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# 988 Access Overview

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# Overview of 988

- 988 launched nationally on July 16, 2022
  - 988 is based on an individual's area code
    - Oregon 988 call centers only receive contacts from Oregon area codes
- 988 is available 24/7/365
  - Call 988
  - Text 988
  - Chat online at 988lifeline.org
  - The Lifeline answers calls, texts and chats in English or Spanish, with interpretation services for more than 250 languages. People who are Deaf, Hard of Hearing or prefer using American Sign Language can [connect directly with a trained 988 counselor in ASL.](#)
- Oregon has two 988 call centers
  - Lines for Life (statewide)
  - Northwest Human Services (only Marion and Polk counties)

# Current Status of 988

- Oregon's crisis call centers answered more than 53,000 calls, texts and chats between July 16, 2022, and June 30, 2023. This reflects a 33% increase in call volume.
- Oregon's call centers answered over 10,000 texts and chats during the first year of this service.
- Oregon's call centers are meeting the needs of Oregonians in crisis, answering 988 calls within an average of 15 seconds.
- Oregon's 988 call centers are able to resolve or de-escalate nearly 97% of calls over the phone.

# How 988 Complaints are Received

- OHA actively invites feedback on 988 service through community forums, direct staff reports, survey data, and a dedicated feedback inbox. Feedback is collected through:
  - [Oregon988.Feedback@odhsoha.oregon.gov](mailto:Oregon988.Feedback@odhsoha.oregon.gov)
  - Community advisory meetings
  - OHA staff reports
  - Post call satisfaction survey
  - 988 national feedback form
- Complaints are investigated and responded through OHA's 988 team within 24-72 hours, in order of the following priorities:
  1. Ensuring individual needs are met
  2. Investigating root causes, and
  3. Implementing system improvements to prevent future concerns

# Number & Type of Complaints

- Between October 2022 and October 2023, there have been 24 feedback items logged. The top topics are:
  - **In person support:** Wait times, availability of specific responder types, response for 3<sup>rd</sup> parties (where the caller is dialing 988 and asking for help for someone else)
  - **Resource referral:** Availability or helpfulness of local resources
  - **Call flow:** Feedback about 988 menu (press 1 for veterans, 2 for Spanish, etc.) and Suicide risk-assessment questionnaire
  - **Equity and Inclusion:** Language requests, Culturally relevant response for families with youth

# Complaints Related to Language Access - Examples

- **Feedback:** Marshallese, Chuukese, and other COFA languages – There has been community feedback that 988 did not respond effectively to callers who speak these languages. However, details are unclear how many callers experienced this, when these incidents happened, and which 988 call center (in or outside Oregon) received these calls.
  - **Response:** 988 call centers in Oregon and nationally have access to 24/7 interpreter service and are required to support callers across language groups – work is ongoing to identify other ways 988 can promote accessible services for speakers of these languages.
- **Feedback:** In an optional post-call survey from April 2022 – September 2023, Oregon 988 has seen 21 requests for 988 service in additional languages, particularly Spanish, Russian, and American Sign Language.
  - **Response:** Spanish 988 service is available nationally via phone, text, and chat. ASL service was launched recently nationwide, and TTY relay support is available as well. OHA is continuing to monitor requests for Korean, Russian, or other languages to determine the best path to support these languages beyond access via interpreter, which is currently available.

**Thank you!**