



# 988 and The Subnetworks

Crisis Jam

NOVEMBER 2023

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# Disclaimer

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# 988: The Suicide & Crisis Lifeline

**988** Suicide & Crisis Lifeline provides emotional support to people with substance use, suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States, via phone, text and chat.

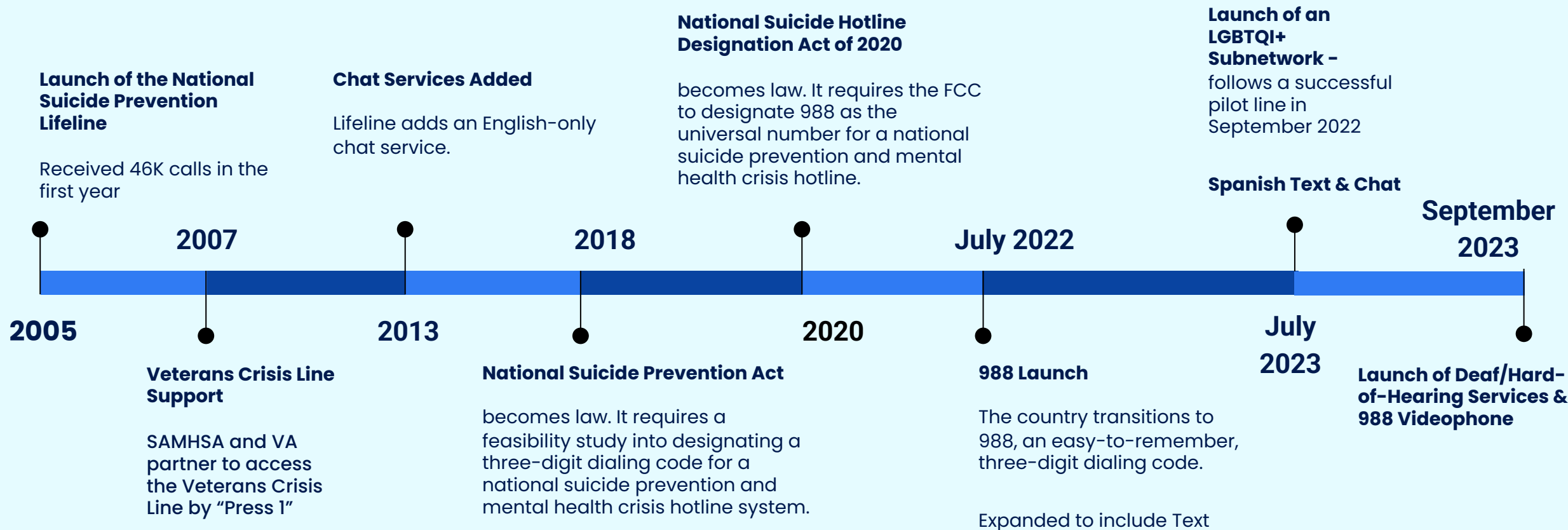
**Funded** by the Substance Abuse and Mental Health Services Administration (SAMHSA)

**Administered** by Vibrant Emotional Health since its inception in 2005

Network of over **215** independently operated centers across **56** States and Territories.



# 988 Suicide & Crisis Lifeline Timeline



# How the 988 Lifeline Works



# The 988 Lifeline Today

## Number of local centers:

July 2022: 205

July 2023: 215

## Number of national backup centers:

July 2022: 15

October 2023: 11

## 988 Growth and Performance

- ~**6.5m** Contacts answered since July 2022
- Wait times reduced
  - from 2 minutes and 39 seconds down to **41 seconds**
- **46%** increase in calls
- **141%** increase in chats
- **1135%** increase in text

\*wait time and increase in volume is from the first year of the transition



# What is a Subnetwork?

- Serves as “Special Services” designated by SAMHSA
- Created with more than one center
- Centers use an RFP Process to become part of the subnetwork
- FTEs are designated based on the estimated volume



# 988 Subnetworks

01	BACK-UP NETWORKS	<ul style="list-style-type: none"><li>• Voice = 11</li><li>• Chat and Text = 20</li></ul>
02	LGBTQI+	<ul style="list-style-type: none"><li>• Centers = 7</li></ul>
03	Spanish	<ul style="list-style-type: none"><li>• Centers = 6</li></ul>
04	Deaf & Hard of Hearing	<ul style="list-style-type: none"><li>• Centers = 2</li></ul>
05	Native and Strong	<ul style="list-style-type: none"><li>• Centers = 2</li></ul>



# Native and Strong Subnetwork (Example)



## 988 Demand and Performance - Calls (Native and Strong Sub-Network)

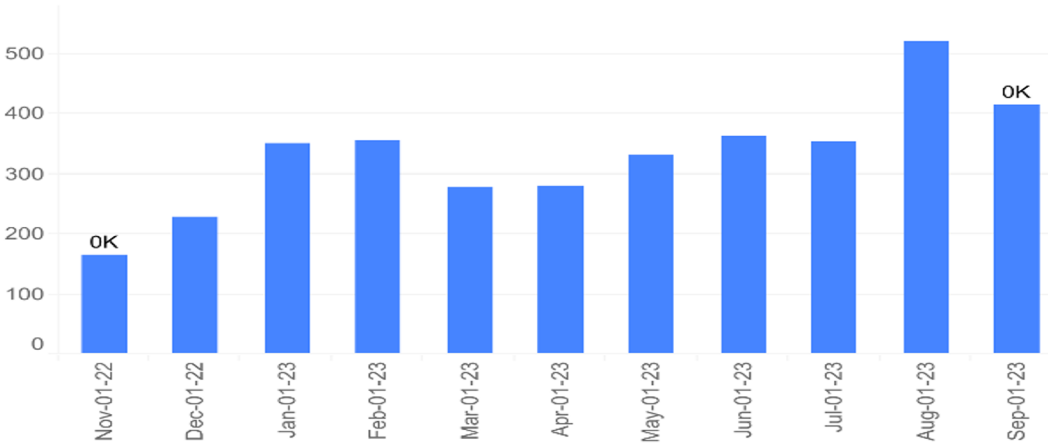
This dashboard highlights calls within the Native and Strong Sub-Network and allows you to filter by date. This dashboard reflects that the Sub-Network launched after the overall 988 launch, with Nov. 20..

FILTERS

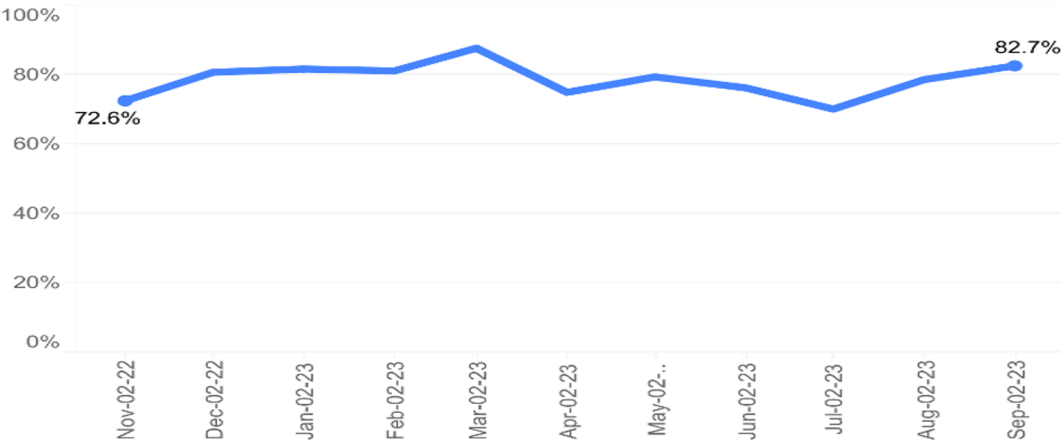
Current View: 1/1/22 - 9/30/23

Legend: ■ Calls ■ Chat ■ Text

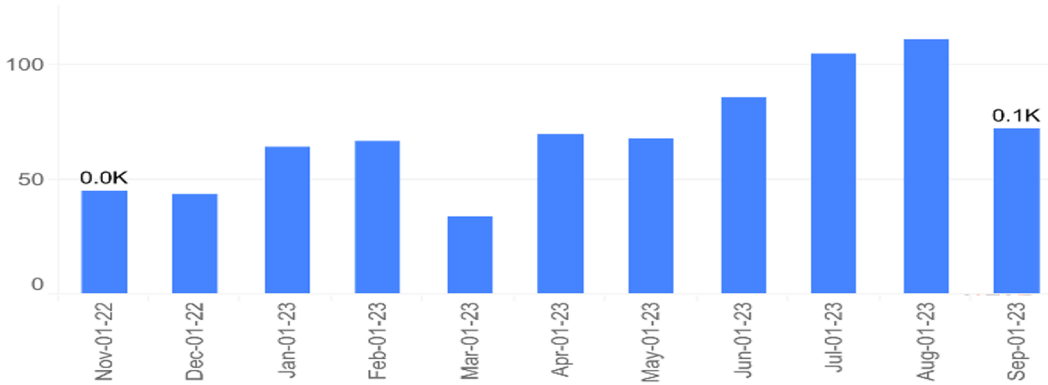
How many calls are routed to the Native and Strong Sub-Network?



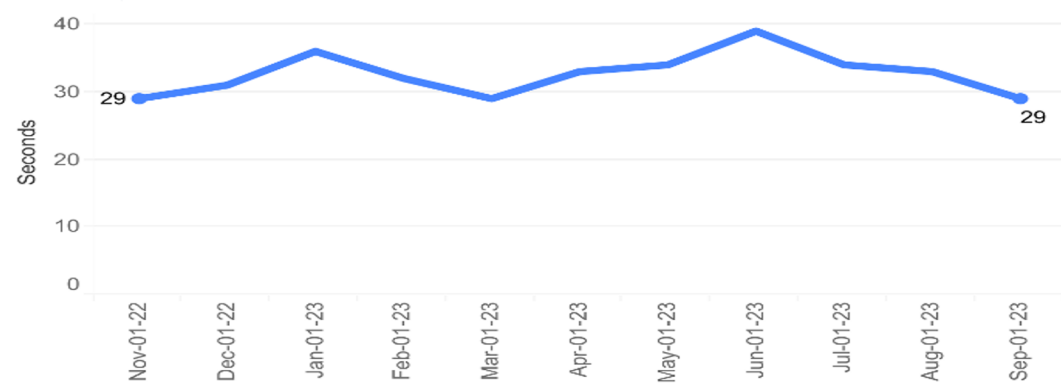
What is the call answer rate within the Native and Strong Sub-Network?



How many contacts abandoned via call within the Native and Strong Sub-Network?



What is the average speed to answer for calls within the Native and Strong Sub-Network?



Feedback

# Data Transparency/Data-Sharing

- **Tools for improved workforce communication and data collection:**
  - Training portal/centralized learning management system:
    - In November, Vibrant launched a core clinical curriculum to support crisis centers across the country and ensure that anyone who contacts the 988 Lifeline receives consistent, effective, research-based support from any crisis counselor.
    - This curriculum provides a foundation for a universal skill set to effectively help people in crisis, particularly those at risk of suicide.
      - It will supplement the crisis counselor training that centers currently provide their staff and volunteers.
  - **Unified Platform:**
    - Vibrant is currently implementing a Unified Platform that will improve routing capabilities to connect help seekers with crisis counselors more quickly in addition to standardize data collection and reporting across the network.
    - The Vibrant Unified Platform will allow 988 Lifeline and participating crisis centers to be on the same phone and data collection system, if they choose.
  - **Vibrant Exchange:**
    - Vibrant is also implementing a centralized platform to facilitate communication with centers around day-to-day operations and facilitate data exchange.



# Strategic Priorities

- Launch a **national awareness campaign** to inform, educate and increase outreach of 988 Lifeline services for underrepresented communities in 2024.
- Estimated contacts are 6 million in 2024 and 7.5 million in 2025.
- Continue to **support local center capacity** to ensure that individuals in crisis receive responses that are tailored to the service system where they are located and that services across the continuum are linked and coordinated.
- **Enhance** local capacity through partnerships in behavioral health crisis response.



# Thank You

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