
NWHS Crisis and Information Hotline / 988 Call Center *Marion & Polk Counties*



STEPHEN GOINS
CHIEF OPERATIONS OFFICER

Northwest Human Services | FQHC

Crisis & Information Hotline | 24/7/365 **2022-23 FY Data**

- Total calls: 32,000+ calls
- Crisis Intervention Calls: 2,484
- **Suicide Prevention calls (Lifeline): 3095**
- Financial Assistance (rent, utilities, medication): 482 households

Other Programs:

West Salem Clinic (Medical, Dental & Mental Health)

Total Health Community Clinic (Monmouth)

Mid-Valley Resources online resource database

FINDINGS & BARRIERS

- Crisis acuity levels Continued
- low utilization/need of police response (>1%)
- Social determinants of health – driving distress, health issues and needs.
- Increase in youth and older adults calling through 988
- Mobile crisis teams - facing challenges to launch
- Low BH system capacity – lack of providers and acute / intermediate psychiatric treatment beds; 988 filling the gaps

LANGUAGE ACCESS (PAST 3 MONTHS)

988				
PREFERRED LANGUAGE				
ENGLISH	264	303	264	831
CHUUKESE	0	0	1	1
SPANISH	1	1	0	2
TOTAL	265	304	265	834

ALL LINES				
PREFERRED LANGUAGE				
Chuukese	2	3	1	6
English	1738	1767	1507	5012
Marshalese	2	0	0	2
Other	1	0	0	1
Russian	3	0	1	4
Sign language	0	2	0	2
Spanish	47	42	14	103
TOTAL	1793	1814	1523	5130

LANGUAGE ACCESS

- ❖ **AMN Healthcare** - Provides access in over 200 languages, 24/7/365. Medically certified interpreters.
- ❖ **988 ASL** – video service launched nationwide September 2023
 - Deaf, DeafDisabled, Hard of Hearing, and Late-Deafened can click the "**ASL Now**" button on [988lifeline.org](https://www.988lifeline.org) and follow the prompts.
 - ASL callers can also call [1-800-273-TALK \(8255\)](tel:1-800-273-TALK) from a videophone to reach ASL services.

FEEDBACK & GRIEVANCE

- Policy and procedures in place for full review and follow up.
- All 988 grievances & feedbacks received at Call Centers are sent to OHA.
- OHA will also initiate investigations and contact centers as needed.
- Can be provided over the phone with Crisis Specialists, or submitted through other means (website, in-person, etc.)

QUESTIONS?

Stephen Goins

Chief Operations Officer

sgoins@nwhumanservices.org

503-588-5840

Maggie Walker

Program Manager

mwalker@nwhumanservices.org

503-588-5846