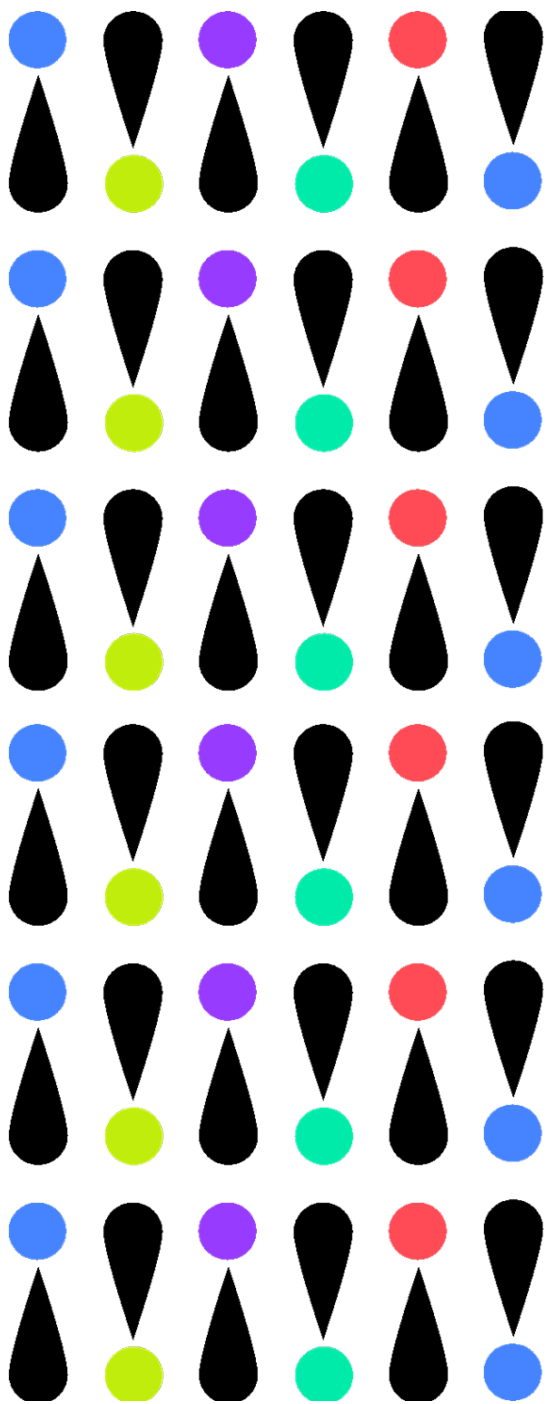




988 Suicide & Crisis Lifeline

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Disclaimer

The views, opinions, and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services, the Substance Abuse and Mental Health Services Administration (SAMHSA), or the U.S. Department of Health and Human Services.

What is the 988 Suicide and Crisis Lifeline?

National Suicide Prevention and Mental Health Crisis hotline system available by calling or texting 988. Chat services are also available at 988Lifeline.org



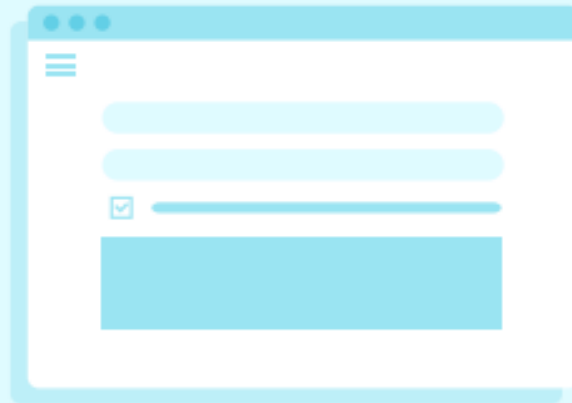
988 Lifeline Call Routing

- Over 200 Crisis centers in the 988 Lifeline network
- Since 2005, Lifeline Crisis Counselors have received over 23 million *calls*
- The transition period Thursday, July 14- Wednesday, July 20 2022, the Lifeline received over 96,000 calls, text, and chats.
- This is an approximately 45% increase in volume between the transition week and the previous week.



988 Lifeline Chat

WHAT HAPPENS WHEN SOMEONE CHATS WITH THE LIFELINE?



When someone uses the Lifeline chat via <https://988lifeline.org/chat/> they'll **first complete a short survey** letting the crisis counselor know a little about their current situation, and **then see a wait-time message** while they are connected to a crisis counselor.

988 Lifeline Text

WHAT HAPPENS WHEN SOMEONE TEXTS THE LIFELINE?



When someone texts 988, they will **complete a short survey** letting the crisis counselor know a little about their current situation.

988 Lifeline Text



988 Lifeline Network Data



2022-12-01 to 2022-12-31

Lifeline Network Contacts (Excludes VCL*): 371,655

	Calls	Chats	Texts	Total
Routed	241,555	70,616	59,484	371,655
Answered	210,880 (87%)	67,853 (96%)	58,718 (99%)	337,451 (91%)
Abandoned	30,675 (13%)	2,763 (4%)	766 (1%)	34,204 (9%)
ASA	00:00:35	00:00:46	00:01:12	00:00:44
Avg Contact Time	00:13:40	00:23:26	00:49:49	00:21:55

*Additional detail concerning VCL calls is only available from the VA

This report includes 1,287 calls to the VCL and 7,690 (70 percent answered) to the National Backup Subnetwork from the interim solution to system outage 12/1/22 9:21AM-12/2/22 3:04PM.

911 and Suicide Prevention Standard

NENA Suicide/Crisis Line Interoperability Standard

Abstract: This is a standard to facilitate working collaboratively with crisis lines to help ensure that persons at imminent risk of suicide receive the emergency assistance they need.

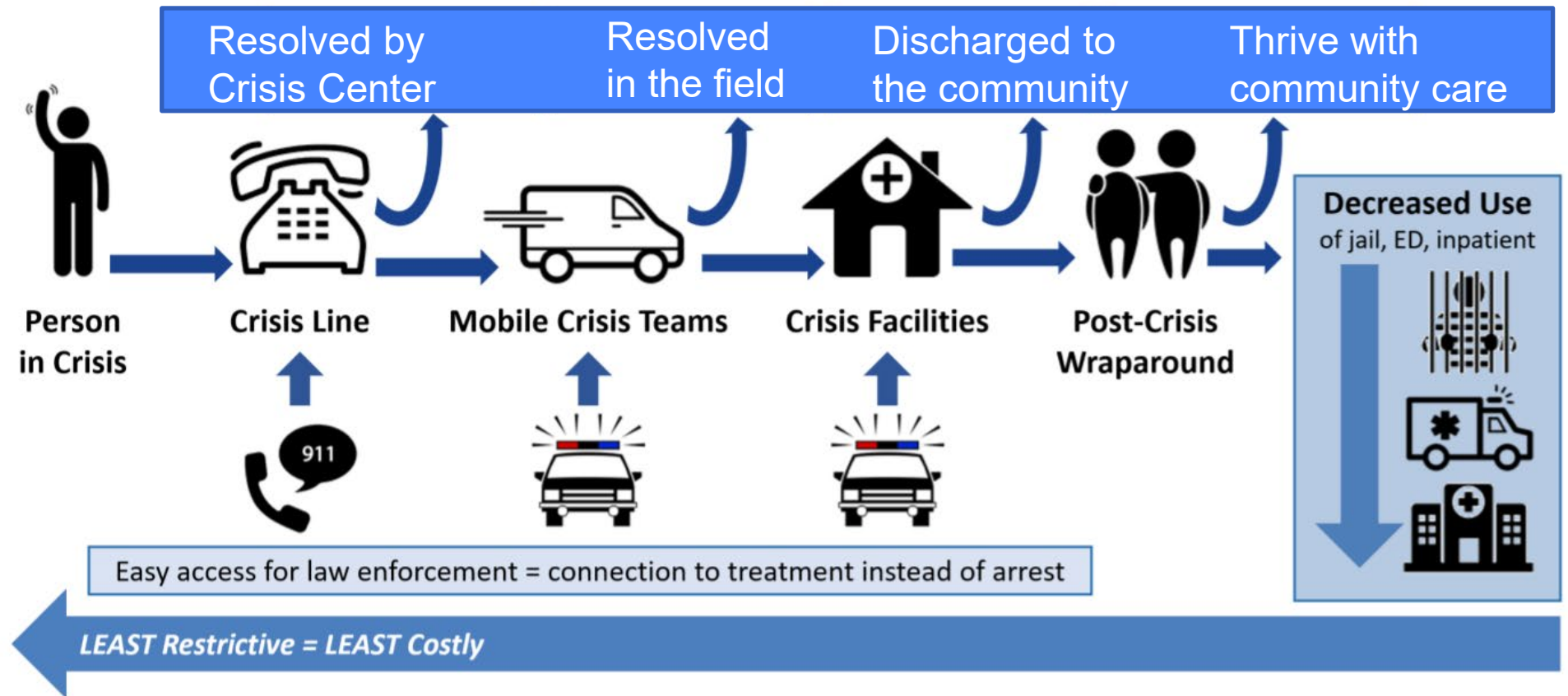


NENA Suicide/Crisis Line Interoperability Standard
NENA-STA-001.2-2022
DSC Approval: 01/17/2022
PRC Approval: 02/25/2022
NENA Board of Directors Approval: 03/04/2022
Next Scheduled Review Date: 01/01/2025

<https://www.nena.org/page/SuicideCrisisLineInterop>

Potential Crisis Cost Savings

Crisis System: Alignment of services toward a common goal



Balfour ME, Hahn Stephenson A, Winsky J, & Goldman ML (2020). *Cops, Clinicians, or Both? Collaborative Approaches to Responding to Behavioral Health Emergencies*. Alexandria, VA: National Association of State Mental Health Program Directors. <https://www.nasmhpd.org/sites/default/files/2020paper11.pdf>

Looking ahead



- LGBTQ+ Youth Pilot
- Native and Strong Lifeline in Washington State
- Specific population pages/guidance documents
- Online Self-Paced Training Courses and webinars
- Enhancing technology and data

Everyone has a Role to Play

- Connect with your local Crisis Center and consider volunteering or explore paid opportunities
- Educate State and Federal Policymakers on importance funding, suicide prevention, and crisis services
- Share accurate information on 988 Lifeline with your network



Quick Links

- [988Lifeline.org](https://988lifeline.org): Official website for 988 Suicide & Crisis Lifeline
- [988 Messaging Framework](#): This resource provides general guidance develop messaging about 988 Lifeline.
- [#BeThe1To](#): Campaign for National Suicide Prevention Month and beyond, spreading the word about actions we can all take to prevent suicide.
- [English](#) and [Spanish](#) Social Media Toolkit
- [SAMHSA 988 Partner Toolkit](#): Key messages, FAQs, printable material and more for consistent, accurate messaging on 988 Lifeline.
- [Vibrant Policy Newsletter](#): Monthly newsletter for 988 Lifeline policy information
- [988Jobs](#): Volunteer and paid opportunities available at local crisis centers



Thank You!

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