

988 & the Future of Crisis Response

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The Network of Jewish Human Service Agencies

Thursday, July 28, 2022

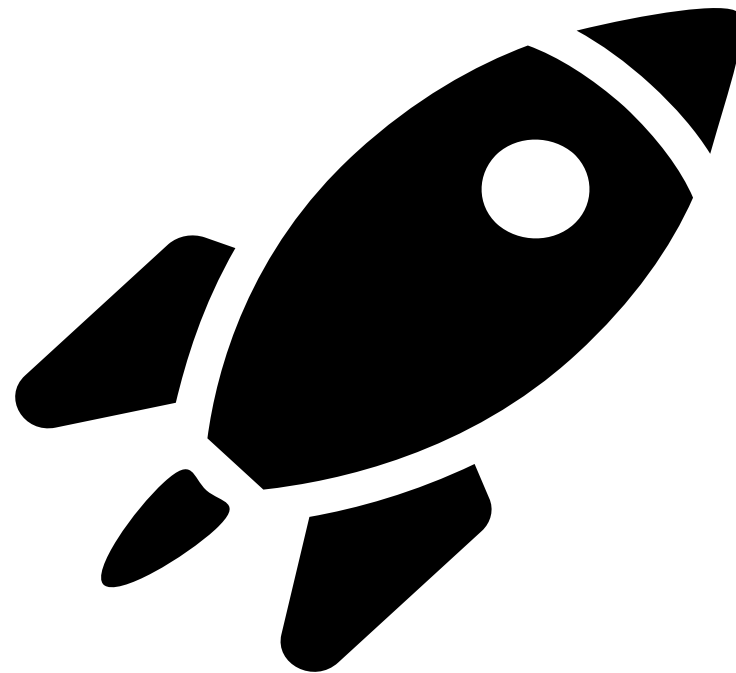
What is 988?



- Nation's **NEW** 3-digit, easy to remember universal number (2020)
- Like 911 but for behavioral health crises
- Suicide prevention/mental health crisis/substance use crisis
- Replaces prior National Suicide Prevention Lifeline 1-800 number
- Opportunity to expand crisis response throughout the country



When Will
988 Launch?
July 16!



SAMHSA 988 Partner Toolkit

**Simply calling or texting 988 or chatting 988Lifeline.org will connect you to compassionate care and support for mental health-related distress.
#988Lifeline**

<https://www.samhsa.gov/find-help/988/partner-toolkit>

988 24/7 Crisis & Support



More About 988

- Easier to access the National Suicide Prevention Lifeline
- Beyond suicide prevention
- Mental health crises + substance use crises
- For individuals in crisis + family member or concerned friend
- English and Spanish (ability to translate)
- No geo-location
- Administered by Vibrant Emotional Health
- **Call/Text/Chat**

How Does 988 Work?

Greeting

Routed to the local Lifeline network crisis center (based on the caller's area code)

Trained crisis counselor answers

Listens, supports, shares resources

If the local crisis center unable to take the call, automatically routed to a national backup crisis center

Live services in English and Spanish

Translation services in over 250 additional languages

How's It Going?

45% increase in calls week 1

96,000 July 14-20

30,000 more than week prior

66% increase from same time 2021

Growing the Nation's Crisis Response Capacity

Until Now ...

- Underfunded (\$24M FY 2021)
- Only in certain areas
- Limited response capacity

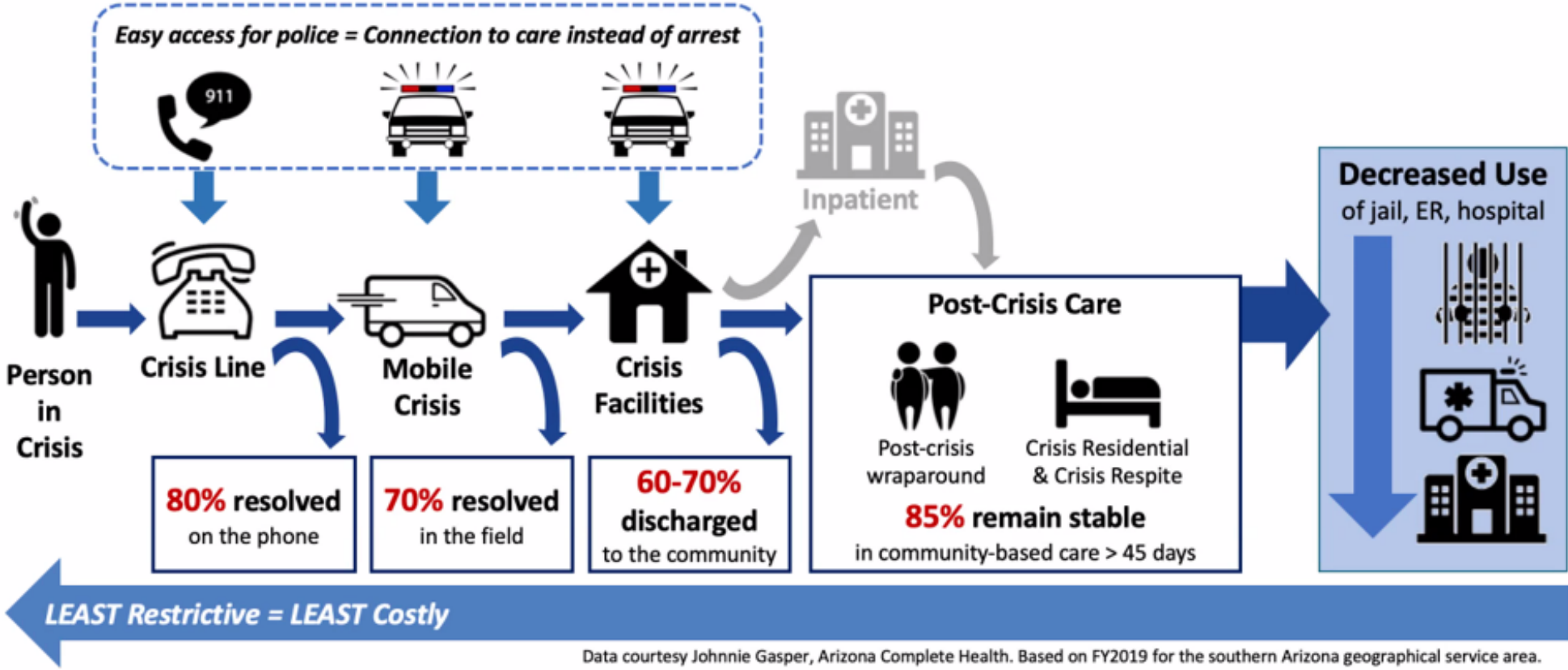
Now ...

- ARPA: \$282M
 - \$177M to bolster Lifeline network operations, infrastructure, and special language
 - \$105M for states' local crisis call centers.

- BSC: **\$150M**

Alignment of crisis services toward common goals

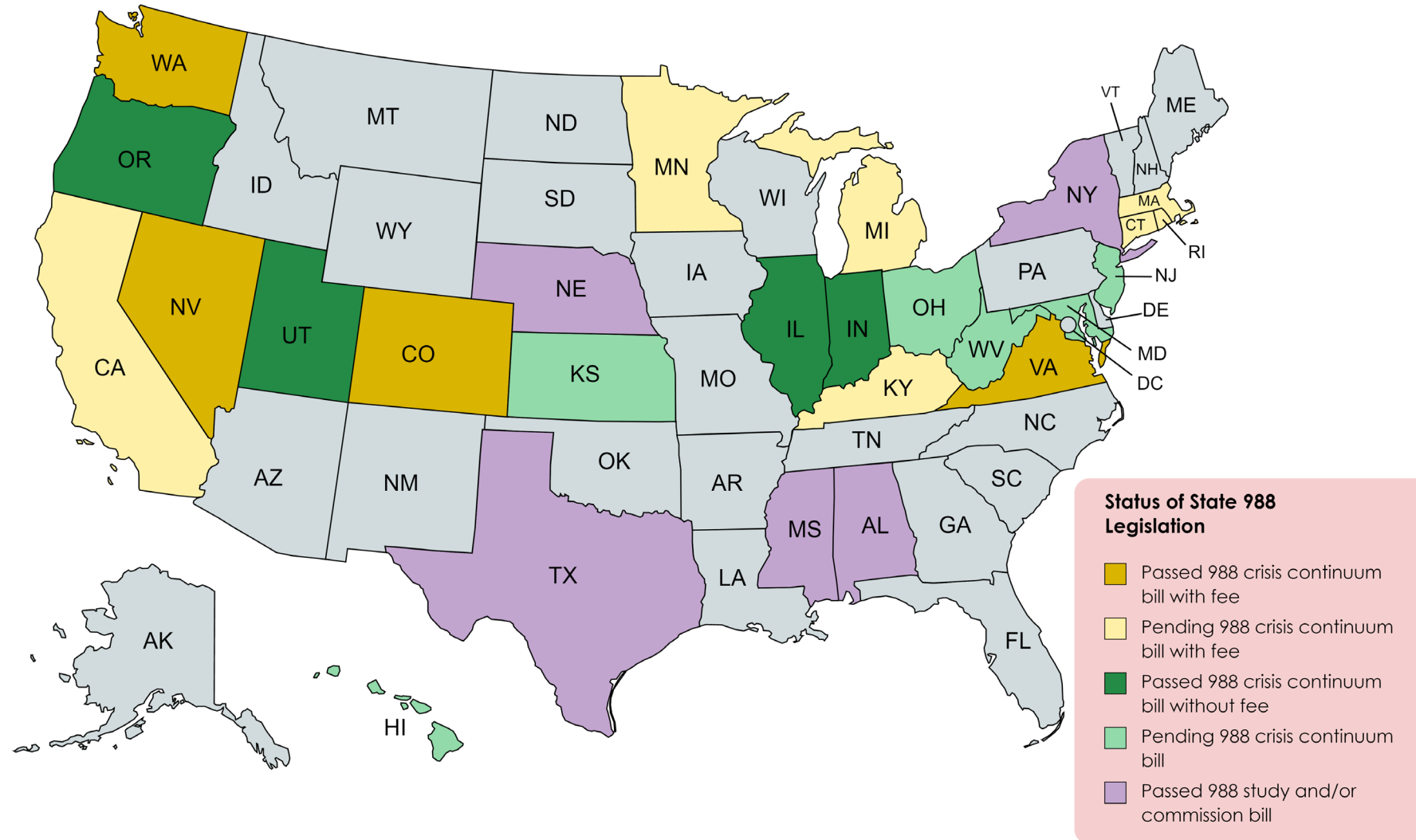
care in the least restrictive (and least costly) setting



Data courtesy Johnnie Gasper, Arizona Complete Health. Based on FY2019 for the southern Arizona geographical service area.

988 In Your State

As of 3/23/22



Get in Touch

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