



DEPARTMENT OF
**PUBLIC HEALTH &
HUMAN SERVICES**

988 Stakeholder Coalition
Meeting, June 10, 2025

Agenda

- Introductions (In the chat)
- Montana 988 Update and call center performance and caller metrics (John Tabb, Project Director and Amanda Nick, Project Evaluator)
- Call center updates (Voices of Hope, Fort Peck Tribes, Help Center, WMMHC)
- 911-988 Integration Project Update (Ryan Olson, Third Signal)
- MT988 Update (Bruce Barnhart, MSU Art Department)
- Q&A



Montana Crisis Call Centers

Voice of Hope



988
Local Number
211

Help Center 211



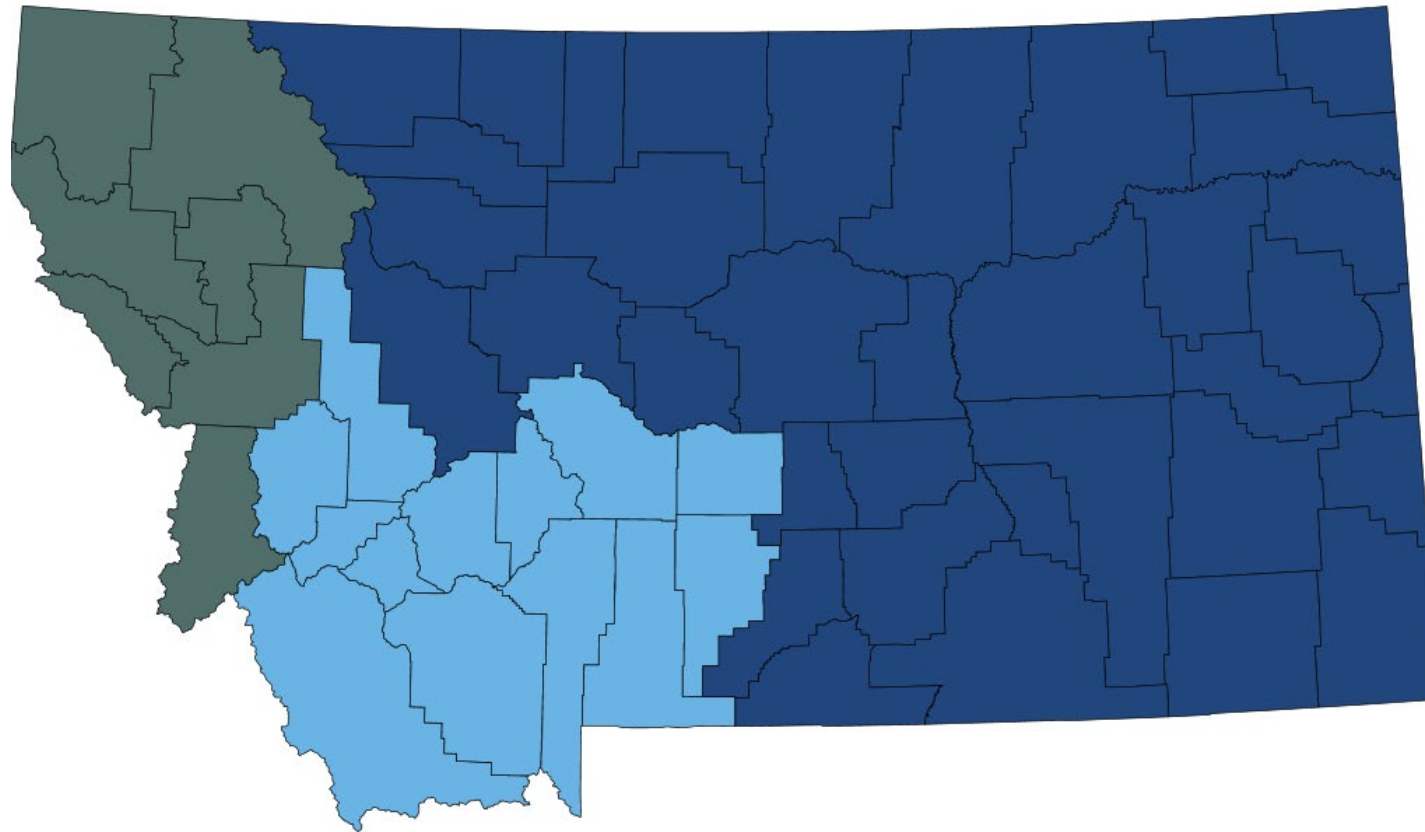
988
Local Number
211

Western Montana Mental Health Center



988

988 Coverage by Call Center



Western Montana Mental Health Center

VOICES OF HOPE

SACKS THRIFT

HELP CENTER
CHILD
HEARTS
SACKS THRIFT

Fort Peck Tribes Crisis Call Center

Director, Phoebe Blount

- A local suicide crisis line on the Fort Peck Indian Reservation, which operates from Monday through Friday, 8:00 am to 7:00 am, 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.



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

Federal and State 988 Funding

- State General Funds - \$200,000 (Renewed annually.)
- Mental Health Block Grant - \$250,000 (Through 2025) **reduced to \$150,000 annually for 2026-27**
- Substance Use Prevention, Treatment and Recovery Services (SUPTRS) Grant - \$600,000 (Through 2025) **Not available for 2026-27**
- ARPA grant \$300,000 thru 2025. **Not available for 2026-2027**
- SAMHSA 988 Capacity Improvement Grant - \$1,018,223 (Annual incremental through 2026)
- SAMHSA 988 CIP Supplement - \$57,696 (Through 2025)
- **Total yearly reduction in Federal funding of \$550,000 starting in 2026**
- Application for the next 988 CIP grant cohort has been submitted.

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, \$500,000 annually has been allocated out the \$300 million provided by HB 872 for 988 marketing.
- We are currently going through the RFP planning process to find a marketing firm to do the work on a much larger scale than what has been possible within the department.



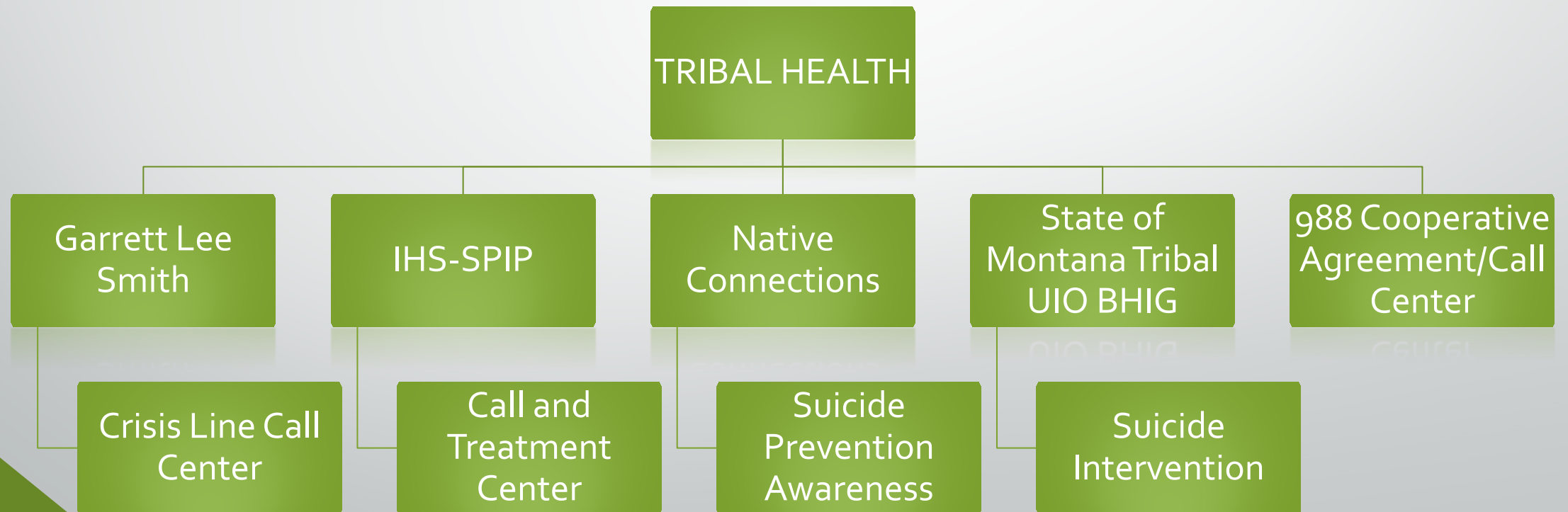
Call Center Updates

- **Voices of Hope**
- **Fort Peck Tribes**
- **The Help Center**
- **WMMHC**



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FORT PECK SUICIDE PREVENTION PROGRAM CHART





Garrett Lee Smith

- Crisis Line Call Center Operations: 406-653-2000
- Provide Community prevention awareness mini-grants
- Provide transportation for SI patients (adult and youth)
- QPR and safeTALK Training
- Cultural enrichment youth activities including ribbon skirt/shirt making, medallion making, beading, and hand-drum making classes
- Youth Conference participation involvement assistance
- Suicide Awareness Prevention conferences



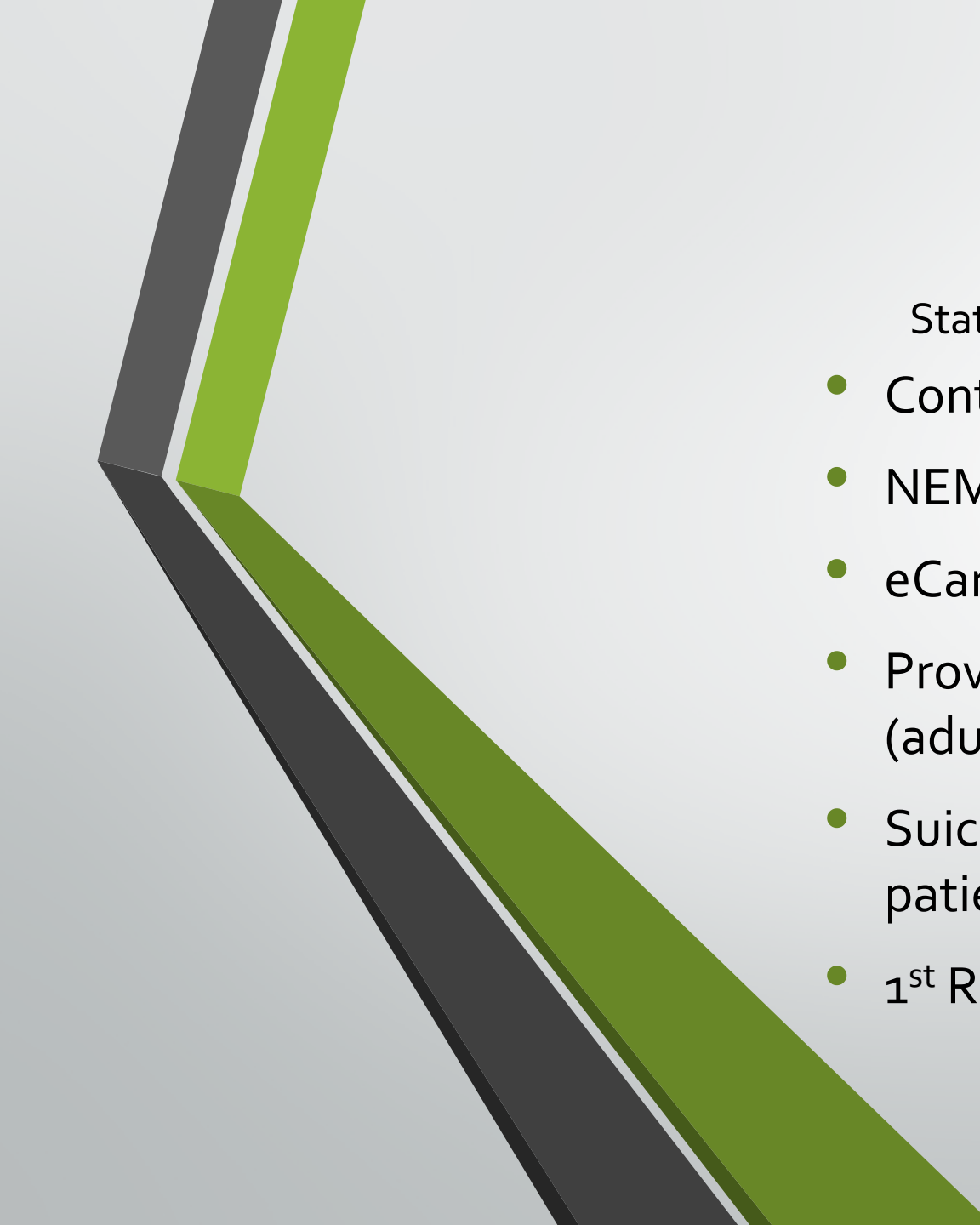
IHS-Suicide Prevention, Intervention, and Postvention

- Crisis Line Call Center Operations: 406-653-2000
- Develop 6 Community Suicide Prevention Response Teams
- Telehealth
- Transportation services to telehealth
- Cultural enrichment youth activities including ribbon skirt/shirt making, medallion making, beading, and hand-drum making classes
- 1st Response Suicide Protocol Development
- Suicide Awareness Prevention conferences



Native Connections

- Cultural enrichment youth activities including ribbon skirt/shirt making, medallion making, beading, and hand-drum making classes
- QPR and safeTALK training
- Suicide Awareness Prevention conferences
- Collaborate with SBRRRC Horsemanship (Equine Therapy) clinics and Traditional cultural events
- Provide transportation services for SI patients (adult and youth)



State of Montana Tribal UIO Behavioral Health Improvement

- Continuum of Care Coordinator
- NEMHS Isolation Room Expansion
- eCare Behavioral Health Crisis Care CC Program
- Provide Transportation services for SI patients (adult and youth)
- Suicide Intervention Case Management Services for patient and families (adult and youth)
- 1st Response Suicide Protocol Development



988 Cooperative Funding Opportunity with Tribes

- Liaison with 988 Voices of Hope
- Cooperative Agreement with 988 Voices of Hope
- Satellite Office of 988 Voices of Hope development
- Crisis Line Call Center referrals
- Recruit volunteers for the Crisis Line Call Center
- Youth 988 Promotion Summer activities



Missoula 988 Lifeline

WESTERN MONTANA MENTAL HEALTH CENTER/AWARE INC
DIRECTOR OF CRISIS & PREVENTION SERVICES, BRITTANY BLAIR

Updates

- ▶ WMMHC has merged with AWARE Inc
 - ▶ No changes to service delivery, this is a beneficial partnership to expand overall services
- ▶ Fully staffed with Call Specialists
 - ▶ Hiring Crisis Peer Support
 - ▶ Outreach Coordinator position was vacant Dec-April, has been filled since May
- ▶ Director is offering free “Question, Persuade, Refer – How To Ask About Suicide” certification training to partners and communities
- ▶ Call volume has continued to increase with georouting and general awareness of 988

Projects

- ▶ Formal MOUs in progress with 911 centers in our 7 counties for warm transfers and referral processes
- ▶ MOU with the Mobile Response in Flathead, MT has been signed
 - ▶ MOU with Missoula Mobile Support Team remains in place
- ▶ Outreach Coordinator is hyper-focusing on efforts in Mineral, Lincoln, Lake, and Sanders County.
 - ▶ If you have connections or would like to talk further individually, please email bblair@wmmhc.org
- ▶ Follow Up program continues to be successful
 - ▶ Caller quote: "It's cool that you guys do that (follow up calls). Dude 988 has been like the best. Of everyone I have talked to including you now. Thank you guys for what you guys do."

When life gets tough
CALL or TEXT 988
No judgment. Just help.

LAMAR

988 LIFELINE

10458

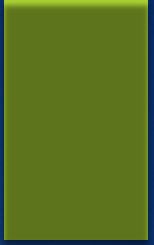




HELP IS 3 NUMBERS AWAY

988 SUICIDE & CRISIS
LIFELINE

CALL, TEXT, OR CHAT
988 FOR FREE 24/7 HELP



"Thank you so much for being kind and for listening to me because it's really important. Even if it doesn't sound urgent, it's really important. So thank you."

"I've recommended the Lifeline 988 to everybody."

"You helped me get over the stress. People don't seem to understand that even though I sound like I'm not stressed and I'm not suicidal, I was taught growing up that you don't let people know how you really feel. So, I talk cheery and like nothing's wrong, but that's not the case."

"You took the time for me. I have another day. I have another day, so thank you."

"You guys are doing really great work."

"I haven't seen my granddaughter feel this much relief in a long time."

"I finally feel like i have the support/resources i need to help my family."

"988 has been a saving grace for me and my granddaughter."

"Every day is a struggle, but people like you help a lot."

"You are very great, you are a star, cause honestly I have turned to 988 my adult life starting in college and I'm 40 now, and it is one of the best resources there is."

Montana 911 – 988 Integration Update

Ryan Olson MS: Third Signal, LLC

ROlson@ThirdSignal.com



MT DPHHS and the MT 988 Project - Summer 2025



- **Confirmed** - MT 988 Banner workshop with Fort Peck set for **June 24th** in Wolf Point. Working with Phoebe Blount on the schedule, participant list, and details.
- **Working on** - MT 988 Banner workshop in Browning, **second week in July (July 8th?)** Working with Terrance Lafromboise.
- **Working on** - MT 988 Youth workshop - BYEP-Bozeman (Big Sky Youth Empowerment), Working with Danica Jamison, Kayla Bradley, McKenzie Selden
- **Working on** - MT 988 Youth workshop - Nate Chute Foundation (Whitefish and Flathead Valley), Working with Ann Marie Bowlus and Meghan Voss.
- **Planning on** - MWF Veterans event in the Bitterroot
- **Seeking** - MT 988 Banner workshop - Contact person for the Crow reservation.
- **For consideration** - Veterans - 7th annual Food Truck Battle on the Yellowstone - Billings
- **For consideration** - Veterans - 2025 Little Shell Elders and Veterans Powwow on August 23–24
- **For consideration** – Display by invitation MT 988 Banners with booth material (powwows)



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

Questions



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