

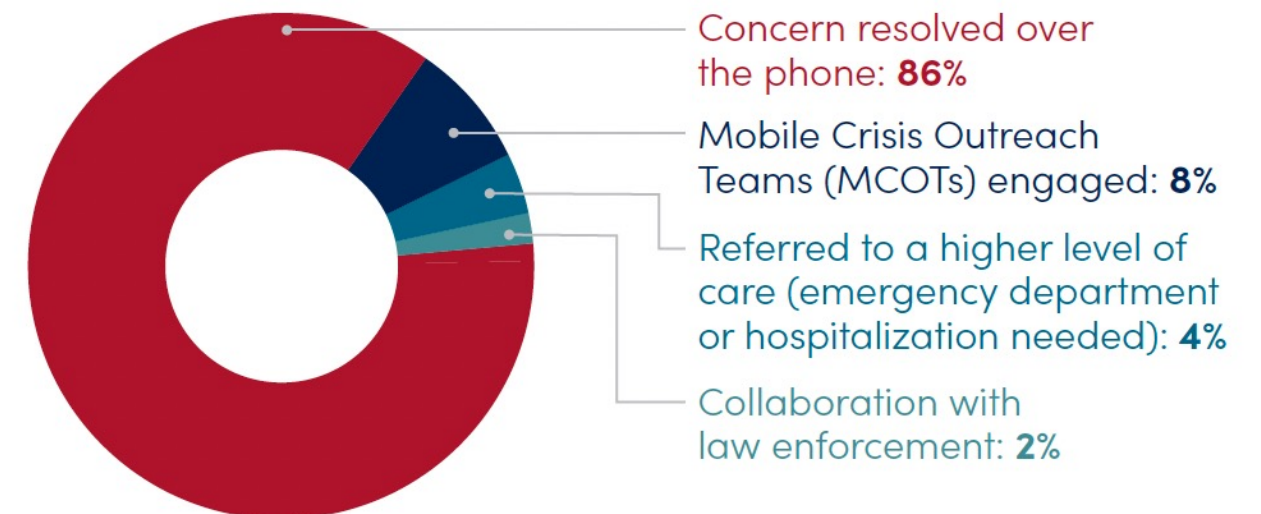


UTAH CRISIS SERVICES IMPACT OF SB155

UTAH CRISIS LINE

- **92,532 total crisis calls received in FY21**
 - **1,353 life-saving interventions** for callers at imminent risk of suicide
- **Demand for services has increased 51%** from the start of the pandemic March 2020 to October 2021
- **Length of time to resolve crisis calls has increased 64%** from Mar. 2020 to Oct. 2021
 - Increasing acuity and “air traffic control” model of statewide care coordination
- **988 implementation launches July 16, 2022,** with increasing demand for services projected
 - Behavioral Health Crisis Response Commission and planning workgroups ensure high quality care, coordination of community services (911 and 211), and adequate resource allocation

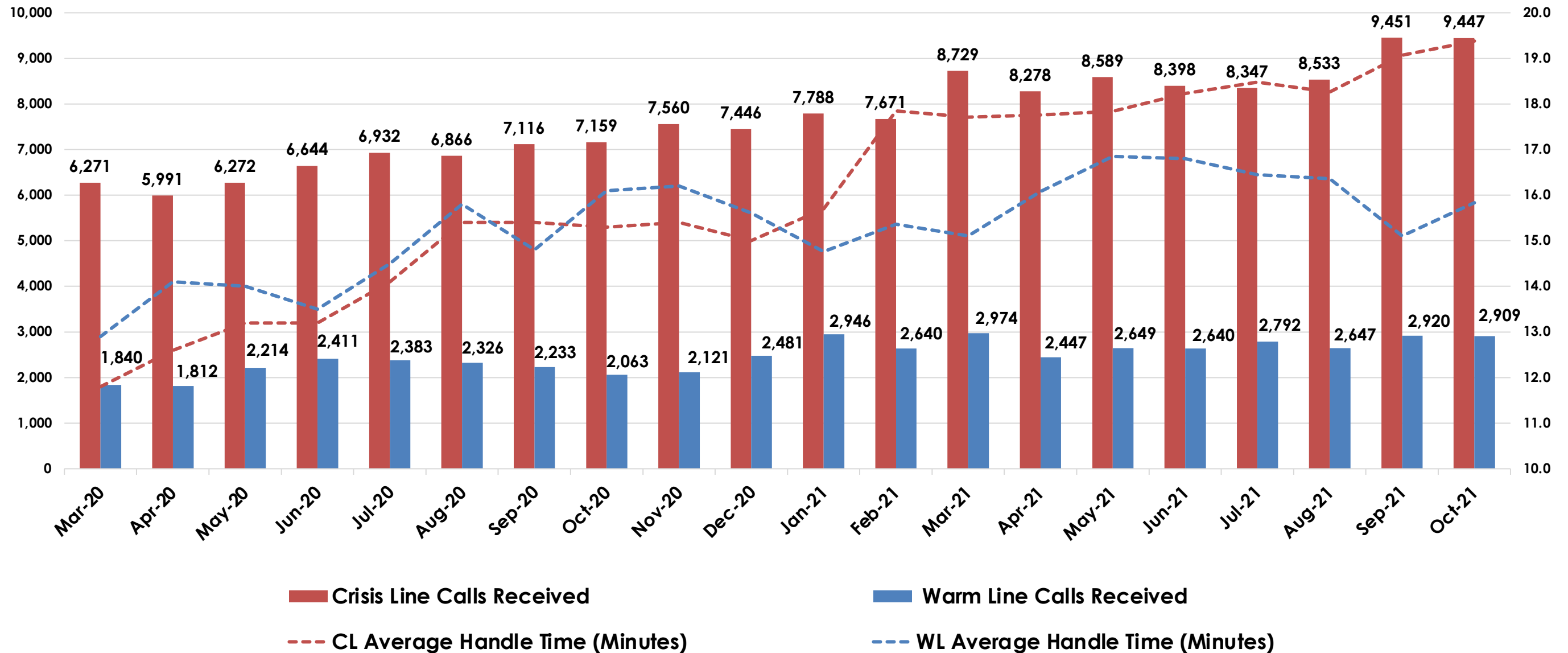
OUTCOME OF CALLS TO THE UTAH CRISIS LINE:



UTAH WARM LINE

- **29,903 total emotional support calls received in FY21**
- **Demand for Utah Warm Line services has increased 58%** from the start of the pandemic March 2020 to October 2021
- **Length of time to provide support has increased 23%** from March 2020 to October 2021 due to increasing acuity, with 9% of total callers mentioning COVID-related stressors
- **Emotional support and resiliency building** on the Warm Line is key to crisis prevention and a robust system of care

INCREASING DEMAND FOR LIFE-SAVING SERVICES





- **30,527 total chats and tips** received in FY21
- **298 life-saving interventions** initiated
- **256 threats and acts of violence** reported
- 988 initiative requires chat/text functionality
 - Utah is well positioned with SafeUT as a **national best-in-class model**
- Increasing COVID-19 infection rates in 2020 were associated with **increased suicidal ideation**

EXPANDED SUPPORT FOR UTAH'S FRONTLINE

- **1,800+ downloads** since December 2020
- Supporting health care workers, law enforcement, fire/EMS, dispatch
- Workgroup supporting culture training, promoting service, and expanding user base



MOBILE CRISIS OUTREACH TEAMS (MCOT)

- **Statewide MCOT expansion** has improved a coordinated system for in-person crisis response
 - Utah Crisis Line acts as statewide dispatch for all MCOTs
- **Utah currently operates 14 teams;** state general funds support provision of 10 teams
 - Local resources and county dollars provide additional support
- **Unmet crisis needs exist currently** with future 988 expansion, 911 referrals, and population growth driving higher demand
 - National models **recommend 26 total teams** to support Utah's population
- **6,661 total Salt Lake County in-person and follow up contacts in FY21**
(staffed by HMHI)