

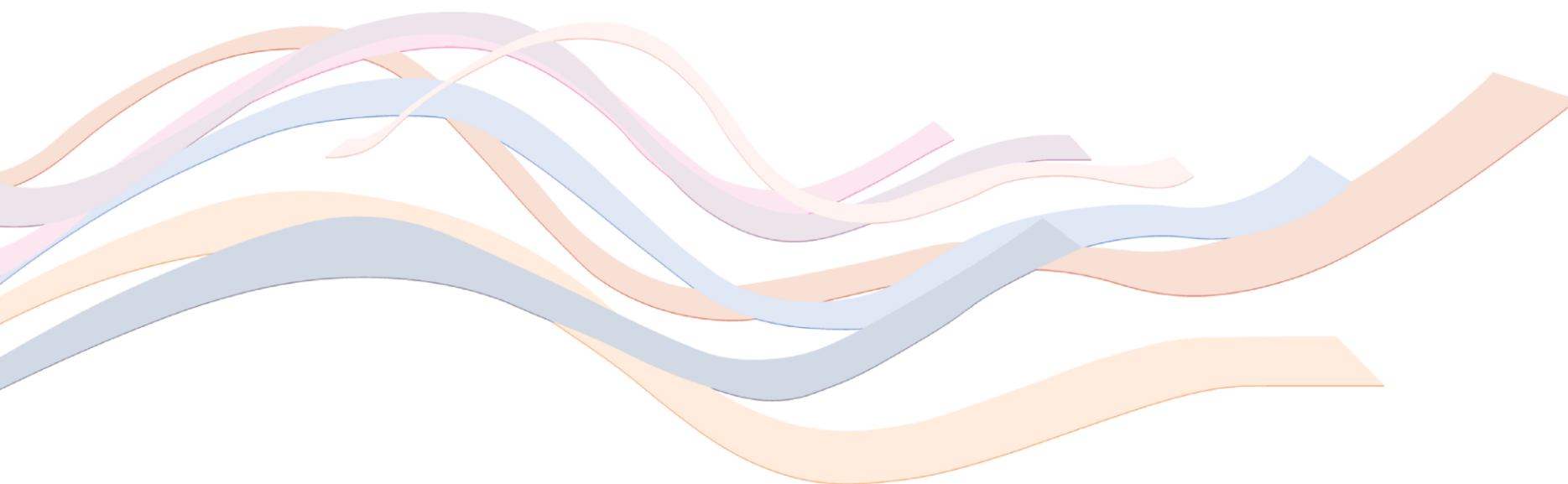
988/911 Interoperability

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First Responder Liaison

Division of Mental Health and Addiction

August 20, 2024



Identifying Key Similarities

911

- Three-digit number
- Easy to remember number
- Direct line to compassionate care and support

988

- Three-digit number
- Easy to remember number
- Direct line to compassionate care and support

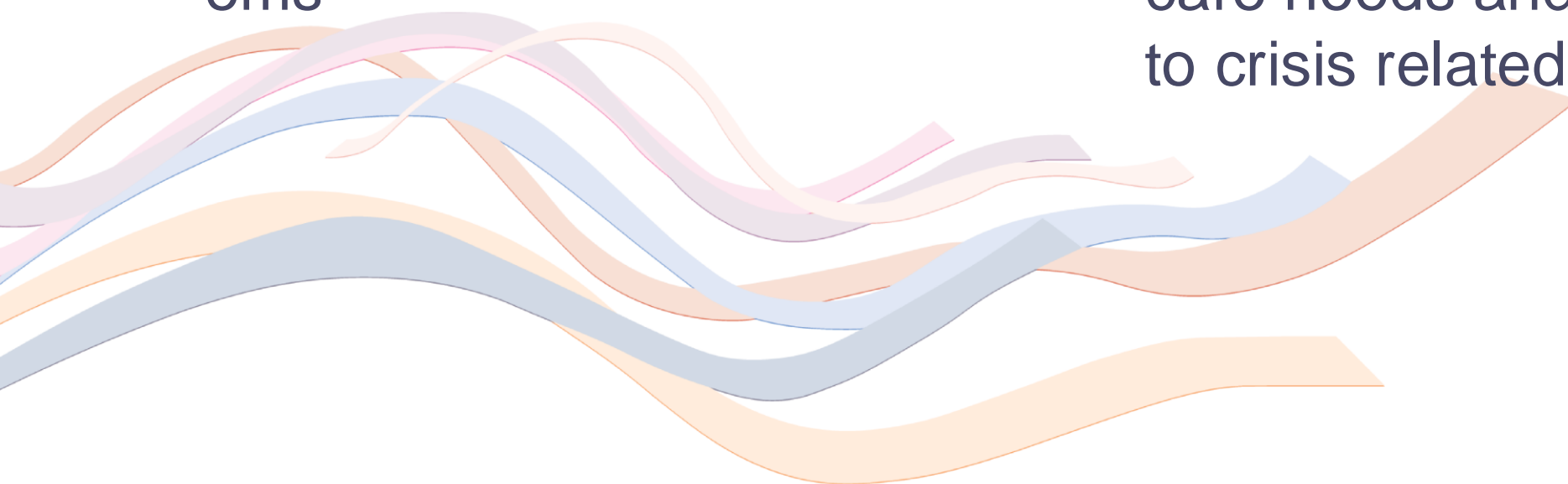
Identifying Key Differences

911

- Immediate emergencies & dispatching of police, fire and ems

988

- Access to crisis services, mental health related crisis care needs and easier access to crisis related resources



Someone to Contact



5 Response Centers

- A Better Way Services
- Crisis Center
- Mental Health America Indiana
- Mental Health America Wabash Valley Region
- Text to Chat

Indiana's Crisis Specialists

Who Are Our Crisis Specialists?



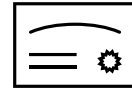
**EMPATHETIC
EAR**



**MEANS FOR
SUPPORT**



**SAFETY
EVALUATOR**



**CONTINUAL
EDUCATION &
TRAINING**



**RESOURCE
PROVIDER**



**COLLABORATIVE
MINDSET**

Interoperability : 911 & 988

What is our goal?

Ensure every Hoosier experiencing a crisis receives the support best equipped to address their needs by establishing trusting relationships between 988 providers and PSAPs/First Responders.

Interoperability : 911 & 988

Championing TANDEM Call Transfers

Tandem Transfer:

911 Emergency Dispatchers staying on the line with 988 Crisis

Specialists after a transfer to ensure the best response possible is offered to the person in need.

Interoperability : 911 & 988

Relationship Building

Build working relationships with Public Safety Answering Points throughout the state and partnering with the Indiana statewide 911 board to help facilitate consistent communication and collaboration.

Thank you!

Will Lovins

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