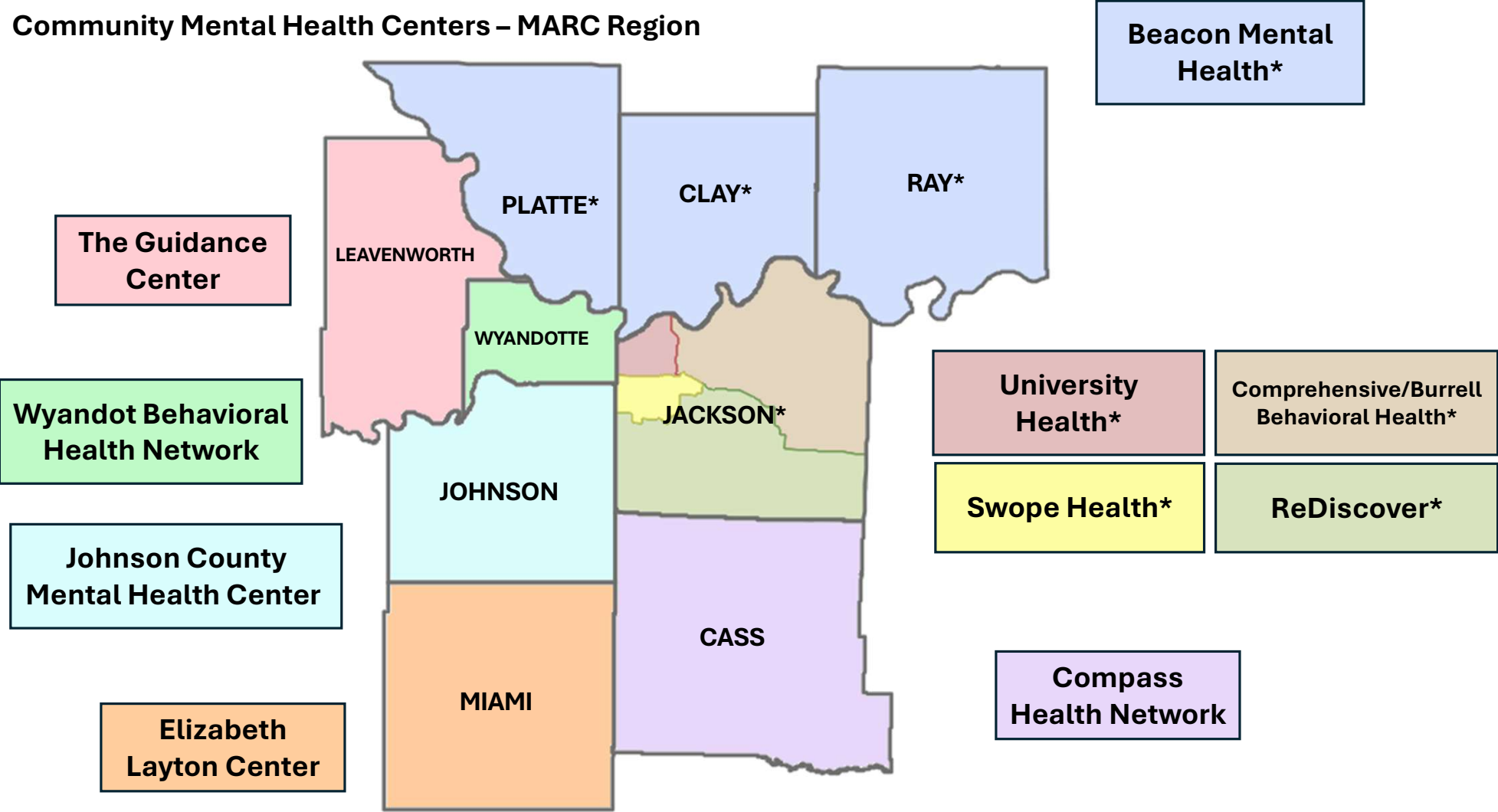




988 & Mobile Crisis Response Year 3 Update

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Colene Medrano, Wyandot Behavioral
Health Network

Community Mental Health Centers – MARC Region



**Counties/agencies funded by MARC’s SAMHSA grant*



What is 988?

Free, immediate help anytime of day

During mental health, alcohol or substance use crisis

Connects people to resources for ongoing care

**Trained mental health specialists accept all calls,
texts & chats**

There is hope.



Mobile Crisis Response

- ☐ In person response from trained mental health professionals
- ☐ Meets callers where they are in the community or virtually
- ☐ Offers safe, compassionate care to help with immediate needs
- ☐ Reduces use of law enforcement, public health and other safety resources



988 across the MARC region



Total calls in 2024:

79,988



Average call answer time:

14.4 seconds



Average call handle time:

13.1 minutes

Mobile Crisis Response across the MARC region



Mobile crisis responses in 2024
2,296

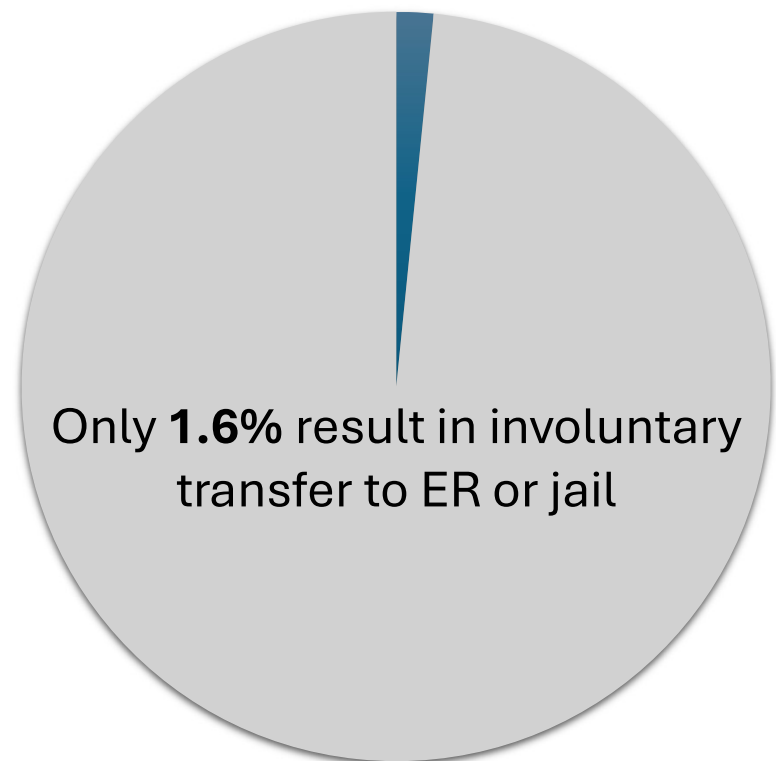
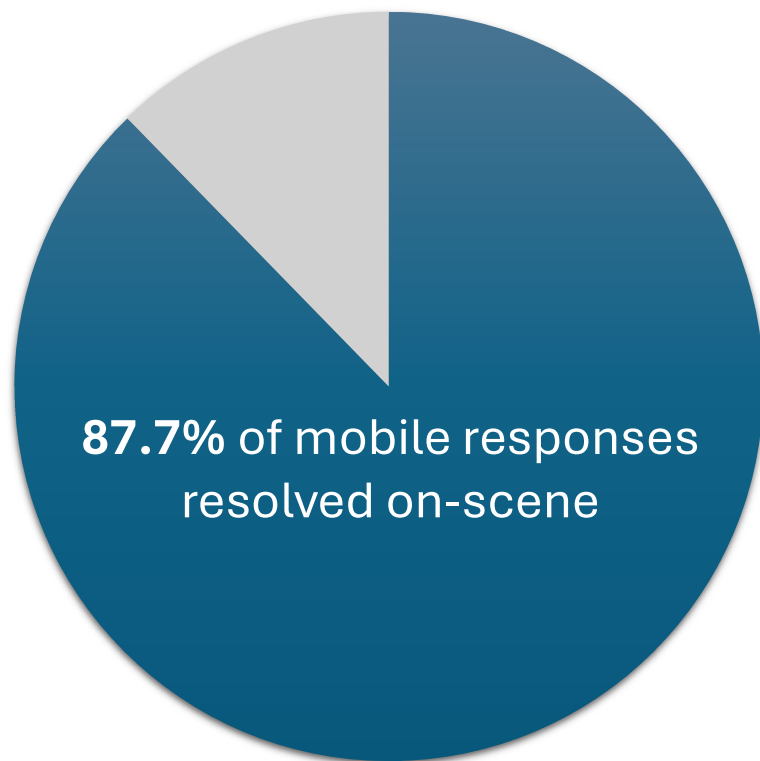


Percentage of total calls dispatched
2.9%



Average response time
22.7 minutes

Mobile Crisis Response: Impact Across the MARC Region



988 & Mobile Crisis Response in Action

Success stories from ReDiscover &
Wyandot Behavioral Health Network



Funding 988 & Mobile Crisis Response

- ☐ Funded by a combination of federal, state & local dollars
- ☐ Mobile Crisis Response is often not a reimbursable service = Expensive program
- ☐ Removal of national 988 call line for LGBTQ+(Option 3) = Increased call volume locally
- ☐ Changes to SAMHSA as an agency = Uncertainty about future federal grants for mental health



Questions