



When more is needed, help is available 24/7.

A crisis can happen to anyone at any time. The following behavioral health crisis services are the essential community components that can help you or your loved one bridge the gap between emergency services and long-term care, provide immediate support, reduce police involvement, and provide the help you need/when you need it.

You don't have to figure this out alone.

Sometimes, we just need someone...

someone to

CALL

If you or someone you know is experiencing a mental health or substance use crisis, you can reach the Idaho Crisis and Suicide Hotline by calling or texting 9-8-8 24 hours a day, 7 days a week.

9-8-8 acts as the primary contact for immediate counseling and referral.



someone to

RESPOND

988 can send out Mobile Response Teams (MRTs). MRTs are staffed by behavioral health professionals who travel to the individual experiencing a crisis and provide assessment, stabilization, and, if needed, triage the individual to a higher level of care.

Mobile Response Teams are now available 24 hours a day, 7 days a week!

somewhere to

GO

Recovery Community Centers provide free recovery support services to individuals who live with substance use and/or other mental health disorders, the friends & family who love us and to our community(s). We are a safe, confidential and judgement-free environment where individuals can connect and receive the support needed to heal and recover. The peer recovery support provided at a Recovery Community Center compliments other crisis and clinical services offered in the community by bridging systemic gaps and focuses on providing the long-term support needed for sustainable recovery. By coordinating and collaborating with community partners RCCs have become an essential component in the community's continuum of care.

Community Crisis Centers are a safe place for individuals to go if they are experiencing a behavioral health crisis, such as suicidal thoughts or withdrawal from drugs, to get help. They can stay for up to 24 hours and receive a bed, food, and services from mental health professionals so they can decide what to do next. All services are provided without charge to patients in need. Referrals and connections are made to appropriate community resources. Clients may remain at the facility for up to 23 hours and 59 minutes, but most people get the help they need in less time. Services provided include 24-hour hotline, detox services, and crisis intervention and prevention.

The Community Centers located in Ada County



Hours: Mon-Fri 10A - 6P

PEER Wellness Center is located at
8515 W Overland Rd
Boise, ID 83709

208-991-3681



Clarvida Community Crisis Center (Adults 18+)

is located at
7192 Potomac Drive
Boise, ID 83704

Hours: 24/7 365 days/year

(833) 527-4747

"No judgement. Just help."

Clarvida Community Youth Crisis Center (ages 12-17)

is located at
9196 W Emerald St #100
Boise, ID 83704

Hours: 24/7 365 days/year

(833) 527-4747

"A safe place for youth to go by choice."

KEY DIFFERENCES BETWEEN

988 & 911

Knowing when and how to communicate the distinctions between 988 and 911 is critical.

People may not always know when to reach out for behavioral health support versus emergency services.

988

A Resource for Behavioral Health Crises

911

A Response System for Medical, Fire, or Police Emergencies

DESCRIPTION

The 988 Lifeline connects people with counselors who are trained to provide emotional support, crisis de-escalation, and local resources, without relying on law enforcement or emergency medical intervention unless necessary.

911 is the primary contact for medical emergencies, fire, crimes in progress, or other situations requiring immediate physical intervention. Although 911 is highly effective for emergencies involving physical harm, it is not specialized to manage behavioral health crises.

KEY FEATURES



Skilled, Caring Support 24/7:

988 counselors are trained to provide emotional and mental health support and crisis intervention.



Minimal Law Enforcement

Intervention: Most crises are managed without involving law enforcement, reducing the likelihood of escalated responses.



Connection to Local Resources:

People are referred to local mental health and/or substance use treatment services for follow-up care, ensuring continuity of support.



Immediate Intervention for Physical

Danger: 911 dispatches police, fire, or EMS to address urgent threats to life or safety.



Law Enforcement Involvement:

Law enforcement officers are typically dispatched in crises involving potential violence or criminal activity.

Summary: Both 988 and 911 provide critical support but focus on different crisis types. 988 specializes in behavioral health crises and offers crisis counseling and emotional de-escalation; 911 addresses physical dangers needing police, fire, or EMS. Understanding the distinction is essential to ensuring the appropriate response and care.



<http://www.>

<https://www.samhsa.gov/mental-health/988/>

