

988 Year One:

Reaching Tens of Thousands More Oregonians

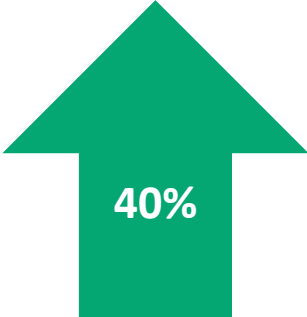
Senate Committee on Health, November 6, 2023

988 Oregon Call Volume

Lines for Life has seen a **40%** increase in calls over the last year.

29,976

July 2021-June 2022
Call Volume



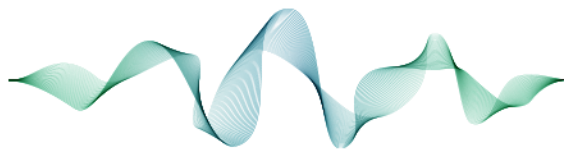
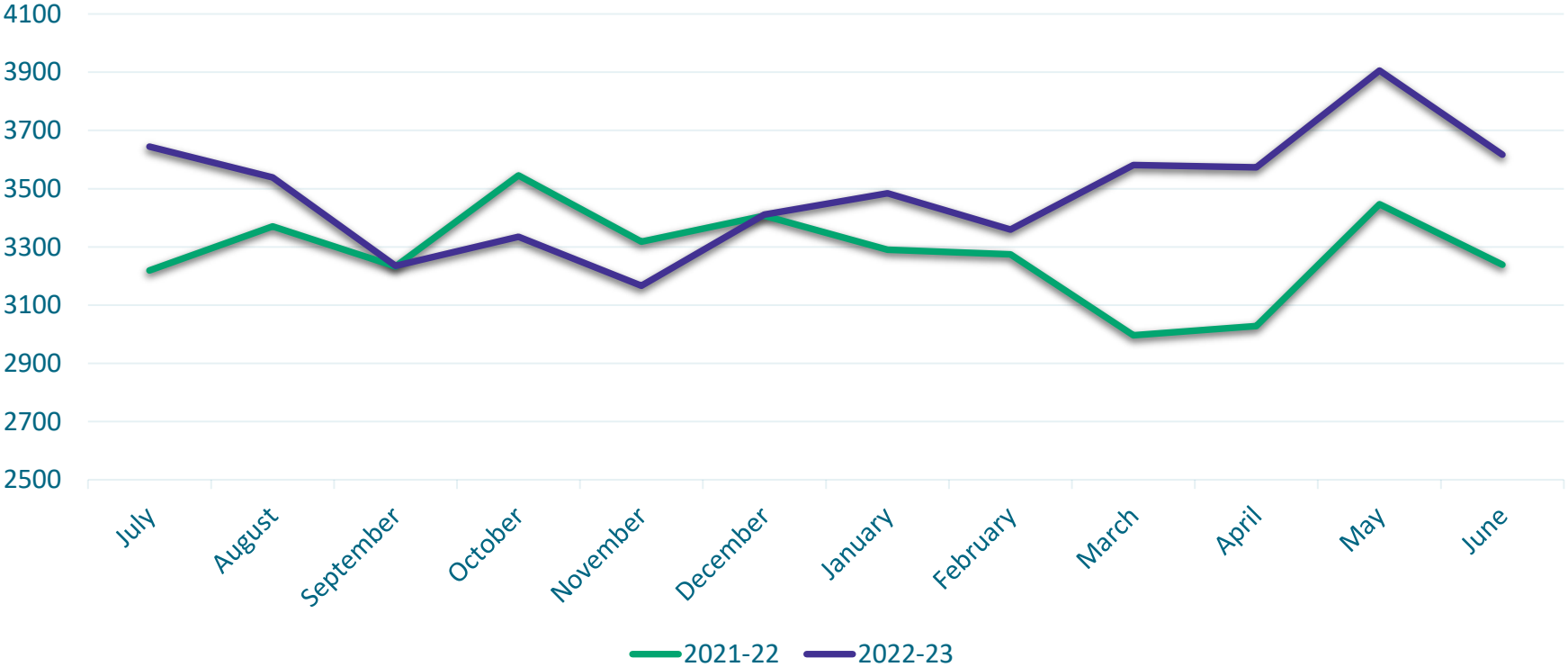
41,852

July 2022-June 2023
Call Volume



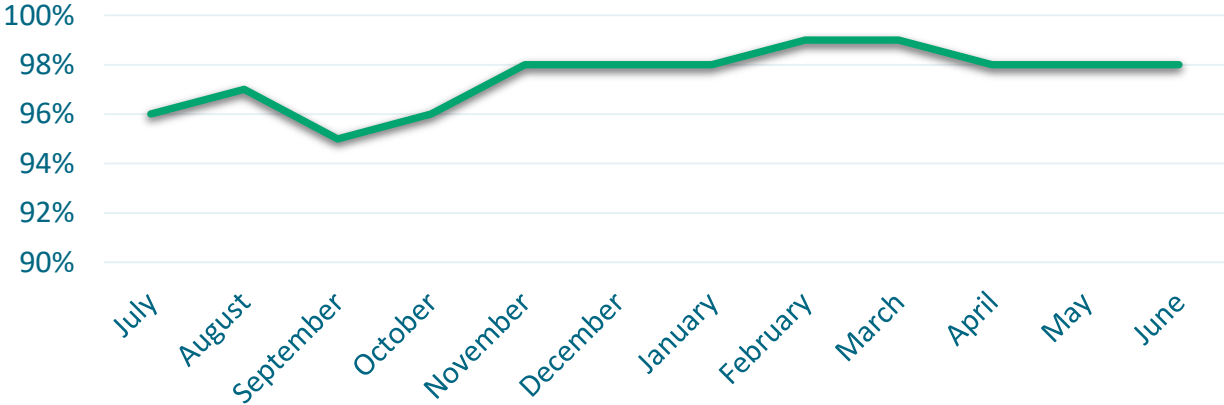
988 Oregon: A Lifeline for Thousands

Total Call Volume by Month



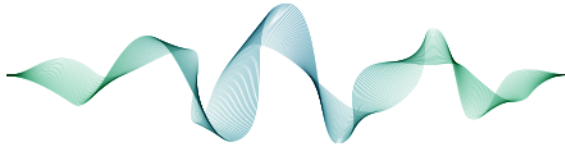
988 Oregon Answer Rates

2022-23 Average 988 Answer Rate



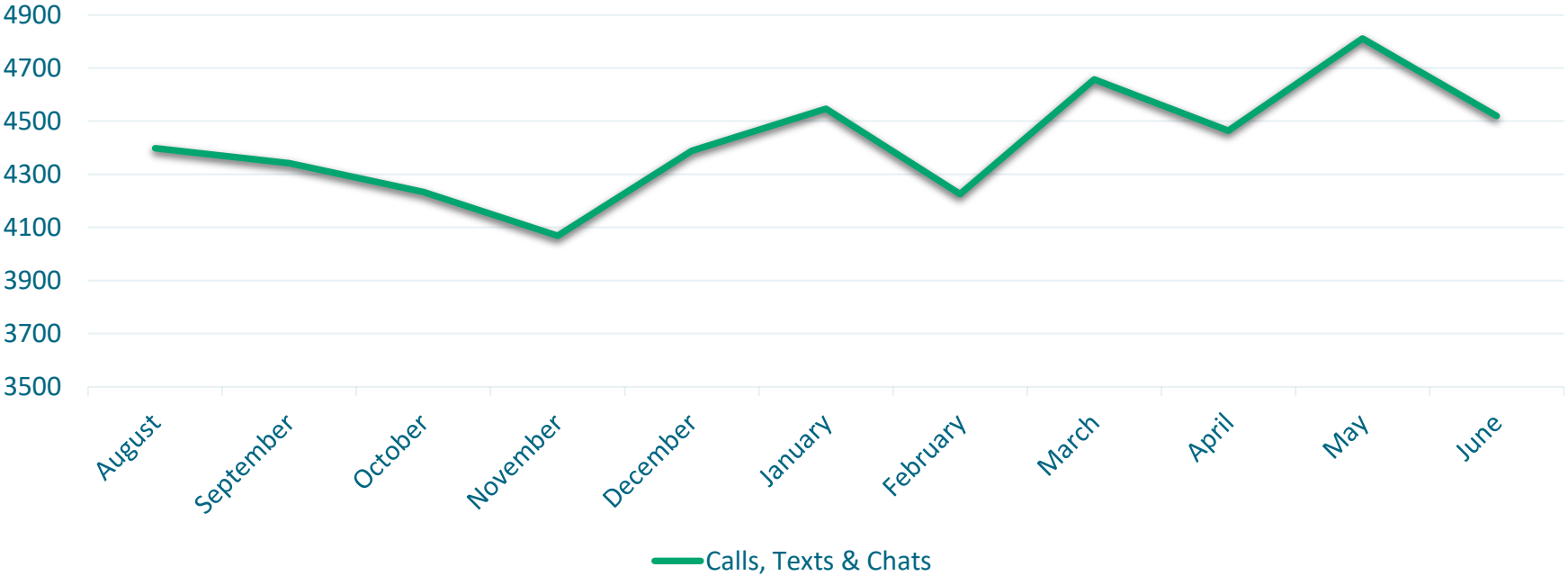
Average Answer Rate*: **98%**
**excluding short abandons*

Average Speed to Answer: **15 seconds**

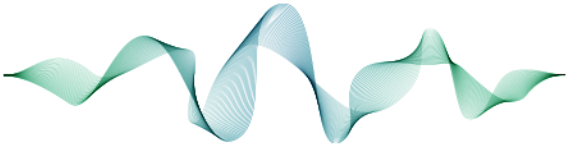


988 Oregon Call, Text & Chat Volume

2022-23 Total Call, Text & Chat Volume*



*Data represents all 988 Calls, Texts and Chats answered by Lines for Life. Lines for Life answers text and chat 24/7 for the entire state of Oregon and answers calls for 34 Oregon counties. Northwest Human Services answers calls for Marion and Polk Counties.



How does the 988 Crisis Center provide support?

- Humanistic Counseling Model
- Trauma Informed Approach
- Person-Centered
- Strength-Based
- Dedicated to finding the least invasive way to support the caller in staying safe.



Crisis De-escalation: July 2022-June 2023

Total Lifeline Calls with Suicide Risk: **39%**

De-escalated with call center clinicians: **97.36%**

EMS called for assistance: **2.25%**

Connected to county for mobile or other local response **0.39%**

Of our referrals after de-escalation...

12% were referred to a third party

<1% 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.

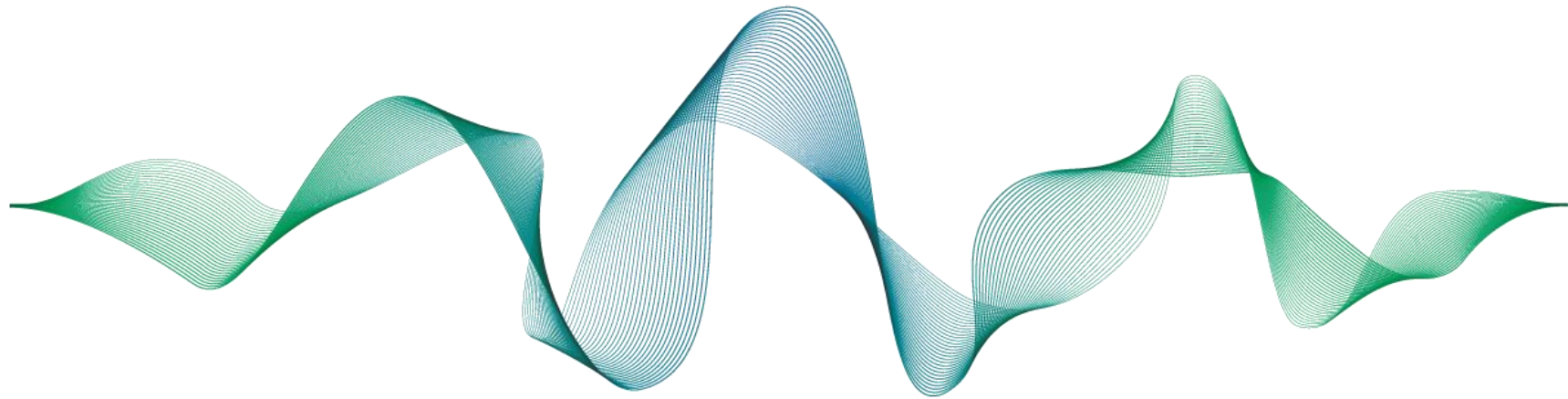


Language Access for 988

- Call Counselors Trained to Support Callers with limited English and American Sign and Language and Telephone Relay Callers
- AMN Healthcare uses **interpreters with 3-5 years of experience in community/medical interpreting. The service offers over 200 spoken languages as well as sign language interpreters.**
- For Spanish language callers, Lines for Life has staff fluent in Spanish; we also can connect callers with the 988 Spanish language line
- For **deaf and/or hard of hearing callers. CIS are trained on how to support callers using a telephone relay service in a way that is culturally-sensitive and respectful to the caller.**

Language Service on 988 at LFL in Year 1

Language Offered	Total Served	Average Time to Get Interpreter	Average Time of Call
Arabic	1	Less than 1 minute	7 minutes
American Sign Language	9	Less than 1 minute	22 minutes
Dari	1	2 minutes	24 minutes
Russian	4	2 minutes	31 minutes
Spanish	5	Less than 1 minute	48 minutes
Vietnamese	1	Less than 1 minute	37 minutes



Thank You