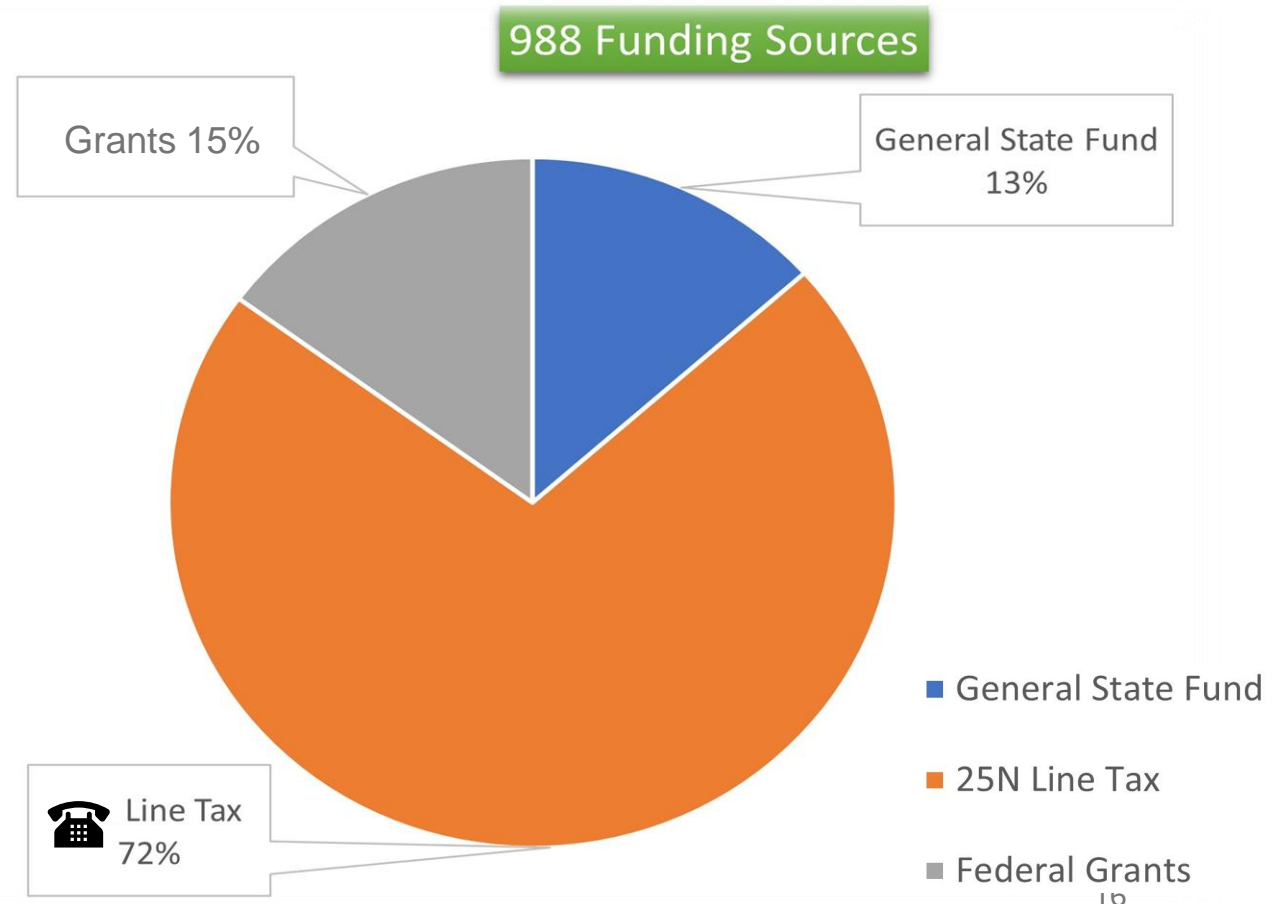
988 is a free service: there will never be a charge for contacting it
Funded through:

State funds:

- A state tax – \$.40/month on every cell phone, landline, voice over internet protocol line
- State funds– funds the crisis centers to implement training activities

Grant funds:

- Substance Abuse and Mental Health Services Administration grants
- National Association of State Mental Health Program Directors grant



988 Lifeline Data: November 2024



Washington State calls:

Received: 10,285

Answered: 9,622

Average time to answer: 21.8 seconds

Average talk time: 13.2 minutes



Washington State text/chat:

Received: 4,693

Answered: 4,573

Average time to answer: 14.1 seconds

Average talk time: 35.7 minutes

Native and Strong Lifeline (November 2024):

Received: 689

Answered: 646

Average time to answer: 13 seconds

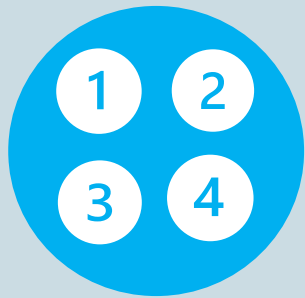
Average talk time: 13.57 minutes

What to Expect When Contacting 988



An automated message tells you that you've reached 988 and offers some options.

[988 Greeting](#)



You can choose one of the prompts to reach a specialized line or stay on the line to be transferred to a crisis center.



If you've called the 988 Lifeline, you'll hear some music while you wait to be transferred.



A crisis counselor will pick up your call, text, or chat.



Crisis counselors will listen and provide support.



Crisis counselors can also share resources for longer-term support.

When You
Contact
988

You don't
have to say
**Who you are or
Where you are.**



You will get
support from a
trained **Crisis
Counselor.**

Call or text 988,
or chat
988Lifeline.org

There is Hope.



988 SUICIDE & CRISIS
LIFELINE

CS331859-F

Contacting 988

When you reach out to 988,
the 988 Lifeline crisis
counselor knows only your
phone number if you call or
text, or your IP address if you
use chat.

What you say about yourself
is your choice.

A white square with a person wearing a blue blazer with white tee-shirt.

Which Number Should I Use?

988

Suicide prevention & mental health crises



- Thoughts of suicide
- Feelings of anxiety
- Someone to talk to
- Substance use challenges

911

Medical & public safety emergencies



- Drug overdose or serious self-injury
- Unconsciousness
- Suicide attempt in progress
- Life-threatening event

211

Local services & resources



- Utility assistance
- Food
- Housing
- Health care
- Child care
- Elder care

Do you have what you need
to share with your
community?

¿Tienes lo que necesitas para
compartir con tu comunidad?

Follow up: May 7th @ 3:30 p.m.

988 Awareness Post Presentation Poll



If you feel alone

Resources

[Order Materials Here](#)

- [988 Suicide & Crisis Lifeline - Call. Text. Chat. \(988lifeline.org\)](#)
- These toolkits contain social media shareables, video, print materials, radio ads, FAQs, messaging and communications to trusted messengers, and other marketing materials to promote the 988 Suicide & Crisis Lifeline.
- You can adapt these materials to meet the needs of specific audiences

[SAMHSA 988 Partner Toolkit](#)

[DOH Partner Toolkit](#)

[988 Trusted Messenger toolkit](#)

[Media Campaign Toolkit](#)

For questions email 988ProgramInfo@doh.wa.gov or elizabeth.emmet@doh.wa.gov.



A blue square with a pink circle that has a picture of a person wearing glasses and holding a mug and a yellow circle with a person holding a cell phone while looking at the screen.



A person wearing a cap is looking across a corn field with their hands resting on a pole.



COMMUNITY
PARTNER DIALOGUE

DIÁLOGO CON
SOCIOS DE
LA COMUNIDAD



Urban Indian Initiative





Urban Indian Population Overview

Nationally:

- 9.7 million American Indian and Alaska Native (AIANs) in U.S. (2020 Census)
- 3.7 million identify as AIAN
- 5.9 million AIAN with other racial/ethnic groups

In Washington State:

- At least 103,007 AIANs reside in Seattle/King County
- At least 20,635 AIANs reside in Spokane

Urban Indian Health Overview

The Indian Relocation Act of 1956 encouraged AIANs to move from Reservations to large metro areas

Limited housing and opportunities contributed to high poverty rates

Only 1.2% of the Indian Health Service's funding allocated to Urban Indian health

The result for Urban Indians

29.3% live in poverty (12.7% for general urban population)

3x more likely to be homeless

20% lack health insurance

Mission



To provide comprehensive social and economic development services for all racial groups in our community, encouraging individual and family self-sufficiency, and protecting and preserving the cultures and traditions of Indian people.



Core Programs



GoodHeart Behavioral and Mental Health: Inpatient and outpatient substance use disorder treatment and mental health supports



Indian Child Welfare: includes advocacy, support, and education for at-risk families, parenting workshops and care coordinators



Foodbank: Serve all of Spokane County, open Tuesday through Friday, from 9:00am to 4:30pm



Central Intake: Crisis intervention, case management and referrals, winter clothing and more

Discussion



Limlmtx, Chin'an, Wliwni, Lemlemts, Miigwech,
Siksiksimasiituk, Anepetu Was'te, Pidamaya
“Thank You!”

- For more information, please check out our website, www.aiccinc.org, and our Facebook page.



"As you move through these changing times... be easy on yourself and be easy on one another. You are at the beginning of something new. You are learning a new way of being. You will find that you are working less in the yang modes than you are used to...Call on it. Call it up. Invite your ancestors in. As the yang based habits and the decaying institutions on our planet begin to crumble, look up. A breeze is stirring. Feel the sun on your wings."

— the International Council of Thirteen
Indigenous Grandmothers

