



988 SUICIDE & CRISIS
LIFELINE

Overview

Presented by



988 Overview

System Overview

- The new dialing code to connect to the National Suicide & Crisis Lifeline starting on July 16, 2022
- Including; thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress
- This change is meant to increase access to support for people experiencing mental health distress with one, easy to remember, phone number to call for needed support

Service Overview

- 24/7 Call, Text, Chat, & Videocall Service
- A direct connection to compassionate, accessible support for anyone experiencing mental health related distress, or concerned about someone who is
- Highly trained counselors
- Utilizing best practices in crisis care
- Assistance with resource navigation, safety planning, and follow-up

HOW DOES 988 WORK?

People who call 988 are given three options:

PRESS 1

To connect with the **Veterans Crisis Line**

PRESS 2

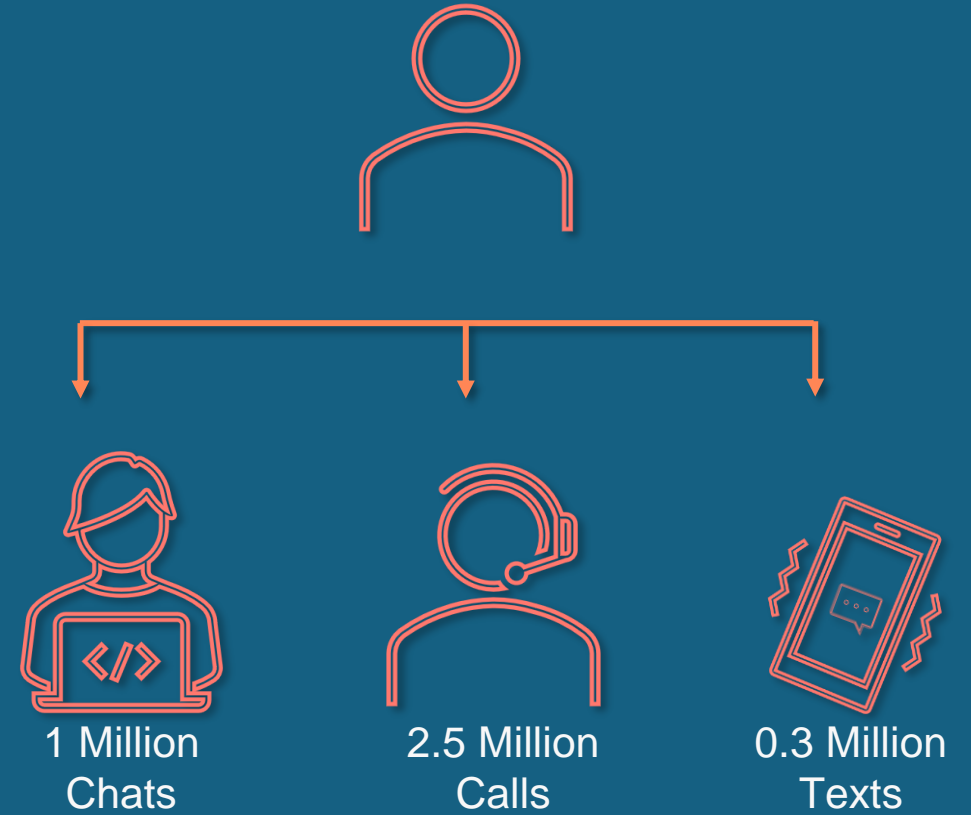
To connect with the **Spanish Subnetwork**

PRESS 3

To connect with the **Trevor Project** for LGBTQ+ Youth

REMAIN ON THE LINE

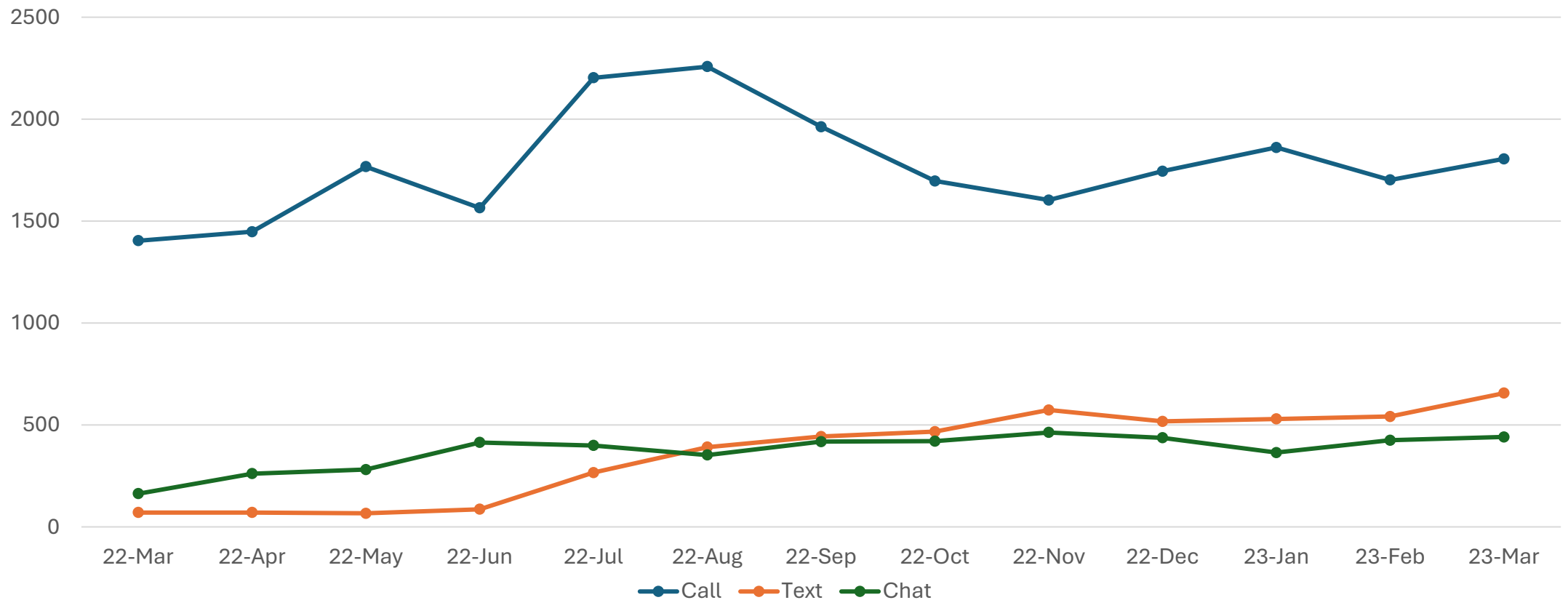
To be connected to a **local crisis center**; if local crisis center is unable to answer, the caller is routed to a national backup center



In 2022, the Lifeline received roughly **3.8 million contacts**.

988 Data Trends

Kansas 988 Contact Volume March 2022-March 2023



WHEN TO CONTACT 988

ANYONE WHO IS IN CRISIS, DEPRESSED, GOING THROUGH A HARD TIME, NEEDS TO TALK, OR IS THINKING ABOUT SUICIDE CAN CALL/TEXT 988 AT ANY TIME.

SOMEONE CONCERNED ABOUT ANOTHER PERSON CAN ALSO CALL WITH OR ON BEHALF OF THE PERSON.

Crisis: A crisis is when a person is experiencing a situation in which their behavioral health needs exceed their resources to effectively cope

A crisis is self-defined, but there are common stressors

How a crisis manifests is unique to the individual

A person in crisis has resources, strengths, and protective factors

Severe and abrupt changes in behavior are the most common sign of a crisis

Outcomes are improved by access to the right care, in the right place, at the right time



TELEPHONE-BASED CRISIS INTERVENTION



ACTIVE ENGAGEMENT & RAPPORT BUILDING

- Approach with non-judgmental and empathetic tone and demeanor
- Utilize reflective listening, de-escalation, and suicide intervention skills
- Set appropriate pace, boundaries and limits

SCREENING & ASSESSMENT

- Ask about suicide and determine if caller is at risk
- Listen to caller's story
- Work with uncertainty about life/death

TELEPHONE-BASED CRISIS INTERVENTION CONTINUED



COLLABORATIVE SAFETY PLANNING

- Initiate **collaborative** safety planning

RESOURCE NAVIGATION & REFERRAL

- Assess for additional needs and offer information
- Connect to local mental health centers as requested

STRUCTURED FOLLOW-UP

- Offer follow-up contacts for all persons at risk of suicide or who may benefit from follow-up contact

CHAT-BASED SUPPORT

ACCESSIBILITY

- Chat creates more avenues to connect.
- Phone service reliability can sometimes limit a person's capacity to connect with support. Chat is available with any internet connection.

WHAT TO EXPECT?

- A pre-chat survey that helps identify the main area of concern.
- The same level of support provided from a trained crisis counselor.
- If there is a wait to connect, a message will appear letting the person know. People can access "helpful resources" while they wait to connect.



988
SUICIDE
& CRISIS
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If you or someone you know
needs support now,
call or text 988
or
chat [988lifeline.org](https://www.988lifeline.org)



PEP22-08-03-008

HeyHQ



ACCESSIBILITY

- Peer-to-Peer youth support line
- Available to anyone under 18 wanting to talk with someone closer to their own age about what's going on today
- Currently available 4p-7p Thursday-Sunday

WHAT TO EXPECT?

- Teen counselors are trained to recognize acuity and involve 988 crisis counselors when need exceeds supportive counseling
- If there is a wait to connect, a message will explain that an adult counselor may answer
- Callers outside of 4p-7p Thursday-Sunday will be connected with a 988 Lifeline counselor





**MOBILE
CRISIS
RESPONSE**

Our state's goal is to have Mobile Crisis Response available to 80% of Kansans in the next ~2 years.

This means:

- Centralized crisis care and coordination through one phone number 988
- 988 serving as front door access to Mobile Response Teams
- Support includes initial counseling, assessment, triage, and care coordination
- Rapid 911 and Law Enforcement access to crisis line for warm hand-offs
- Close collaboration among crisis line staff and MRT

A close-up photograph of a woman with dark, curly hair, looking out of a window. She has a nose ring and is looking upwards and to the right. The background shows a bright, sunny day with green foliage and a blue sky with white clouds.

WHAT YOU CAN DO

EDUCATE

Educate others about how 988 works currently and the vision of 988. Attend more info sessions hosted by your local Contact Center.

HELP

Help is available today. Encourage the community and consumers to reach out by dialing or texting 988 or their local Contact Center's number to connect to a counselor and resources

ENSURE

Ensure 988 *and* local Contact Center's number is on resource lists and materials

COLLABORATE

Collaborate with Contact Centers to strengthen the crisis continuum in your community and across Kansas

ADVOCATE

Advocate for sustainable funding of 988 at a state or local level



For more information:



- Visit our website: <https://www.ksphq.org/988>
- Visit SAMHSA's website: <https://www.samhsa.gov/find-help/988>
- **Brooks Robertson** | State Prevention Coordinator | brooksr@hqkansas.org
- **Kirk Vernon** | State 988 Coordinator | kirkv@hqkansas.org
- **Sheilah Tackett** | Community Education Coordinator | sheilaht@hqkansas.org