

Metrics That Could Be Helpful to Understand 988 Implementation

What data beyond lifeline could help inform implementation and improvement efforts?

- Does 988 have the appropriate staffing based on the needs of 988 users, volume of calls, and other characteristics?
- What conditions or circumstances prompted the 988 outreaches (suicidal ideation, episode of psychosis, substance use disorder, depression, etc.)?
- Are there increases in calls with imminent suicide risk and are these calls concentrated in particular areas or populations?
- How often are calls coming from 911 dispatch or other sources (self-referral, friend/family, health care professional etc.)?
- How often are calls resolved over the phone and how did the counselor resolve the call (warm handoff to outpatient care, safety plan)? How often are mobile crisis units dispatched?
- How often do crisis counselors follow-up with users to confirm safety and connection to additional services?
- What was the user experience with 988 and did the experience or satisfaction vary by race/ethnicity, age, and other characteristics?

Figure 1. Metrics Categories and Examples to Understand 988 Implementation

Category	Examples of Metrics
Staffing: Does 988 have the appropriate personnel?	Number of licensed vs. Unlicensed Number of staff Average calls per shift Other
Accessibility: How easy is it for 988 users to reach counselors?	Volume Answer rates Abandonment rates Conversation time Answer speed
Referral Source: What is the source of the referral?	Self-referral Family/friends 911 or EMT Health care provider Other
Reason: What is the reason for the outreach and is the user in imminent risk?	Imminent suicide risk Suicidal thoughts Situational stress Psychosis Substance use disorder Other
Outcome: What was the outcome or how was it resolved?	Resolved during conversation (referral, etc.) Mobile crisis Police dispatch ED referral Post-crisis follow-up Other
Quality and User Experience: Understanding the user's 988 experience	User experience or satisfaction Experiences by race, ethnicity, other characteristics Other

Source: Metrics chart and questions adapted from the Kaiser Family Foundation chart found [here](#).