



## Someone to Call: 988 Suicide & Crisis Lifeline

Emily Lindeman | Suicide Prevention Coordinator

Suicide Prevention Unit | Injury and Violence Prevention Section

# 988 Suicide & Crisis Lifeline

- The National Suicide Prevention Lifeline is **now 988 Suicide & Crisis Lifeline**.
- **Not a new service** - builds upon the current foundation of the existing National Suicide Prevention Lifeline



[www.988lifeline.org](http://www.988lifeline.org)

# The Lifeline

- Started in 2005
- Nationwide network of over 200 local crisis centers across the U.S.
- Only centers that are part of the Lifeline network can answer contacts from 988.
- Universal entry point – no matter where you live, you can reach a trained crisis counselor who can help.
- ***National Program, local service***
  - National Backup Centers for Calls, Chats, Texts



# Three Ways to Connect: Call, Chat, or Text 988



Talk with us.



## ▪ Call 988

- Routed based on area code to local crisis centers. MN area codes will be routed to MN Lifeline Centers
  - *Press 1: Veterans Crisis Line*
  - *Press 2: Spanish language network*
  - *Press 3: LBGTQ+ Youth and Young Adult (under age 25)*
- Requires active phone service
- Third party interpretation services is available

## ▪ Text to 988

- Mobile Device
- Routed based on area code
- Available in English only

## ▪ Chat: [988lifeline.org](https://www.988lifeline.org)

- Web browser based
- Pre-Survey to complete before connecting to a Crisis Specialists
- Available in English only

# 2021 Data: Volume to the Lifeline from MN



Comparing January 2022 and August 2022

- **39% increase** in calls
- **245% increase** in chat
- **602% increase** in texts

Approximately **19% of calls** are between the ages of 10 - 24

# 988 Lifeline Centers in Minnesota

- **4 Lifeline Centers**

- Carver County Health and Human Services, Mental Health Crisis Program (Waconia, MN)
- First Call for Help (Grand Rapids, MN)
  - In-state back-up center
- FirstLink (Fargo, ND)
- Greater Twin Cities United Way (Minneapolis, MN)



- **24/7, covering all 87 counties, with access to trained crisis counselors who can help people experiencing mental health-related distress:**

- Thoughts of suicide
- Mental health or substance use crises, or
- Any other kind of emotional distress



# 988 Call Subjects

- Suicide
- Concerned about someone else experiencing a mental health crisis
- Abuse/Violence
- Addiction
- Anxiety/PTSD
- Attempt Survivor
- Basic Needs/Income Security
- Body Image/Eating Disorder
- Chronic/Severe Mental Illness
- Civil Unrest
- COVID-19
- Depression
- Disability/Health Condition
- Discrimination
- Grief/Loss
- Loss Survivor
- Non-Suicidal Self-Injury
- Parenting
- Postpartum Depression
- Race/Ethnicity
- Relationships
- Sexuality/Gender Identity



# What 988 is Not

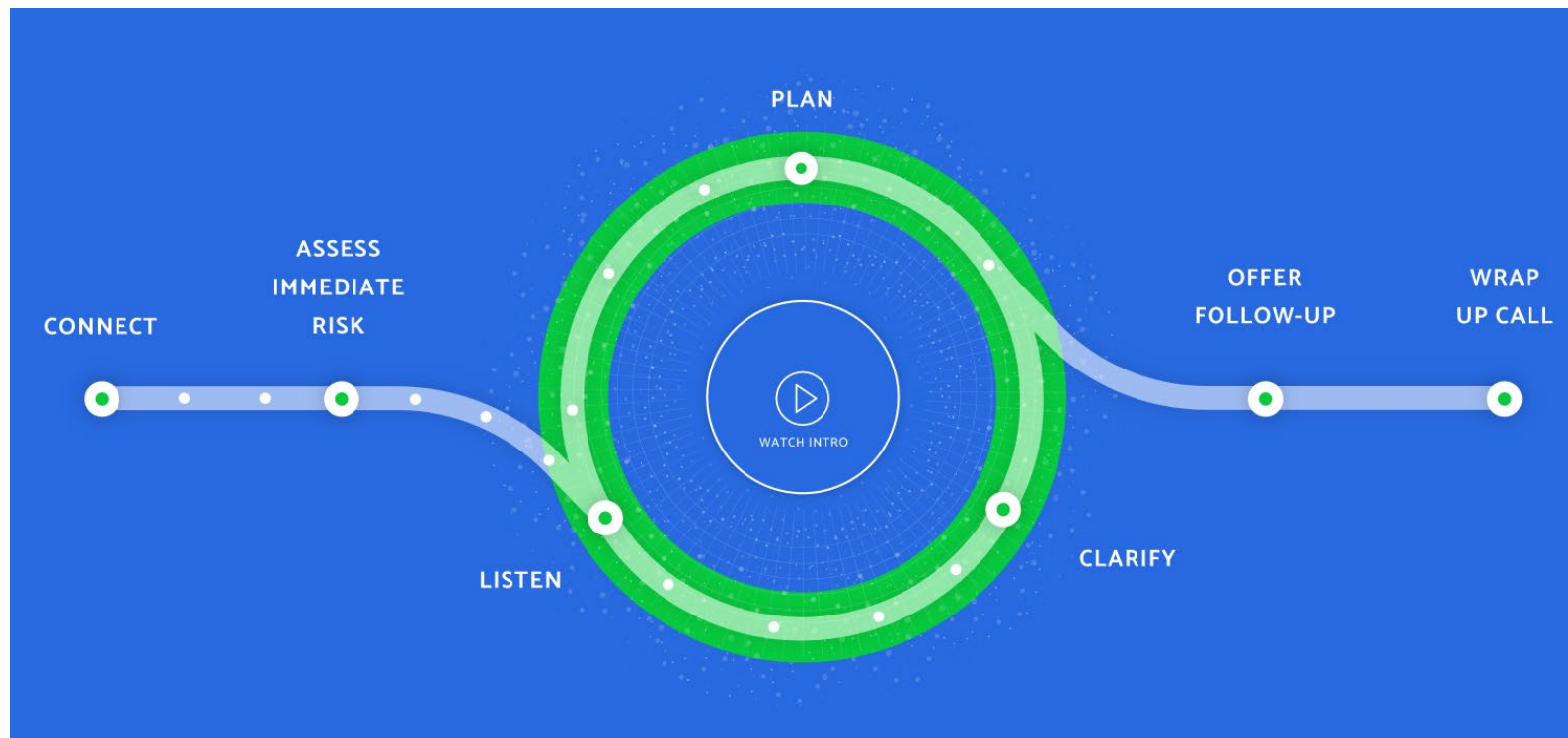
- A peer support line
- A space to solicit advice
- A place to have a mental or physical health condition diagnosed
- A response service
  - **988 *does not* respond in person.** If a person contacts 988 and is needs higher intensity services, a transfer can be made to the most appropriate resource.

**988 is not meant to replace mobile crisis teams, crisis stabilization services, 911 emergency services, or other dedicated hotlines**



# What happens when you call 988

- **Every caller is screened for suicidal risk**
- The 988 Suicide & Crisis Lifeline Safety Assessment Model
- Safety Planning with Crisis Counselor
  - Actively participates with crisis counselor to identify coping strategies, contacting family or friends who may help resolve a crisis, contacting mental health professionals or agencies, reducing access to lethal means



# Working Together: 988 and Mobile Crisis

- Mobile Crisis Teams covering all counties in MN
  - *Supported through the MN Department of Human Services*
- 988 can de-escalate some crisis calls over the phone so that only calls requiring in-person response are being warm transferred to mobile crisis
- Increased likelihood callers will be connected to on-going mental health supports and eligible social services through referrals to mobile crisis stabilization programs
- Alleviates strain on emergency rooms and law enforcement

## 988 considerations when working with Mobile Crisis Teams

- Imminent Risk
- Consent to care
- Medical Concerns
- Intoxication

# Additional Services Offered by Lifeline Centers

- **Information and Referrals:** Utilizes the comprehensive database of 211 to provide callers with appropriate resources that meet their specific needs
  - Can provide information like phone numbers, addresses, services offered
  - 988 crisis counselors may collect demographic information if it is disclosed by the individual to provide specific resources when appropriate
- **Follow-up:** call 24 – 72 hours after initial contact
  - For callers who consent, a crisis counselor will call the individual to check-in to see if the initial safety plan is working or needs to be altered, inquire if additional resources are needed.



# What You Can Do

- Engage with local partners to discuss how your community might use 988
- **Phase out 1-800-273-8255 from existing promotional materials**
  - Update websites, digital materials with 988 information
  - For printed materials, end printing new materials with the 1-800-273-8255 number
    - Organizations may continue to distribute existing materials with this number
  - Update promotional materials with the 988 number and new logo
    - 988 logos and branding guidelines can be found on the [SAMHSA webpage](#)

*Be the lifeline.*



# 988 and the Broader Crisis Care System

**988 is the first step in transforming and reimagining the crisis care system. It will take a while (years) to build it into the system that we'd all like it to be.**

*There is hope.*



# Resources

- [You Matter - MDH Crisis Resources](#)
- [988 Webpage – MDH](#)
- [988 Logo and Branding – SAMHSA](#)
- [988 Social Media Shareables - SAMHSA](#)

# Thank You!

**Emily Yang Lindeman**

*emily.a.lindeman@state.mn.us*