



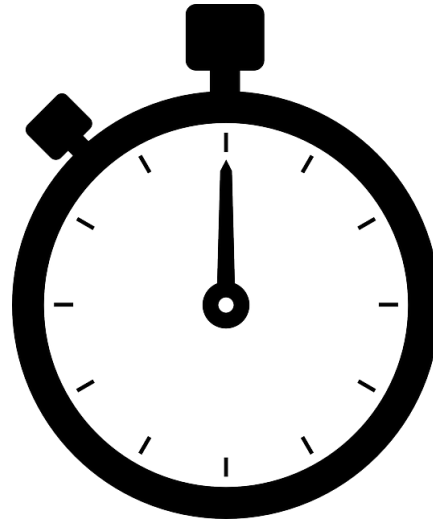
KENTUCKY CABINET FOR
HEALTH AND FAMILY SERVICES

988 - A Behavioral
Health Crisis Line:

*“someone to talk to, someone to respond & a
community to support”*



Pause



SOMEONE TO TALK TO:



What is the National Suicide Prevention Lifeline?



- Started in 2005
- By SAMHSA,
- Calls answered by a network of 180 centers across the US



The Lifeline provides local, customized support and nationally-standardized best practices through its network of local crisis centers.



**Nation-wide support,
locally-based.**

The Lifeline covers the nation with a network of over 180 centers, in 50 states.



**Most Lifeline centers
offer mental health
training in their
communities.**

Over 66% of our crisis centers provide suicide prevention and other mental health training within their communities.



**Lifeline crisis centers can
make local connections
to care.**

Lifeline centers are part of their local community, ensuring knowledge and referral to local services.

The Lifeline and its crisis centers are effective at supporting callers in emotional distress and suicidal crisis.



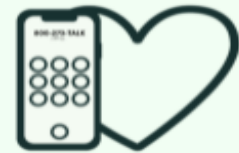
Callers connect quickly to a trained counselor.

95% of Lifeline calls are connected within 60-90 seconds.



Crises are typically de-escalated on the call.

Less than two percent of Lifeline calls involve emergency services. When emergency services are involved, over half of these emergency dispatches occur with the caller's consent. Many suicidal callers report that their call prevented them from killing themselves.

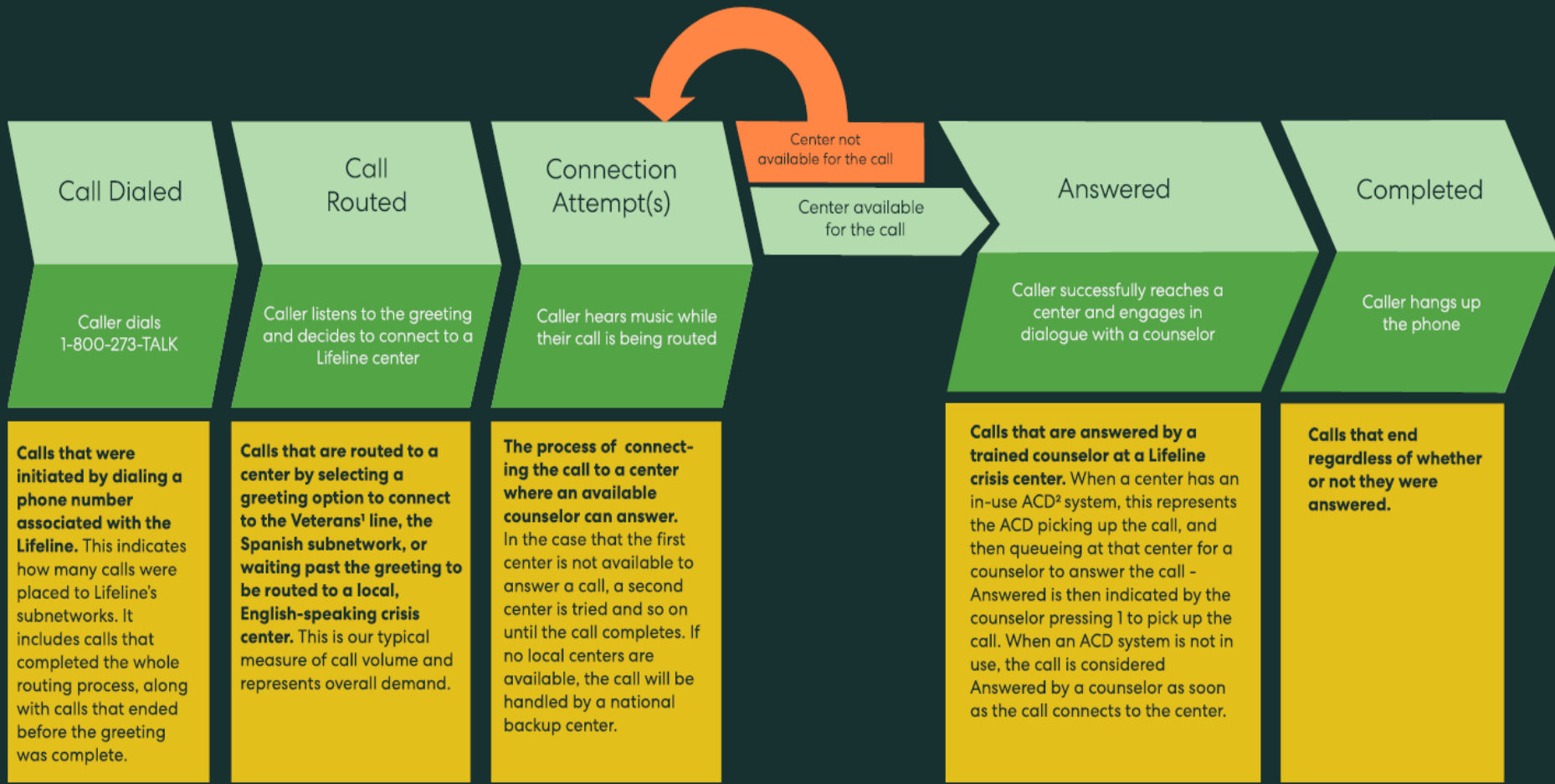


People feel better after calling.

Numerous studies of Lifeline calls have shown that the majority of callers were significantly more likely to feel less depressed, less suicidal, less overwhelmed, and more hopeful after speaking with a Lifeline counselor.



Life of a Lifeline Call



How does the NSPL Operate in Kentucky?

Kentucky currently has 13 CMHCs that are Lifeline-affiliated call centers.

These CMHCs respond to callers 24 hours a day, 365 days a year.

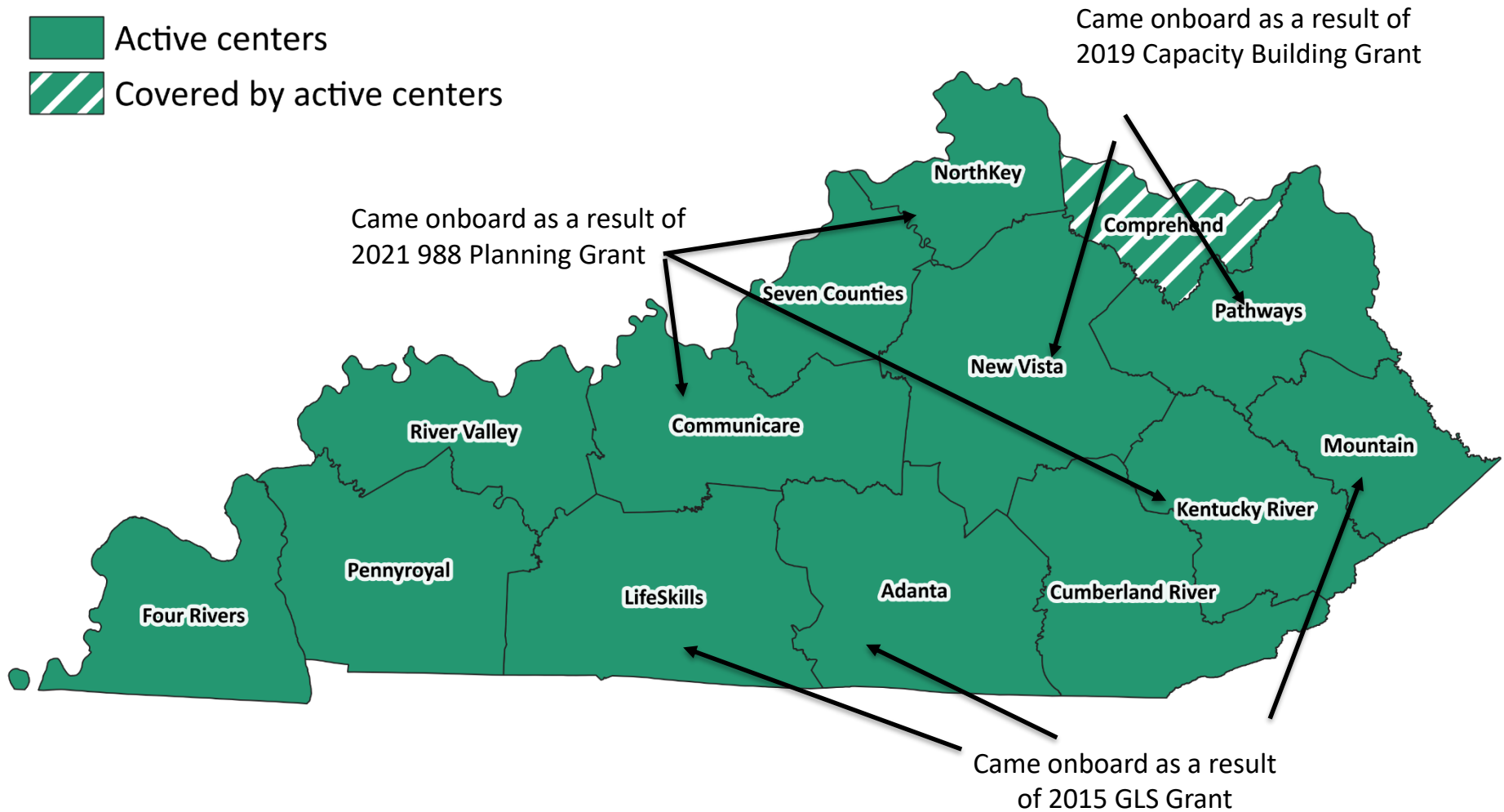
The staff have been trained to engage callers with best practice clinical and operational standards.



NSPL Primary Coverage Areas

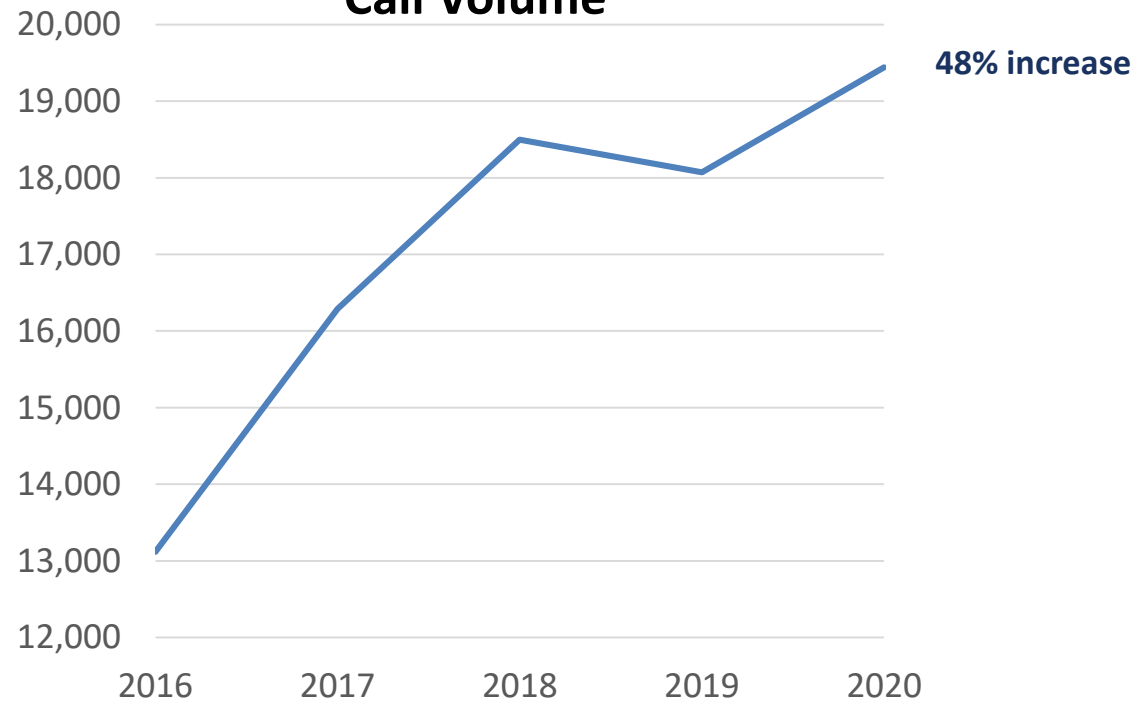
Legend

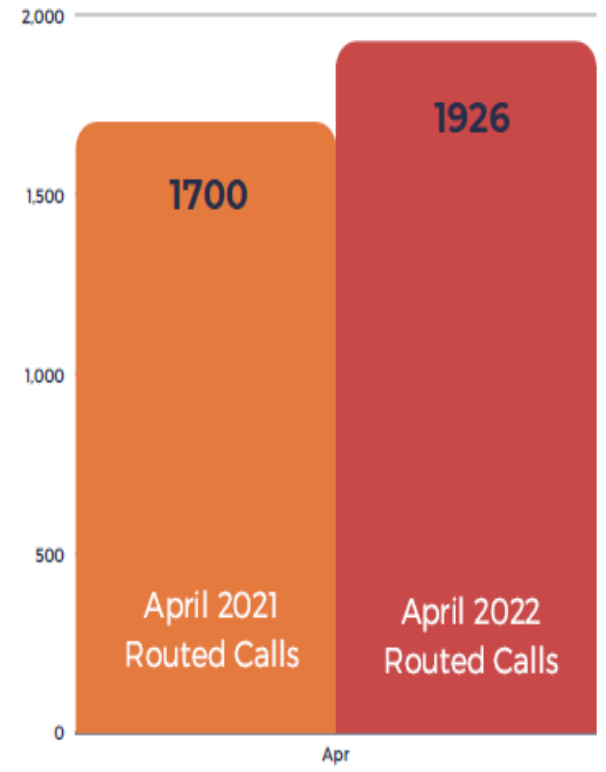
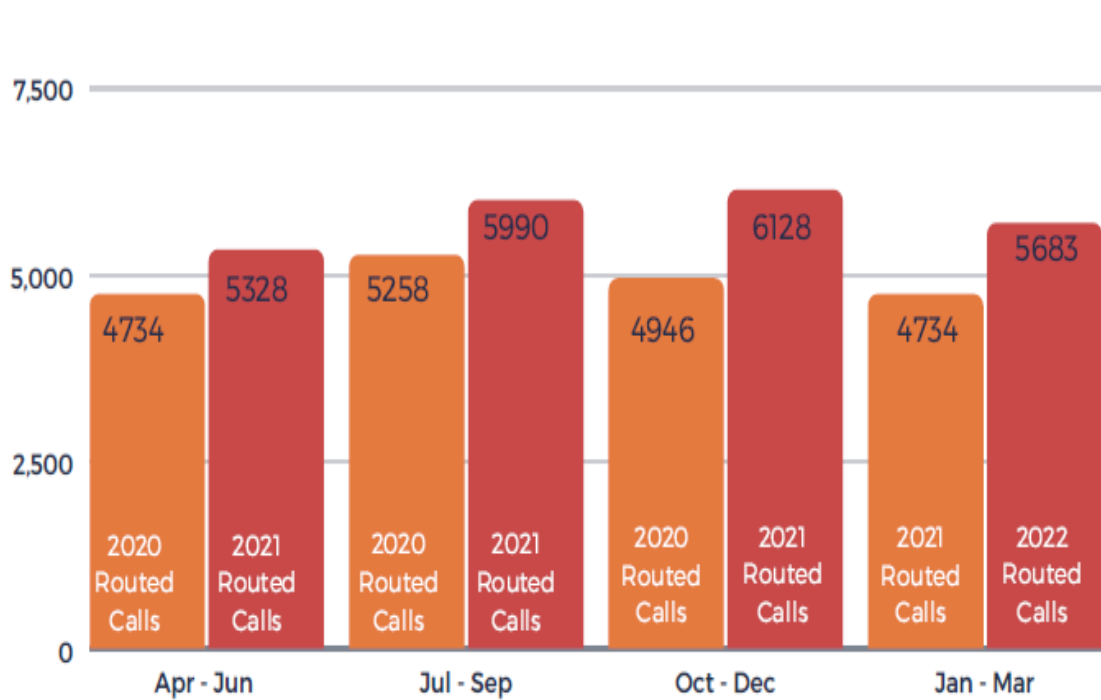
- Active centers
- Covered by active centers



Center Capacity for Increased Lifeline Volume

Historical Growth in KY Lifeline Call Volume



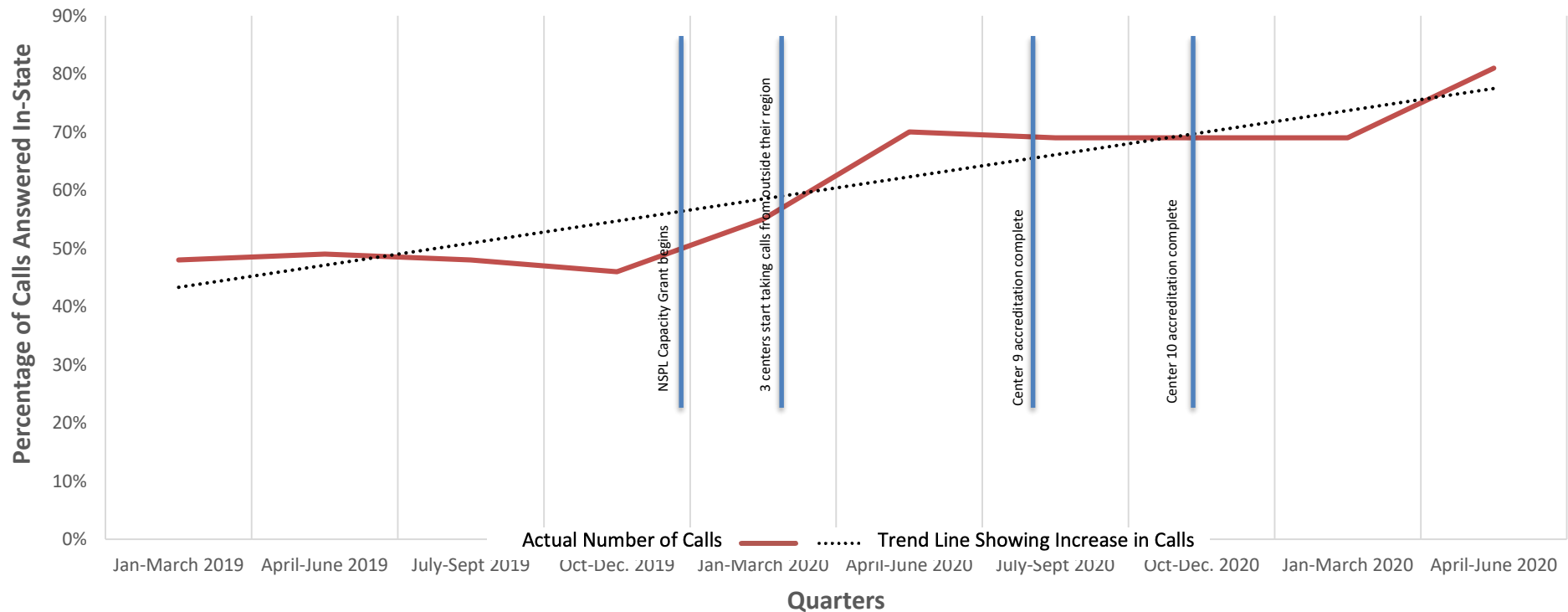


KENTUCKY'S YEARLY CALL COMPARISON

The charts above illustrate the increase in call volume in Kentucky,

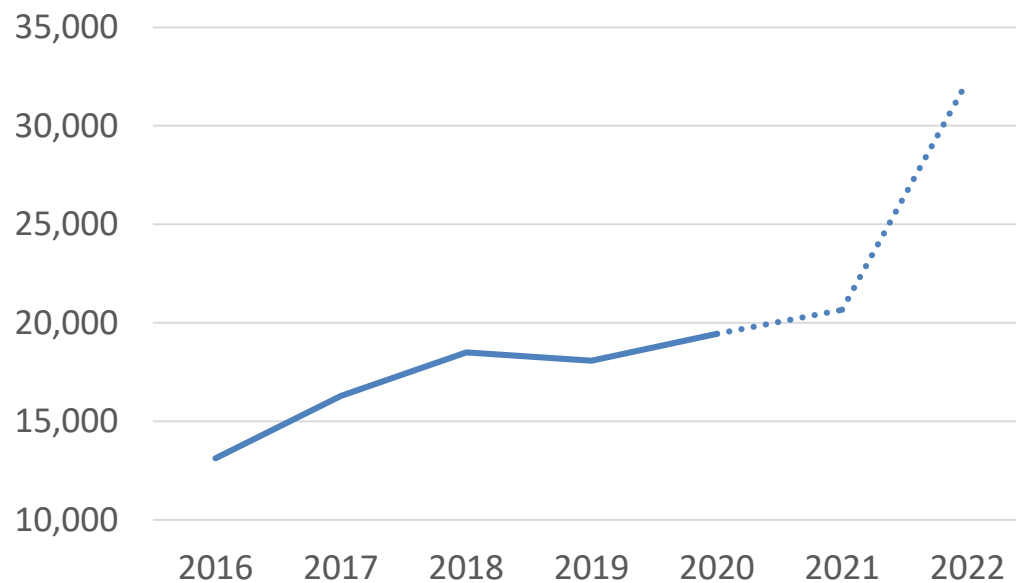
76% Increase in Volume of Calls Answered In-State

Quarterly In-State Answer Rate by Quarter, 2019-2021



Center Capacity for Increased Lifeline / 998 Volume

Projected Call Volume Increase - KY



Between July 2022-June 2023 (Year 1), it is projected that KY will receive:

- 42,600 inbound calls + place 2,100 outbound calls
- 28,700 chats
- 1,700 texts

OTHER CRISIS LINES:

Other Crisis Lines run by CMHCs:

- Multiple call centers operate hotlines besides Lifeline
- Some serve their region and some serve statewide
- Some have dedicated funding and some do not
- Call volume and capacity/staffing varies for specific lines



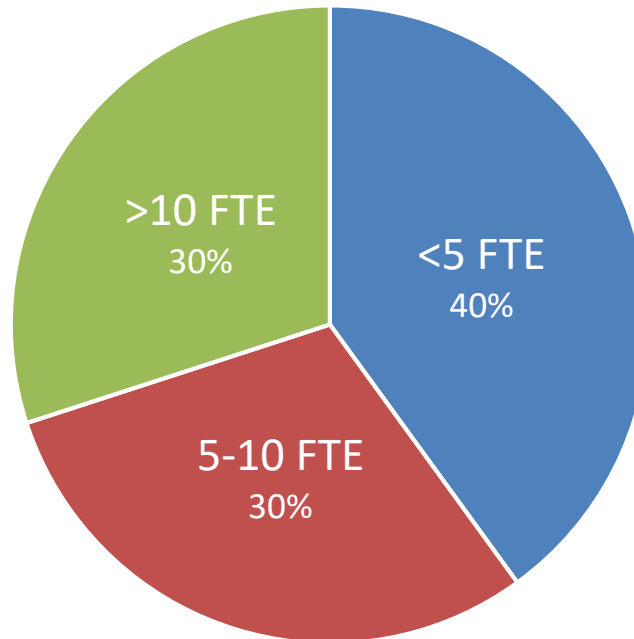
Call center staffing

	CURRENT	YEAR 1 GOALS
FUNDING	\$2.0 MILLION/YEAR	\$9.6 MILLION FIRST YEAR
CALL VOLUME	120,002	186,752
FTE CALL TAKERS	~70	170
FTE SUPERVISORS	21	34

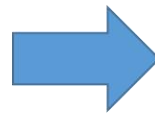
Comparison to 911:

116 call centers across state, with an average of 10 FT staff and 2 PT staff

Full Time Equivalent Employees For KY's Active Lifeline Call Centers



What is 988?



The Vision for 988 & Crisis Services

When you have a police, fire, or rescue emergency, you call 911.

When you have an urgent mental health need, you'll call 988.



Brief History of 988

August 2018: *National Suicide Hotline Improvement Act (H.R. 2345)* becomes law.

- Directs the Federal Communications Commission (FCC) and Substance Abuse and Mental Health Services Administration (SAMHSA) to report on the feasibility of designating a 3-digit dialing code for the Lifeline.

August 2019: FCC, with SAMHSA, indicates that 988 is the optimal 3-digit number for the Lifeline.

- Additional resources will be necessary to support crisis call centers responding to 988 callers.



Brief History of 988

October 2019: *National Suicide Hotline Designation Act (S. 2661)* is introduced.

- Supports the designation and implementation of the 988 dialing code.
- Strengthens local crisis response capacity to meet 988 service demand.

July 2020: FCC officially designates 988 as the 3-digit dialing code for the Lifeline.

- To be nationally available by **July 2022**.



Brief History of 988

October 2020: *National Suicide Hotline Designation Act (S. 2661)* becomes law.

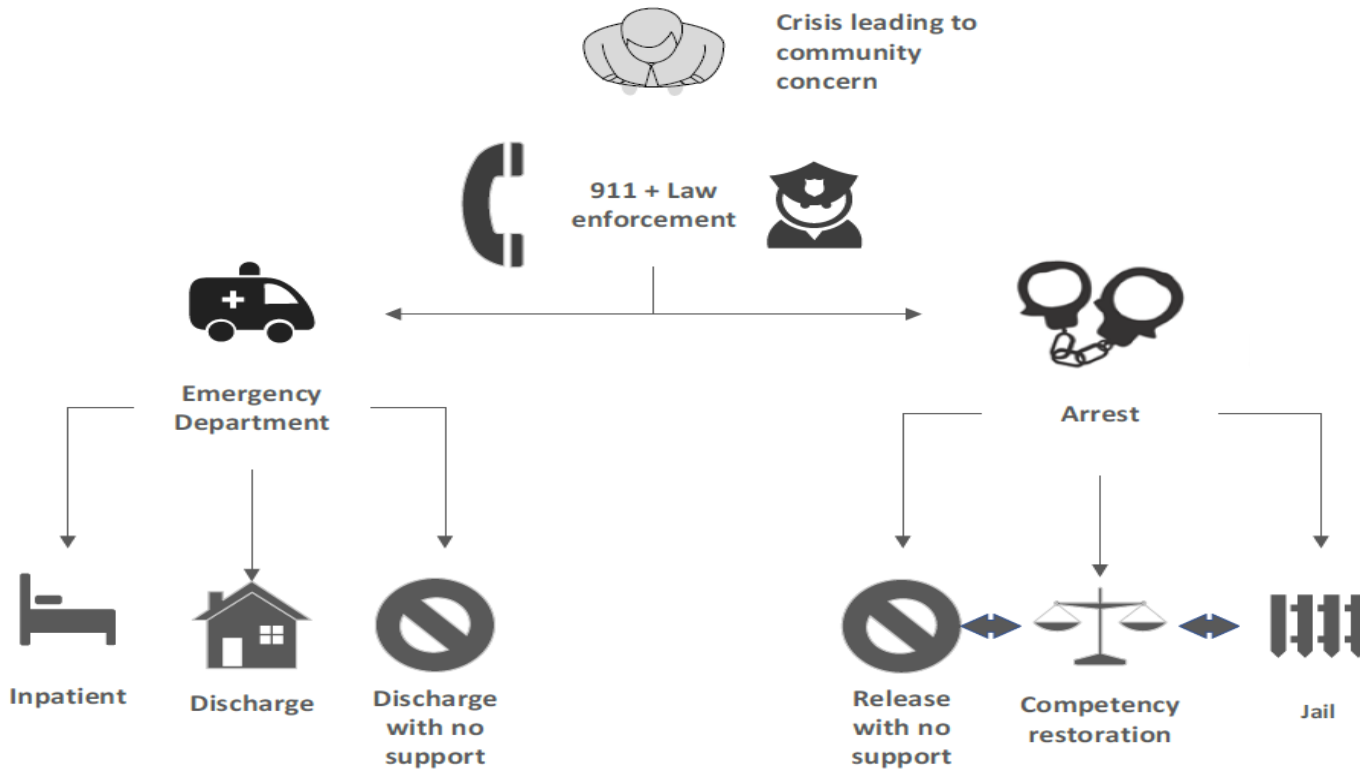
- Designates 988 as the future 3-digit phone number for the National Suicide Prevention Lifeline.
- Requires full implementation and access of 988 by July of 2022.
- **Empowers states to enact laws to provide for 988 and crisis service funding.**



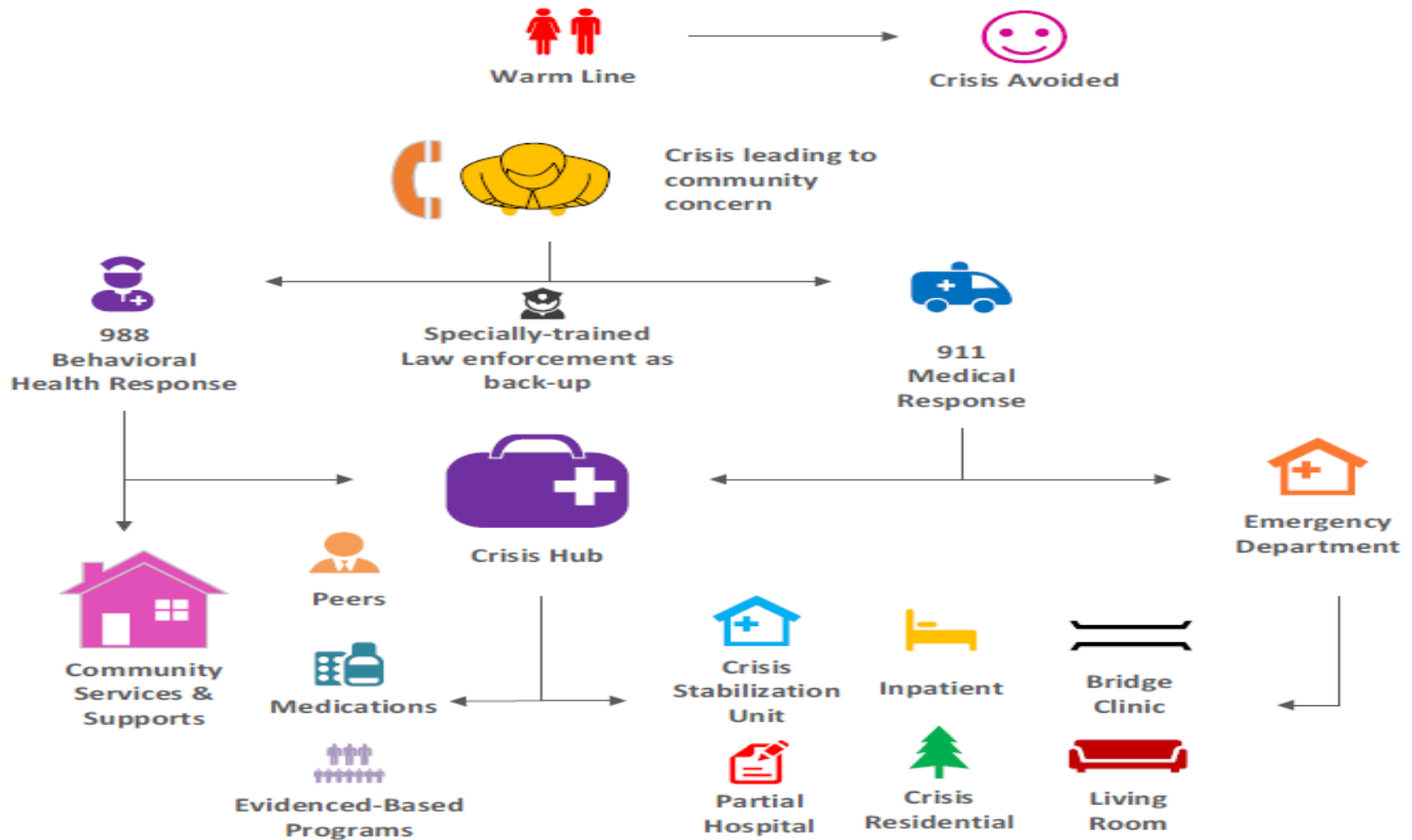
***SOMEONE TO RESPOND &
A COMMUNITY TO SUPPORT***

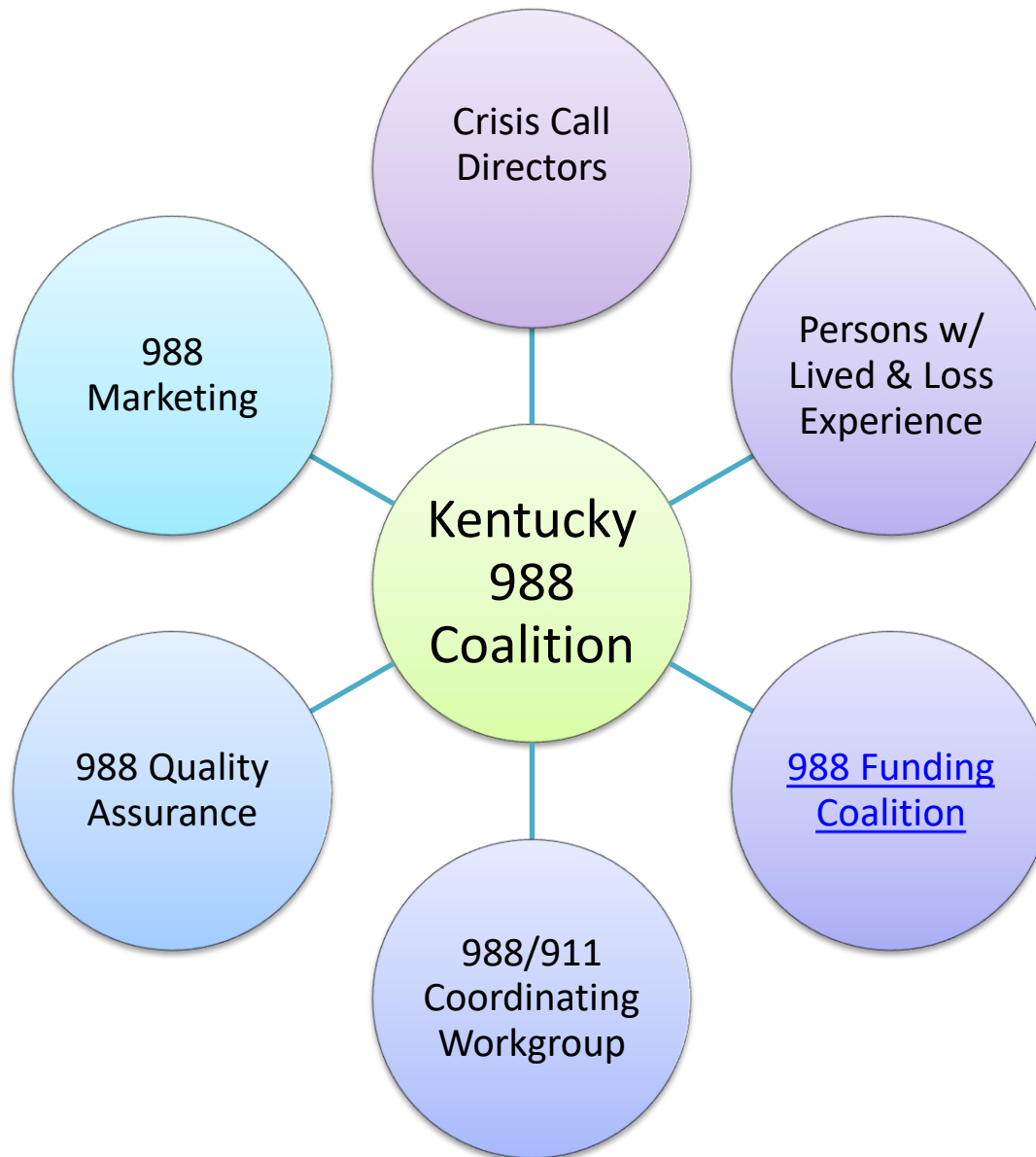


Look Familiar?

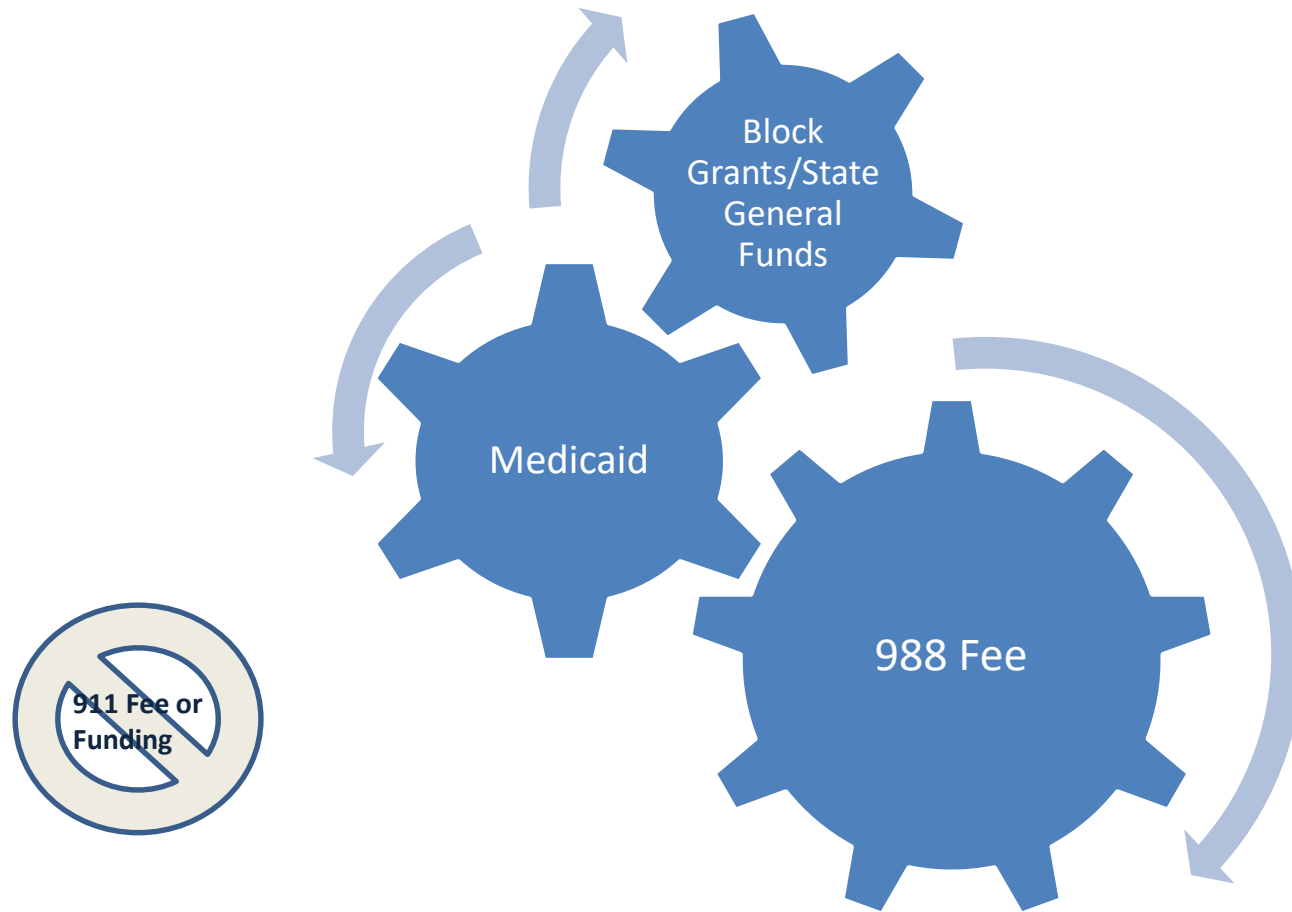


What's Different with 988?





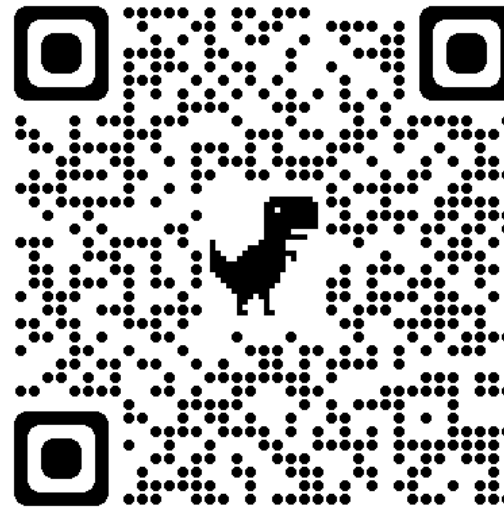
How Will We Fund 988?



What is the Relationship Between 911 and 988?



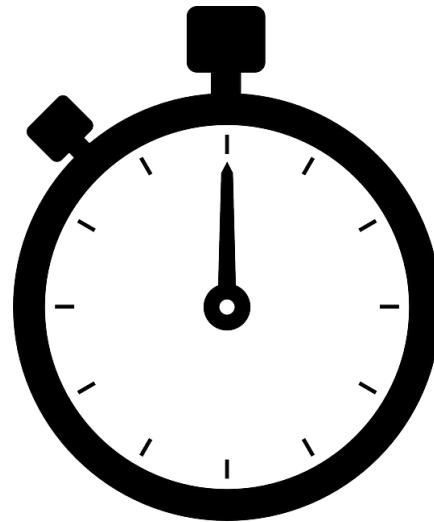
Marketing, messaging, & advocacy



- More to come
- Some guidance from Vibrant and SAMHSA
<https://www.samhsa.gov/find-help/988/partner-toolkit>
- Coalition input
- Let us know if you want to be involved!



one way to increase your region's awareness of 988



Thank you for joining in this very important work!



If you'd like more information,
please don't hesitate to reach out to me at beck.whipple@ky.gov