988 Contact Volume

14956
July '21 - Jan '22 Call Volume

21094
July '22 - Jan '23 Call Volume
988 Contact Volume

Number of Answered Calls

Current Year

Previous Year

July '21 - Jan '22

July '22 - Jan '23
988 Contact Volume

Texts & Chats Answered

July 2022 - December 2022
Answer Rate – Monthly*

- Current Year
- Previous Year

*Excluding Short Abandons
988 Answer Rates

Average Speed of Answer (seconds)

Previous Year

Current Year

July 2021 - January 2022

July 2022 - January 2023
What happens when you call?

Call Response
Resolved by Call Counselor 97.11%
EMS Contacted 2.56%
Mobile Crisis Teams Contacted 0.33%
While most de-escalation skills are universal, Lines for Life recognizes that crisis intervention practices must be adjusted to meet the specific needs of different communities and demographics.

200+ hours of training in:
• Crisis de-escalation, suicide & substance use prevention
• What to do when a contact needs in-person intervention
• The importance of cultural humility and responsivity
• Trauma-informed care practices, and
• Other topics that expand our competence and compassion and boost the quality of our services.
Questions

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Thank You