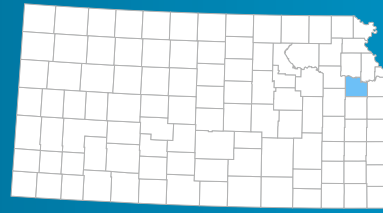




SHAPING CRISIS RESPONSE: SPOTLIGHTING DOUGLAS COUNTY, KAN.



Douglas County, Kan.
County Seat: Lawrence, Kan.
Population: 118,785

The National Association of Counties (NACo), in collaboration with [The Pew Charitable Trusts](#) and [RAND](#), hosted a series of conversations with county leaders to understand the progress, challenges and lessons learned from 911/988 interoperability across various models, including embedded clinicians, call transfer and co-located response. This series will spotlight the work of five of the innovative counties shaping crisis response systems.

Douglas County exemplifies how investment in partnerships between local systems and human services can streamline behavioral health care. Kansas Suicide Prevention Headquarters (KSPHQ), located in Douglas County, is Kansas's primary crisis call center — responding to 988 calls placed in 103 out of the state's 105 counties. Since 988 calls route to call centers based on a phone number's area code, people calling from a different location often experience delays in reaching the closest call center with nearby services.

To overcome this problem, KSPHQ created a 911/988 transfer program that utilizes 911 location technology so that callers within the counties that KSPHQ serves, regardless of their phone's area code, are located and transferred directly to KSPHQ. Piloted in Douglas County, this program incorporates a "quick button" that local 911 call centers can press to swiftly transfer callers to KSPHQ crisis counselors, minimizing wait time. KSPHQ's 988 quick button is an integral part of streamlining

access to Douglas County's new continuum of care, which includes the Mobile Response Team (MRT) that KSPHQ can dispatch to provide on-site behavioral health crisis support and the [Treatment Recovery Center](#), where people in need of crisis observation or stabilization can go.



86

percent of mobile crisis team interventions result in keeping people in the community

To facilitate the program's implementation, Douglas County funded a program coordinator who works alongside a 911 law enforcement liaison at KSPHQ. Together, they developed criteria for diverting cases to enhance the number of calls transferred from 911 to 988. Douglas County also provided funding for KSPHQ to hire call supervisors to enhance care coordination. **Currently, 81 percent of calls made to the Douglas County Crisis Line, managed by KSPHQ, are resolved on the phone and 86 percent of the mobile crisis team interventions result in keeping people in the community, avoiding hospitalization or incarceration.**

NACo would like to thank Jared Auten, crisis line director, Kansas Suicide Prevention HQ for sharing information on Douglas County. This spotlight was created with support from The Pew Charitable Trusts.