

MENTAL HEALTH ISSUES AND OPTIONS - II

Prepared for the Children, Families, Health, and Human Services Interim Committee
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8. ISSUE: Telephone listings for mental health crisis or suicide.

A requirement to provide toll-free emergency telephone services throughout each respective assigned area is included in the AMDD contracts with four licensed (community) mental health centers. Testimony has been received regarding the difficulty of finding emergency telephone numbers or listings for crisis or suicide lines. A content analysis was performed on 12 telephone books for communities across Montana and the analysis determined that little uniformity exists.

General Observations:

- 1) Emergency Services telephone numbers are generally on Page 1. Only 1 directory listed a Mental Health Center Crisis Line -- Greater Flathead Valley CenturyTel.
- 2) On the Emergency Services page, there is a listing for the statewide toll-free Child Abuse Hotline that is administered through DPHHS for centralized intake.
- 3) In most directories, there is a Community Services Numbers section in the front, XX included a reference to mental health, only 1 had a mention of a Suicide line, in Great Falls Community Service Numbers under Emergency. Substance Abuse numbers are listed under every community services numbers page.
- 4) In the major 7 cities, there are various listings under both the white pages and the yellow pages. Yellow Pages are by category and uniformly called Mental Health Services. If you have to use the White Pages, however, you must know the correct name of the mental health center and crisis numbers are mentioned in only 6 out of 12 directories. Crisis or emergency numbers are included in 11 of 12 of the directories. Under the Community Services listings, there are two local number listings and one toll-free number; under the White Pages, there are 3 toll-free numbers and 3 local numbers listed; and under the Yellow Pages, there are 4 local listings and 6 toll-free numbers.
- 5) Dex Community Service Numbers provides that if the you want changes, deletions, or additions in Community Service Numbers, you must call 303-896-6147.

OPTIONS:

- 1) Statewide toll-free crisis hotline with a listing similar to the child abuse hotline. This would require resources to AMDD or another entity, or could be a statewide contract related to the 2-1-1 legislation from 2005. There was only 1 mention of suicide in any directory. Given our high suicide rate, that may be the most compelling argument for a statewide toll-free line and listing under emergency services. This may also provide for a more centralized data collection for analysis.
- 2) Requirement in state contracts that each mental health center with a contract that requires a crisis line is required to secure a mental health crisis line listings for all communities in

its service are under emergency services as a condition of the contract.

Telephone Book Search Content Analysis Results

Helena Dex-

- Pg. 43 under Community Service Numbers - Mental Health - Golden Triangle - Crisis Line (24 hours) local number.
- White Pages listing for Golden Triangle Community Mental Health - large type, bold, includes emergency crisis line local number and emergencies toll free number
- Yellow Pages - listing under Mental Health Services - Boulder, Helena, Lincoln, Townsend. Large ad with Emergency Crisis local and toll free numbers.

Missoula Dex

- Nothing under Community Service Numbers in front listings.
- White Pages listing for Western Montana Mental Health (no bold)
- Yellow Pages - listing under Mental Health Services - Alberton, Missoula, Superior, Thompson Falls. Large ad on previous page that includes emergency (24 Hour Availability) includes local number and toll-free number.

Bozeman Dex

- Pg. 31 under Community Pages Community Service Numbers - Mental Health Center listing for Bozeman, MSU, and Livingston - local numbers only (no emergency or toll free numbers).
- White Pages listing for Gallatin Mental Health Center (bold) local number (no emergency number).
- Yellow Pages listing for Gallatin Mental Health Center, local number. Large ad on same page lists emergency services and includes local number.

Butte Dex

- Pg. 41 under Community Service Numbers - Mental Health Services (Outpatient) local numbers for Anaconda, Butte, Deer Lodge County, Dillon - local numbers only (no emergency or toll free numbers).
- White Pages listing for Western Montana Mental Health Center (Large, Bold) local number (no emergency number).
- Yellow Pages listing for Western Montana Mental Health Center, local number. Large ad on next page includes local number and 24-Hour Crisis Line Toll Free Number

Billings Dex

- Pg. 49 under Community Service Numbers - Mental Health - for Carbon County, Red Lodge, Musselshell County, Stillwater County, Yellowstone County - Mental Health Center and Emergency - 24-hour local numbers.
- Under White Pages for Business - Large, colored ad with 24-Hour Emergency Services toll-free number.
- Yellow Pages listed under Mental Health Services for Big Timber, Billings, Columbus,

Hardin, Harlowton, Red Lodge, Roundup, includes local numbers and toll free numbers. Large Ad on previous page with local and toll free, 24 Hour Emergency services numbers.

Great Falls Dex

- Pg. 35 under Emergency Numbers, Suicide Intervention local number.
- Pg. 36 under Mental Health, Golden Triangle Mental Health Center local number.
- White Pages - Golden Triangle Community Mental Health regular type, local number.
- Yellow Pages - Under Mental Health Services, Golden Triangle Mental Health Services (bold) local number. Large ad on same page. For Emergencies Only toll free number.

Greater Flathead Valley CenturyTel

- Pg. 1 under Emergency Numbers, Mental Health Crisis Line local number.
- White pages - no listing for Western Montana Mental Health Center (listing of toll free number for Pathways Treatment Center.)
- Yellow Pages under Mental Health Services Mental Health Center, 24-hr. Crisis Services local number.

Libby Frontier Pages

- Pg. 8 Community Services - Western Montana Mental Health Center local number.
- White pages - Western Montana Mental Health Center local number.
- Yellow Pages under Mental Health Services, Mental Health Center Crisis Line Toll Free.

Mid-Rivers Communications Montana/Dakota Regional Telephone Directory (Eastern Montana)

- Green Pages - no mental health listings.
- White pages (red tab) - listing for Mental Health Center for Glendive (local crisis line), Miles City (local crisis line), Roundup (toll free), Sidney (local number), none for Wibaux, Terry, Baker, Fairview.
- Under Billings Business (purple tab) - listing for Mental Health Center including local number and 24-Hour Emergency Services toll free number.
- Yellow Pages under Mental Health Services, listing for Miles City Emergency Call local number under Eastern Montana Community Mental Health Center. Also listing for Deaconess Billings Clinic Psychiatric Services - Billings Toll Free.

3 Rivers Communications Directory North (Northcentral Montana)

- White pages listing for Golden Triangle Mental Health Services - Browning, Chouteau, For Emergencies Toll Free number. Conrad, Cut Bank local number. (No listing for Shelby except Yellow Pages)
- Yellow Pages listing under Mental Health Services for Golden Triangle Community Mental Health Center Toll Free number (no mention of emergency, crisis, or 24-hour).

Lewistown Dex

- White Pages local number under Mental Health Center

- Yellow Pages listing under Mental Health Services for Mental Health Center - local and toll free number (no mention of crisis, emergency, 24-hour)

Blackfoot Directory (Western Montana)

- Pg. 57 Community Service Numbers under Mental Health Center Emergency Services local number.
- White Pages Mental Health Center listing for Thompson Falls, Plains, Superior, Ronan, Hamilton, Missoula local numbers. Only Emergency Services number is a local number for Missoula.
- Yellow Pages under Mental Health Services local number for Ronan, no mention of emergency or crisis.

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