

KENTUCKY CABINET FOR HEALTH AND FAMILY SERVICES

988 - A Behavioral Health Crisis Line:

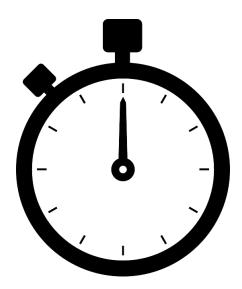
"someone to talk to, someone to respond & a community to support"







Pause





SOMEONE TO TALK TO:



What is the National Suicide Prevention Lifeline?

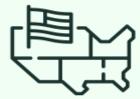


- Started in 2005
- By SAMHSA,
- Calls answered by a network of 180 centers across the US





The Lifeline provides local, customized support and nationallystandardized 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.



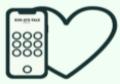
Callers connect quickly to a trained counselor.

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



Crises are typically deescalated 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

Center not available for the call Call Connection Answered Completed Call Dialed Routed Attempt(s) Center available for the call Caller successfully reaches a Caller hangs up center and engages in Caller listens to the greeting Caller hears music while Caller dials the phone dialogue with a counselor and decides to connect to a their call is being routed Lifeline center Calls that are answered by a Calls that end The process of connect-Calls that are routed to a Calls that were trained counselor at a Lifeline regardless of whether ing the call to a center initiated by dialing a center by selecting a crisis center. When a center has an or not they were where an available greeting option to connect phone number in-use ACD² system, this represents answered. counselor can answer. to the Veterans¹ line, the associated with the the ACD picking up the call, and In the case that the first Spanish subnetwork, or Lifeline. This indicates then queueing at that center for a center is not available to waiting past the greeting to how many calls were counselor to answer the call answer a call, a second be routed to a local. placed to Lifeline's Answered is then indicated by the center is tried and so on subnetworks. It English-speaking crisis counselor pressing 1 to pick up the until the call completes. If **center.** This is our typical includes calls that call. When an ACD system is not in no local centers are measure of call volume and completed the whole use, the call is considered available, the call will be represents overall demand. routing process, along Answered by a counselor as soon handled by a national with calls that ended as the call connects to the center. backup center. before the greeting was complete.



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.

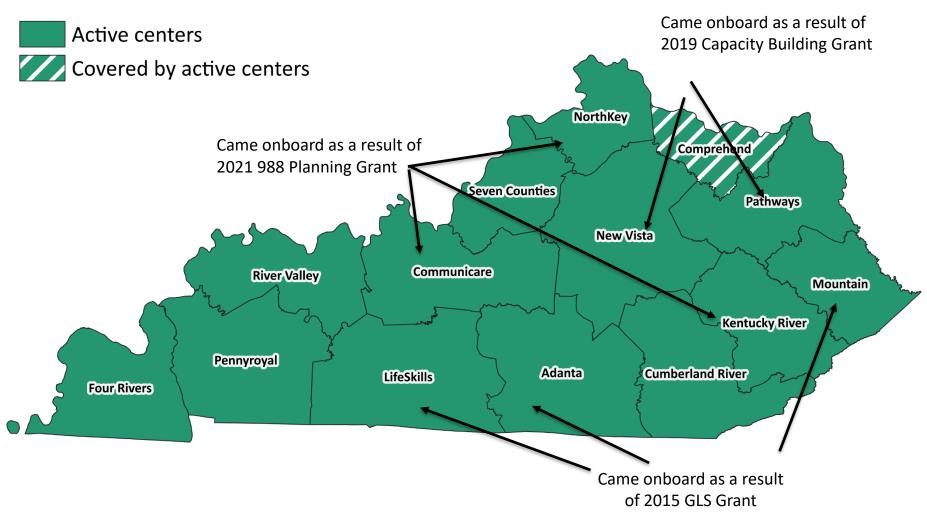


The staff have been trained to engage callers with best practice clinical and operational standards.

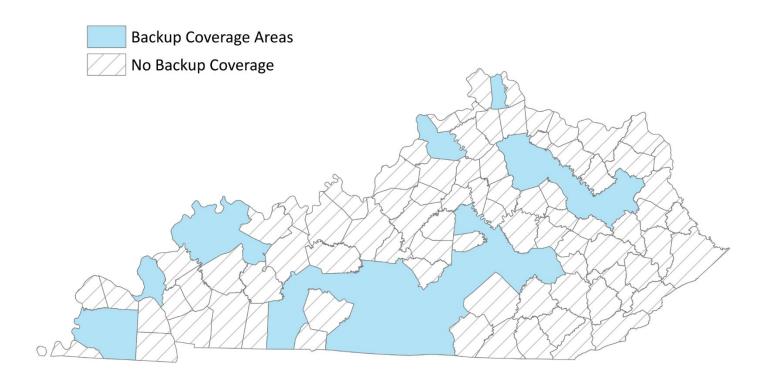


NSPL Primary Coverage Areas

Legend

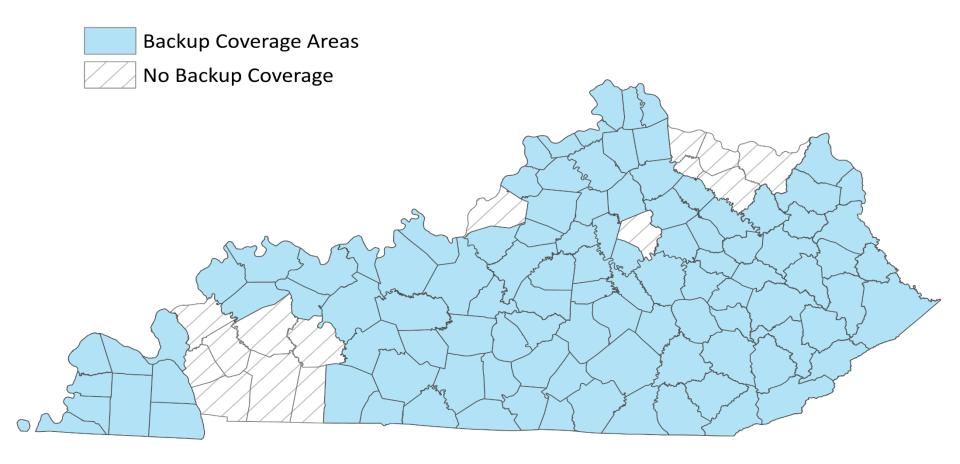


Kentucky's NSPL Backup Coverage Areas



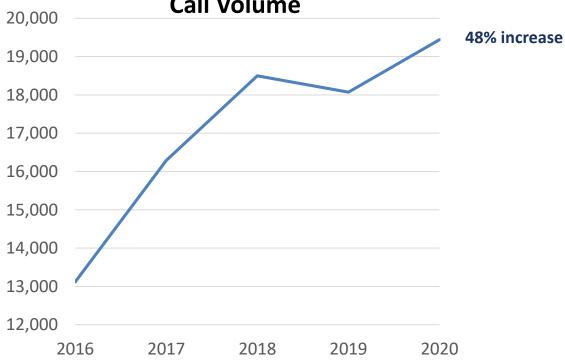


Kentucky's NSPL Backup Coverage Areas

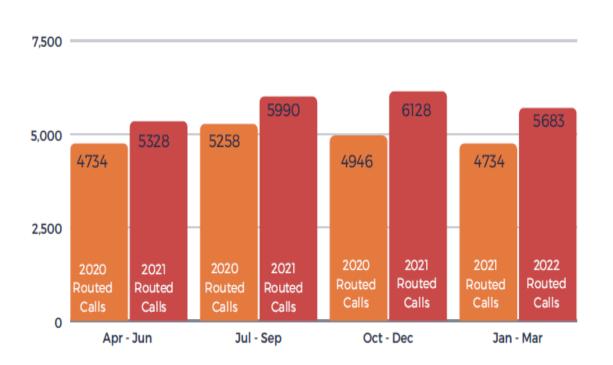


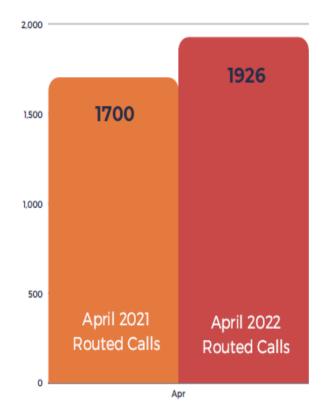
Center Capacity for Increased Lifeline Volume

Historical Growth in KY Lifeline Call Volume









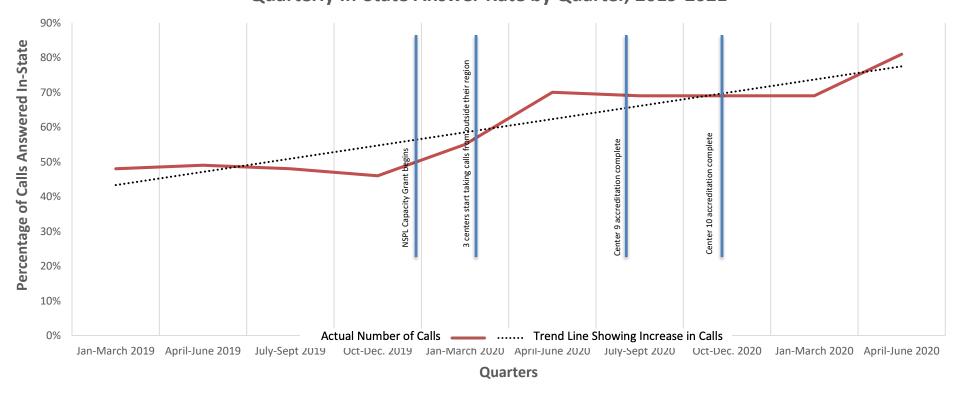
KENTUCKY'S YEARLY CALL COMPARISION

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



76% Increase in Volume of Calls Answered In-State

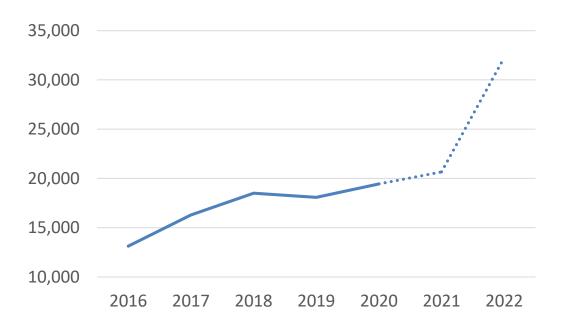






Center Capacity for Increased Lifeline / 998 Volume

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



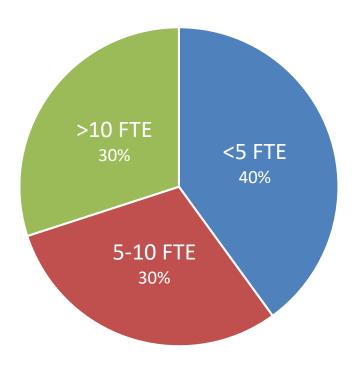
Call center staffing

	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?





988 LIFELINE



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.



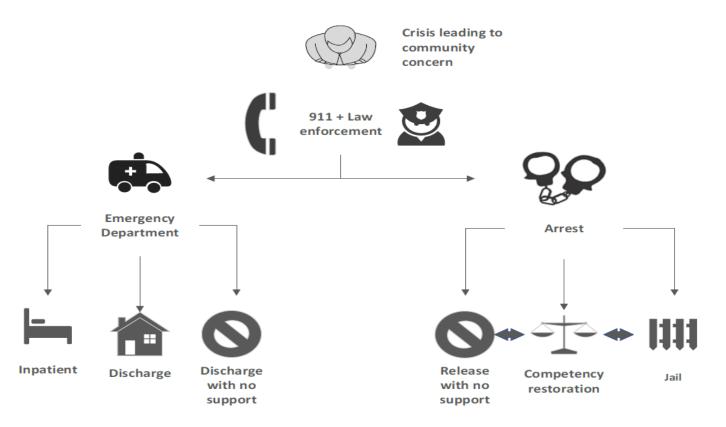




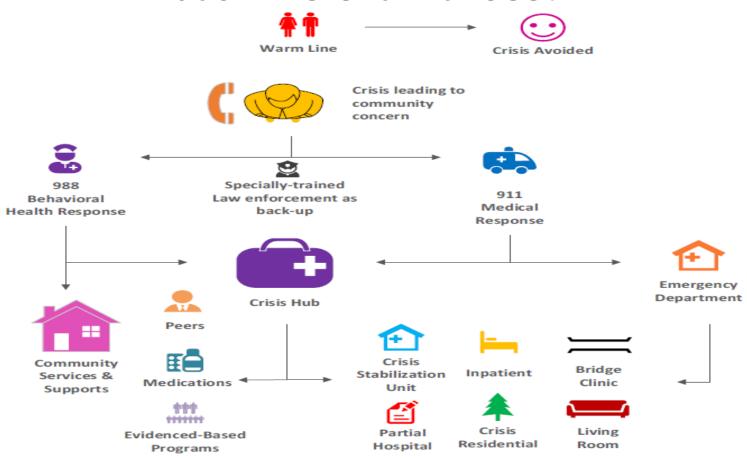
SOMEONE TO RESPOND & A COMMUNITY TO SUPPORT



Look Familiar?



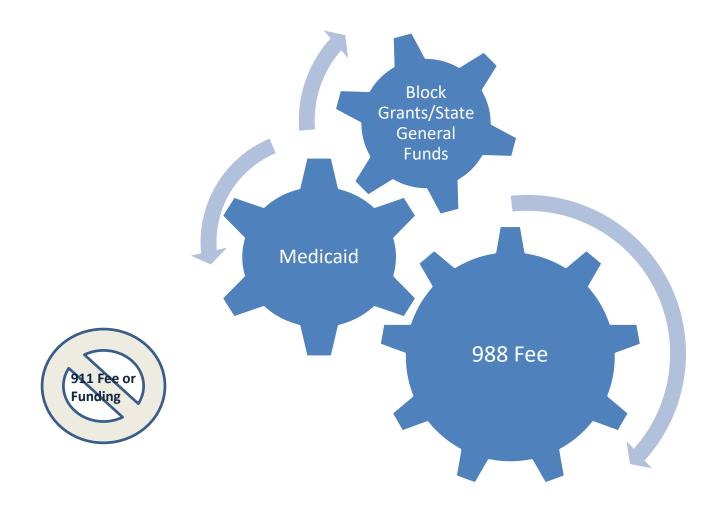
What's Different with 988?







How Will We Fund 988?



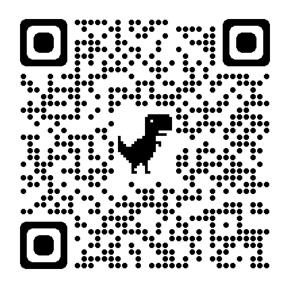


What is the Relationship Between 911 and 988?





Marketing, messaging, & advocacy



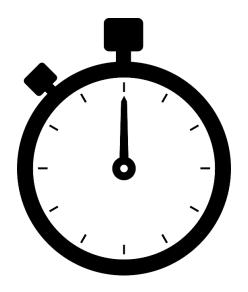
- More to come
- Some guidance from Vibrant and SAMHSA <u>https://www.samhsa.gov/find-</u> <u>help/988/partner-toolkit</u>
- Coalition input
- Let us know if you want to be involved!







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

