SAMHSA’s 988 Crisis Systems Response Training and Technical Assistance Center: Crisis Community Collaboration

December 20th, 2023
Crisis Systems Response TTAC

The Substance Abuse and Mental Health Services Administration (SAMHSA) has selected Altarum to provide training and technical assistance support to states, territories, tribal organizations, and community partners across the 988 Suicide and Crisis Lifeline and crisis continuum of care. Along with our partners, W2 Consulting Corporation and Change Matrix, LLC, who have extensive experience with crisis services, technical assistance, and health equity, the Crisis Systems Response Training and Technical Assistance Center (TTAC) was formed to support the continued growth of 988 Lifeline and build a more robust crisis care system.
Agenda

- Welcome
- Introductions
- Updates from the 988 & Behavioral Health Crisis Coordinating Office
- Presentation from Vibrant
- Mindful Minute
  - Moderated Question & Answer session related to the information shared
  - Time for reflections about webinars and activities within the last month
- Preview of activities to come
SAMHSA 988 & BHCCO Leads

Monica Johnson, M.A., LPC
Director of the 988 & Behavioral Health Crisis Coordinating Office

John Palmieri, M.D., M.H.A.
Deputy Director of the 988 & Behavioral Health Crisis Coordinating Office

Jill D. Mays, M.S., LPC
Division Director of Crisis System Transformation for the 988 & Behavioral Health Crisis Coordinating Office

James Wright
Division Director of Crisis Operations, Office of the Assistant Secretary
SAMHSA’s Priorities

- Enhancing Access to Suicide Prevention and Mental Health Services
- Promoting Resilience and Emotional Health for Children, Youth, and Families
- Integrating Behavioral and Physical Healthcare
- Strengthening the Behavioral Health Workforce
- Preventing Substance Use and Overdose

Equity
Trauma-Informed Approaches
Commitment to Data and Evidence
Recovery
New Grants:
- 988 State/Territory Cohort 2
- 988 Tribal Response Cohort 2
- 988 Crisis Center Follow Up (10 cooperative agreements)
- All awarded States, territories, Tribes, and crisis centers can be found at: www.samhsa.gov/grants
The Role of Vibrant as Network Administrator

SAMHSA funds Vibrant Emotional Health, a national non-profit, to manage, enhance, and strengthen the Lifeline. The Lifeline routes individuals in the United States to a network of more than 200 certified crisis centers, which link to local emergency, mental health, and social services resources. Vibrant must maintain the current Lifeline infrastructure, activities, and network of crisis centers including, but not limited to, all telephone, chat, and text-based services.

Challenges/Opportunities

- Scope & Role Clarification
- Relationship w/Crisis Contact Centers
- Rapid internal growth
- Navigating state government systems
- Data Discrepancies
Snapshot of 988 Lifeline Federal Funding: 2007–2023

Federal Funding to 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 FY 2023 Omnibus Appropriations for the Lifeline allocation of $502M and an additional $200M funding for states, territories, and tribes to build local capacity

$502M***

$152M sent to states and territories and $17M sent to tribes to build staffing across states’ local crisis call centers through grants.
Increased support for priority populations

• **Spanish text and chat services**, where Spanish speakers in crisis can reach trained, culturally competent crisis counselors.

• Specialized call, text, and chat supports for LGBTQI+ youth and young adults under the age of 25.

• **Videophone services** for people who are Deaf or hard of hearing and for whom videophone is a preferred method of communication.

• Dedicated, culturally competent services for American Indians and Alaska Natives.
A Few Operational Priorities in FY2023

1. Complaints, Compliments, Stories of Service
2. Improving data collection, including of individual in suicidal crisis*
3. Improving Georouting of 988 contacts*
4. Evaluating Effectiveness of 988 Training for all Crisis Centers and Services*
5. Improving Connectivity of 988 Crisis Centers and Mobile Crisis Teams
6. Identification of Reasons for Connections, Self-Reported Outcomes of Service, and Improving Connections to Continued Care and Follow-Up in Cases of Increased Risk Post-Contact and technical disruptions to service*
7. Performance and Quality Improvement*

*Builds on FY23 Appropriation Requirements
Tia Dole, Ph.D., is the Chief 988 Suicide & Crisis Lifeline Officer at Vibrant Emotional Health. Dr. Dole is a licensed clinical psychologist and a long-time advocate for the rights of those with intersectional identity. Prior to stepping into the role of Chief 988 Officer, Dr. Dole was the Executive Director of The Steve Fund, the nation’s only organization focused on the mental health and emotional well-being for young people of color. Additionally, Dr. Dole was the Chief Clinical Operations Officer at The Trevor Project, the world’s largest suicide prevention and crisis intervention organization for LGBTQ youth. Dr. Dole oversaw all of The Trevor Project’s crisis services programs as well as their volunteer community and increased their impact by a factor of four.

After completing her bachelor’s degree at Carleton College, Dr. Dole received her Master’s degree in Developmental Psychopathology from Columbia University (Teacher's College), and she received a Fulbright Fellowship to study Forensic Psychology in Switzerland. She then completed her doctorate in clinical psychology at Fordham University. Dr. Dole is a published author and sits on several committees. One of her passions is normalizing mental health conditions within communities of color, LGBTQ communities, and helping people get access to services. She is based in New York/New Jersey.
Disclaimer

The views expressed in written conference materials or publications and by speakers and moderators do not necessarily reflect the official policies of the Department of Health and Human Services, nor does the mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.
988: The Suicide & Crisis Lifeline

- **988** Suicide & Crisis Lifeline provides emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States, via phone, text and chat.

- **Funded** by the Substance Abuse and Mental Health Services Administration (SAMHSA)

- **Administered** by Vibrant Emotional Health since its inception in 2005

- Network of over **215** independently operated centers across **56** States and Territories
988 Suicide & Crisis Lifeline Timeline

Launch of the National Suicide Prevention Lifeline

Received 46K calls in the first year

Veterans Crisis Line Support

SAMHSA and VA partner to access the Veterans Crisis Line by “Press 1”

National Suicide Prevention Act

becomes law. It requires a feasibility study into designating a three-digit dialing code for a national suicide prevention and mental health crisis hotline system.

National Suicide Hotline Designation Act of 2020

becomes law. It requires the FCC to designate 988 as the universal number for a national suicide prevention and mental health crisis hotline.

Chat Services Added

Lifeline adds an English-only chat service.

2005

2007

2013

2018

2020

2022

2023

2025

2027

2029

Launch of an LGBTQI+ Subnetwork - follows a successful pilot line in September 2022

Spanish Text & Chat

July 2022

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September 2023

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988 Lifeline Administration

Unified Platform
Routing Telephony
Network Performance
Wellness of Network
Quality
Crisis Continuum*

SAMHSA
Substance Abuse and Mental Health Services Administration

Vibrant

CRISIS SYSTEMS RESPONSE
TRAINING & TECHNICAL ASSISTANCE CENTER

Funded by the Substance Abuse and Mental Health Services Administration
Vibrant’s Primary Stakeholders

- SAMHSA
- Crisis Centers
- State Entities
- Crisis Continuum
- The Public/Contact
How the 988 Lifeline Works

**Dial 988**
- Call
- Chat
- Text

**Press**
- 1 Veteran
- 2 Spanish
- 3 LGBTQI+
- Youth

**Local Call Center**
Determined by Routing Logic

**Wait Time**
Backup Call Center
The 988 Lifeline Today

The Network

Number of local centers:
July 2022: 205
July 2023: 215

Number of national backup centers:
July 2022: 15
October 2023: 11

Subnetworks:
- Voice - 11
- Chat & Text - 20
- LGBTQI+ Pilot Centers - 7
- Spanish Centers - 6
- ASLNOW - 2

Performance

Contacts served:
~6m Contacts answered since July 2022 increase of over 2 million contacts on the previous year

Wait times reduced:
From 2 minutes and 39 seconds down to 37 seconds

October 2023:
- *46% increase in calls
- *141% increase in chats
- *1135% increase in text
  *first year percentage increase
988 Demand and Performance - Overall

How many overall interactions are routed within the 988 Network?

What is the overall answer rate within the 988 Network?

How many overall contacts abandoned within the 988 Network?

What is the overall average speed to answer within the 988 Network?
Strategic Priorities

• Launch a **national awareness campaign** to inform, educate and increase outreach of 988 Lifeline services for underrepresented communities in 2024.

• Contacts to be **received** is 6 million in 2024 and 7.5 million in 2025.

• Continue to **support local center capacity** to ensure that individuals in crisis receive responses that are tailored to the service system where they are located and that services across continuum are linked and coordinated.

• **Enhance** local capacity through partnerships in behavioral health crisis response.
Thank You

Dr. Tia Dole
CHIEF 988 LIFELINE OFFICER
Vibrant Emotional Health
Upcoming:

Webinar Series:

Current Crisis System Implementation: Successes and Challenges
January 10th @ 1:00-2:00 PM EST
• Office Hour immediately to follow from 2:00-3:00 PM EST
• To include an information exchange and an opportunity for individualized TA
• Registration Link: https://us06web.zoom.us/webinar/register/WN_YWw8sP7VSG2zw5xzpJX4gg#/registration

“3C” Session:

January 16th @ 2:00-3:00 PM EST

Policy Academy:

April 1st-2nd in Tucson, Arizona
Contact Information

SAMHSA’s 988 CSR TTAC
• support@988crisisttac.org
• 844-464-8338 (toll free)

Subscribe to the CSR-TTAC contact list to get the latest 988 news and invitations to our events, or use the QR code to the left:
https://lp.constantcontactpages.com/sl/aUMAyq2

This project is supported by the Substance Abuse and Mental Health Services Administration (SAMHSA), the agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. The Crisis Systems Response Training & Technical Assistance Center works in conjunction with the 988 Suicide & Crisis Lifeline. 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. Points of view or opinions in this document are those of the author and do not necessarily represent the official position or policies of SAMHSA or the 988 Suicide & Crisis Lifeline.