



Nevada 988

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Crisis Response System

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NEVADA DIVISION of PUBLIC
and BEHAVIORAL HEALTH

ALL IN GOOD HEALTH.



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ABOUT DPBH

MISSION

To protect, promote, and improve the physical and behavioral health and safety of all people in Nevada, equitably and regardless of circumstances, so they can live their safest, longest, healthiest, and happiest life.

VISION

A Nevada where preventable health and safety issues no longer impact the opportunity for all people to live life in the best possible health.

PURPOSE

To make everyone's life healthier, happier, longer, and safer.



ALL IN GOOD HEALTH.

AGENDA

1. Brief 988 Introduction
2. 2025 988 Data Overview
3. Introduction to Carelon Behavioral Health
4. 988 Coalition
5. Questions



What is 988?

A three-digit number you can call, text, or chat online to talk with a human.

“When you reach out to 988, someone is there to help you feel better right now.”



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Who Should Reach Out?

*“When it’s a problem to you,
it’s a problem to us.”*



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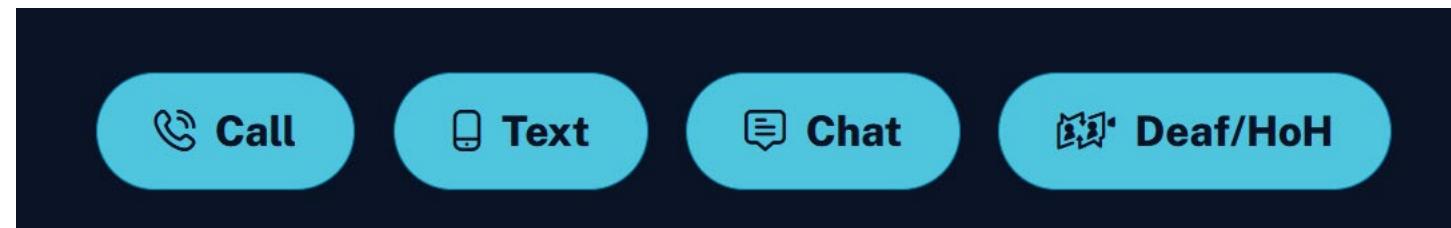


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How 988 Works

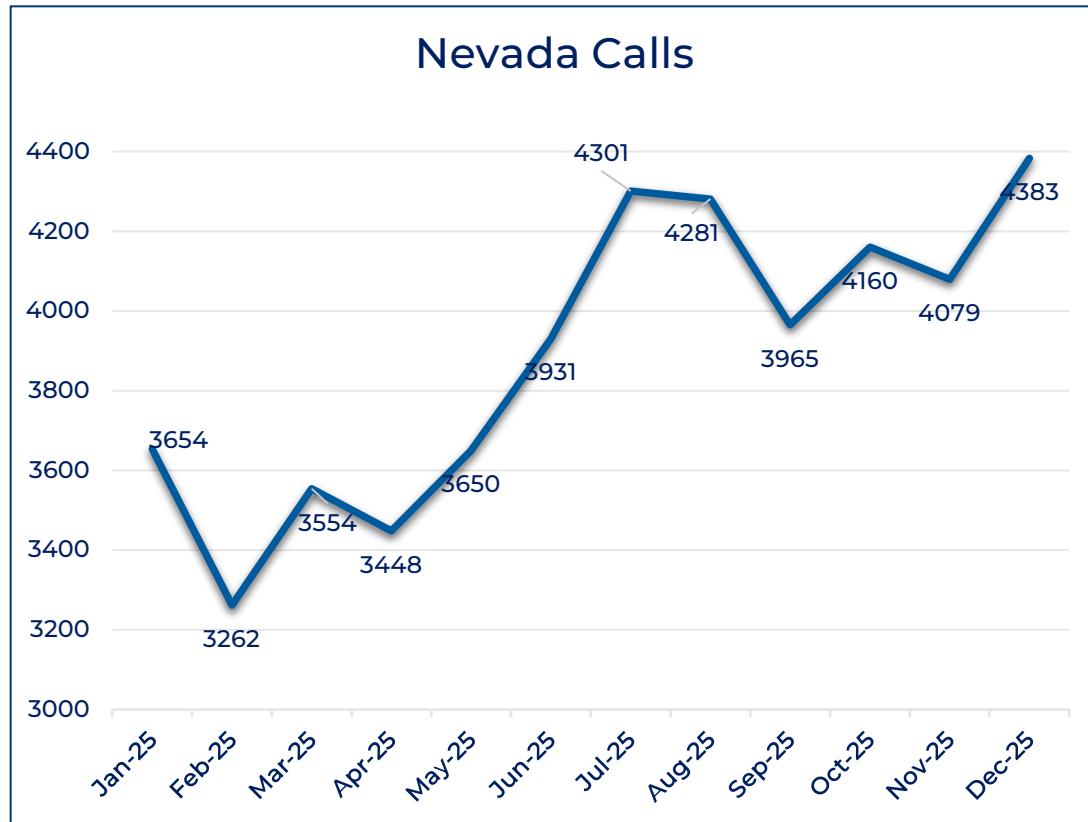
Three Options to Reach 988:

1. Call
2. Text
3. Chat

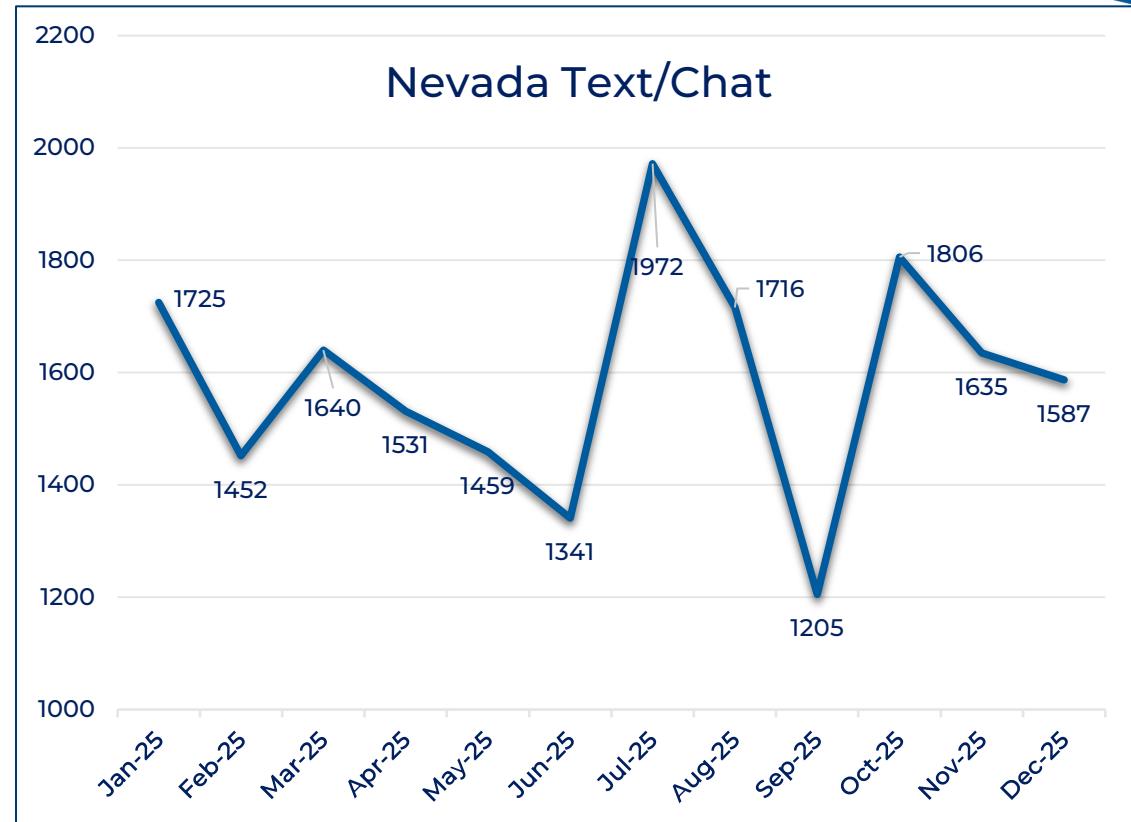


988 Call Centers

Someone to Contact

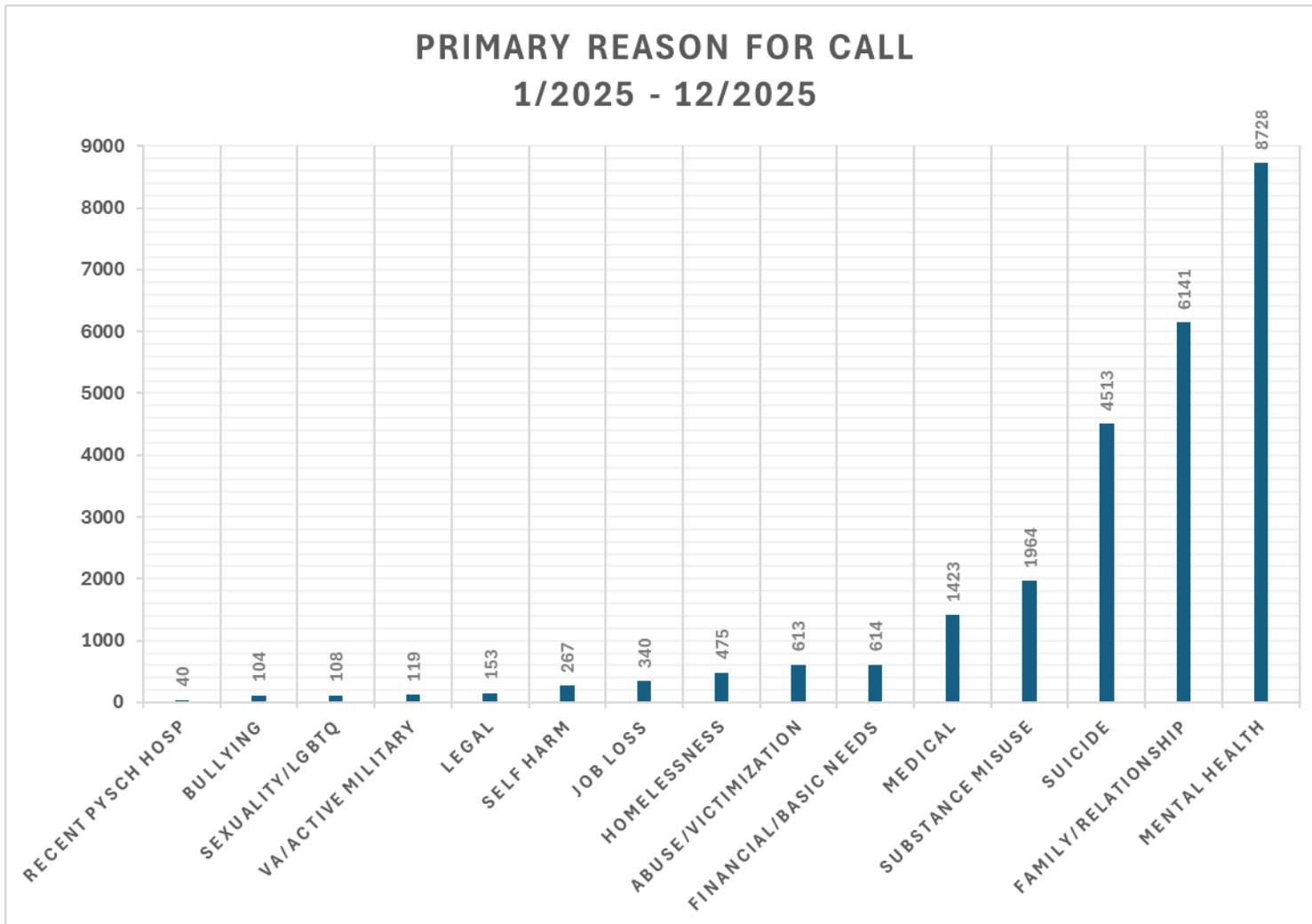


Average: 3,889 voice contacts/month



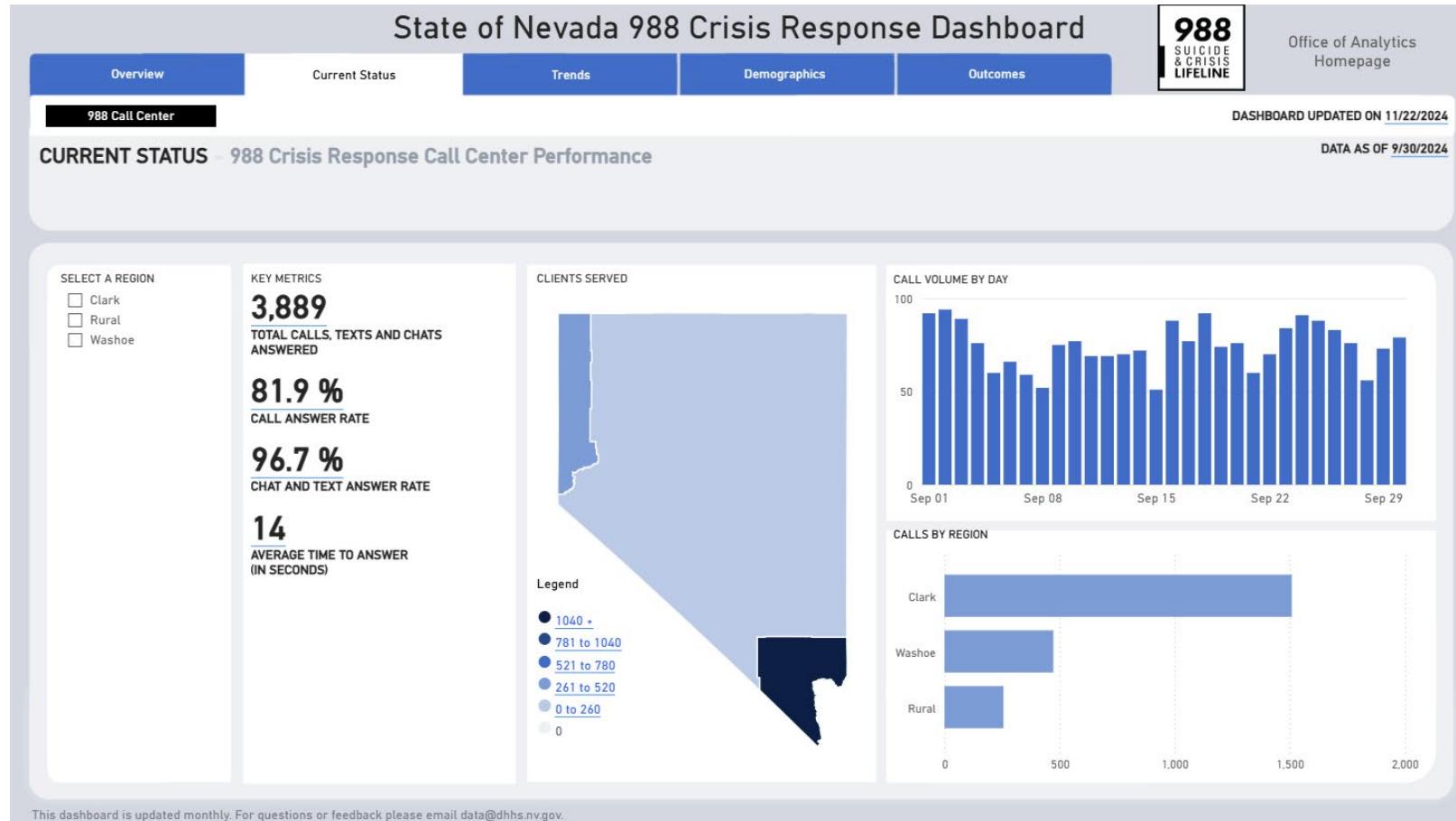
Average: 1,589 chat/text contacts/month

988 Call Reasons





988 Public Dashboard



- Currently in production
- Will track key metrics by region
- Public facing for accountability and transparency
- Expected to be published early Q1 2026

988 Call Center-Carelon

Mai Tran, Community Engagement Manager – Mai.Tran@Carelon.com

About **Carelon**: The National leader in behavioral health crisis solutions. They combine national expertise with curated local capabilities to deliver an integrated, high-performing crisis system of care.

- Crisis Contact Center: Crisis contact center services for calls, texts, and chats
- Crisis System Management: Operational oversight and quality management of the crisis system (crisis ASO)
- Total Crisis Solution: Combines crisis contact center services and system management



988 Call Center-Carelon



Our work with Nevada: “Nothing about us without us”

Augmenting Nevada's crisis system involves drawing on best practices from these stakeholders across Northern, Southern, and Rural Nevada, integrating them into a cohesive statewide framework that still respects regional needs and provides specific resources.

Two regional call centers: CSSNV in Northern (CSSNV is serving as a delegate for Carelon) and Las Vegas (opened July 1) ensuring that our staff is localized to each center. Call volumes will be aligned with call origins, using local routing to appropriate support and resources. Additionally, we will enhance the system with layers of clinical oversight for statewide consistency, as well as unified metrics, KPIs, and reporting.

Our work goes beyond a call center, as we work alongside the state, our stakeholders, and community members to build out a crisis continuum.

988 Call Center-Carelon

Mai Tran, Community Engagement Manager – Mai.Tran@Carelon.com



Nevada 988 Resource Directory

Service	Project Worth	Project Worth	Gambling Addiction Help
Service	Evive	Evive	Gambling Addiction Help

Project Worth aims to reduce gambling harm, de-stigmatize gambling addiction, and connect individuals with treatment to improve mental health and strengthen the state's economy.

Evive is a free, confidential app designed to support your recovery journey. Access personalized resources, track your progress, and find encouragement anytime, anywhere.

<https://www.projectworthnv.org/>

<https://www.getevive.com/>

Nevada 988 Crisis Response Coalition

NAMI Nevada

The Division is expanding outreach efforts and, in partnership with NAMI Nevada, has formed a 988 Coalition to foster collaboration and build a responsive behavioral health system for all Nevadans.

- Why partner with NAMI Nevada on the 988 Crisis Response Coalition?
- What is the 988 Coalition?
 - Coalition Mission
 - Coalitions Vision
- Interested in Joining?
 - Contact Brent Andriese - NAMI Nevada 988 Taskforce Coordinator
988nami@naminevada.org
- 988 Coalition Website - nv988coalition.org





QUESTIONS?



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