

A woman with dark, curly hair is looking out a window. The window shows a view of a city street with buildings and trees under a blue sky with clouds. The woman has a nose ring and is looking upwards and to the right with a slight smile.

988

SUICIDE
& CRISIS
LIFELINE

Kansas 988 Coordinating Council

3/10/2023

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**TOO MANY PEOPLE
ACROSS THE U.S.
EXPERIENCE
SUICIDAL, MENTAL
HEALTH AND/OR
SUBSTANCE USE
CRISIS WITHOUT THE
SUPPORT AND CARE
THEY NEED**

In 2020
there was approximately
one death by suicide
every 11 minutes

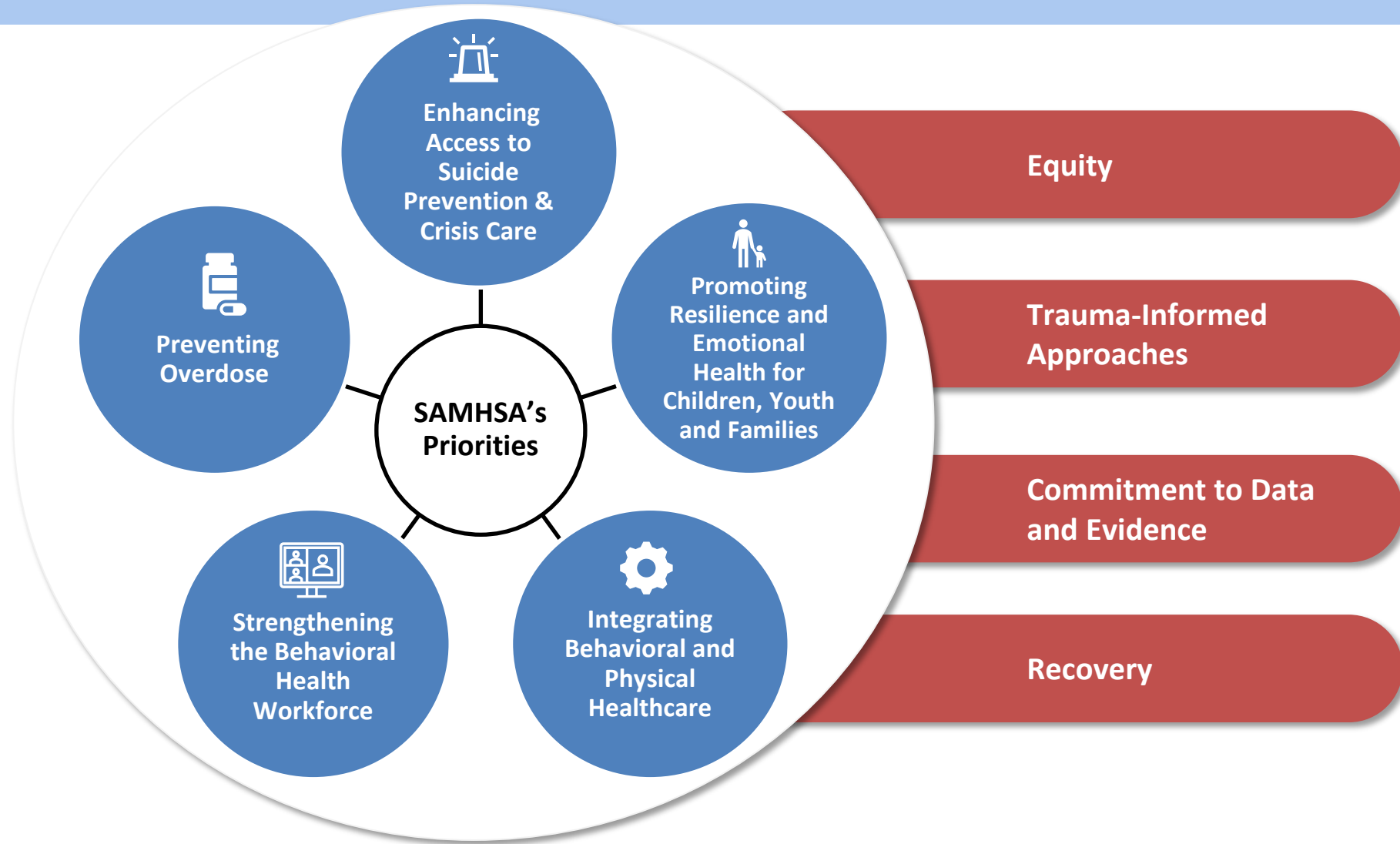
In 2020
for people aged 10–14 and
25–34 years, suicide was the
second leading cause of death

From April 2020 to 2021
over 100,000 people died from
drug overdoses



SAMHSA's Priorities and Principles

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Someone to talk to. Someone to respond. A safe place for help.



988 Lifeline:

An important step towards achieving part of that vision – someone to talk to.

Crisis Care System:

A robust system that provides the crisis care needed anywhere in the country

The full vision of a transformed crisis care system with 988 at its core will not be built overnight.

- In the longer term, the vision for 988 is to build a robust crisis care response system across the country that links 988 Lifeline callers to community-based providers, who can deliver a full range of crisis care services, if needed (like mobile crisis teams or stabilization centers), in addition to connecting callers to tools and resources that will help prevent future crisis situations.



Behavioral Health Crisis Services

- Crisis and suicide prevention hotlines
- Mobile crisis teams
- Crisis receiving and stabilizing facilities (including in-home stabilization)
- Peer Respite Centers
- First responders
- Detox Centers
- Comprehensive Psychiatric Emergency Programs

Services Included in Behavioral Health Continuum

Prevention & Early Intervention Services

- Public awareness
- Community recovery capital
- Outreach
- Screening/brief intervention
- Harm reduction
- Drop-in services
- Warm lines
- First Episode Psychosis programs

Behavioral Health Crisis Services

- Crisis and suicide prevention hotlines
- Mobile crisis teams
- Crisis receiving and stabilizing facilities (including in-home stabilization)
- Peer Respite Centers
- First responders
- Withdrawal management
- Comprehensive Psychiatric Emergency Programs

Treatment & Recovery Support Services

- Recovery support services
- Case management
- Opioid Treatment Programs
- Team-based wraparound care
- Outpatient services
- Certified Community Behavioral Health Clinics
- Intensive outpatient/day services
- Residential services
- Hospital/intensive inpatient services
- Warm Lines
- Assertive Community Treatment

It is critical to achieve a seamless integration of crisis services across the lifespan for both mental and substance use disorders.

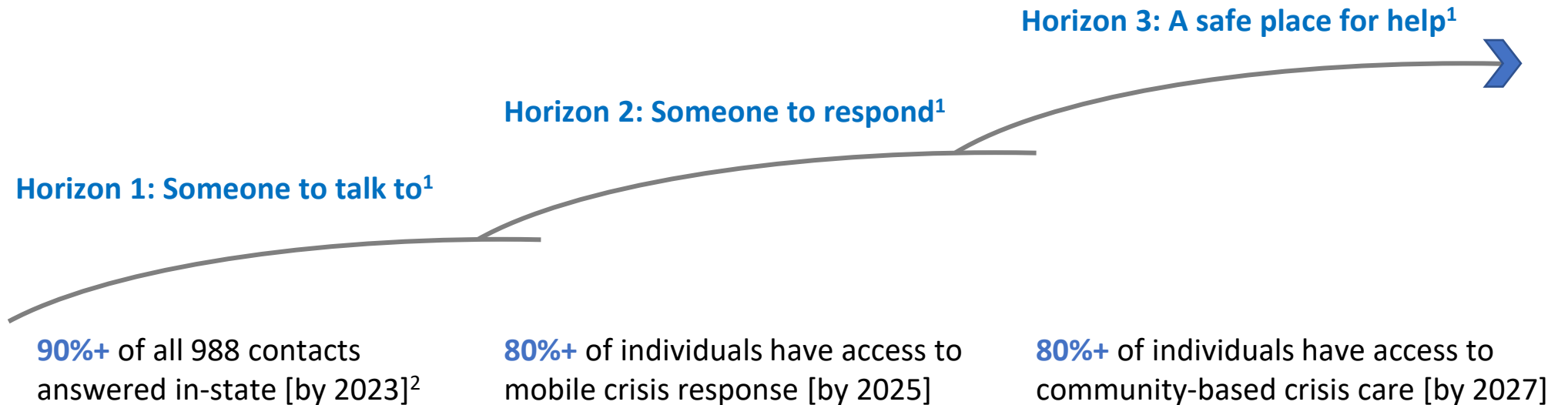
SAMHSA 5-Year Vision – 988 and a fully resourced crisis care system

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Vision

Transform America’s behavioral health crisis care system to one that saves lives by serving anyone, at any time, in a seamless way, from anywhere across the nation

5-Year Strategy



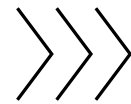
The vision above is intended to highlight short-term targets – our longer-term aspiration involves scaling crisis services nationwide to support all individuals in crisis. In addition, while it may take longer to build some parts of the crisis system than others, investments must be made simultaneously across all crisis services.

1. Inclusive of intake, engagement, follow-up, and longer-term supports
2. Proportion may differ with chat/text vs. calls; “contacts answered” is defined as connected with a trained responder

*SOURCE: SAMHSA External Convening on 988 Readiness, Spring 2022

Aspirational framework

The emerging mission and vision should help communities across the country **achieve the “quadruple aim”** for crisis services system



* Providers is intended to be inclusive of both behavioral health crisis providers and emergency medical providers

*SOURCE: AHRQ

Drivers to Achieve 5-year Vision

1. Leadership



2. Equity



3. Data, evaluation, & technology



4. Workforce



5. Financing



Snapshot of Lifeline Federal Funding: 2007 - 2023

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Federal Funding to the National Suicide Prevention Lifeline (\$, millions)
Not exhaustive – highlights select funding years and does not include all supplemental funding awards



*\$23M Includes the President's FY 2021 budget allocation (excludes 3-year COVID supplement of \$32M)

**\$432M includes the President's FY 2022 budget allocation of \$102M, \$180M from the American Rescue Plan, and \$150M from the Bipartisan Safer Communities Act

***\$502M includes the FY2023 Omnibus for the Lifeline.

988 and Crisis Services: Near-term Strategic Objectives

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SAMHSA goals

Example strategic objectives for 2023

1. Strengthen and enhance Lifeline

- **Improved 988 Lifeline performance** (e.g., quality, increasing call answer rates for English & Spanish above 90%)
- Growing the **percentage of 988 Lifeline contacts answered locally**, specifically chat and text
- **Activation of Spanish chat / text** and **video-based services for deaf / hard-of-hearing**
- **Expanded awareness of 988**, particularly among underserved communities
- Expanded **988 partnerships** that better support **underserved communities** (e.g., Tribal, LGBTQI+)

2. Transform and strengthen broader crisis care continuum

- Launch of **national technical assistance center** for crisis services
- **National strategy for behavioral health crisis services**, outlining whole-of-government approach and potential actions that private/public/non-profit sector partners can take to support long-term goals
- **Evaluation model for crisis services nationwide**, in partnership with ASPE
- **Baseline metrics for measuring success**
- **Guidance on financing & workforce strategies** for states, territories and tribes

- **Serve as lead federal entity of 988 Suicide & Crisis Lifeline**
 - Manage cooperative agreement with network administrator for 988 Lifeline operations
 - Provide funding to help administrator, states, territories, and tribes strengthen 988 services
 - Align and coordinate 988 communication with external partners and network administrator
 - Lead behavior change communication campaigns

- **Serve as lead federal entity for behavioral health (BH) crisis services transformation**
 - Articulate long-term vision for crisis services
 - Coordinate federal action: serve as central hub for coordinating BH crisis services activity across the federal government – within SAMHSA, across HHS, and with federal partners
 - Drive strategic partnerships with states, territories, tribes, and external partners to innovate and implement accessible, equitable, high quality, sustainable and scalable BH crisis services
 - Disseminate data and quality standards related to BH crisis services
 - Monitor, evaluate, and communicate effectiveness of BH crisis services

Federal Resources for 988 & Crisis Care Services

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SAMHSA:

- Community Mental Health Services Block Grant – 5% Crisis Services set-aside
- Certified Community Behavioral Health Center (CCBHC) grant
- Zero Suicide Grant
- Garrett Lee Smith Youth Suicide Prevention (GLS) Grant
- Rural Emergency Medical Services Grant
- State Opioid Response (SOR) Grant & Tribal Opioid Response (TOR) Grant
- Tribal Behavioral Health Grant (Native Connections)
- State Transformational Technology Initiative Grants (TTI-NASMHPD)
- Governors Challenges to Prevent Suicide Among Service Members, Veterans, and their Families

CMS:

- Medicaid/CHIP Waivers – 1915 and 1115
- Medicaid/CHIP State Plan Amendments
- CMS State Planning Grants for Qualifying Community-Based Mobile Crisis Intervention Services (\$15M for 20 states)

SAMHSA Technical Assistance:

- Suicide Prevention Resource Center
- Center of Excellence for Integrated Health Solutions
- National and Regional Mental Health Technology Transfer Centers
- GAINS Center for Behavioral Health and Justice Transformation
- National Child Traumatic Stress Network
- 988 Operational Playbooks <https://www.nasmhpd.org/content/988-implementation-guidance-playbooks>
- SAMHSA Partner Toolkit <https://www.samhsa.gov/find-help/988/partner-toolkit>

Strategic objectives	Examples of key activities
GAP ASSESSMENT: Assess key gaps related to 911-988 coordination and recommend federal actions to mitigate gaps	+ 911-988 policy sprint <ul style="list-style-type: none">• Awareness• Lookup procotols
POLICY DECISIONS: Advance related federal policy decisions (e.g., geolocation)	+ Geolocation Forum with FCC/VA
BEST PRACTICES: Inform & elevate 911-988 best practices (e.g., transfer protocol, data-sharing practices)	+ Supporting Vibrant 911-988 coordination efforts + Supporting NENA 911-988 Operations Working group + Publishing 988 PSAP operational readiness playbook
INTERNAL COORDINATION: Ensure whole-of-government approach to supporting improved 911-988 coordination	+ Leading bimonthly strategic planning meetings with NHTSA/OEMS + DoJ partnerships
EXTERNAL CONVENING: Educate & convene key partners in the 911/EMS communities about 911-988	+ 5-state policy academy

Formative Research Purpose

Identify knowledge, attitudes & beliefs of populations at higher risk of suicide, exploring:

- risk perceptions
- motivating factors and barriers to help-seeking, including using a service like 988
- influencers
- channel preferences for health information seeking



988 Suicide & Crisis Lifeline history

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2001

Congress appropriates funding for suicide prevention hotline; SAMHSA awards competitive grant to establish a network of local crisis centers

2007

SAMHSA and VA partner to establish 1-800-273-TALK as access point for the **Veterans Crisis Line (VCL)**

2015

Disaster Distress Helpline was incorporated into Lifeline cooperative agreement

2020

Lifeline began incorporating **texting** service capability in select centers

2021

SAMHSA/VA/FCC are responsible for submitting multiple **988 reports to Congress**

2022

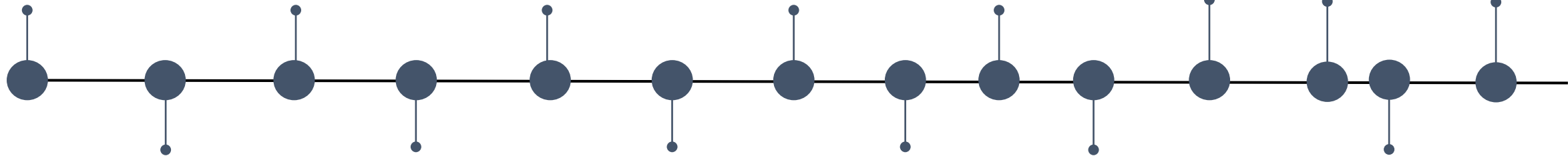
988 transition complete
July 16, 2022

2022

Added direct services for **LGBTQI+ youth** through phone, chat, and text

2023

LGBTQI+ youth pilot went 24/7 for chat/text



2005

National Suicide Prevention Lifeline (Lifeline) was launched with number 1-800-273-TALK

2013

Lifeline began incorporating **chat service** capability in select centers

2020

FCC designates 988 as new three-digit number for suicide prevention and mental health crises

2020

National Hotline Designation Act signed into law, incorporating 988 as the new Lifeline and VCL number

2021

State 988 funding opportunity released, and states are responsible for submitting **planning grants to Vibrant**

2023

988 Tribal Response funding opportunity released & awarded

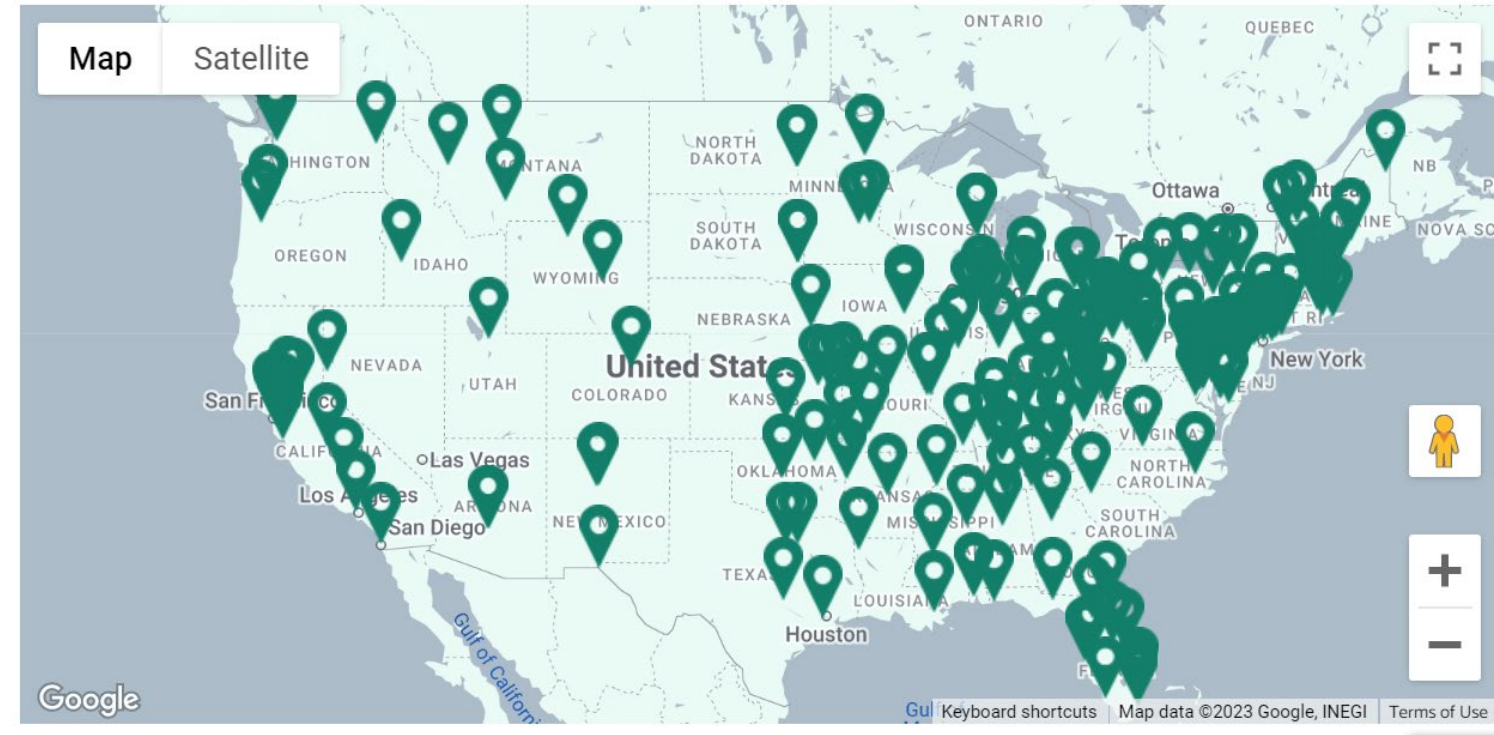
Step Back: The Basics- Network

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- One Network Administrator
- 988 Suicide and Crisis Lifeline comprised of 200+ centers
- National Backup
- Spanish
- Veterans Crisis Line
- Chat and Text
- LGBTQI+ Youth and Young Adults



Find your local crisis center in the Lifeline national network.



<https://988lifeline.org/our-network/>



How The 988 Lifeline Works

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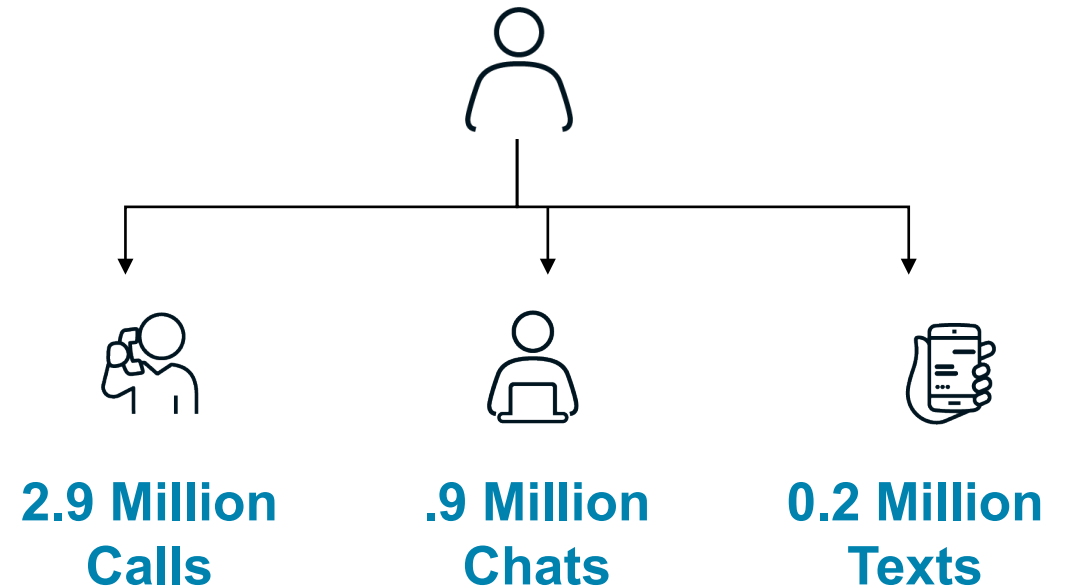
In FY22, the Lifeline received roughly 4 million contacts- 46k in 2005

People who **call the Lifeline** are given three options:

- Press 1 to connect with the **Veterans Crisis Line**
- Press 2 to connect with the **Spanish Subnetwork**
- Press 3 to connect with **LGBTQI+ support**
- **Washington State only** – Press 4 to connect with **Native and Strong Lifeline**

- **Remain on the line** and be connected to a **local crisis center**; if local crisis center is unable to answer, the caller is routed to a national backup center

People who **text/chat the Lifeline** are currently connected to crisis centers equipped to respond to texts and chats- chat @ <https://988lifeline.org>



Spanish Language Services

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- In 2022, the 988 Lifeline increased the number of call centers taking Spanish calls -- this includes, most recently, Beacon in New Hampshire and Linea Pas in Puerto Rico, which were both added in November.
- SAMHSA has funded the 988 Lifeline to add Spanish chat and text services by the end of FY2023 and is focused on supporting the Spanish crisis center workforce with trainings and webinars in Spanish.
- Total increase of 45% in answered volume over previous year. The answer rate in Jan 2023 was also 81% compared to the answer rate of 63% in Jan 2022

- LGBTQ+ Youth services through phone, chat and text are live as of 9/29/22!
- Currently identified through “Press 3” for phone, through pre-chat/text surveys
- As of 3/6/23- All services 24/7
- Since it began in September of 2022, the demand for LGBTQI+ youth and young adult services (calls, chats, texts) accounted for about 6% of calls routed in the network and 11% of routed chats and texts.
- Press 4 Native and Strong in Washington



Suicidal Risk

December's network data show:

	Calls	Chats	Texts
Thoughts of Suicide: current or recent	Previous eval shows 23%	82%	83%
Individual at Imminent Risk	7.2%	0.9%	1.2%
Emergency Dispatch	1.1%	0.3%	0.7%

More people are getting connected to care than ever before

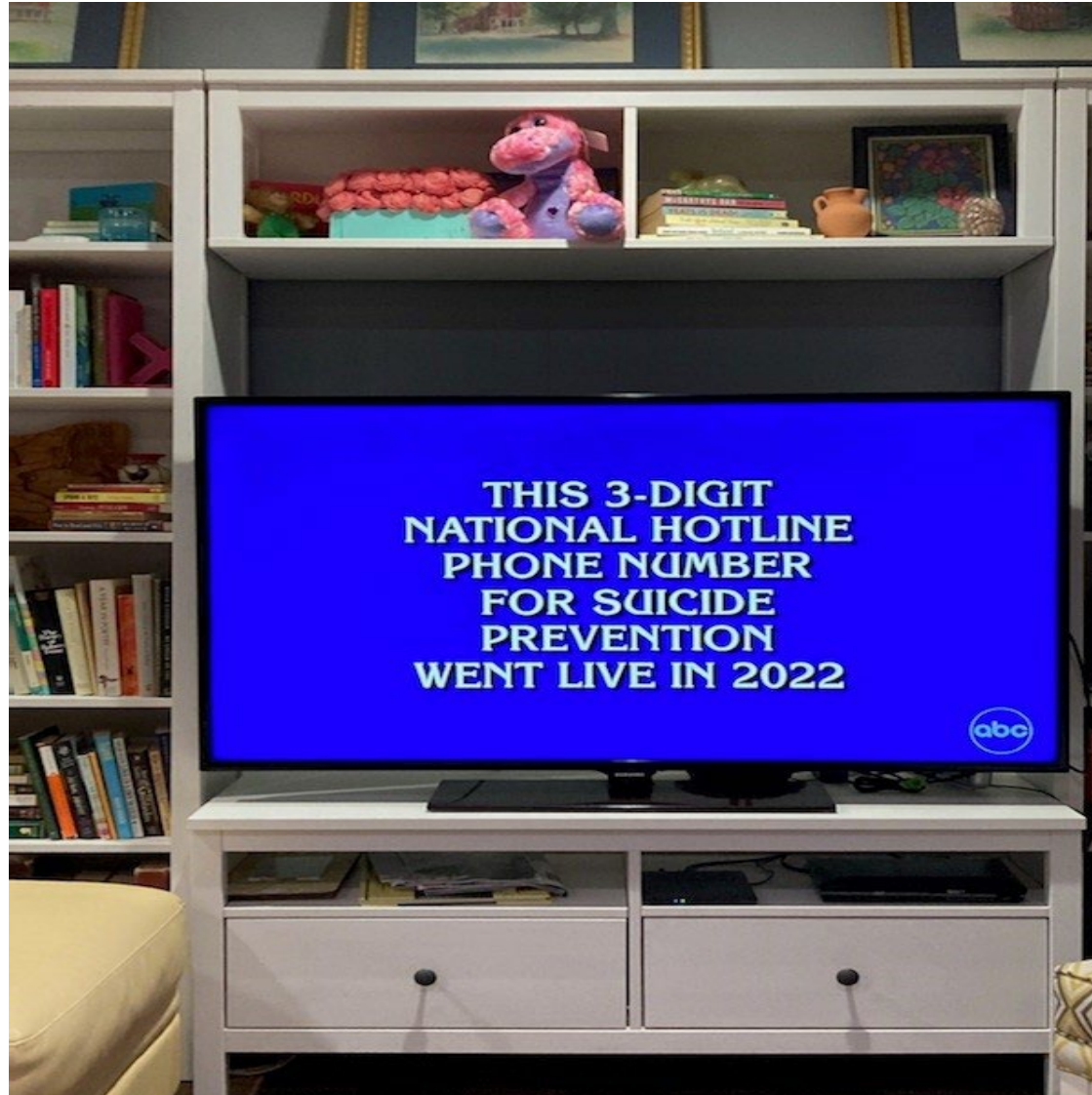
- Data for the months following the transition to 988 continue to show an increase in overall calls, texts and chats from the year prior – all while answer rates are significantly improving.
- The 988 Suicide & Crisis Lifeline has received more than 2.1 million contacts (calls, texts and chats) from July to December 2022.
- Compared to the same six-month timeframe in 2021, the 988 Lifeline answered about 892,000 more contacts and significantly improved how quickly contacts were answered. Calls answered increased by 43%, chats increased by 224%, and texts increased by 1145%.
- The average speed to answer across all contacts decreased from 2 minutes and 46 seconds to 49 seconds.

988 Lifeline (FY23 to date)

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Oct 2022 – Jan 2023	Calls	Chats	Texts	Totals
Routed	943,402	282,233	226,777	1,452,412
Answered	824,373 (87%)	274,378 (97%)	224,112 (99%)	1,322,863 (91%)
Abandoned	119,029 (13%)	7,855 (3%)	2,665 (1%)	129,549 (9%)
Average Speed to Answer (<i>in seconds</i>)	34	36	60	43

What Is?



SAMHSA 988 Webpage

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ONE-STOP-SHOP FOR 988 RESOURCES

- URL: www.samhsa.gov/988
- ABOUT 988
- PARTNER TOOLKIT
- DATA- [HTTPS://WWW.SAMHSA.GOV/FIND-HELP/988/PERFORMANCE-METRICS](https://www.samhsa.gov/find-help/988/performance-metrics)
- LIFELINE HISTORY
- MORE TO COME OVER TIME

The screenshot shows the SAMHSA 988 Suicide and Crisis Lifeline webpage. The header includes the SAMHSA logo and navigation links. The main content area is titled "988 Suicide and Crisis Lifeline" and features a large banner image of a woman. Below the banner, there is a "Need Support Now?" section with a call to action. The page is organized into several resource cards, each with an icon and a title:

- Find Treatment:** Alcohol, Tobacco, and Other Drugs; Overdose and Drug Use; Behavioral Health Treatment and Services; Behavioral Health Treatment Services Locator; Disaster Distress Helpline; Implementing Behavioral Health Crisis Care; Mental Health and Substance Use Disorders; SAMHSA's National Helpline.
- 988 Suicide and Crisis Lifeline:** 988 Key Messages; Lifeline Timeline; 988 FAQs; 988 Partner Community.
- Early Serious Mental Illness Treatment Locator**
- Recovery and Recovery Support**
- Buprenorphine Practitioner & Treatment Program Locator**
- Opicid Treatment Program Directory**
- Substance Abuse and Mental Health Prevention**
- Veterans Crisis Line**
- Drug-Free Workplace**
- About 988:** In 2020, Congress designated the new 988 dialing code to be operated through the existing National Suicide Prevention Lifeline. SAMHSA sees 988 as a first step towards a transformed crisis care system in America. [FY 21 Appropriations Report to Congress](#)
- 988 Partner Toolkit:** Moving to an easy-to-remember 3-digit code will provide greater access to life-saving services. [Key Messages](#); [Frequently Asked Questions](#); [988 Factbook \(PDF | 860 KB\)](#) (available in Spanish PDF | 360 KB)
- The Data: Urgent Realities:** In 2020, the U.S. had one death by suicide every 11 minutes. Suicide is a leading cause of death for people aged 10-34 years. [SAMHSA's National Survey on Drug Use and Health \(NSDUH\)](#); [CDC's Suicide and Self-Harm Injury Data for the U.S. | National Center for Health Statistics](#)
- The Lifeline:** There is hope. Providing 24/7, free and confidential support to people in suicidal crisis or emotional distress works. The Lifeline helps thousands of people overcome crisis situations every day. [The Lifeline's History](#)
- 988 Newsroom:** [HHS Announcement of Critical Investments to Implement Upcoming 988 Dialing Code for National Suicide Prevention Lifeline](#); [988 State and Territory HFO Pre-Application Informational Webinar](#)
- Partners:** [Federal Communications Commission](#); [U.S. Dept. of Veteran Affairs](#); [The U.S. Surgeon General](#); [Centers for Disease Control and Prevention](#)

PARTNER TOOLKIT ASSETS

- FACT SHEET (English and Spanish)
- KEY MESSAGES
- FAQs (Adding others as needed over time)
- E-NEWSLETTER TEMPLATE
- LOGOS & BRAND GUIDANCE
- SAMPLE RADIO PSA SCRIPTS
- 988 SLIDE DECK
- SOCIAL SHAREABLES
- PRINTABLE MATERIALS

The screenshot displays the SAMHSA 988 website interface. At the top, a navigation bar includes links for Find Treatment, Practitioner Training, Public Messages, Grants, Data, Programs, Newsroom, About Us, and Publications. Below this is a breadcrumb trail: Home > Find Treatment > 988 Suicide and Crisis Lifeline > 988 Key Messages. A sidebar on the left lists various services under the heading 'Find Treatment', including Alcohol, Tobacco, and Other Drugs; Overdose and Drug Use; Behavioral Health Treatment and Services; Behavioral Health Treatment Services Locator; Disaster Distress Helpline; Implementing Behavioral Health Crisis Care; Mental Health and Substance Use Disorders; SAMHSA's National Helpline; 988 Suicide and Crisis Lifeline; 988 Key Messages Lifeline Timeline; 988 FAQs; 988 Partner Community; Early Serious Mental Illness Treatment Locator; Recovery and Recovery Support; Buprenorphine Practitioner & Treatment Program Locator; Opioid Treatment Program Directory; Substance Abuse and Mental Health Prevention; Veterans Crisis Line; and Drug-Free Workplace.

The main content area features a header image with the 988 Suicide + Crisis Lifeline logo and a woman's face. Below the image is the '988 Key Messages' section, which explains the purpose and vision of the Lifeline. A callout box titled 'Need Support Now?' provides instructions on how to reach crisis support. The 'About 988' section details the legislative background and the transition to the 988 dialing code. The '988 Partner Toolkit' section highlights the benefits of the 3-digit code and lists available resources like frequently asked questions and fact sheets.

Behavioral Health Treatment Services Locator	<h2>988 Suicide and Crisis Lifeline Volunteer and Job Opportunities</h2>
Disaster Distress Helpline	988 centers are looking for empathetic volunteers, employees, and interns to serve as crisis counselors answering phone, chats and texts, as well as managers with advanced degrees.
Implementing Behavioral Health Crisis Care	
Mental Health and Substance Use Disorders	i Need Support Now? If you need suicide or mental health-related crisis support, or are worried about someone else, please call or text 1-800-273-8255 or visit the National Suicide Prevention Lifeline's chat to connect with a trained crisis counselor.
SAMHSA's National Helpline	
988 Suicide and Crisis Lifeline	Answer the call. The 988 network is made up of over 200 centers answering calls, chats, and texts from people in crisis. These centers are looking to bring on new volunteers and paid employees. You will receive training, so if you are a caring person who wants to help those in crisis, apply today. To facilitate this, below is a list of the centers with links to their career or volunteer websites where you can find open opportunities to become a crisis counselor or a manager. Note: Centers with an asterisk (*) have remote opportunities.
988 Partner Toolkit 988 Key Messages Lifeline Timeline 988 Jobs 988 FAQs 988 Partner Community	Select a state or territory: <input type="text" value="Select a State"/>
Early Serious Mental Illness Treatment Locator	Alabama <ul style="list-style-type: none">• Crisis Center (Birmingham, AL)• Crisis Services of North Alabama/HELpline (Huntsville, AL)• Lifelines (Mobile, AL)
Recovery and Recovery Support	Alaska <ul style="list-style-type: none">• Careline Crisis Intervention (Fairbanks, AK)
Buprenorphine Practitioner & Treatment Program Locator	American Samoa
Opioid Treatment Program Directory	
Substance Abuse and Mental Health Prevention	

Central directory provides the **first aggregated resource** for job applicants and volunteers to find crisis centers across the network

In communications, this can serve as a **call to action to direct applicants** to a central resource to find openings across the network)

Is anticipated to be **improved on over time**, and represents an agile & iterative approach to building the 988 workforce

Contact Information

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Thank you!



And you can email questions to us at

988Team@samhsa.hhs.gov