

988 & House Behavioral Health



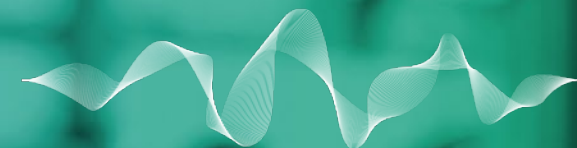
Answering the Call

120+ Lines for Life crisis counselors ready to answer calls for help, 24/7.

25+ New call counselors.

You Call, I Answer: The voice behind the phone isn't a stranger. Get to know us, find out who we are and learn what brought us to Lines for Life.

Learn more at www.linesforlife.org/you-call-i-answer



988 Call Volume

Lines for Life has seen a **20%** increase in calls compared with the same time last year.

3106

August 2021 Call Volume



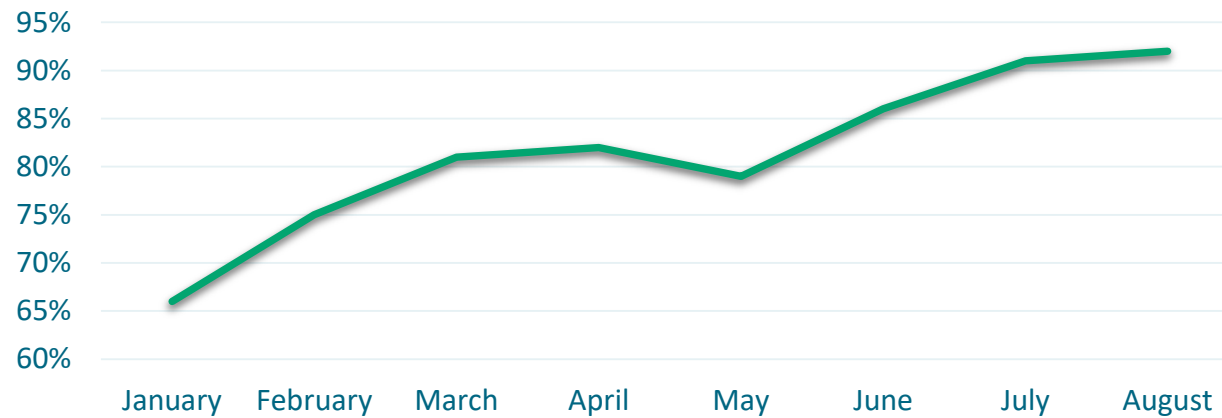
3859

August 2022 Call Volume



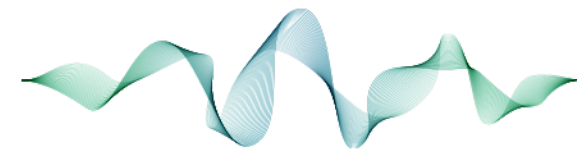
NSPL & 988 Answer Rates

2022 Average NSPL & 988 Answer Rate



Average Answer Rate Since 988: **92%**

Average Speed to Answer: **17 seconds**



988 Calls, Texts & Chats

August 2022 Calls

- Answer Rate: **92%**
- Abandonment Rate: **8%**
- Average Answer Speed: **17 seconds**

August 2022 Texts & Chats

- Total Text & Chats Received: **969**
- Text Answer Rate: **99%**
- Chat Answer Rate: **100%**



Crisis De-escalation: Spring 2022

Total Lifeline Calls with Suicide Risk: **14,700**

De-escalated with call center clinicians: **96.8%**

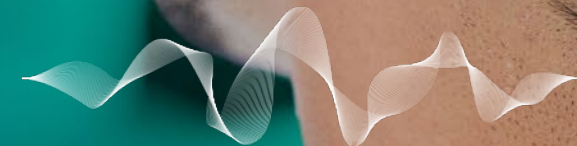
EMS called for assistance: **2.5%**

Connected to county for mobile or other local response **0.7%**

Of our referrals after de-escalation...

13% were referred to a third party

2% were referred to county or CMHP

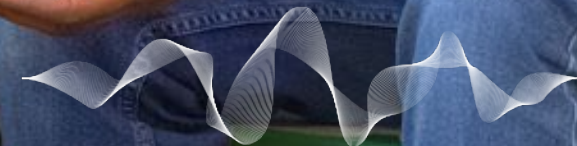


Crisis De-escalation: 988

Includes...

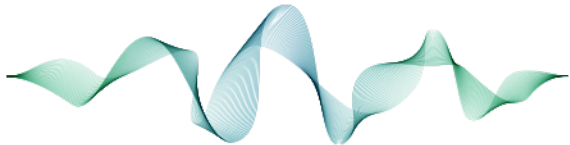
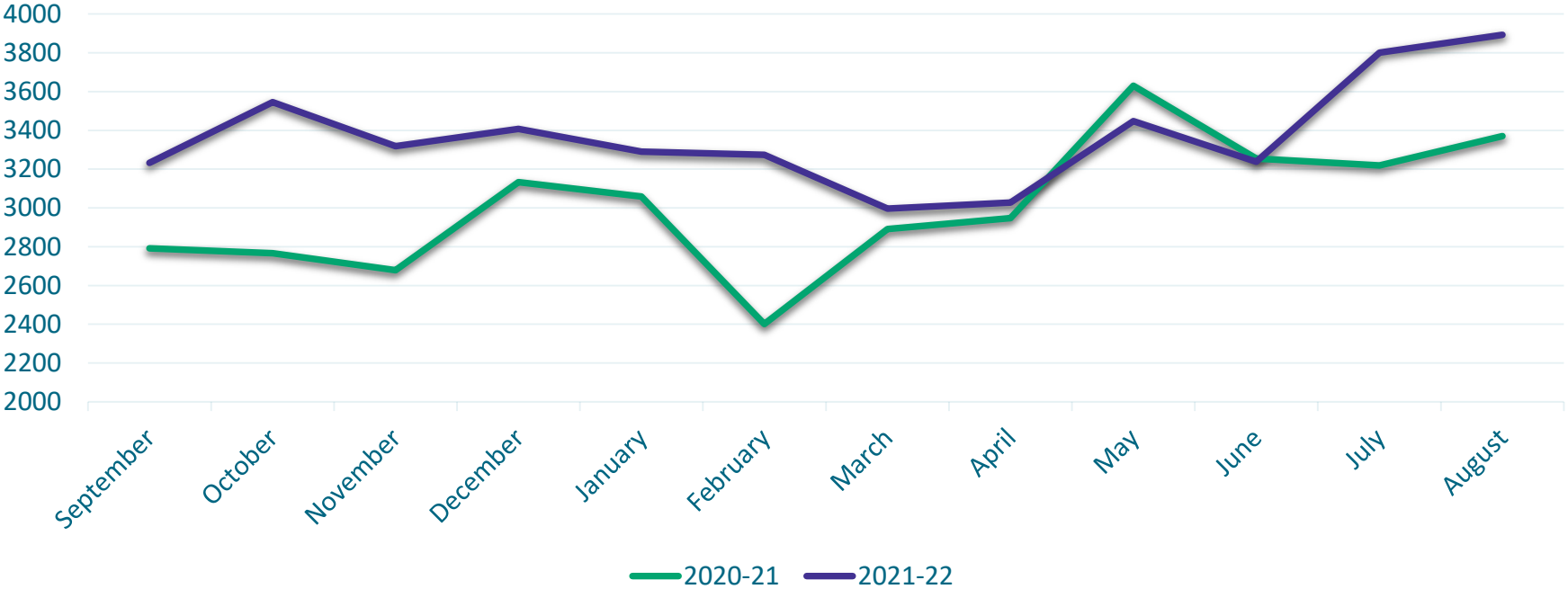
Working with CMHPs and OHA to make mobile crisis seamless for folks who call 988.

Ensuring there are sufficient resources allocated for mobile crisis and stabilization for the percentage of the population that needs these services.



988: A Lifeline for Thousands

Total Volume by Month



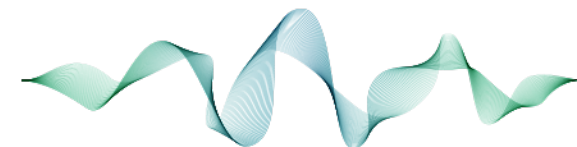
Questions

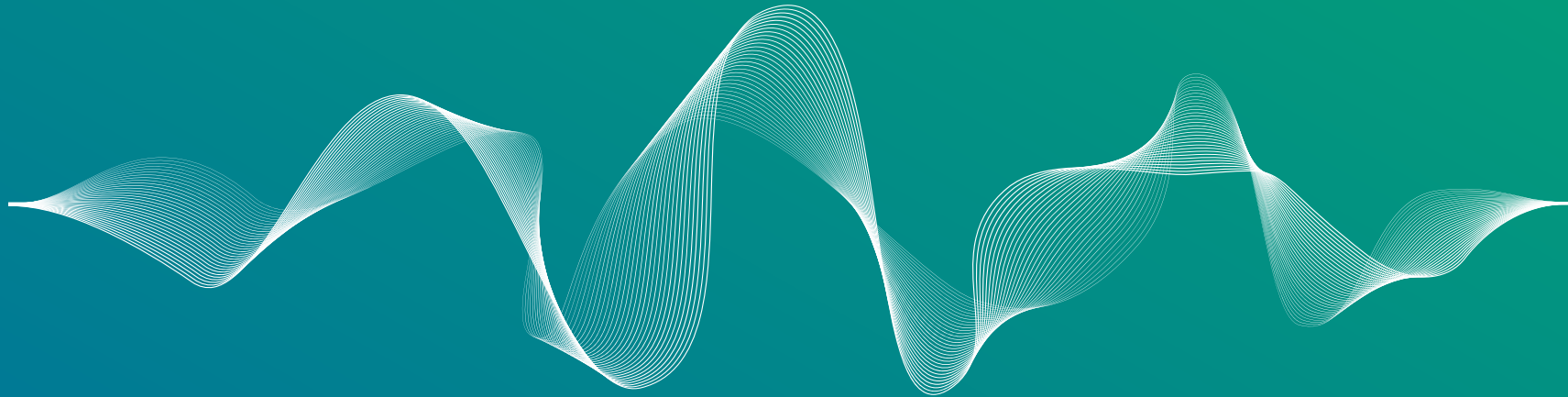
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Thank You