



# Crisis Resources for First Responders



## 1. 988

### A. WHAT IS 988?

- Not everyone who calls 911 needs a police or EMS response
- As a first responder, you can help individuals in your community receive the help they need
- **988 is confidential, free, and available 24/7/365**

### B. WHEN TO CONTACT 988?

988 is a direct connection for anyone experiencing a crisis, including:

- thoughts of suicide
- mental health or substance use crisis
- emotional distress
- concern for a loved one who may need crisis support

### C. WHAT CAN SOMEONE EXPECT WHEN THEY CONTACT 988?

- An introductory message provides options to connect the individual to specific services
- As a first responder, you can press '0' to bypass the introductory message
- A 988 crisis specialist will answer the contact and ask a few questions, such as concerns about immediate danger or risks for suicide
- 988 can connect individuals with resources such as **mobile crisis response**, if a higher level of care is needed

## 2. MOBILE CRISIS RESPONSE

- Behavioral health professionals and/or peer specialists
- Dispatched by 988
- Respond to where the individual is in the community
- **Offer onsite response to help the individual in crisis statewide 24/7/365**
- May be deployed without your dispatch center's knowledge
- If dispatched to the same scene, mobile crisis response staff should identify themselves to first responders

## 3. BEHAVIORAL HEALTH CRISIS CENTERS (BHCC)

### BHCC LOCATIONS/CONTACTS:

- A place for individuals in crisis
- Individuals are triaged, stabilized, and connected to resources.
- **Provides first responders with options - other than taking the individual to the emergency room or jail**
- Contact the nearest BHCC to learn more about eligibility and hours of operation



## 4. COMMUNITY BEHAVIORAL HEALTH LIAISONS (CBHLs) & YOUTH BEHAVIORAL HEALTH LIAISONS (YBHLs)

- Assist law enforcement, jails, and courts with linking individuals to behavioral health resources
- CBHLs/YBHLs are available during standard business hours (not available 24/7/365)



## 5. FIRST RESPONDER PROVIDER NETWORK (FRPN)

- List of trained behavioral health professionals vetted by MO CIT and first responders
- **Resource for you, your family, or if you respond to a first responder who needs assistance**
- FRPN professionals understand your unique professional culture
- Specialize in depression, anxiety, post-traumatic stress, anger, relationships, etc.



### MO CIT WELLNESS APP

- **Free, confidential, and anonymous wellness app for first responders**
- Includes a therapist finder with FRPN providers
- User name: MOCIT
- Password: wellness1

