

**Partnership for a Healthy Durham  
Mental Health Committee  
10/20/2022  
Zoom**

**Facilitated by:** Ashley Bass-Mitchell and Armenous Dobson

Present: Armenous Dobson III (Insight NC), Bria Miller (DCo Public Health), Kimberly Moore (Durham Partnership for Children), Ashley Bass-Mitchell (Alliance Health), Lisa DeCiantis (NC Division of Mental Health and Substance Abuse...), Bailey Igoe (Threshold Clubhouse), Jess Bousquette (Durham Co Public Health), Raven Brooks (Community member), Fransine Sanchez (Talk Health with Frankie, Durham Family Medicine), Lateshia Langhorne (Durham Partnership for Children), Warren Gibbs			
Agenda Items	Major Discussion Points	Recommendations	Action steps and responsible persons
<b>Icebreaker</b>	What contributes to your positive wellbeing in your neighborhood?		
<b>Review Minutes from September</b>	The minutes were approved.		
<b>988 Presentation Lisa DeCiantis, Human Service Program Consultant</b>	<p>Lisa DeCiantis is a Program Consultant with North Carolina Department of Health and Human Services. She has data about the 988 mental health line for Durham County and North Carolina.</p> <p>The 988 mental health line launched July 16, 2022. The existing 1-800-273-talk is still active. The mental health line gives 24-hour access to trained crisis counselors. People can reach counselors through text, phone call, or 988lifeline.org to chat.</p> <p>For those who have suicide prevention lifeline flyers or posters, please continue using them. That information is still relevant.</p> <p>North Carolina has one 988 call center operated by REAL Crisis Intervention Inc. located in Wilmington, NC. They answer calls, texts, and chats for all 100 counties in North Carolina. This work is funded through a With the Substance Abuse and Mental Health Services Administration (SAMHSA) grant. Using SAMHSA grant funds, REAL Crisis Intervention is hiring additional counselors and training folks on suicide prevention.</p> <p>988 data for NC:</p>		Lisa will share the slides with Ashley and Ashley will share them with the committee.

- Th line received 37 calls from children ages zero to twelve years old, a seventy percent increase.
- There is a 32% increase in call volume since launch (on target with estimated increase).
- Forty-nine percent increase in first time callers.
- Fifty-eight percent increase in calls from teens ages 13 to 1.
- Chat and text
  - Chats in July: 617
  - Chats in August: 797
  - Text in July: 355
  - Text in August: 817
- June 3,867 calls NC
- July 2,453 calls NC

**DURHAM DATA**

Quarter 1 January-March: 305 calls

- Three emergency calls to Public Safety Answering Point.
- One hundred and fifty referrals for services were made.
- Not every person needs a referral. Some people just need to call and talk.

Quarter 2 April-June 264 calls

- Four emergency calls to Public Safety Answering Point
- Made 98 referrals for services.

Federal campaigns will start in 2023. In NC, 988 campaigns have already started (billboards, Facebook and Instagram ads, YouTube ads, and radio commercials). The campaigns will be in English and Spanish.

Question: Has there been a disaggregation of data for calls that get referrals or transferred to 911 by race, gender, language, and disability?

Answer: They have not but have data by gender and race.

Q: Are you able to track what parts of Durham calls come from?

A: No. Calls are routed based on the phone number used to make the call. There are lots of discussions about this on the national level. The 988 line does not use the geo tracking that 911 does. It is routed to the call center by the phone number and call center staff asks about their location. All

	<p>information collected is voluntary. They are considering software that would track the nearest cell phone tower.</p> <p>Q: How do counselors know where to direct mobile crisis calls?  A: The caller tells the counselor where they are located and they transfer the call based on that location.</p> <p>There is bilingual staff answering calls, but not for every language and not at all times.</p> <p>Q: If the caller is under age 18, is there mandated reporting?  A: They can call and have a safe space to talk. But if someone is at eminent risk, they may have to get someone else involved on the phone. The calls are confidential, and their information isn't necessarily being captured.</p> <p>Question: Are child abuse disclosures mandated to be reported?  Answer: There are handled on a case-by-case basis. This is a federal answer that Lisa will check on.</p> <p>Question: Is a suicide screener done at the end of the call to gauge where the person is mentally and emotionally?  Answer: Not necessarily a formal screener but the counselors do assess their state at the beginning and the end of the calls.</p> <p>The majority of people calling are experiencing issues in interpersonal relationships, depression, anxiety, issues with jobs, and finances. Most are calling for behavioral response. Counselors evaluate the individual's level of stress. Assessments cover previous suicidal ideation, attempts, and family history, depending on the needs of the individual caller.</p>		
<p><b>Next meeting:</b>  Thursday, DATE 11/17/2022  2:00 - 3:00 pm</p>			