



National Academies of Sciences, Engineering and Medicine

Forum on Mental Health and Substance Use Disorders

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America is Experiencing a Mental Health Crisis

- Overall the number of deaths by suicide **increased 2.6%** from 2021 to 2022
- **49,455** Americans died by suicide in 2022
- **Increase** in numbers for people **65 years old and older** (8.1%)
- **22%** of Americans experienced a mental illness in 2021
- Depression is a **leading** cause of disability worldwide
- **118%** Increase in suicide rates among American Indian and Alaskan Native communities from 1999–2017
- **10–24** is the age range of native youth for whom suicide is the second leading cause of death
- **Increase** in numbers for **Native Hawaiian and other Pacific Islander** people (up 15.9%)
- **41%** of LGBTQ young people seriously considered attempting suicide in the past year—and young people who are transgender, nonbinary, and/or people of color reported higher rates than their peers.

Source: CDC

www.cdc.gov/suicide/suicide-data-statistics.html



988: The Suicide & Crisis Lifeline

988 Suicide & Crisis Lifeline provides emotional support to people with substance use support, suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States, via phone, text and chat.

Funded by the Substance Abuse and Mental Health Services Administration (SAMHSA)

Administered by Vibrant Emotional Health since its inception in 2005

Network of over **215** independently operated centers across **56** States and Territories.



The 988 Lifeline Today

Number of local centers:

July 2022: 205

July 2023: 215

Number of national backup centers:

July 2022: 15

October 2023: 25

Voice – 11

Chat & Text – 20

LGBTQI+ Pilot Centers – 7

Spanish Centers – 6

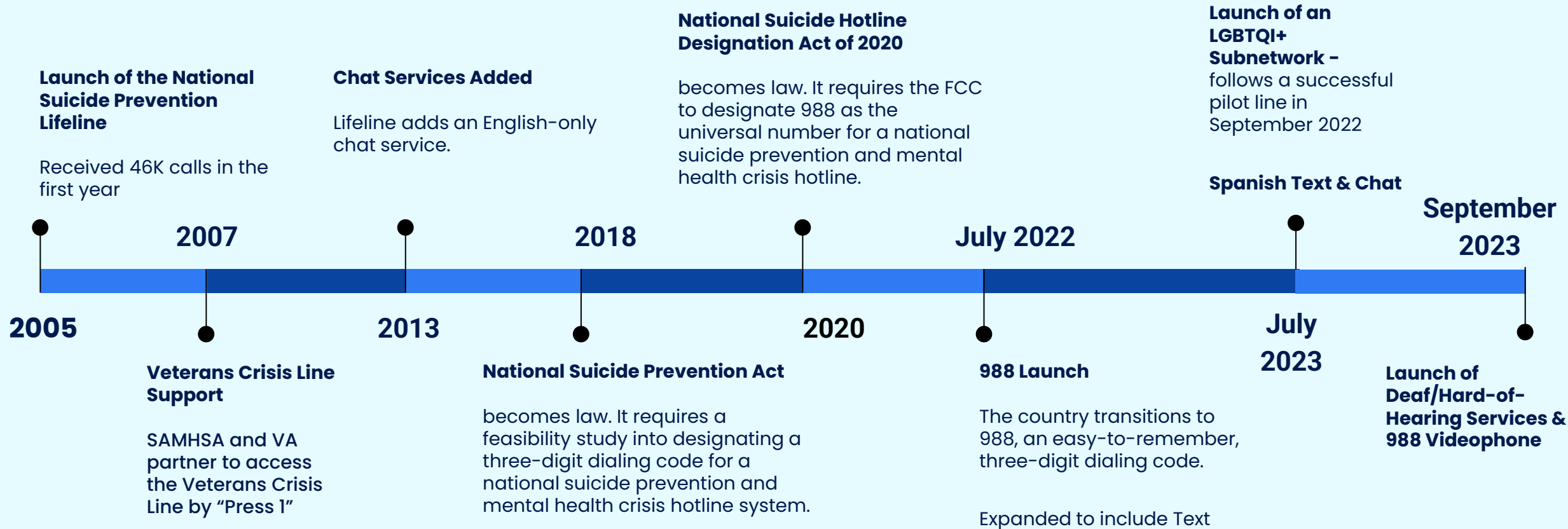
Deaf/Hard-of-Hearing – 2

988 Growth and Performance

- ~6m Contacts answered since July 2022
 - Wait times reduced
 - from 2 minutes and 39 seconds down to **41 seconds**
 - ***46%** increase in calls
 - ***141%** increase in chats
 - ***1135%** increase in text
- *first year percentage increase



988 Suicide & Crisis Lifeline Timeline



Data Transparency/Data-Sharing

- **Tools for improved workforce communication and data collection:**
 - Training portal/centralized learning management system:
 - In November, Vibrant launched a core clinical curriculum to support crisis centers across the country and ensure that anyone who contacts the 988 Lifeline receives consistent, effective, research-based support from any crisis counselor.
 - This curriculum provides a foundation for a universal skill set to effectively help people in crisis, particularly those at risk of suicide.
 - It will supplement the crisis counselor training that centers currently provide their staff and volunteers.
 - **Unified Platform:**
 - Vibrant is currently implementing a Unified Platform that will improve routing capabilities to connect help seekers with crisis counselors more quickly in addition to standardize data collection and reporting across the network.
 - The Vibrant Unified Platform will allow 988 Lifeline and participating crisis centers to be on the same phone and data collection system.
 - **Vibrant Exchange:**
 - Vibrant is also implementing a centralized platform to facilitate communication with centers around day-to-day operations and facilitate data exchange.



Strategic Priorities

- Launch a **national awareness campaign** to inform, educate and increase outreach of 988 Lifeline services for underrepresented communities in 2024.
- Estimated contacts are 6 million in 2024 and 7.5 million in 2025.
- Continue to **support local center capacity** to ensure that individuals in crisis receive responses that are tailored to the service system where they are located and that services across the continuum are linked and coordinated.
- **Enhance** local capacity through partnerships in behavioral health crisis response.



Thank You

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