



Transition to 988 Suicide and Crisis Lifeline

Key Agencies and Organizations Involved in 988

- **Substance Abuse and Mental Health Services Administration (SAMHSA):**

A federal agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation.

The logo for SAMHSA, featuring the acronym in a large, bold, italicized sans-serif font.

Substance Abuse and Mental Health
Services Administration

- **Federal Communications Commission (FCC):** Federal agency that regulated communication by radio, television, wire, satellite and cable in the U.S. Primary authority for communications law, regulation and technological innovation.

The logo for Vibrant, featuring the word 'Vibrant' in a bold, blue, sans-serif font with a blue exclamation point for the 'i'.

Emotional Health

- **Vibrant Emotional Health:** Administrator of the Lifeline

- **National Suicide Prevention Lifeline:** Started in 2005, funded by SAMHSA and administered by Vibrant

- **Lifeline Centers:** Certified and accredited call centers designated to answer calls, chats, and text from the Lifeline.

- **MDH:** Funding Lifeline Centers in Minnesota



National Suicide Prevention Lifeline (the Lifeline)

- Started in 2005
- Funded by SAMHSA, Administered by Vibrant
- Nationwide network of over 200 local crisis centers across the U.S.
- Only centers that are part of the Lifeline network can answer calls from Lifeline.
- Universal entry point – no matter where you live, you can reach a trained crisis specialist who can help.
- ***National phone number, but answered locally***
 - National Backup Centers for Calls, Chats, Texts



How we got to 988

FCC recommends 988 to Congress and initiates steps to designate 988 as a nationwide dialing code

FCC finalizes a second Rule and Order for texting to 988.



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Congress asks the FCC to study the feasibility of a 3-digit number for the Lifeline

FCC finalizes Rule and Order designation for 988. Congress passed the National Suicide Hotline Designation Act of 2020

More to come

What is 988?

- ***Not a new service*** but builds upon the current foundation of the National Suicide Prevention Lifeline
- 24/7, free and confidential support
- **Proven to work** – Lifeline studies have shown that after speaking with a trained crisis counselor, most callers are significantly more likely to feel
 - Less depressed
 - Less suicidal
 - Less overwhelmed
 - More hopeful

988 Suicide and Crisis Lifeline

- The National Suicide Prevention Lifeline **will be changing to 988 Suicide and Crisis Lifeline.**
 - A broader focus than suicide prevention
 - Thoughts of suicide, mental health, substance use, emotional distress



Three Ways to Connect: Call, Chat, or Text 988



Talk with us.



- **Call 988 (1-800-273-8255 before July 16)**
 - Routed based on area code to local crisis centers. MN area codes will be routed to MN Lifeline Centers
 - *Press 1: Veterans Crisis Line*
 - *Press 2: Spanish language network*
- **Chat: 988lifeline.org**
 - Pre-Survey to complete before connecting to a Crisis Specialists
- **Text to 988 (1-800-273-8255 before July 16)**
 - Routed based on area code

What to know about Geolocation

Geolocation is the ability to send a person's location information when making a call or text.

- Geolocation in 911 is used to address: *where* to route call and the **precise location** of the caller.
- FCC makes the determination on geolocation because they regulate communication laws and work with telephone service providers.

The FCC **has not** made a decision on whether they will allow some level of geolocation for 988.

- Currently, calls to the Lifeline are routed based on Area Code and will continue to be routed on area code until the FCC makes a final decision.
- FCC is set to convene a national advisory committee to further discuss geolocation

What 988 is and is not

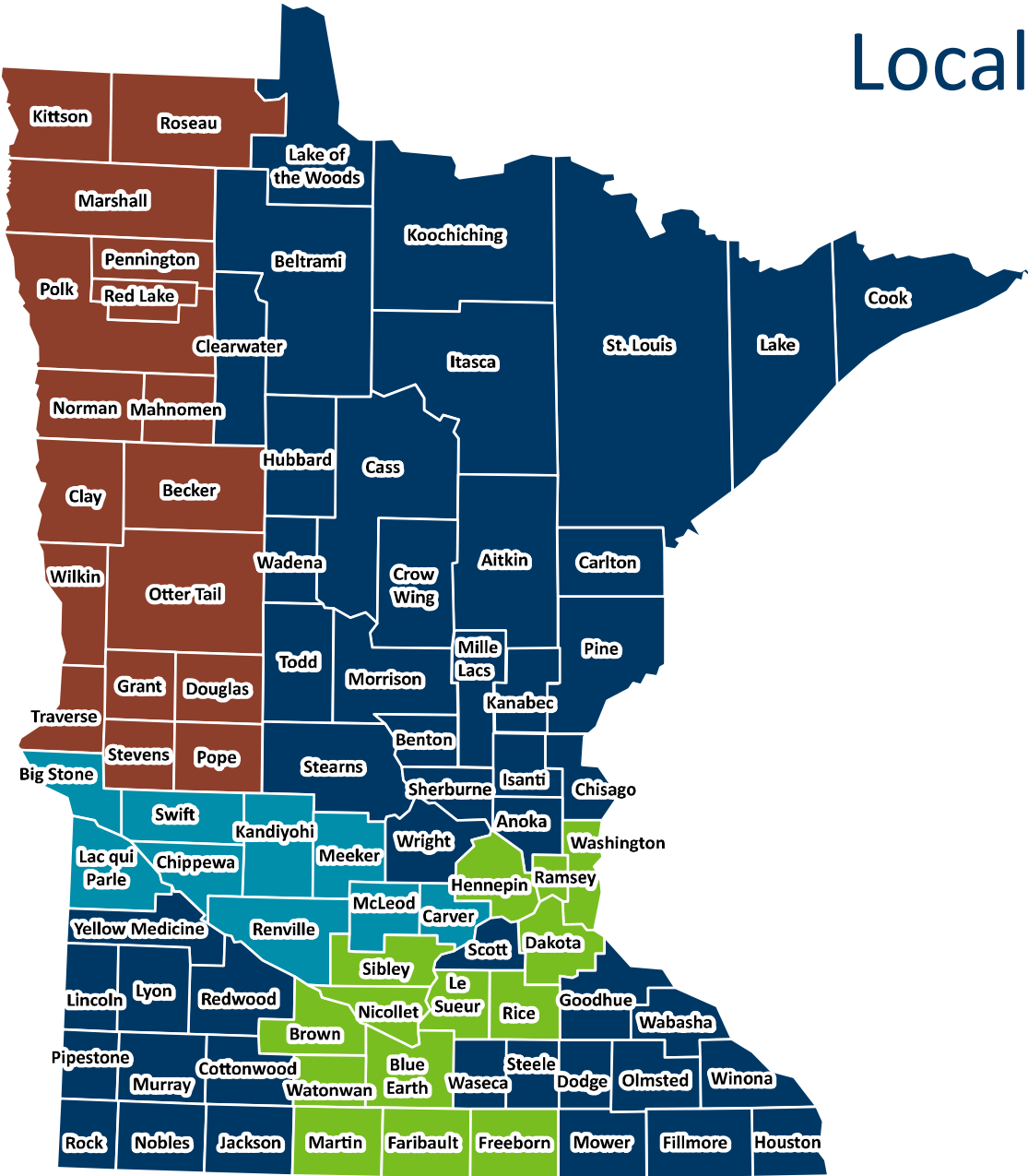
- 988 services are **distinct and separate** from other crisis support services
 - Provide confidential phone, chat, or text support to individuals who contact the Lifeline
 - Offer Follow-up Services to 988 contacts with current suicide ideation. Contacts must consent to receiving follow-up services.
 - Provide information and referrals to local community support and services
 - 988 call specialists are trained to use the least invasive intervention, when possible
 - A Minnesota Lifeline Center will transfer a 988 contact to a local mobile crisis team **if the person consents and desires more services** than the Lifeline can provide.
- What 988 **cannot** do:
 - Does **not** respond in-person
 - Does **not** directly offer higher-intensity services (e.g. mobile crisis response, crisis stabilization)
 - Does **not** replace mobile crisis
 - Does **not** replace 911 emergency services
 - Does **not** replace other dedicated hotlines



Local Lifeline Centers in Minnesota

4 Centers answer 988 Calls, Chats, Texts for MN-based area codes.

- First Call – Grand Rapids, MN
 - Greater Twin Cities United Way – Minneapolis, MN
 - Carver County Health and Human Services, Mental Health Crisis Program
 - FirstLink – Fargo, ND
- Operate 24/7, covering the entire state for calls
 - Staffed by trained crisis specialists
 - Access to third-party interpretation services – only available through calls



Preparing for 988: Two Tracks



1. Lifeline Infrastructure

- 988 Service: Calls, Chats, and Texts
- Capacity to handle volume of contacts
- Ensuring they continue to meet requirements and standards of the Lifeline

2. Partner with the Broader Crisis Care System

- Partnering with statewide agencies
- Partnering with other crisis care systems

End Goal: A coordinated and collaborative effort across all entities involved in crisis care

Promoting 988



Recommendation:

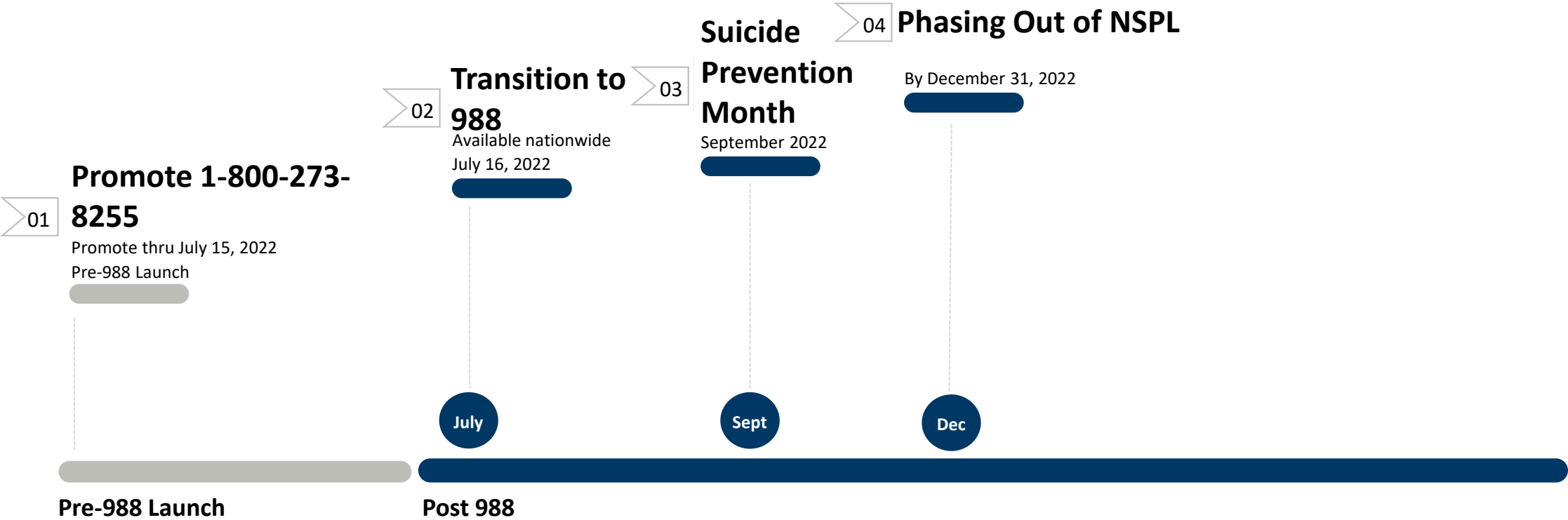
Public promotion of 988 should occur *after* in-state Lifeline Centers have established the funding and workforce capacity to handle a surge in volume.

- Gives the Lifeline time to continue building up capacity
- Share information about 988 with partners vs. broader public
- Phased approached for 988 communication

What this means:

- A gap between July 16, 2022 and when statewide public promotion of 988 occurs.

988 Key Milestones



What You Can do to Prepare

- Engage with local partners to discuss how your community might use 988
- **988 is the first step in transforming and reimagining the crisis care system. It will take a while (years) to build it into the system that we'd all like it to be.**

Be the lifeline.



Thank You!

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