

DEPARTMENT OF PUBLIC HEALTH & HUMAN SERVICES

988 Stakeholder Coalition Meeting, November 10, 2026

Agenda

- Introductions (In the chat)
- Montana 988 Update (John Tabb, Project Director)
- Call Center Updates (Jackie Gittins, Voices of Hope, Christina Powell, The Help Center, Kristin Gaines, Aware.)
- Youth Suicide in Montana after the Launch of 988 (Amanda Knick, JGResearch.)
- 988 Legislative Initiative Update (Kali Wicks, Treasure State Strategies.)
- MT988 American Indian Outreach Update
- Q&A and wrap-up (In chat during the presentation and verbally at the end.)

Montana Crisis Call Centers

Voices of Hope
Director, Jackie Gittins

988
Local Number
211

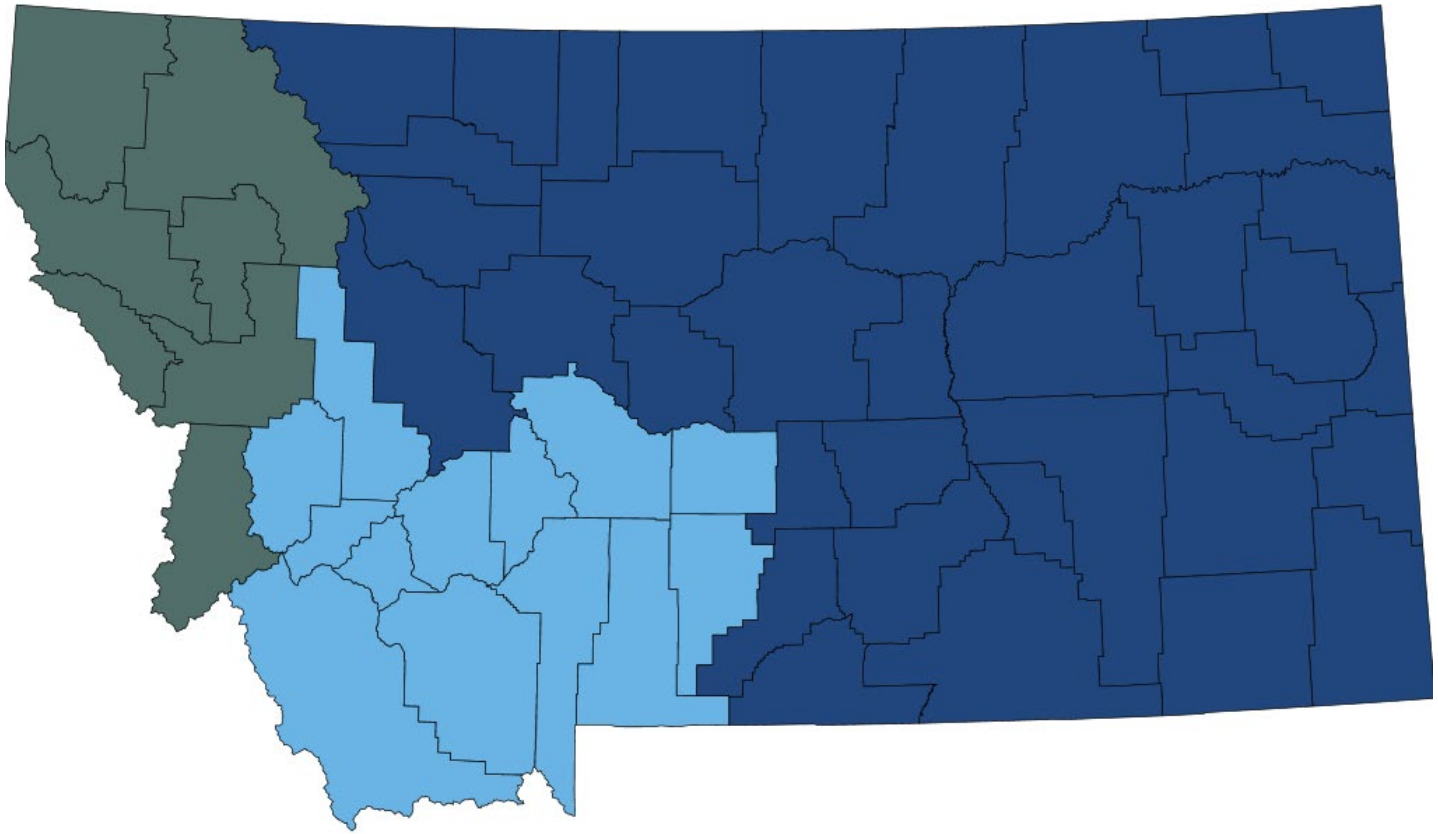
Help Center 211
Director, Christina Powell

988
Local Number
211

AWARE
Director, Kristin Gaines

988

988 Coverage by Call Center



AWARE

VOICES OF HOPE

HELP CENTER · CHILD ADVOCACY · HEARTS · SACKS THRIFT · SACC

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Fort Peck Tribes Crisis Call Center

Director, Stacey Summers

- A local suicide crisis line on the Fort Peck Indian Reservation, which operates from Monday through Friday, 8:00 am to 7:00 am (23 hours), and on weekends when staff is available.
- The only operational crisis call center on an American Indian Reservation; funded through a SAMHSA 988 Tribal Grant.
- Offers case management services, postvention services and takes referrals from law enforcement, child protection, social services, hospitals, clinics, the Tribal Court and school-based clinics.
- Partnered with Voices of Hope in Great Falls and will be providing them with a Fort Peck resource directory and a training manual on the unique culture and history of the Fort Peck Assiniboine and Sioux tribes.
- Goal is to become a satellite office of Voices of Hope 988.

FORT PECK TRIBAL HEALTH

FOR HELP, call the crisis hotline 988 or 406-653-2000

When a veteran calls 988

- After dialing 988 the caller receives a prompt directing them to **Dial 1** for the Veterans Crisis Line.
- The VCL is a **national resource**, based in New York. Callers speak to counselors trained in veteran mental health, but they are unfamiliar with local resources.
- Veterans who **prefer a regional counselor** can opt to continue with 988.
- There is **no wrong door**, however. VCL counselors can transfer to regional 988 centers.



Federal and State 988 Funding

- State General Funds - $200,000 annually
- Mental Health Block Grant - $300,000 annually (Through 2027)
- Awarded! SAMHSA 988 Capacity Improvement Grant(Cohort 3) (09/30/2026 – 09/29/2029) - $1,018,223 (Supplement expected to follow.)

988 Marketing

- Currently materials designed by MT988 are produced and distributed by DPHHS.
- Thanks to the the recent Behavioral Health Services for Future Generations (BHSFG) commission process, $1 million (for the biennium) has been allocated out the $300 million provided by HB 872 for 988 marketing.
- The 988 CEP process is almost complete to select a marketing firm.

New Veteran Coin Design





National 988 Conference

- Washington DC, December 15-18
- Montana will be represented by attendees from all three call centers and the Project Director and Evaluator.
- Breakout sessions by The Help Center, Aware and MT988.

State 988 Support Activities

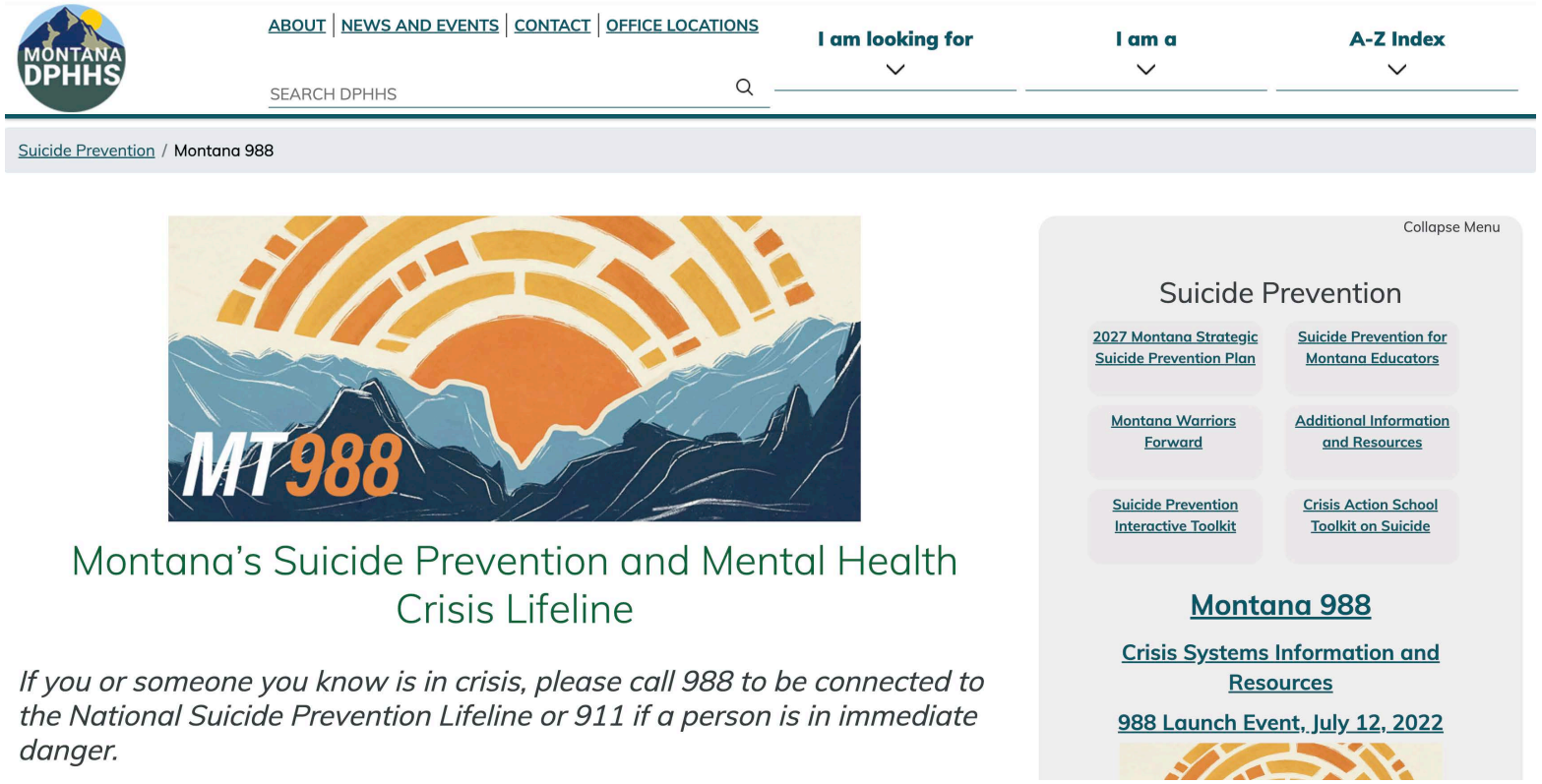
If you would like DPHHS to help support your community's 988 training and promotion efforts, contact me at: john.tabb@mt.gov

State Website

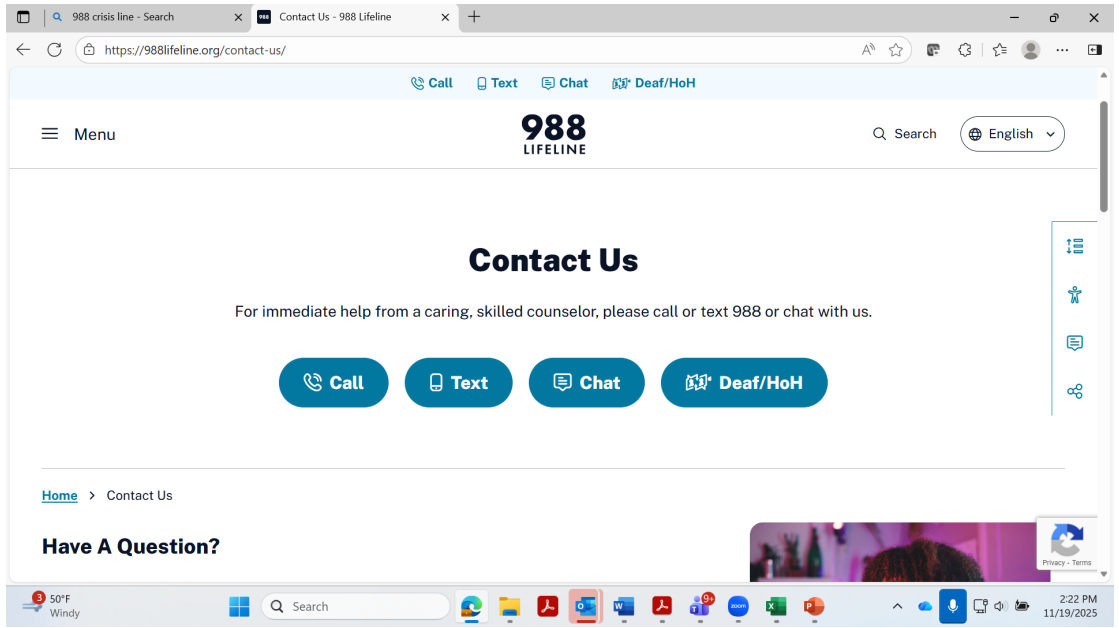
MT988 Website

- Links to national 988 pages.
- 988 Marketing materials
- Updated presentations from coalition updates and local presentations.
- Link to the Crisis Data Dashboard.

[Montana 988 (988.mt.gov)]



988 Complaints



- Direct community members to make complaints to https://988lifeline.org/contact-us/
- If taking a third-party complaint, attempt to gather specific information on date/time of call and location so that it can be directed to the appropriate call center.

What you can do

- Establish close, working relationships between crisis management agencies and the call center servicing your county, or tribal community.
- Ensure that all crisis resources for your county or tribal community are reviewed and updated in the 211 system, maintained by your call center, or a local United Way that maintains it in your area.
- Push for Memorandums of Understanding (MOUs) between call centers and community-based crisis services providers: Mobile crisis response teams, crisis stabilization facilities, emergency departments, 911 Public Safety Answering Points (PSAPs)
- Develop local messaging campaigns using National and State guidance and branding, including school art projects, local social, TV, radio and print media.
- Some other states have pursued legislative solutions for sustainable funding streams. Where appropriate, pursue such initiatives at your communities.

To request MT988 materials, send the address where you would like them sent to john.tabb@mt.gov

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Questions

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