

Newsletter

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Volume 6, Edition 9

RESPONDER WELLNESS



Hope has a new number – 988

Each year millions of Americans, including emergency responders, experience thoughts of suicide. The 988 Suicide and Crisis Lifeline is an easy-to-remember code for anyone experiencing a suicidal, mental health or substance use related crisis, writes Sarah Brummett of the National Action Alliance for Suicide Prevention. [READ MORE ON PAGE 2](#)



Struggle Well: A tool to help prevent suicide

For Miami-Dade County police officials, the Boulder Crest Foundation Struggle Well program has the potential to help in suicide prevention among officers. Hear how Chief Rene Landa is working with Boulder Crest to provide the training to his officers. [WATCH VIDEO](#)



Expanding 5G, in-building connectivity for first responders

FirstNet® builder AT&T* is expanding 5G on FirstNet in more than 40 cities across the country, boosting dedicated in-building connectivity and enhancing 9-1-1 resiliency across Tennessee with FirstNet as a wireless backup.

[READ MORE ON PAGE 6](#)

FirstNet and 5G: Reliably connecting first responders when, where it matters

By Stacy Schwartz
Vice President, Public Safety and FirstNet Program at AT&T

Emergencies are unpredictable. During these critical moments, public safety needs reliable, interoperable communications. That's why our approach to 5G for public safety is unlike anything else.

It's not the typical approach to 5G you've seen in television commercials. That's because 5G on [FirstNet®](#) – America's public safety network – is a one-of-a-kind experience. It gives our nation's first responders the early benefits [\(CONTINUED ON PAGE 4\)](#)



RESPONDER WELLNESS: A focus on suicide prevention

Hope has a new number – 988 Suicide & Crisis Lifeline



For every death by suicide, there are: 4 hospitalizations for suicide attempts; 8 emergency department visits related to suicide; 275 people who seriously considered suicide.¹

By Sarah Brummett, MA JD

Director for the Executive Committee,
National Action Alliance for Suicide Prevention

The 988 Suicide and Crisis Lifeline is a new easy-to-remember 3-digit dialing and texting code for anyone experiencing a suicidal, mental health, or substance use related crisis. The U.S.-based universal code connects to the National Suicide Prevention Lifeline — a network of local crisis centers across the country. And it increases access to trained counselors available 24/7.

Each year millions of Americans, including emergency responders and frontline healthcare workers, experience thoughts of suicide. We've seen a significant rise in overdose events – both fatal and nonfatal – over the last few years. For every death by suicide, there are:

- 4 hospitalizations for suicide attempts
- 8 emergency department visits related to suicide
- 275 people who seriously considered suicide.¹

Behind each of these data points, there are impacted individuals, families and communities. Yet, there is hope. Research shows 90% of people who survive a suicide attempt do not go on to die by suicide.² Connection to caring and competent help – like 988 – can help save lives. The 988 Lifeline helps thousands of people through suicidal, mental health and substance use crises every day. And while 988 is the new dialing code, the existing 1-800-273-TALK (8255) number will remain accessible. Anyone looking for support for themselves

or others can call or text 988 or use chat services by visiting 988lifeline.org.³

And this help doesn't just apply to the general public. We know emergency responders also face significant stress and trauma. And 988 is here for you as well to serve as a universal entry point. So, no matter where you live in the United States, you can reach a trained crisis counselor who can help.

Connecting with supportive services like 988 also can help divert mental health-related calls away from 9-1-1 emergency dispatch. The 988 hubs help facilitate connections with responsive community-based mental- and behavioral-health services.

Efforts already are underway at the community level to coordinate 988 and 9-1-1 protocols so people receive the right response at the right time.

The federal government and partners from across many industries in the public and private sectors are working together to provide guidance to make our work a little easier. For example:

The National Action Alliance for Suicide Prevention and its 988 Messaging Task Force developed the [988 Messaging Framework](#) to provide guidance on 988-related messaging. We encourage you to closely review these guidelines, as they outline key considerations and connects to key messaging resources related to 988.

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RESPONDER WELLNESS: A focus on suicide prevention

Hope has a new number – 988 Suicide & Crisis Lifeline

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The Action Alliance has worked with leaders in the public safety sector – like the National Consortium on Preventing Law Enforcement Suicide, International Association of Chiefs of Police, Public Safety Task Force and others – to create guidance for suicide prevention. Some of the tools include the [National Consortium on Preventing Law Enforcement Suicide Toolkit](#) and [Firefighters Coping with the Aftermath of Suicide](#). The latter is a video that explores the effect of suicide on firefighters and first responders.

With support from FirstNet, Built with AT&T, the Action Alliance, is bringing together public safety leaders this fall to continue the discussion of 988 and elevate suicide prevention and wellness needs in public safety. The Substance Abuse and Mental Health Services Administration (SAMHSA), the national federal lead for 988, created the [988 Partner Toolkit](#). This toolkit is a one-stop-shop of resources available at samhsa.gov/988. It's intended for SAMHSA's 988 implementation partners. This includes crisis call centers, state mental health programs, substance use treatment providers, behavioral health systems and others. And it provides [key messages](#), [FAQs](#), [logo](#), [brand guidelines](#), [social media shareables](#), wallet cards, magnets, media end cards, and other resources on the basics of 988. SAMHSA will continue to add resources to this toolkit over time.

SAMHSA has worked with partners across several critical industries to create a holistic view of readiness for the implementation of 988 for states, territories, tribes, crisis contact centers, public safety answering points (PSAPs) and behavioral health providers. Through these efforts, SAMHSA created [guidance documents](#) (i.e., "playbooks") for these groups to support the implementation of 988.

Specifically, the PSAPs [playbook](#) includes a self-assessment tool to help PSAPs assess their readiness as they transition to 988 and prioritize areas of focus. It's not intended to evaluate and it will not collect or aggregate responses. Rather, the playbook will help PSAPs focus their efforts as the country moves toward integrated crisis care. Coordination between 9-1-1 PSAPs and 988 Crisis Centers will be important moving forward. While this is an exciting time to

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– Sarah Brummett

Director, Executive Committee, National Action Alliance for Suicide Prevention

reimagine how we provide responsive crisis services in the U.S., this won't happen overnight. Transformation of this scale will take time. And we must all work together to make it happen.

We need to speak with one voice about 988 to ensure clear understanding about what it is, how it will work, and how we can work to make it better. As SAMHSA and others continue updating their resources on 988 implementation, we will continue to share updates. And we look forward to working with you to elevate these critical life-saving services in communities across the country.

Thank you for all you do for keeping our communities and emergency responders safe.

Sarah Brummett serves as the Director for the Executive Committee of the National Action Alliance for Suicide Prevention which brings together leaders from both public and private sectors to implement the National Strategy for Suicide Prevention. In this role, Sarah works with the Action Alliance leadership team to provide oversight and support to the Executive Committee, the Action Alliance task forces and advisory groups, as well as identifies key opportunities to advance elements of the National Strategy for Suicide Prevention. Before joining the team, Sarah served as the Director for the Colorado Office of Suicide Prevention, the state lead for suicide prevention, intervention supports, and postvention efforts. Sarah provided leadership and oversight in setting statewide priorities and worked in collaboration with state agencies and community organizations to develop and implement effective strategies for a comprehensive and coordinated public health approach to suicide.

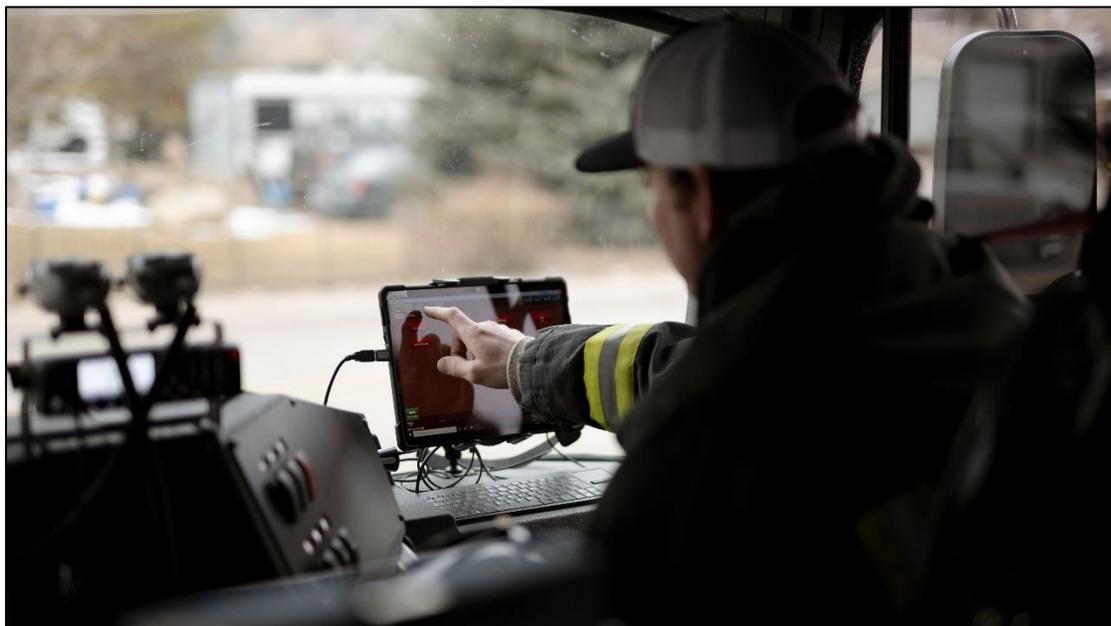
¹ Retrieved from [CDC.Gov/suicide/suicide-data-statistics.html](https://www.cdc.gov/suicide/suicide-data-statistics.html) which compiles data from CDC WISQARS and SAMHSA's National Survey on Drug Use and Health.

² Retrieved from [CDC.Gov/suicide/facts/index.html](https://www.cdc.gov/suicide/facts/index.html)

³ Chat and Text currently only available in English

FIRSTNET AND 5G

We're delivering 3 flavors of 5G on FirstNet using AT&T spectrum bands. Public safety in about 100 markets across the country have access to at least 1 of the 3 flavors of 5G. And we're continuing to roll out additional 5G connectivity for FirstNet in more communities nationwide.



Reliably connecting first responders, when and where it matters

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of this next-generation connectivity while continuing to use LTE, the current gold standard for reliable mobile broadband, for their mission-critical needs. First responders maintain voice communications with *always-on* priority and preemption on LTE, while the FirstNet network determines the best route for data traffic, whether that's 5G or LTE spectrum.

In [April 2021](#), we upgraded the dedicated FirstNet network core to enable reliable 5G connectivity and opened access to AT&T high-band 5G+ spectrum. Later that year, we [expanded access](#) to the AT&T low-band 5G. And now, we're giving this vital community access to the "sweet spot" of 5G – AT&T mid-band 5G+. All public safety needs to access 5G on FirstNet is a [FirstNet Ready® 5G device](#).

What is 5G for first responders like today?

We're delivering 3 flavors of 5G on FirstNet using [AT&T spectrum bands](#). Public safety in about 100 markets across the country have access to at least 1 of the 3

flavors of 5G. And we're continuing to roll out additional 5G connectivity for FirstNet in more communities nationwide.

- **High-Band 5G+:** Public safety agencies and organizations in **parts of more than 45 cities and 45+ venues** get super-fast speeds and unprecedented performances in these high traffic areas. This includes places like Los Angeles International Airport and Raymond James Stadium in Tampa where crowds gather for the amazing concerts or major sporting events like the Big Game (but what is really a [massive public safety event](#)).
- **Mid-Band 5G+:** Now, this vital community has access to the "sweet spot" of 5G spectrum in **more than 40 cities** from coast to coast, including Boston, Charlotte, Chicago, Minneapolis, Nashville, Phoenix, Seattle and St. Louis. Mid-band 5G+ spectrum fills the gap between our other bands and provides a great combination of ultra-fast speeds and wide geographic coverage.
- **Low-Band 5G:** First responders in **more than 30 cities** across the United States – including Austin, Texas; Phoenix, Arizona and Knoxville, Tennessee – can connect using low-band 5G spectrum. It can travel farther, as well as penetrate through buildings and infrastructure better than high-band 5G+.

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FIRSTNET AND 5G

Reliably connecting first responders, when, where it matters

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Looking ahead

Many might ask, “why can’t you deploy 5G on FirstNet like it is on commercial networks?” Simply put, when public safety is responding and lives are on the line, reliability is key. And many of the standards that protect public safety’s crucial communications from network congestion have not yet been implemented for 5G by the industry.

So, while we’re bringing this community specialized features and capabilities they’ve never had before, we also have an eye to the future. It isn’t going to happen overnight. But we’re working to develop the necessary standards and vendor support to create a 5G environment that aligns with public safety’s mission.

Our strategy for 5G on FirstNet takes advantage of the true evolution from 4G to 5G. FirstNet will continue to be a fast follower on 5G while driving innovation of and integration in tested and established mission-critical services on 4G for public safety operations today.

That means first responders on FirstNet have the assurance that 4G public safety services are keeping them reliably connected for their lifesaving work, while the commercial side addresses initial start-up challenges of 5G.

You know, places where viral videos and live-streaming your favorite football team’s games rule the day – not a place where a call can make all the difference in helping save someone.

On FirstNet, 5G connectivity will be ideal for IoT and video intelligence solutions. Imagine being able to deploy cameras to during parades and other celebrations to help identify suspicious bags or packages. Or using 5G in an ambulance to transmit patient data back to the emergency room. That’s just a few ways 5G on FirstNet could help public safety achieve their life-saving missions in the future.

The First Responder Network Authority (FirstNet Authority) and AT&T are committed to advancing FirstNet for [all of public safety](#). And doing it right. We recognize that uniting the unmatched benefits of FirstNet with the future promises of 5G can unlock a whole new world of public safety potential. As new technologies become available, we understand what’s



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Stacy Schwartz, Vice President for Public Safety and the FirstNet Program at AT&T

most important is taking a first responder-centric view in their deployment. That applies to 5G, augmented reality, edge computing and others. It’s our job as America’s public safety wireless communications provider.

We’re not building 5G on FirstNet for the bottom line. We’re building it for public safety’s unique mission needs. That means making sound decisions and being good stewards of public safety’s network – all to ensure we do 5G right for public safety.

Individual verified first responders not already on FirstNet can sign up [online](#) or at the more than [5,000 AT&T retail stores](#) across the country.

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FIRSTNET AND 5G

Expanding 5G, in-building connectivity for first responders

Tennessee increases 9-1-1 resiliency with FirstNet as wireless backup for ESInet™

Now, public safety in more than 40 cities – including Boston, Charlotte, Chicago, Minneapolis, Nashville, Phoenix, Seattle and St. Louis – can access AT&T mid-band 5G+ spectrum and benefit from its ultra-fast connectivity to meet their needs. That means first responders on FirstNet in about 100 markets across the country have access to at least 1 of the 3 flavors of 5G (using low-, mid- and high-band spectrum).

“By delivering 5G on FirstNet in this unique way, public safety is getting a head start on the future of connectivity, without compromising on the reliability they require for their critical communications,” said Jason Porter, President, Public Sector and FirstNet Program at AT&T. “And with first responder agencies now able to put *their* network in buildings where they need it most, we’re equipping first responders with a network that’s second-to-none today and for decades to come.”

Boosting in-building connectivity

Following the [network investment](#) from the First Responder Network Authority (FirstNet Authority), qualified first responder agencies on FirstNet can now get Cell Booster Pros for use in areas where they’ve previously experienced connectivity challenges. And all at no additional cost to them. It’s just one more way our unprecedented public-private partnership is strengthening public safety’s command and control of *their* network.

The [Cell Booster Pro](#) is an enterprise-grade mini cell site that provides reliable connectivity for public safety on FirstNet. The Cell Booster Pro transmits public safety’s high-quality Band 14 spectrum and AT&T commercial LTE.

With thousands of these mini cell sites available, agencies can mesh 3 of these to increase coverage within a building by up to 45,000 square feet, supporting nearly 200 users. First responder agencies across the country can get these devices – all at no additional



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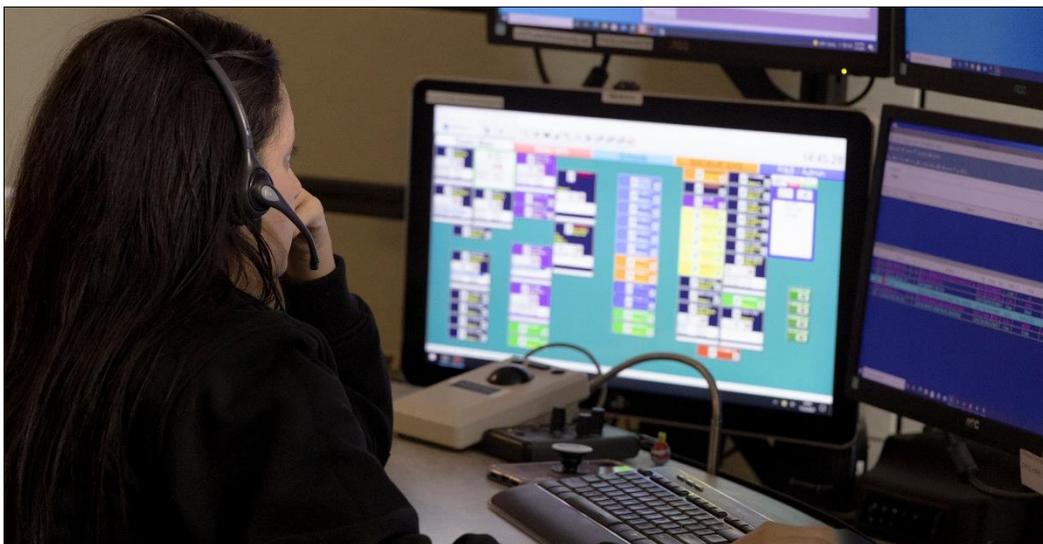
“The FirstNet Authority’s investments in the network are guided by the needs of public safety,” said Lisa Casias, Acting CEO at the FirstNet Authority. “This unique process is a testament to FirstNet truly being built for and by public safety. We are pleased to work alongside public safety to bring them the tools needed to keep our communities safe.”

Enhancing 9-1-1 resiliency across Tennessee:

We’ve also integrated AT&T ESInet with the FirstNet network to extend network connectivity to 9-1-1 centers

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FIRSTNET AND 5G



Interoperability with FirstNet enables redundancy, resiliency and agility with AT&T ESInet so PSAPs can focus on keeping their communities safe. If AT&T ESInet detects a disruption to the primary connection of a 9-1-1 call center, it will automatically route 9-1-1 calls over the FirstNet network to a remote PSAP.

Expanding 5G, in-building connectivity for first responders

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and Public Safety Answering Points (PSAPs) that are hard to reach or experiencing an outage. And Tennessee is leading the country in deploying this innovative solution at every PSAP across the state. This further protects the nearly 7 million people who call the Volunteer State home.

Interoperability with FirstNet enables redundancy, resiliency and agility with AT&T ESInet so PSAPs can focus on keeping their communities safe. If AT&T ESInet detects a disruption to the primary connection of a 9-1-1 call center, it will automatically route 9-1-1 calls over the FirstNet network to a remote PSAP. This integration helps PSAPs maintain operations and creates a path for future Next Generation 9-1-1 technologies, including video and images. These technologies help PSAPs coordinate with first responders more efficiently, improve situational awareness and reduce response times.

“We understand that we play a vital role in providing a link to members of our community and first responders,” said Curtis Sutton, Executive Director, Tennessee Emergency Communications Board. “We took key lessons learned following the emergency events in December 2020 and worked with AT&T and other agencies to design a solution to increase our reliability and resiliency. In addition to creating redundancies through traditional

connections with AT&T ESInet, we are implementing a wireless connection with FirstNet, which gives us an even more robust dependability than we could have imagined.”

Why is this important?

AT&T is the only carrier that can provide end-to-end emergency communication solutions. And as public safety’s partner, it’s about where first responders need connectivity. Emergencies are unpredictable. And during these critical moments, the public safety community needs reliable, interoperable communications.

Today, more than 21,800 agencies and organizations – accounting for 3.7 million connections¹ – use FirstNet to stay mission-ready. FirstNet continues to grow because public safety recognizes commercial networks aren’t designed to properly handle the specific and niche demands of first responders. And they are not subject to the rigorous oversight from and accountability to the federal government. That’s why public safety has FirstNet.

Check out [FirstNet.com](https://www.firstnet.com) to learn more about America’s public safety network. And [click here](#) for more FirstNet news.

¹As of Q2 2022

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