

988

SUICIDE
& CRISIS
LIFELINE

988 Implementation in Connecticut

May 10, 2023

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Today's briefing

- America's Mental Health Crisis
- How 988 Came to Be
- 988 – a transformative moment
- Connecticut's 988 Data



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





Providing 24/7, free and confidential support to people in suicidal crisis or mental health-related distress helps

- The 988 Suicide & Crisis Lifeline, formerly known as the National Suicide Prevention Lifeline, helps thousands of people overcome crisis situations every day.

Proven to work – Lifeline studies have shown that after speaking with a trained crisis counselor, most callers are significantly more likely to feel

- less depressed
- less suicidal
- less overwhelmed
- more hopeful

988 Builds Directly on the Existing National Suicide Prevention Lifeline

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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

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**



How The 988 Lifeline Works

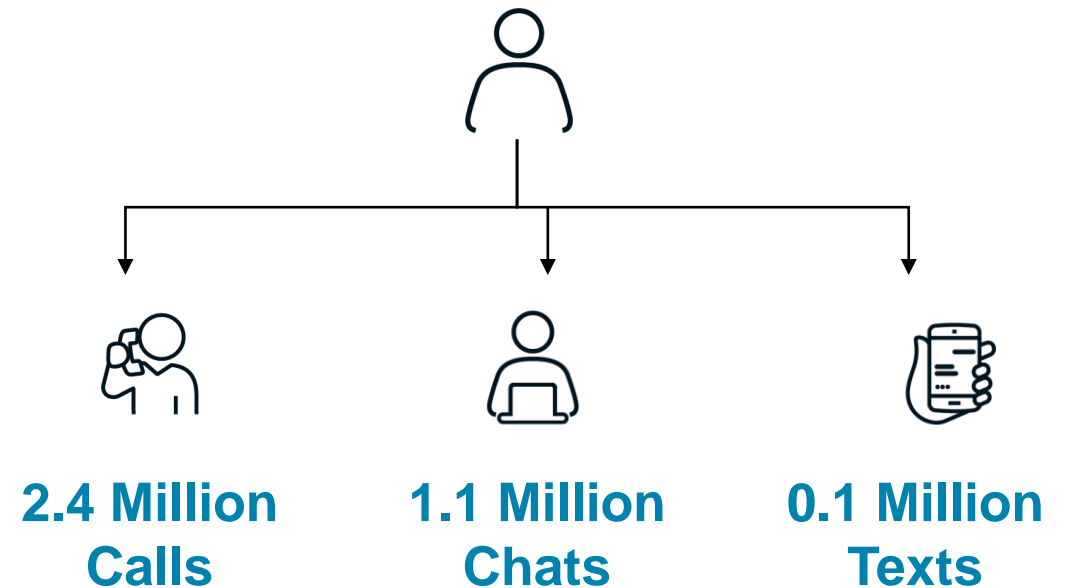
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In FY21, the Lifeline received roughly
3.6 million contacts

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**
- **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



July 16, 2022: A transformative moment for the crisis care system in the U.S.



Short-term goal

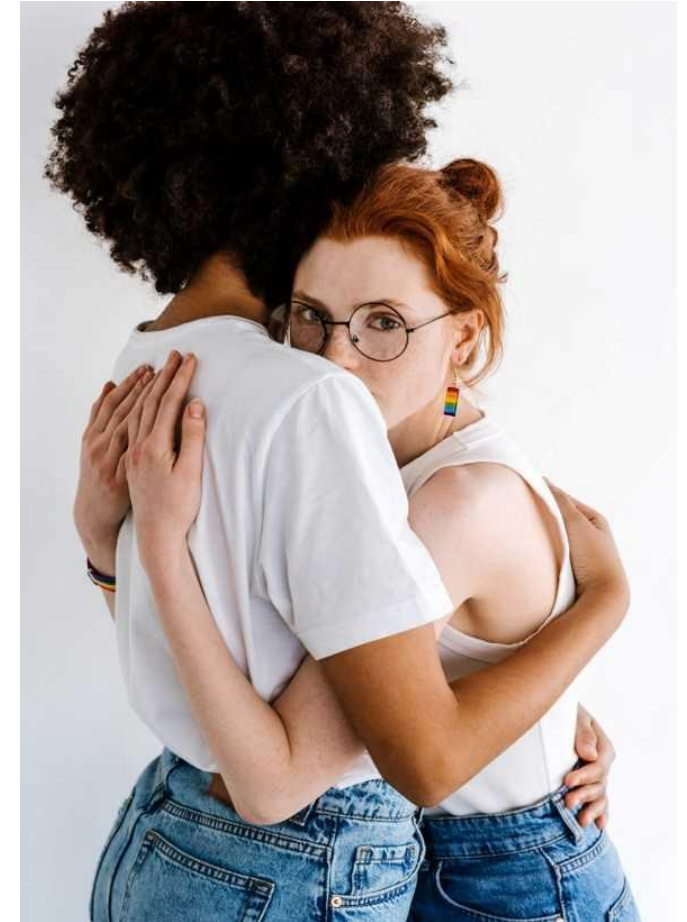
A strengthened and expanded Lifeline infrastructure to respond to crisis calls, texts, and chats anytime

Long-term vision

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

United Way is the statewide crisis call center in CT

- Designated contact center specialists, specially trained in taking crisis calls
- Contact center specialists respond to calls in one of three ways:
 - Telephonic support and resolution – 94% of calls
 - “Warm handoff” (telephonic transfer) to the mobile crisis team in the area – 5% of calls
 - “Active rescue” – 1% or less of calls

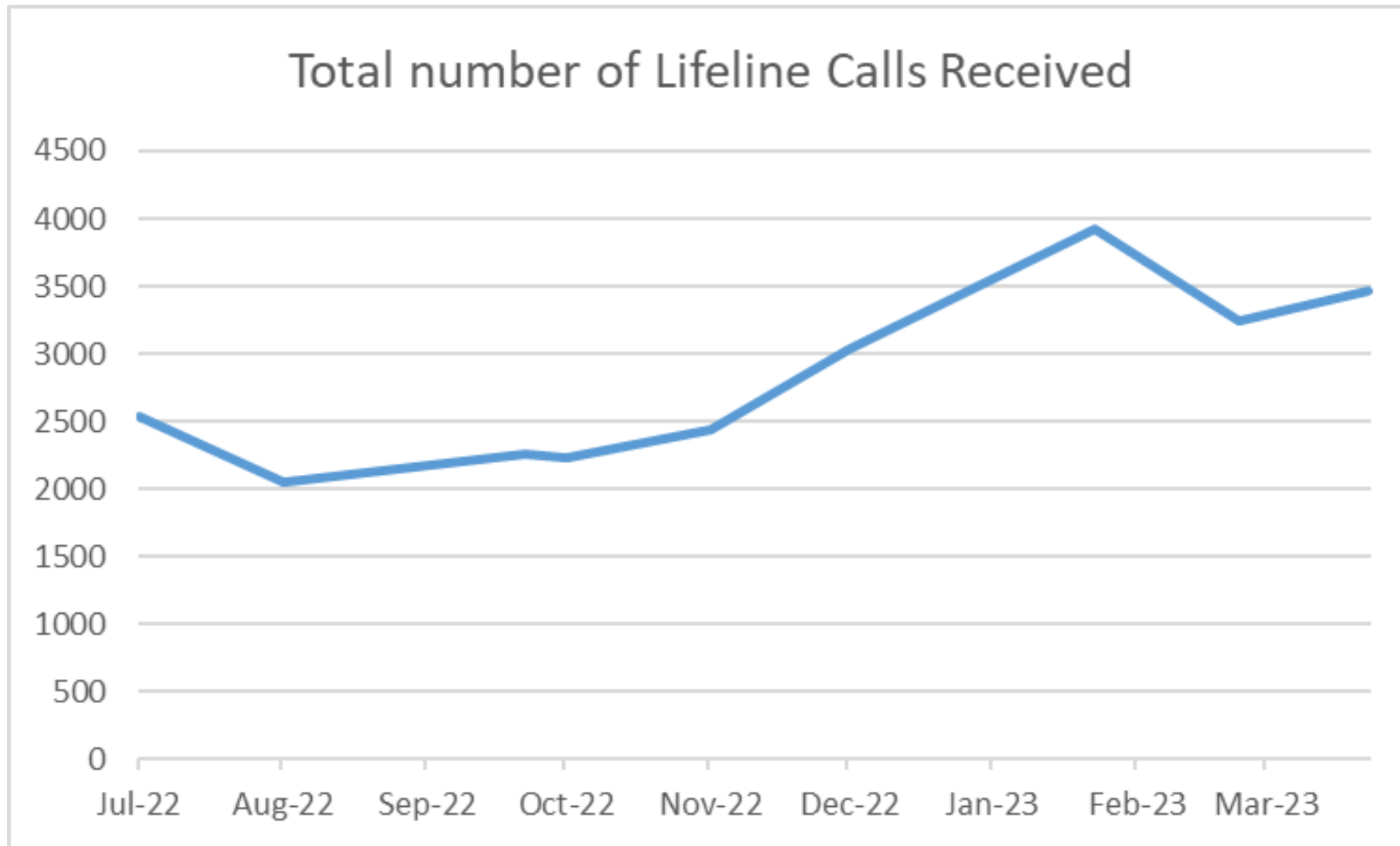


Connecticut 988 Data

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Month	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Total number of Lifeline Calls Received	2536	2055	2263	2225	2439	3033	3924	3243	3459
Total Number of Lifeline Calls Answered	2493	2018	2167	2143	2387	2968	3830	3163	3384
Answer Rate for Lifeline Calls	0.98	0.98	0.96	0.96	0.98	0.98	0.98	0.98	0.98
Avg Speed Of Answer (seconds)	4	4	4	4	4	4	5	5	4
Avg Handle Time (Minutes)	14.07	15.71	14.66	14.19	12.99	12.63	10.71	11.12	11.72

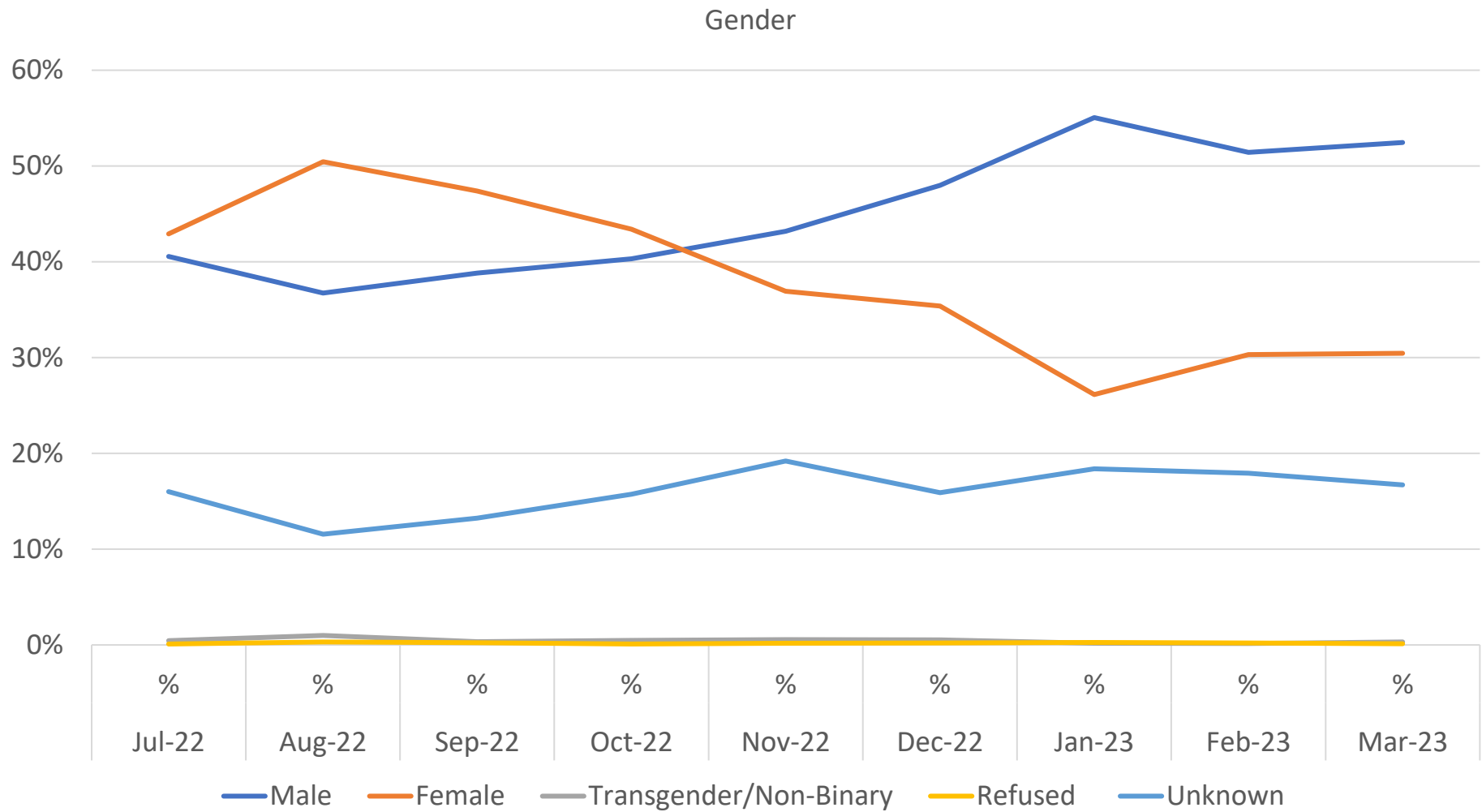




Connecticut 988 Data

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Month	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Gender									
Male	1011	741	841	864	1031	1424	2108	1626	1775
Female	1070	1018	1027	930	881	1050	1001	959	1030
Transgender/Non-Binary	11	20	7	10	13	16	7	5	10
Refused	2	6	5	2	4	6	10	6	4
Unknown	399	233	287	337	458	472	704	567	565



Connecticut 988 Data

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Month	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Age Range									
12 & under	8	9	13	9	5	5	14	8	11
13-24	283	234	222	218	192	192	218	165	178
25-34	174	181	189	154	138	140	159	113	155
35-44	317	90	103	194	345	583	1136	936	991
45-54	376	250	187	130	79	121	76	88	72
55-64	49	215	186	146	83	247	196	143	139
65-84	74	45	70	66	92	107	97	76	107
85 & older	2	2	3	2	2	4	6	4	3
Unknown	1210	992	1194	1233	1451	1569	1928	1630	1728

Connecticut 988 Data

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Month	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Current thoughts of Suicide	371	353	360	322	333	350	386	293	361
Suicidal ideation in recent past	300	313	312	271	303	310	317	233	291
Prior suicide attempt survivors	159	135	132	136	124	156	131	105	138
Suicide loss survivors	104	111	98	63	68	78	80	76	88
Third-party callers concerned about another individual with suicidal ideation	169	177	177	136	151	187	204	152	159
Assessment of suicidal ideation was not applicable	676	453	535	587	891	1049	1833	1487	1515
No experience with suicide or Unknown	977	759	1181	909	761	1137	1184	1078	1133
The presence of suicidal ideation could NOT be assessed	832	615	692	598	1030	1222	2037	1625	1665

SAMHSA 988 Partner Toolkit

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PARTNER TOOLKIT ASSETS AS OF JULY 2022

- KEY MESSAGES
- FAQs (Adding others as needed over time)
- [LOGOS & BRAND GUIDANCE](#)
- [SOCIAL MEDIA SHAREABLES](#)
- PRINT MATERIALS
- [END CARDS FOR MEDIA](#)
- E-NEWSLETTER TEMPLATE
- SAMPLE RADIO PSA SCRIPTS
- 988 SLIDE DECK
- FACT SHEET (English and Spanish)



The screenshot shows the SAMHSA 988 Partner Toolkit website. The header includes the SAMHSA logo, navigation links (Home, Site Map, Contact Us), a search bar, and a main navigation menu (Find Treatment, Practitioner Training, Public Messages, Grants, Data, Programs, Newsroom, About Us, Publications). The breadcrumb trail reads: Home > Find Treatment > 988 Suicide and Crisis Lifeline > 988 Key Messages. The left sidebar lists various resources under 'Find Treatment', including Alcohol, Tobacco, and Other Drugs; Opioid Overdose; Harm Reduction; 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 Partner Toolkit; 988 Key Messages; Lifeline Timeline; 988 Jobs; 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; and Veterans Crisis Line. The main content area features a hero image with the 988 Suicide & Crisis Lifeline logo. Below this is the '988 Key Messages' section, which explains the purpose of the key messages and provides a link to the 988 Messaging Framework. A 'Need Support Now?' section offers crisis support information. The 'About 988' section details the history of the 988 dialing code and the transition to the new 988 dialing code. A '988 Partner Toolkit' section describes the toolkit's purpose and lists links to Key Messages, Frequently Asked Questions, Logo and Branding, and More Resources. A 'Need for 988' section discusses the importance of the 988 dialing code and the need for crisis support.

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Substance Abuse and Mental Health
Services Administration

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Home > Find Treatment > 988 Suicide and Crisis Lifeline > 988 Key Messages

Find Treatment

- Alcohol, Tobacco, and Other Drugs
- Opioid Overdose
- Harm Reduction
- 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 Partner Toolkit
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- Opioid Treatment Program Directory
- Substance Abuse and Mental Health Prevention
- Veterans Crisis Line

988 SUICIDE & CRISIS LIFELINE

988 Key Messages

These key messages are designed to cover the basics of 988 and provide a strong foundation from which partners can build for their audience-specific needs. The key messages work in coordination with the messaging guidance outlined in the [988 Messaging Framework](#) developed by the National Action Alliance for Suicide Prevention and its messaging task force.

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.

About 988

In 2020, Congress designated the new 988 dialing code to operate through the existing National Suicide Prevention Lifeline's (1-800-273-8255) network of over 200 locally operated and funded crisis centers across the country.

On July 16, 2022, the U.S. will transition to using the 988-dialing code, and it is a once-in-a-lifetime opportunity to strengthen and expand the existing Lifeline.

988 is more than just an easy-to-remember number—it's a direct connection to compassionate, accessible care and support for anyone experiencing mental health-related distress – whether that is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support.

The 988 dialing code is just a first step toward strengthening and transforming crisis care in this country. It serves as a universal entry point so that no matter where you live, you can reach a trained crisis counselor who can help.

Over time, the vision for 988 is to have additional crisis services available in communities across the nation, much the way emergency medical services work.

988 Partner Toolkit

The [988 Partner Toolkit](#) is intended to facilitate partner efforts for collaborative and aligned 988 communication planning.

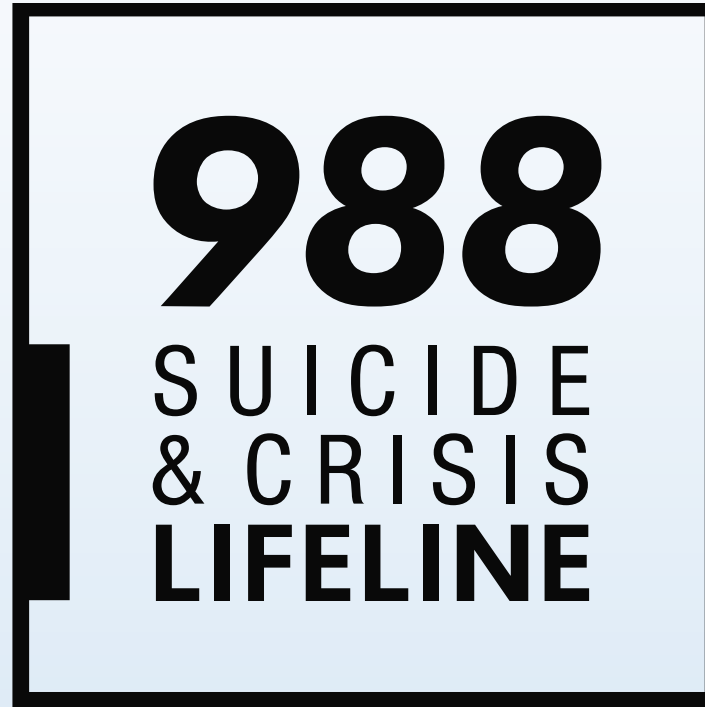
- [Key Messages](#)
- [Frequently Asked Questions](#)
- [Logo and Branding](#)
- [More Resources](#)

Need for 988

Too many people are experiencing suicidal crisis or mental health-related distress without the support and care they need, and sadly, the pandemic has only made a bad situation worse when it comes to mental health and wellness in America.



Thank you!



And you can email questions to us at
Dana.begin@ct.gov

