



**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

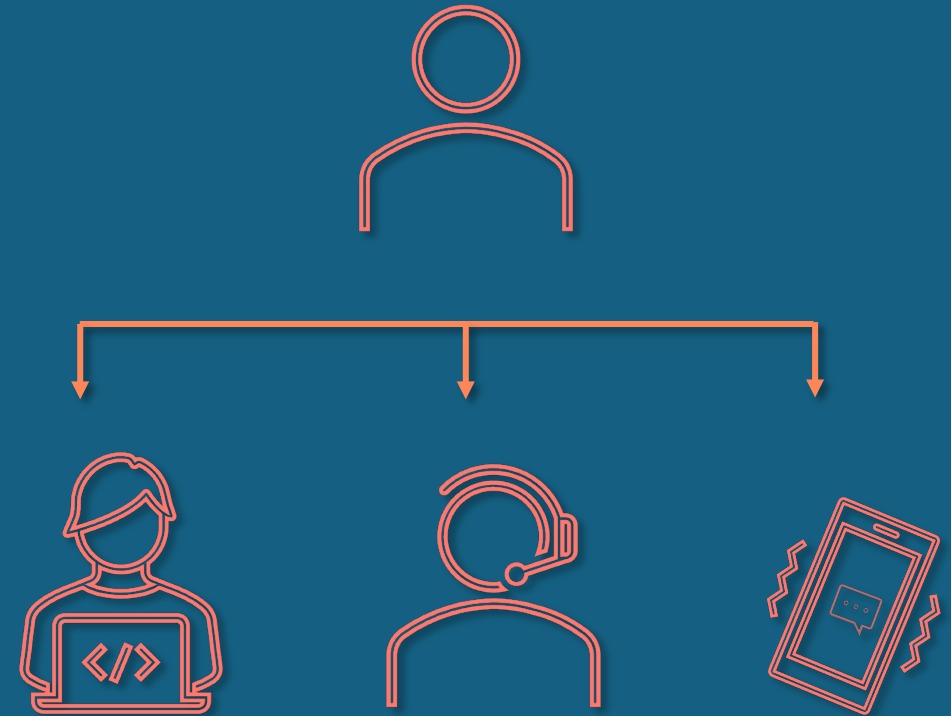
To connect with the **Spanish Subnetwork**

PRESS 3

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

REMAIN ON  
THE LINE

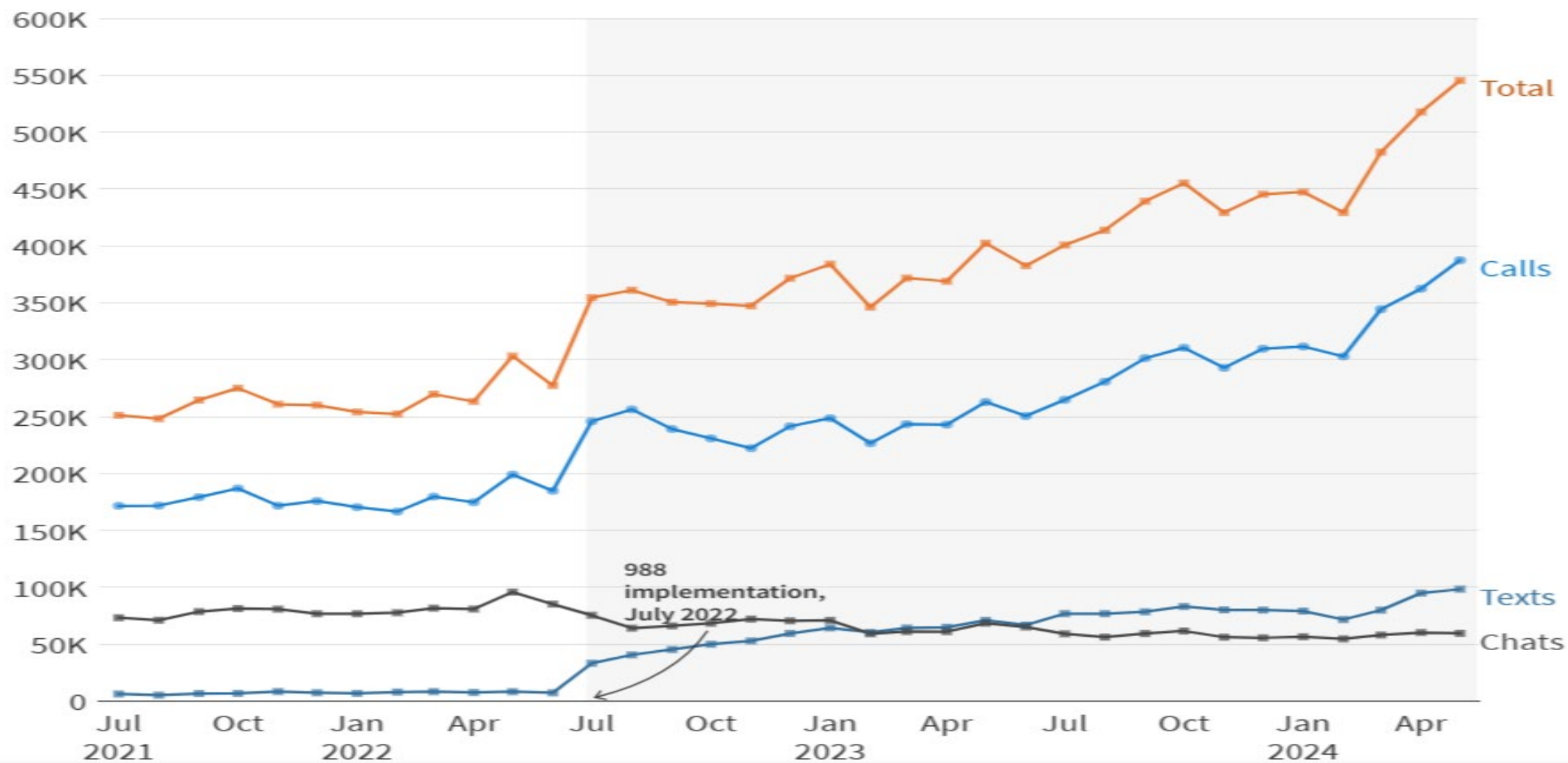
To be connected to a **local crisis center**; if local crisis center is unable to answer, the caller is routed to a national backup center



In 2022, the Lifeline received roughly **3.8 million contacts** (1m chats, 2.5m calls, 0.3m texts).

In May of 2024, monthly contacts exceeded **0.5 million**, an increase in 80% since May 2022

# 988 Data Trends





# 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.



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PEP22-08-03-006





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## VIDEOCALL SUPPORT

### ACCESSIBILITY

- Videocall services creates new opportunities for historically underserved groups to receive crisis counseling, in particular TTY users and individuals who are deaf or hard of hearing
- Can be accessed at the top of the page at [988lifeline.org](https://988lifeline.org)

### WHAT TO EXPECT?

- Currently provided by one center in Missouri with expansion planned.
- If there is a wait to connect, a message will appear letting the person know. In the event of long wait times TTY users will be invited to end the contact and use their preferred relay service or dial 711 before calling 988

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 ~1.5 years.**

This means:

- Centralized crisis care and coordination through 988 and local crisis lines
- 988 and local crisis lines 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, low-angle shot of a woman with dark, curly hair looking out a window. She has a nose ring and is looking upwards and to the left. The background shows a bright, sunny day with green foliage and a blue sky with 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 crisis counseling services as a least restrictive, readily available option for individuals in crisis





## For more information:



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