

CSR-TTAC Connections

October 2024

**988
CRISIS
SYSTEMS
RESPONSE** | TRAINING &
TECHNICAL
ASSISTANCE
CENTER

Funded by the Substance Abuse and Mental Health Services Administration

COMMUNITY CORNER



As 988 continues to be a greater part of communities around the country, it is important for jurisdictions to understand the actions States are taking to further embed 988 and strengthen their crisis care systems. In this section, find information and updates from national sources as well as from various States detailing plans and progress towards advancing 988 and improving crisis care within their borders.

National

On October 17, the Federal Communications Commission approved rules that will require all U.S. wireless carriers to implement georouting for calls to the 988 Lifeline. These rules will facilitate access to the 988 Lifeline's critical local intervention services by requiring wireless providers to route wireless 988 calls to local crisis centers based on the geographic area associated with the origin of a 988 call rather than by area code, while protecting the privacy needs of the caller. [FCC Adopts Rules Requiring Georouting for All Wireless Calls to 988 \(PDF\)](#) (Federal Communications Commission)

Louisiana

East Baton Rouge becomes the first and only city/parish in the state to install 988 signs in high traffic areas. [988 Signs: EBR's New Initiative to Help Those in Crisis](#) (WAFB)

Maryland

The Morgan State School of Social Work will use the SAMHSA grant to leverage the SHIELD Initiative, aimed at providing the behavioral health workforce with specialized training in trauma and opioid addiction prevention. [Morgan State University Awarded \\$500K Grant to Prepare Social Work Graduates to Address Opioid Abuse Epidemic](#) (Morgan State University)

Pennsylvania

This SAMHSA funding will go toward promoting the social, emotional, cognitive, physical, and behavioral development of children from birth to 8 years of age across Erie County. [LECOM Awarded \\$4 Million SAMHSA Grant to Launch New Early Childhood Wellness Initiative](#) (Erie News Now)

UPCOMING EVENTS

Monthly "3C" Session

Third Tuesdays

2:00 – 3:00 pm ET

Next: **November 19**

Design and Implementation of Crisis Services for Children, Youth, and Families as Part of a System of Care

2:00 pm ET

November 14

Budgeting for Equity in Crisis System Response

11:00 am – 1:00 pm ET

December 3

Addressing Behavioral Health Crisis in Aging Adults: Reducing Stigma and Enhancing Care

2:00 pm ET

December 12

Past events are archived at
[SAMHSA CSR TTAC](#)

2025 Crisis System Design Policy Academy

Applications are open until:

5:00 pm ET, **November 27**

Purpose: To support States, Territories, Tribes, and Tribal organizations in coalition building, role clarity, and application of systems engineering/design principles to develop and improve Crisis Systems policies and practices.

Ohio

This 3-year SAMHSA grant will expand the PAUSE program to all 13 Kettering Health emergency centers. It will fund the placement of pain navigators to help patients maximize opioid-free pain management, training for providers on utilizing alternatives to opioids, and educational materials for patients. [Kettering Health Receives \\$1.39 Million Federal Grant to Expand Efforts of Providing Opioid-Free Healthcare](#) (Kettering Health)



EYE ON EQUITY



Diversity and Inclusion in the Workplace

The theme of Mental Illness Week (October 6–12) and [World Mental Health Day](#) (October 10) is “It is Time to Prioritize Mental Health in the Workplace.” Learn more at [NAMI 2024 Mental Illness Awareness Week and World Mental Health Day Toolkit \(PDF\)](#). Employers are encouraged to provide accommodations and resources, including the 988 Lifeline, to their workforce to support collective mental well-being. One essential way of improving and promoting mental health in the workplace is by expanding diversity and inclusion efforts.

Psychological safety is essential for mental well-being in the workplace. Where an employee of a diverse background may experience microaggressions, unconscious bias, or inequity, their psychological safety is compromised. Diversifying the workforce when hiring, implementing affinity groups, and establishing policies that uphold standards of equity are all impactful ways employers and organizational leadership may embed diversity and equity in

the workplace, thereby supporting the safety and well-being of their employees of underrepresented backgrounds. For more on the mental health benefits of diversity in the workplace, read this guide published on PositivePsychology.com: [A Leadership Guide to Diversity & Inclusion in the Workplace](#).

Employers may also consider offering mental health resources that provide culturally competent care. People in Black and brown communities are anywhere from **20% to 50% less likely to seek mental health care** due to cultural stigmas. Learn more in the Forbes article, [The Essential Role of Mental Health for a Diverse, Inclusive Workplace](#). Having mental health care options that allow an individual to feel understood in their identity can lower the barrier to seeking and accepting help for folks of diverse backgrounds. Better understand the importance of cultural competency in mental health care at SAMHSA’s [TIP 59: Improving Cultural Competence](#).

Have a highlight about your work in crisis care?

Let us add your story to an upcoming newsletter!
support@988crisisttac.org

Toll-free: **844-464-8338**

Request specific technical assistance:

support@988crisisttac.org

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The CSR-TTAC, consisting of three partners: Altarum, W2 Consulting Corporation, and Change Matrix, LLC, is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) to provide training and technical assistance support to States, Territories, Tribal Organizations, and community partners. The CSR-TTAC works in conjunction with the 988 Suicide & Crisis Lifeline. Points of view or opinions in this document are those of the author and do not necessarily represent the official position or policies of SAMHSA or the 988 Suicide & Crisis Lifeline.