



988 SUICIDE & CRISIS
LIFELINE

Overview

Presented by,

KANSAS SUICIDE
PREVENTION HQ

WHAT IS 988?



The new dialing code to connect to the National Suicide & Crisis Lifeline starting on **July 16, 2022**. (800)-273-8255 will also remain active.



A direct connection to compassionate, accessible & highly trained support for anyone experiencing mental health related distress



Including; thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress



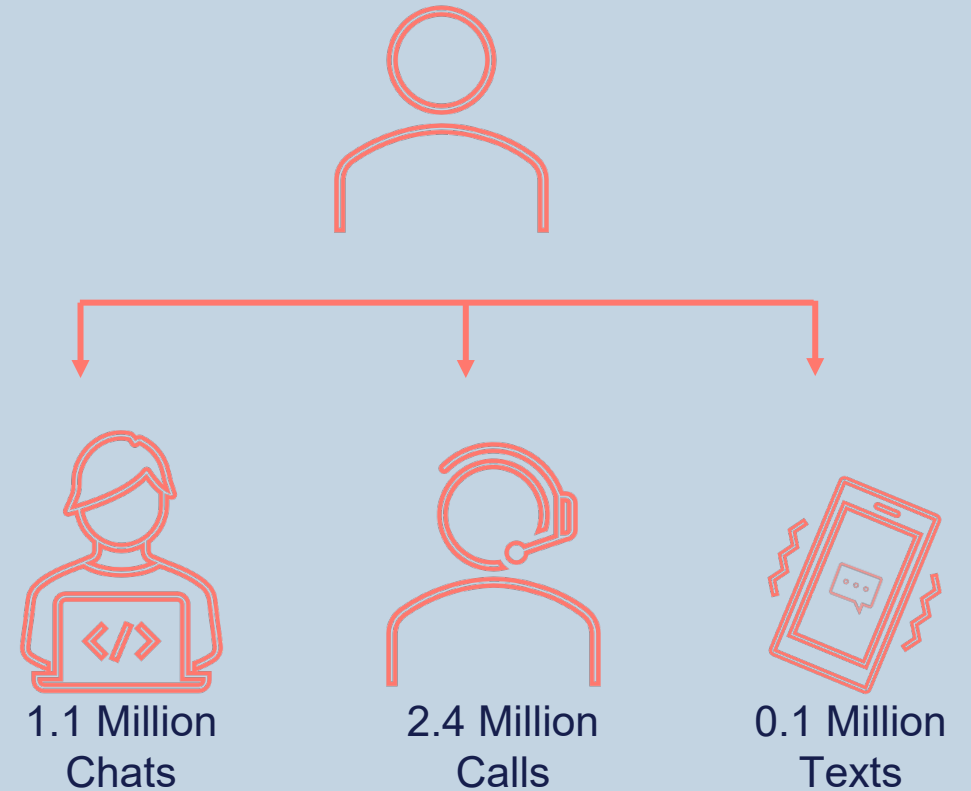
This change is meant to increase access to support for people experiencing mental health distress with one, easy to remember, phone number to call for needed support



HOW DOES 988 WORK?

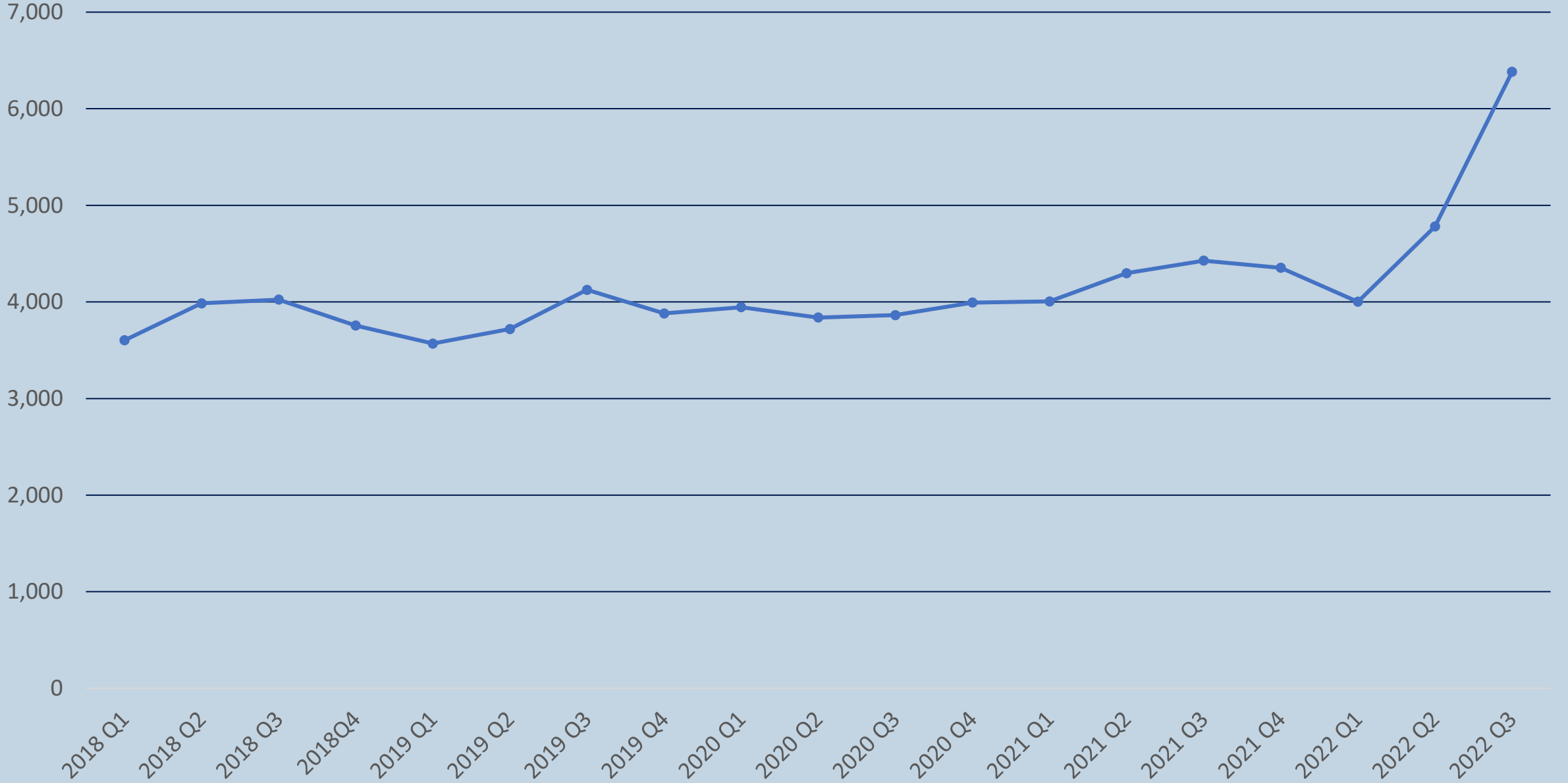
People who call 988 are given three options:

- 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

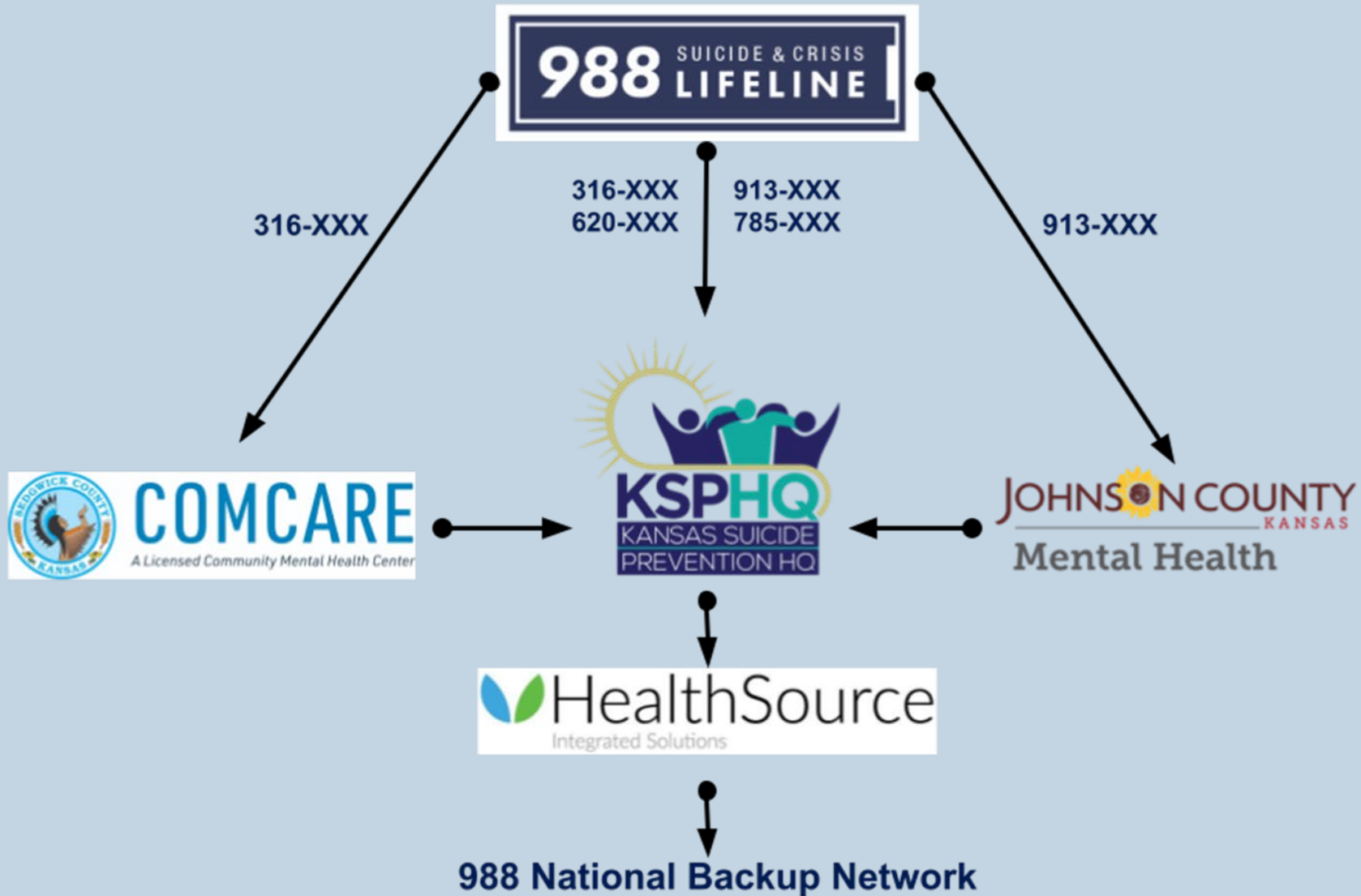


In 2021, the Lifeline received roughly **3.6 million contacts**.

988 Kansas Call Volume 2018-Present



WHAT DOES 988 LOOK LIKE IN KANSAS?



WHO ANSWERS 988 SUICIDE & CRISIS LIFELINE CALLS?

Trained Crisis Counselors

- **100 hours** of comprehensive in-house training
 - Lectures, readings, role plays and observations
 - ASIST and CALM training
- Utilizing Zero Suicide Institute endorsed tool like **Columbia Screener** and **Stanley-Brown safety plan**



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
LIFELINE

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



PEP22-06-03-006

Our state's goal is to have Mobile Crisis Response available to 80% of Kansans in the next ~3 years.

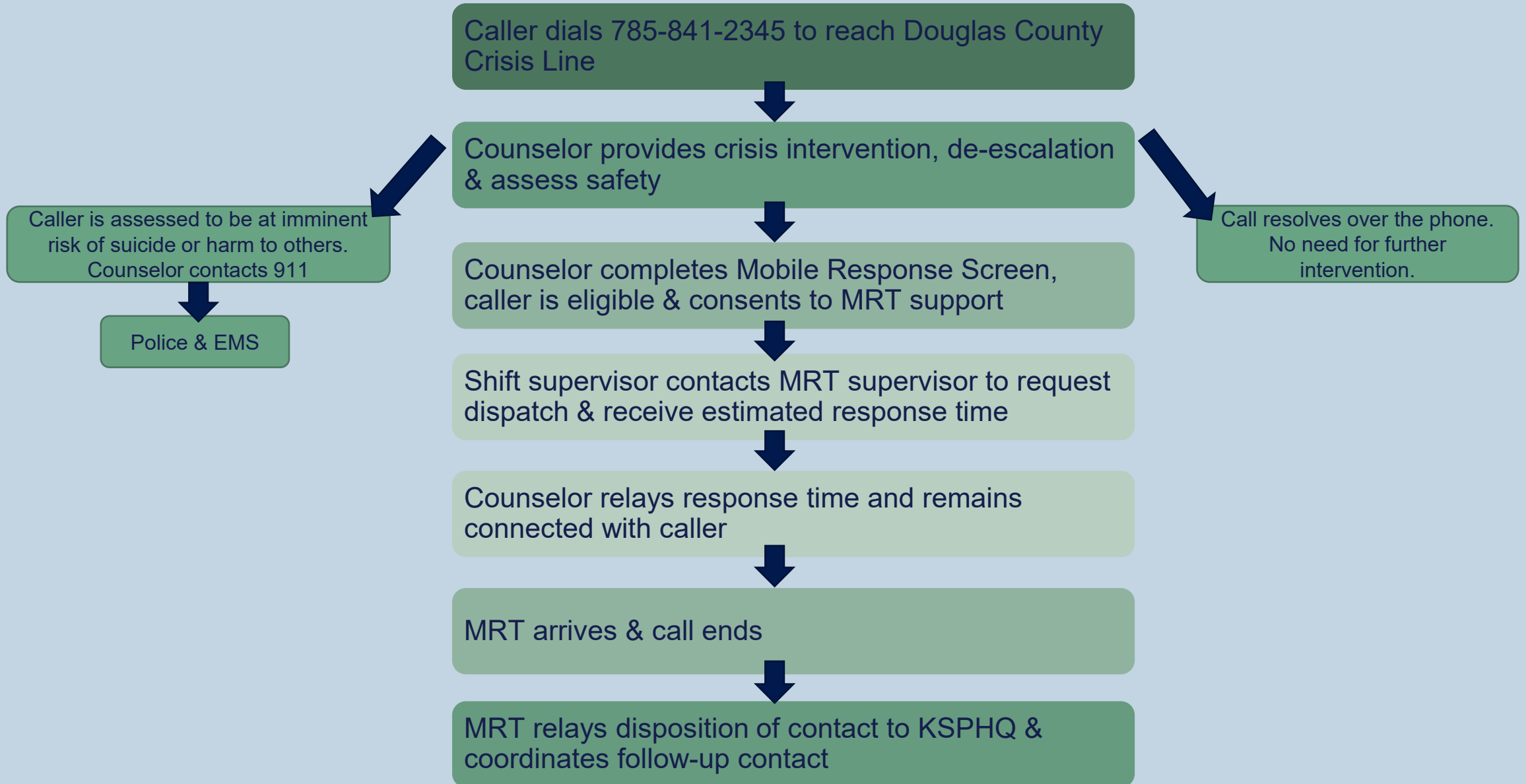
This means:

- 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

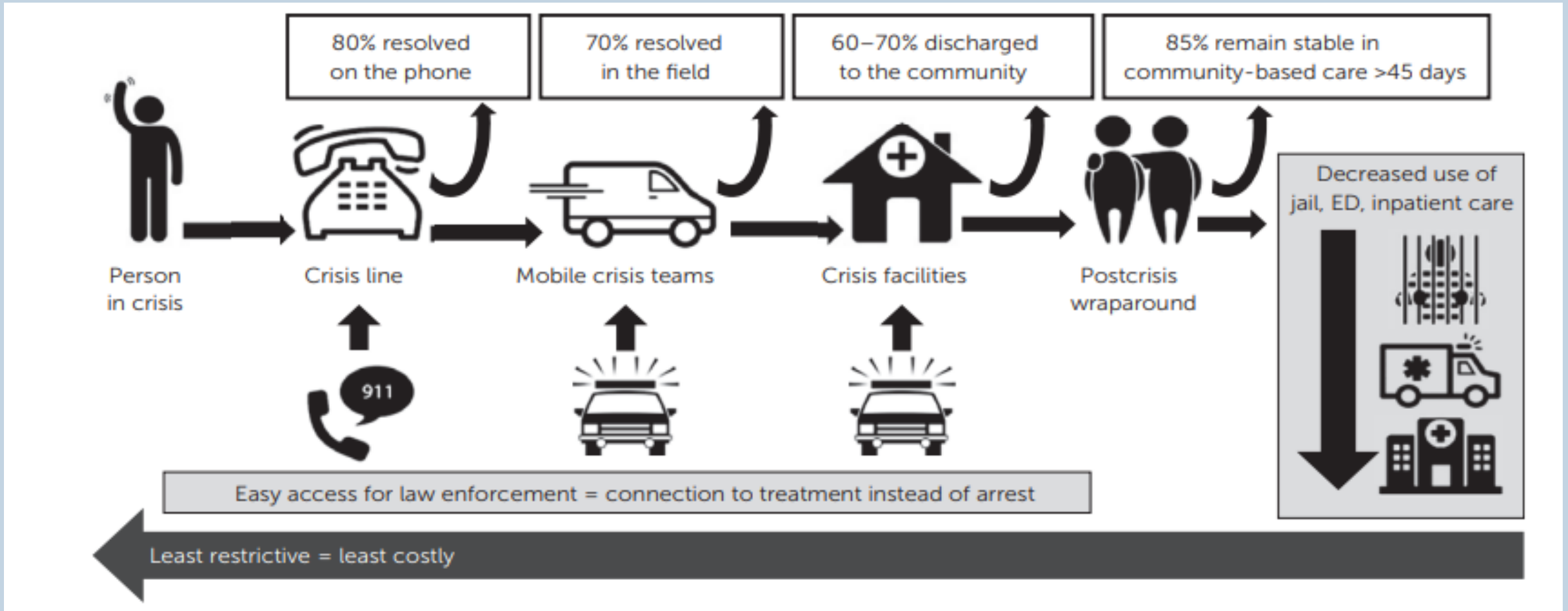


**MOBILE
CRISIS
RESPONSE**

MOBILE CRISIS RESPONSE – PILOT FOR DOUGLAS COUNTY, KANSAS



Alignment of crisis services toward common goals *care in the least restrictive (and least costly) setting*

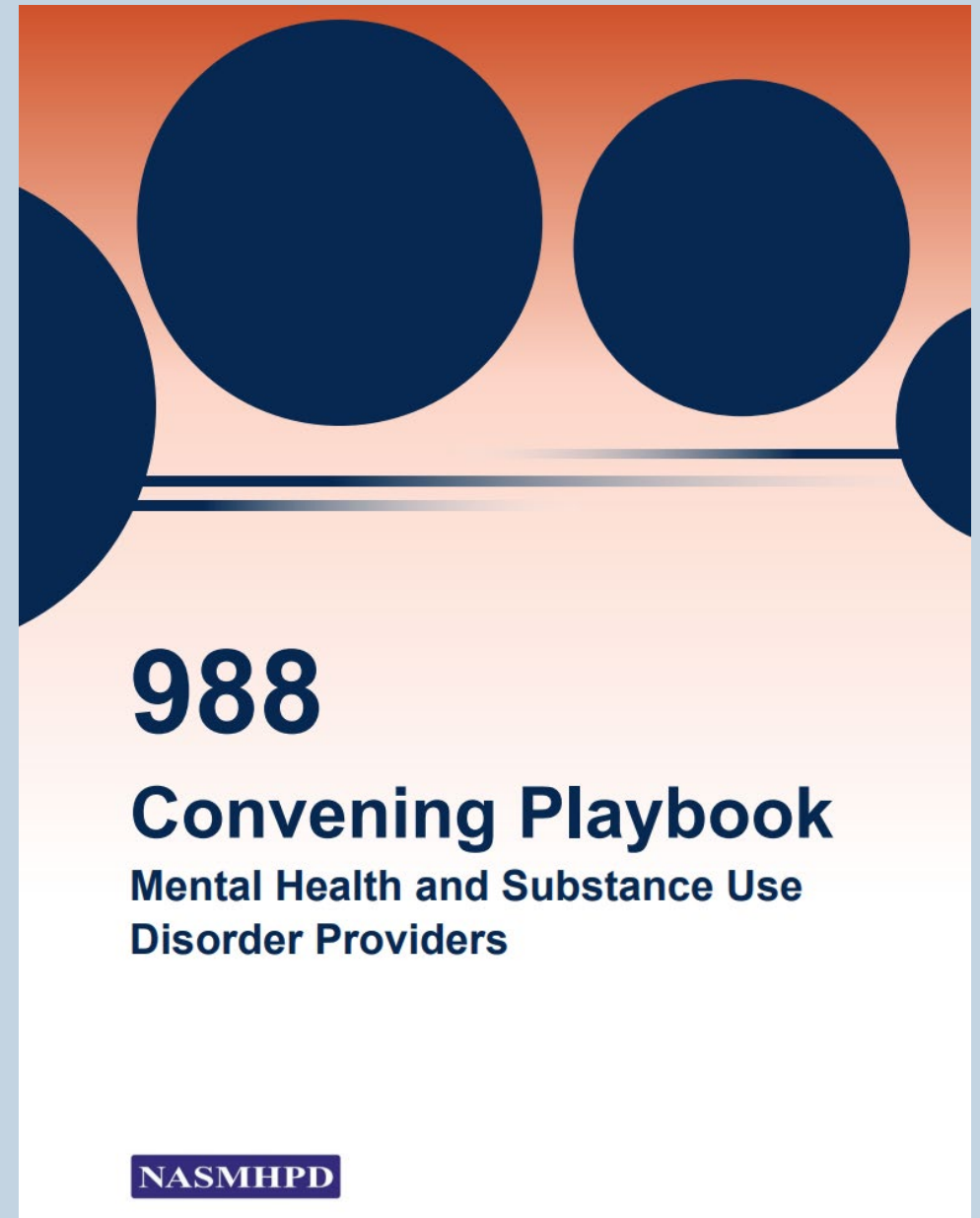


HOW DOES 988 IMPACT HEALTHCARE & BEHAVIORAL HEALTHCARE PROVIDERS?

- 988 is available to **anyone** experiencing mental health related distress
- Crisis Counselors are trained and skilled at navigating crisis situations that involve imminent risk
- 988 services are **distinct and separate** from emergency medical and public safety response associated with 911
- 988 Crisis Counselors are trained to use the **least invasive** interventions necessary to de-escalate and support callers
- Ongoing coordination between 988 & 911 will help individuals in crisis get the appropriate support needed
- The long-term vision of 988 is to integrate a robust crisis care response system across Kansas

988 CONVENING PLAYBOOK FOR MENTAL HEALTH & SUBSTANCE USE PROVIDERS

- CREATED BY THE NATIONAL ASSOCIATION OF STATE MENTAL HEALTH PROGRAM DIRECTORS (NASMHPD) IN COLLABORATION WITH 988 CONTACT CENTERS, 911/PSAPS, TREATMENT CENTERS, AND STATE AND FEDERAL AGENCIES.
- COMPLIMENTARY TO 988 CONVENING PLAYBOOKS FOR LIFELINE CONTACT CENTERS AND STATE/ TERRITORY AGENCIES.
- PROVIDES OPERATIONAL READINESS SELF-ASSESSMENT ACROSS CORE COMPETENCIES
- INCORPORATES CASE STUDIES, ANALYSIS, EXAMPLE WORKFLOWS, AND A VARIETY OF RESOURCES TO DEMONSTRATE THE POSSIBILITIES TREATMENT CENTER AND 988 COLLABORATIONS
- AVAILABLE FOR DOWNLOAD AT [HTTPS://WWW.NASMHPD.ORG/](https://www.nasmhpd.org/)



WHAT YOU CAN DO

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

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

GET INVOLVED

BECOME A
VOLUNTEER
COUNSELOR

Be the lifeline.



ATTEND A
KSPHQ SUICIDE
PREVENTION
TRAINING

Talk with us.



SUPPORT
OTHER LOCAL
AGENCIES

There is hope.





For more information:



- Visit our website: <https://www.ksphq.org/988-2/>
- Visit SAMHSA's website: <https://www.samhsa.gov/find-help/988>
- **Jared Auten** | Crisis Line Director | [*jared@ksphq.org*](mailto:jared@ksphq.org)
- **Brooks Robertson** | Behavioral Health Liaison | [*brooks@ksphq.org*](mailto:brooks@ksphq.org)
- **Kirk Vernon** | 911 & Law Enforcement Liaison | [*kirk@ksphq.org*](mailto:kirk@ksphq.org)
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