

FirstLink

What happens when I call?
 → Who is FirstLink
 → How to reach us
 → What happens on the call

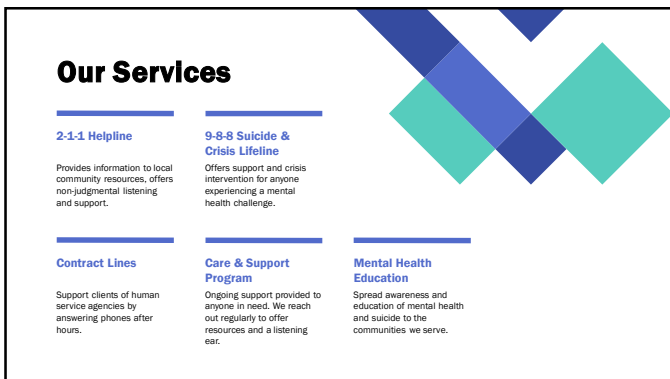
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Mission
 To assist people in identifying, accessing, and making effective use of community and volunteer resources.

Vision
 To be the first link in linking people and resources 24-hours a day.

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Our Services

<p>2-1-1 Helpline</p> <p>Provides information to local community resources, offers non-judgmental listening and support.</p>	<p>9-8-8 Suicide & Crisis Lifeline</p> <p>Offers support and crisis intervention for anyone experiencing a mental health challenge.</p>	
<p>Contract Lines</p> <p>Support clients of human service agencies by answering phones after hours.</p>	<p>Care & Support Program</p> <p>Ongoing support provided to anyone in need. We reach out regularly to offer resources and a listening ear.</p>	<p>Mental Health Education</p> <p>Spread awareness and education of mental health and suicide to the communities we serve.</p>

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2-1-1 or 9-8-8?

2-1-1 Helpline

- North Dakota (statewide) & Clay County, MN
- Offers information to local resources
- Possible hold time

9-8-8 Suicide & Crisis Lifeline

- North Dakota (statewide) & 17 counties along Red River Valley in MN (calls, statewide for text/chat)
- Offers crisis intervention and safety planning for those struggling or their loved ones
- No call goes unanswered

All FirstLink phone lines...

- Available 24/7/365
- Are confidential
- Provide non-judgmental listening & support

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2-1-1 Helpline

How to reach...

- Dial **2-1-1** or (701) 235-7335
- Text your **zip code** to **898-211** (TXT:211)
- Visit myfirstlink.org

What we provide...

- Information on **community resources**
- Explore needs and **determine eligibility** prior to any referrals
- Supportive **listening**
- In some cases, **Intake** for valuable services

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FirstLink 2-1-1 Directory of Resources

<ul style="list-style-type: none"> Aging Services Food Housing Utilities Transportation Education Employment Consumer Services 	<ul style="list-style-type: none"> Youth Services Mental Health/Substance Use Disorder Services Support Groups Health Care Prevent, Pregnancy, and Postpartum Services Personal & Financial Items Recreation Programs Resource Information/Outreach Criteria
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Welcome

To get started, begin by typing your zip code or city name which the suggestions will usually that correspond to the location you. You may also use the keyword search or search through the category menu. If you're having trouble, try typing a word or phrase and wait for the auto-suggestions to appear.

Remember, 2-1-1 is there for you 24 hours a day, 7 days a week! Our call operators are here for you to assist you in finding resources and providing you with immediate listening and the 2-1-1 number is a free service and can also be reached directly by calling 781-320-7200.

Thank you for your program or organization listed! Please reach out to us here or email at info@firstlink.org. A member of the 2-1-1 Command Center team will be in touch to assist you in making any updates to your listing.

THANK YOU to the United Medical Foundation who is providing the platform for this website. We appreciate the health care workers and their support.

Keyword Search

Q Search:

Sorting: Location:

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9-8-8 Suicide & Crisis Lifeline

How to reach...
Dial or text 9-8-8 (or 1-800-273-8255)
 Visit 988lifeline.org/chat

Listening & Support
 Offers confidential, non-judgmental support while encouraging appropriate professional care.

Crisis Intervention
 Call Specialists trained in assessing risk and effective safety planning de-escalate mental health and suicide crises.

Third Party Concerns
 Variety of ways to support concerned parties: concern call, referral to resources, and communication coaching.

Specialty Lines
Press 1 – Veteran’s Crisis Line
Press 2 – Spanish Speaking Line
Press 3 – LGBTQ+ Youth

FirstLink does not answer these specialty lines, though we can still support individuals within these demographics

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Reasons to Call

Thoughts of Suicide
 Personal thoughts of suicide, whether they are passive thoughts or having a plan with intention
 Can provide L&S and/or connect with professional supports

Thoughts of Harming Others
 Personal thoughts of harming others, whether just passive thoughts up to having a plan with intention
 Can provide L&S and/or connect with professional supports

Substance Use Concerns
 Personal concerns of substance use
 Can provide L&S and/or connect with treatment options

Concern for Another
 Concern for friends, family, coworkers, etc. related to suicide, substance use, homicidal ideation, etc.
 Can do 3rd party contact, communication coaching, resource sharing, etc.

General Mental Health Struggles
 Having a bad day, general stressors, etc.
 The best time to talk about a hard time is before it's a crisis

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What happens when I call?

<p>Greeting</p> <p>You will hear an automated greeting with options to select if they apply</p>	<p>We'll offer help</p> <p>You will be offered resources, a supportive listening ear, or crisis intervention as needed</p>
<p>FirstLink answers</p> <p>A Call Specialist will greet you and introduce themselves or ask for your city</p>	<p>Follow up</p> <p>We may text you information, ask to follow up about resources, or offer ongoing support</p>

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Safety Plan

<p>Warning Signs</p> <p>Thoughts, images, mood, behaviors, etc. that indicate that a crisis is developing</p>	<p>People to Turn to for Help</p> <p>People who are trusted and safe that can provide help</p>
<p>Internal Coping Strategies</p> <p>Things that can take the mind off problems without contacting someone else</p>	<p>Professionals/Agencies to Contact</p> <p>Primary care doctor, nearby emergency rooms, mobile crisis teams, crisis lines (i.e. 988)</p>
<p>People and Social Settings to Distract</p> <p>Places to go to or people to reach out to for a distraction</p>	<p>Making the Environment Safe</p> <p>Ways to make the environment safer, such as removing access to means</p>

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Least Invasive Options First

<p>Safety Check</p> <ul style="list-style-type: none"> An individual isn't able to agree to safety long-term, but is able to stay safe while doing a task (watching a movie, taking a nap, etc.) or just for a short period of time (1-4 hours) CS will collect name, phone number, and address from caller and reach out at agreed upon time 	<p>Connect with HSC</p> <ul style="list-style-type: none"> The Human Service Centers in the 8 regions of ND have different crisis services, such as Crisis Stabilization Units and Mobile Crisis Teams CS can help connect caller to HSC for in-person intervention services 	<p>Care and Support</p> <ul style="list-style-type: none"> FirstLink's follow up program If a caller expresses thoughts of suicide, we offer out Care and Support program Will reach out 24-72 hours after initial contact with 988 to check in on the caller, then offer continued check ins
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2024 Statistics

Total Contacts
86,997

Suicide-Related Contacts Risk Levels
17,562 Contacts Related to Suicide (all phone lines)

- 62% Low Risk
- 31% Moderate Risk
- 7% High Risk

988 Contacts
15,765

- 88% Increase from 2023

Involuntary Emergency Service Intervention (All Lines)
112 times

- 99.99% de-escalation rate

Category	Percentage
Information	38.4%
Listening and Support	24%
Referral	19.1%
Crisis Intervention	18.4%

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Mental Health Education

Mental Health First Aid
Recognize and respond to someone experiencing a mental health or substance use challenge

safeTALK
Become suicide alert and able to recognize warning signs for suicide

Mental Health Awareness
Briefly learn about common mental health conditions and how to offer support to someone in need

ASIST
Build skills and confidence to intervene during a suicide crisis and develop a safety plan

Specialized Trainings
FirstLink can develop mental health-related presentations covering specific topics by request

Suicide Risk Assessment
Learn to assess for risk of suicide using the Columbia-Suicide Severity Rating Scale (C-SSRS)

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Stay in touch!

bit.ly/connectFL

www.myfirstlink.org

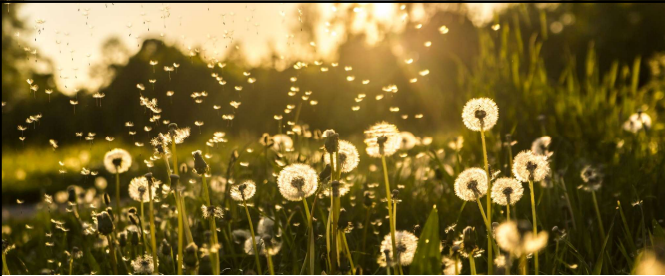
- Search community directory
 - Add new program/resource to directory
- Find printable resources
- Newsletter sign-up
- Donate
- Career/internship opportunities

Dallas Turfy
Education Coordinator

outreach@myfirstlink.org

(701) 293-6462 - ADMINISTRATIVE LINE
2-1-1 or (701) 235-7335 - RESOURCES
9-8-8 or (800) 273-6255 - CRISIS

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Behavioral Health Services
Crisis, Open Access, Outpatient, and PRTF Services


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Crisis Services

Human Services Centers have implemented a comprehensive crisis care system with essential elements within a no-wrong-door integrated behavioral health system.


Human Service Centers are located in eight (8) regions: Bismarck, Devils Lake, Dickinson, Fargo, Grand Forks, Jamestown, Minot and Williston; with an additional three (3) satellite clinics in Rolla, Valley City and Grafton.




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Crisis Services



Helps individuals facing a crisis event to experience **relief quickly** and to resolve the crisis when possible.



Meets individuals in an environment **where they are** comfortable; *and*



Provides **appropriate care/support** while avoiding unnecessary law enforcement involvement, emergency room use and hospitalization.

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C o l l a b o r a t i o n


- Law Enforcement
- Emergency Departments
- First Responders

Crisis services cannot be viewed as stand-alone resource operating independent of the local community behavioral health and hospital systems, but rather an integrated part of a coordinated continuum of care.

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Behavioral Health Crisis Care



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Regional Mobile Crisis Response



Behavioral health staff respond in person anytime, day, and night



Crisis therapy and resolution in-person or via telehealth



Connect individuals to community-based care as needed through warm hand-offs and coordination




Provide crisis planning and follow up

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Crisis Stabilization Unit


• Efforts underway to fully develop services in each region




24-hour receiving and stabilization facility




First responder drop-off area



Accept all referrals with applicable screening



Does not require medical clearance prior to admission, rather assessment for needed support while at facility



Services provided address mental health and substance use crises

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Certified Shelter Care for Youth

On-call staff can coordinate with Certified Shelters to place youth who are in crisis, and able to care for self and are not needing a higher level of care such as hospital.

HSC staff will continue to assess needing for stay while youth are at the Shelter.

Current Locations with Certified Shelters:

- Williston
- Dickinson
- Grand Forks
- Minot

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Statewide Crisis Response Services

Person in need calls the crisis line (988) 24/7

Estimated 70-80% crises resolved

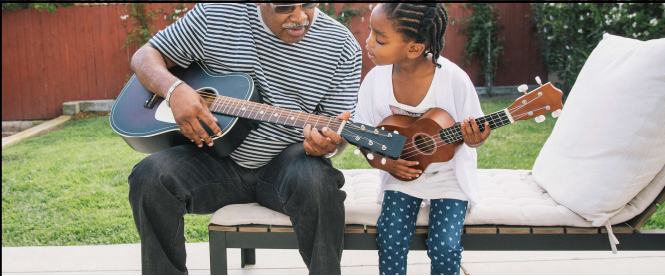
Activate mobile crisis response if unresolved

Variety of pathways to interventions

Post-crisis support

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What We Do
Highlights of Youth Behavioral Health Services

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What We Do: Open Access





- Walk-in and coordinated scheduled assessments available at all clinics
- Rapidly assess need and connect individuals to the right services.
- Assessment guides individualized treatment plans to identify services at clinic and/or referral to an outside agency to align to the individuals needs.


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What We Do: Behavioral Health Outpatient Services
Youth and Family Services

 Provides short-term, high intensity treatment that is **individually tailored** to meet the needs of each youth and his or her family.

 **Keeps families together** by avoiding multiple placements of at-risk youth.

 Provides **in-home and community-based services**, including skills training and skills integration for youth and families.

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What We Do: Behavioral Health Outpatient Services

Youth and Family Evidence-Based Therapy

Functional Family Therapy (FFT)

- FFT is an evidence-based intervention for youth and families designed to meet the needs of at-risk youth involved with the juvenile justice, mental health, school, or child welfare systems. Services are short-term and conducted in both clinic and home/community settings.
- All Regions

ND System of Care (SOC)

- A collaboration of community-based services & supports for youth and families to help them function better at home, school, in the community & going forward with life.
- Region III and Region VII
- Funded by Substance Abuse and Mental Health Services (SAMSHA) System of Care Expansion and Sustainability Grant

First Episode Psychosis (FEP)

- Assist young people experiencing early episodes of psychosis and their families by providing early intervention services.
- Region V and Region VII
- Funded by Mental Health Block Grant

Multi-systemic Therapy (MST)

- Family and home-based treatment that strives to change how youth function in their natural settings-home, school and neighborhood-in ways that promote positive social behavior while decreasing antisocial behavior.
- Region V



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What We Do: Behavioral Health Residential Services

Youth Psychiatric Residential Treatment Facility

Role in North Dakota's Behavioral Health System

- **Specialized Psychiatric Residential Treatment Facility (PRTF)** serving North Dakota's youth.
- **10-bed capacity** providing intensive, structured care for youth with complex behavioral health needs.
- **Safety net provider** for youth who have limited or no other placement options.



Focus Population

- Youth with **Autism Spectrum Disorder (ASD) and/or lower intellectual functioning** who also have significant behavioral health needs.
- Individuals who require a **higher level of structured care** to stabilize and develop skills for community integration.
- Provides an **alternative to out-of-state placements**, keeping youth closer to home and connected to local supports.



System Impact & Need

- Prevents hospitalization and **reduces reliance on emergency services** by providing specialized, long-term care.
- Supports **North Dakota's commitment to serving high-needs youth in-state** rather than seeking care in other jurisdictions.
- Critical in addressing **gaps in services** for youth with both developmental and behavioral health challenges.



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Partners | Providers

Recovery Centers	Contracted Crisis Units	Transitional Living Facilities	3.1 SUD Residential	Hospitals/ERs/Critical Access Hospitals
Community Inpatient Hospital	Crisis Psychiatric and Nursing (Legacy, LLC, PasPsych)	Consultants (MTM, NatCon, FFT LLC)	Crisis Services (Avel E-Care, Solutions mobile crisis)	Medical Detox (Clay County Receiving Center)
Employment Support (Vocational Rehabilitation)	Sex Offender Treatment (STAND)	Jail Behavioral Health Services (Integrated Telehealth Partners)	UND Med School (UND)	Other (med delivery, taxi, etc.)



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