

# A Brief Review of 988 Lifeline Imminent Risk Data Sources

January 8, 2025

**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration

**988** | SUICIDE & CRISIS  
LIFELINE

**V!brant**  
Emotional Health



# Imminent risk data sources (calls)

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National Suicide Prevention Lifeline's (NSPL) December 2010 Policy for Helping Callers at Imminent Risk of Suicide

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2018 National Suicide Prevention Lifeline (NSPL) Network Survey

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Imminent Risk Amendment

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State Capacity Building Grant

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9-8-8 State Planning Grant

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# Imminent risk data sources (calls)

|  | <b>NSPL<br/>December<br/>2010 Policy<br/>Document</b> | <b>2018 NSPL<br/>Network<br/>Survey</b> | <b>Imminent<br/>Risk<br/>Amendment<br/>Centers*</b> | <b>Imminent<br/>Risk<br/>Amendment<br/>Back-up<br/>Centers*</b> | <b>State<br/>Capacity<br/>Building<br/>Grant*</b> | <b>988 State<br/>Planning<br/>Grant*</b> | <b>Total</b>     |
|--|---|---|---|---|---|--|------------------|
| <b>Number of<br/>Lifeline Calls<br/>Answered</b> | 42,242  | 1,020,142                               | 1,968,317   | 1,155,584   | 512,281   | 557,567                                  | <b>5,256,133</b> |
| <b>Total<br/>Emergency<br/>Rescues</b>           | 1,014   | 21,055                                  | 38,759  | 19,457  | 8,761   | 9,145                                    | <b>98,191</b>    |
| <b>Percentage -<br/>Emergency<br/>Rescues</b>    | 2.40%   | 2.06%                                   | 1.97%   | 1.68%   | 1.71%   | 1.64%                                    | <b>1.87%</b>     |

\*Emergency Rescues = Voluntary emergency rescue was dispatched + Involuntary emergency rescue was dispatched + Emergency rescue was dispatched but individual could not be located

# Voluntary/involuntary emergency rescue (calls)

|  | <b>Imminent Risk<br/>Amendment<br/>Centers</b> | <b>Imminent Risk<br/>Amendment<br/>Back-up<br/>Centers</b> | <b>State<br/>Capacity<br/>Building<br/>Grant</b> | <b>988 State<br/>Planning<br/>Grant</b> | <b>Total</b>              |
|--|--|--|--|---|---------------------------|
| <b>Number of Lifeline<br/>Calls Answered</b>                   | 1,968,317                                      | 1,155,584  | 512,281  | 557,567                                 | <b>4,193,749</b>          |
| <b>Voluntary<br/>emergency<br/>rescue was<br/>dispatched</b>   | 16,779<br>(0.85%)                              | 10,125<br>(0.88%)  | 4,282<br>(0.84%)                                 | 4,150<br>(0.74%)                        | <b>35,336<br/>(0.84%)</b> |
| <b>Involuntary<br/>emergency<br/>rescue was<br/>dispatched</b> | 16,402<br>(0.83%)                              | 7,281<br>(0.63%)   | 3,493<br>(0.68%)                                 | 4,043<br>(0.73%)                        | <b>31,219<br/>(0.74%)</b> |

# Voluntary/involuntary emergency rescue (3rd party calls)

|   | <b>State Capacity Building Grant</b> | <b>9-8-8 State Planning Grant</b> | <b>Total</b>              |
|---|--------------------------------------|-----------------------------------|---------------------------|
| <b>Number of Imminent Risk Calls (3<sup>rd</sup> Party)</b> | 2,407                                | 4,649                             | <b>7,056</b>              |
| <b>Voluntary emergency rescue was dispatched</b>            | 334<br>(13.88%)                      | 744<br>(16.00%)                   | <b>1,078<br/>(15.28%)</b> |
| <b>Involuntary emergency rescue was dispatched</b>          | 493<br>(20.48%)                      | 1,316<br>(28.31%)                 | <b>1,809<br/>(25.64%)</b> |

# Imminent risk definition

... there is a **close temporal connection** between the individual's current risk status and actions that could lead to suicide.

The risk must be present in the sense that it **creates an obligation and immediate pressure on the crisis counselor to take urgent actions to reduce the individual's risk ...**

**Imminent Risk may be determined if an individual states** (or is reported to have stated by a person believed to be a reliable informant) **both a desire and intent to die and has the capability of carrying through his/her intent.**

1. Subjective assessment of risk introduces likelihood of inconsistent responses to similar situations
2. Increased uncertainty about risk status during third-party calls?
3. Concepts of "imminence" and "close temporal connection" lack clarity
4. Are we assessing desire, intent, and capability in a valid and reliable way?

# Outcomes: Dispatch and Referrals After Behavioral Health Crisis Services

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January 8, 2025 Crisis Jam

# NRI's Efforts Documenting the Implementation of Behavioral Health Crisis Services Across the US: State Profiles

## Behavioral Health Crisis Services: Technology and Outcomes: 2023

NRI's 2023 State Profiles



July 2024

Information based on Responses from 50 States and DC to NRI's 2023 State Profiles System

### Data Systems to Monitor Crisis Services

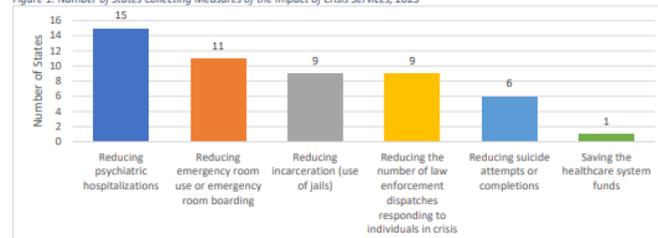
State behavioral health systems are implementing comprehensive crisis systems, building on the (1) "Someone to Talk To" set of 988/Lifeline Contact Centers and Other Crisis Contact Centers, (2) "Someone to Respond" with Mobile Crisis Teams designed to travel to help clients in crisis and (3) "A Safe Place for Help" with short term Crisis Receiving and Stabilization facilities to immediately address crises and reduce the use of emergency rooms and jails.

Tracking the impact of a comprehensive crisis system requires states to implement new data and outcome systems to monitor the effectiveness of these services. Twenty-eight states have established data reporting requirements for Crisis Contact Centers to report on their operations and outcomes. Twenty-five states have data reporting requirements for Mobile Crisis services (MCTS), 22 states have requirements for short term Crisis Residential programs, and 21 states have data requirements for Crisis Receiving and Stabilization facilities (CRSFs).

In 2023, 13 State Mental Health Agencies (SMHAs) are operating systems that monitor data across the behavioral health crisis continuum (tracking flow of clients between the parts of the crisis system such as contact/call centers, mobile crisis teams, and crisis receiving and stabilization centers). These data systems were either built by the state and a vendor (7 states), purchased from a vendor on its own (3 states), or a build and maintained by the state (3 states).

In addition to measuring crisis service encounters (such as the number of contact center calls received, call response times, or number of mobile crisis teams dispatched) many states are starting to measure the impact of these crisis services on clients. Figure 1 shows Crisis System related outcomes being measured by states.

Figure 1: Number of States Collecting Measures of the Impact of Crisis Services, 2023



NRI's State Profiles are a state-funded collaboration between NRI, NASMHPD and States to collect and share information important to States. Led by a State Steering Committee, Profiles have collected information on Crisis Services in 2020, 2022, 2023 and are currently collecting 2025 information.

### • NRI's State Profiles Reports Related to Crisis Services: [www.nri-inc.org/profiles](http://www.nri-inc.org/profiles)

- SMHA Support for the Behavioral Health Crisis Continuum (2023)
- SMHA Support for Crisis Contact Centers (2023)
- SMHA Support for Mobile Crisis Teams (2023)
- SMHA Support for Crisis Receiving & Stabilization Facilities (2023)
- Behavioral Health Crisis Transportation (2023)
- BH Crisis Outcomes and Technology (2023)
- SMHA Workforce Shortages Across the Crisis Continuum (2022)

93.4% (Median)

Of Crisis Contact Center Contacts Are Resolved\* During the Contact

68% (Median)

of Mobile Crisis Team Dispatches Are Resolved on site without More Intensive Services

1.5% (Median)

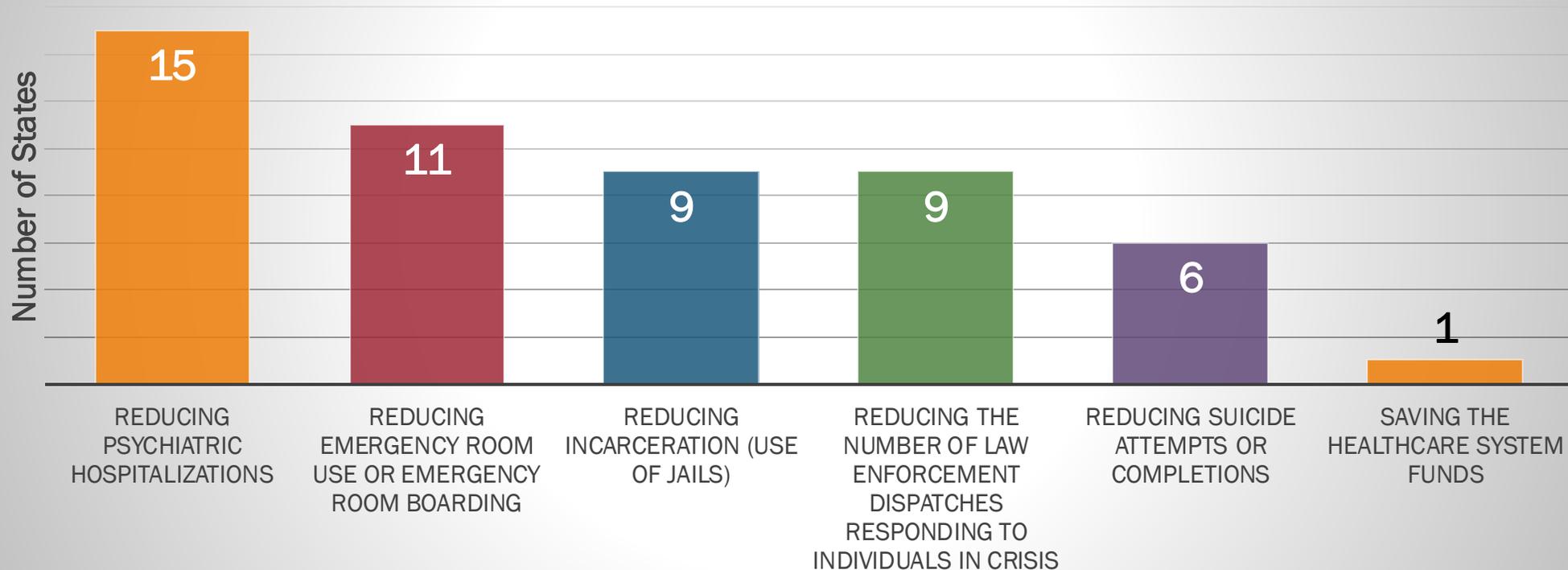
of Crisis Contact Centers Result in Law Enforcement Being Dispatched

# NRI's State Profiles Highlights: SMHA-Supported Crisis Services Across the U.S. in 2023

|   | Crisis Contact Centers |                            | Mobile Crisis Teams        | <24-Hour Crisis Receiving & Stabilization Facilities | Crisis Residential Programs |
|---|------------------------|----------------------------|----------------------------|--|-----------------------------|
|   | 988/Lifeline           | Other Contact Centers      |                            |  |                             |
| Number of Programs (n=states reporting) | 202 (n=51)             | 425 (n=27)                 | 1,820 (n=50)               | 576 (n=44)   | 693 (n=40)                  |
| Number of Calls/Clients Served          | 3,123,420 (n=50)       | 2,660,515 (n=21)           | 770,216 (n=40)             | 633,673 (n=32)                                       | 324,334 (n=28)              |
| Expenditures for Service                | \$382,249,777 (n=49)   | \$74,744,769 (n=18)        | \$703,903,310 (n=36)       | \$832,535,657 (n=36)                                 | \$430,141,887 (n=23)        |
| New Programs Planned                    | 14 (n=12)              | 0 (n=0)                    | 170 (n=28)                 | 180 (n=35)   | 90 (n=21)                   |
| Programs Available Statewide            | All                    | 19 All/2 Some              | 28 All/23 Parts/1 NA       | 14 All/29 Parts/5 NA                                 | Not Collected               |
| Programs Available 24/7                 | 44 All/7 NR            | 16 All/3 Some/2 None/32 NR | 24 All/24 Some/3 None/3 NR | 28 All/10 Some/5 None/10 NR                          | All                         |

# NRI's State Profiles Highlights: States Collecting Measures of the Impact of Crisis Services, 2023

Number of States Collecting Measures of the Impact of Crisis Services, 2023



# NRI's State Profiles Highlights: Outcomes Tracked by States at Crisis Contact Centers (Both 988 and Other Centers), 2023

|  | Number of States Reporting | Average | Median |
|--|----------------------------|---------|--------|
| Percentage of calls that are successfully resolved during the call (individual does not need immediate in-person response) | 32                         | 86.4%   | 93.4%  |
| Percentage of calls that end with outpatient service referral  | 25                         | 22.0%   | 18.0%  |
| Percentage of calls that result in mobile crisis dispatch  | 27                         | 6.3%    | 3.0%   |
| Percentage of calls that result in law enforcement dispatch  | 26                         | 2.0%    | 1.5%   |
| Percentage of calls that result in emergency medical services dispatch   | 20                         | 1.5%    | 1.4%   |
| Percentage of calls transferred to 911   | 26                         | 1.5%    | 1.2%   |

# NRI's State Profiles Highlights: Outcomes Tracked by States for Mobile Crisis Teams, 2023

|  | Number of States Reporting | Average | Median |
|--|----------------------------|---------|--------|
| Percentage of MCT dispatches that are successfully resolved during the initial encounter with the individual in crisis       | 16                         | 62.9%   | 68.0%  |
| Percentage of MCT dispatches that end with an individual needing additional care at an outpatient behavioral health provider | 13                         | 28.0%   | 23.0%  |
| Percentage of MCT dispatches that end with an individual needing additional care at an emergency room                        | 14                         | 10.9%   | 6.6%   |
| Percentage of MCT dispatches that end with an individual needing additional care at a crisis stabilization center            | 14                         | 9.3%    | 9.3%   |
| Percentage of MCT dispatches that end with law enforcement involvement or arrest   | 11                         | 9.7%    | 5.0%   |

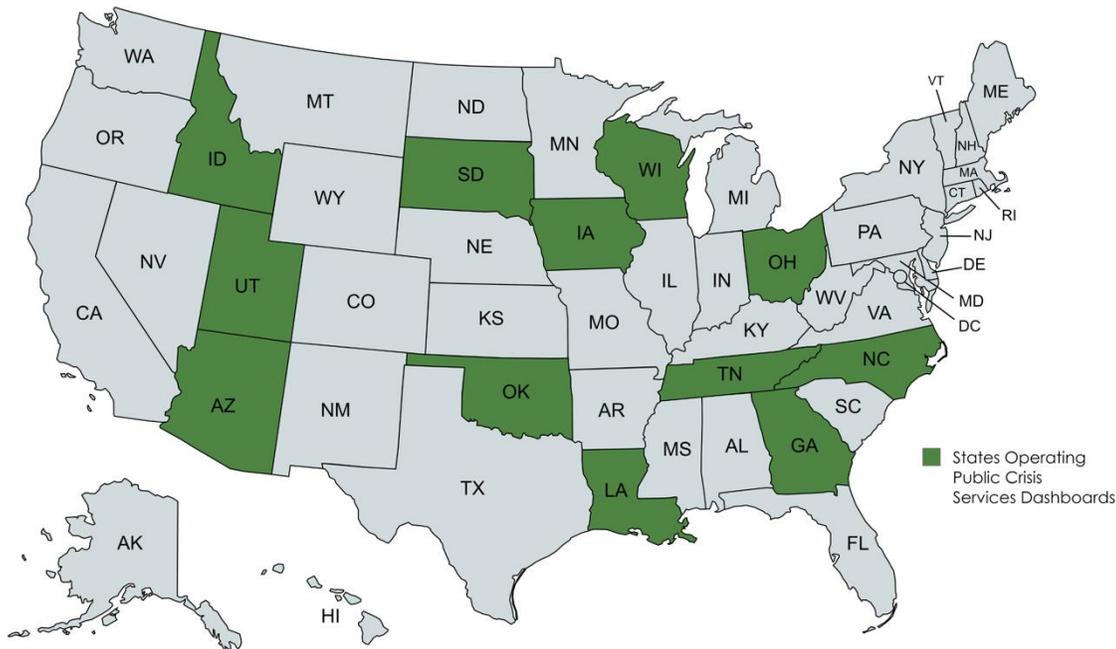
# NRI's State Profiles Highlights: Outcomes Tracked by States for Crisis Receiving & Stabilization Facilities, 2023

|  | Number of States Reporting | Average | Median |
|--|----------------------------|---------|--------|
| Percentage of individuals who go to CRSFs whose crisis is successfully resolved (i.e., does not need to move to more intensive care) | 8                          | 63.7%   | 73.2%  |
| Percentage of individuals at CRSFs who leave with a behavioral health appointment scheduled  | 3                          | 59.6%   | 45.0%  |
| Percentage of individuals at CRSFs who require additional care at emergency rooms  | 6                          | 5.2%    | 4.5%   |
| Percentage of individuals at CRSFs who require additional care at a detox program or psychiatric hospital                            | 8                          | 13.7%   | 14.7%  |
| Percentage of individuals at CRSFs who require additional care at a sobering center  | 1                          | 4.0%    | 4.0%   |

# NRI's State Profiles

## Highlights:

### States with Public Data Dashboards, 2023



### 12 states reported operating public data dashboards on crisis services:

- Arizona: <https://public.tableau.com/app/profile/crisis.network/vis/AZ600StatewideDashboard/AZ600StatewideDashboard>
- Georgia: <https://988ga.org/data>
- Iowa: [https://iowa.gov/sites/default/files/SFY2021\\_MHDS\\_Regions\\_Statewide\\_Dashboard\\_FINAL\\_0.pdf](https://iowa.gov/sites/default/files/SFY2021_MHDS_Regions_Statewide_Dashboard_FINAL_0.pdf)
- Idaho: <https://publicdocuments.dhw.idaho.gov/WebLink/DocView.aspx?id=29881&dbid=0&repo=PUBLIC-DOCUMENTS>
- Louisiana: <https://ldh.la.gov/988>
- North Carolina: [https://dashboards.ncdhhs.gov/t/DMHDDSAS/views/988PerformanceDashboard112022thru102023\\_17002346658920/988](https://dashboards.ncdhhs.gov/t/DMHDDSAS/views/988PerformanceDashboard112022thru102023_17002346658920/988)
- Ohio: <https://mha.ohio.gov/research-and-data/dashboards-and-maps/dashboards/tableau-resources/crisis-services-dashboard>
- Oklahoma: <https://public.tableau.com/app/profile/crisis.network/viz/OKPublicDashboard/OKDashboard>
- South Dakota: <https://www.helplinecenter.org/9-8-8/data/>
- Tennessee: <https://www.tn.gov/behavioral-health/research/fast-facts/crisis-served.html>
- Utah: <https://public.tableau.com/app/profile/dhs.reports/viz/MCOTDASH/Dashboard1>
- Wisconsin: <https://www.dhs.Wisconsin.gov/crisis/988-data-dashboard.htm>

### 13 SMHAs operate a data system to monitor the flow of clients across the crisis continuum:

- 7 states: built by SMHA and vendor
- 3 states: purchased from vendor
- 3 states: state-built system

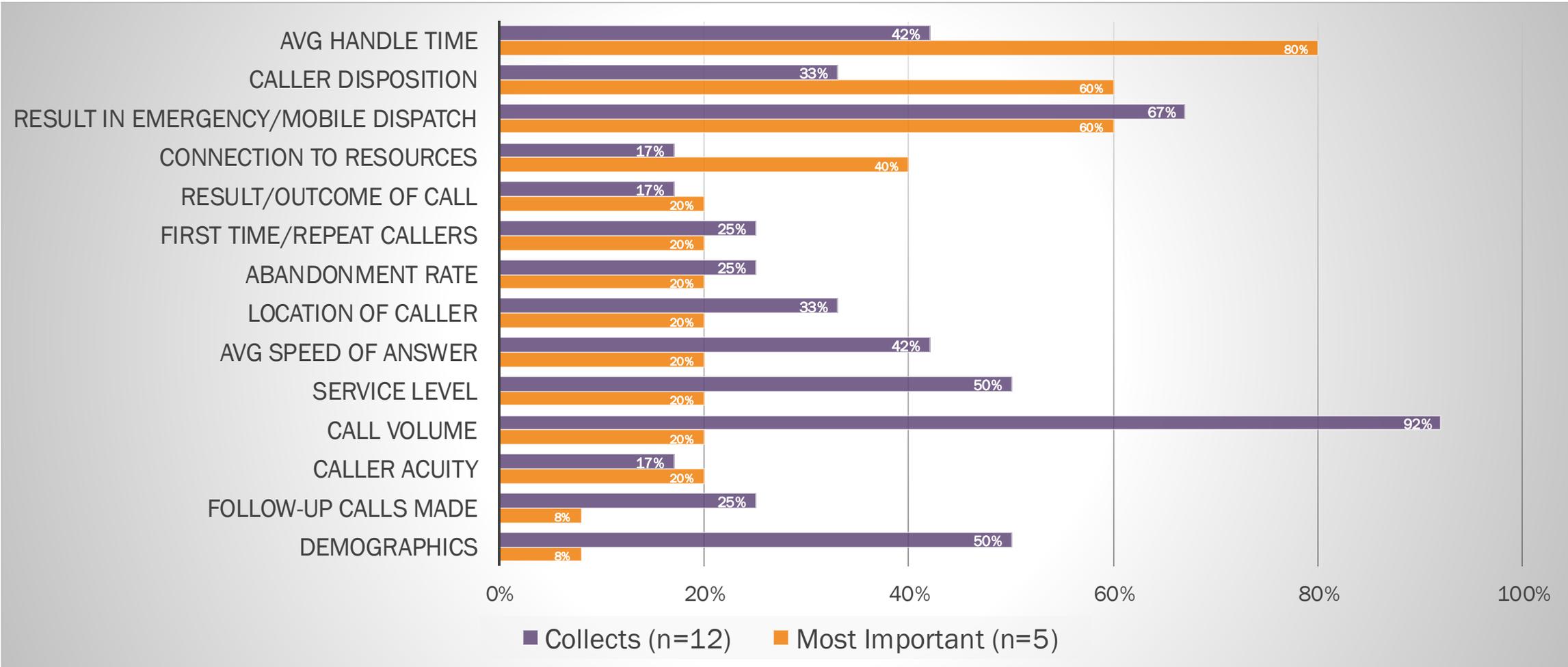
# 2022 TAC Paper: Telling the Story – Data, Dashboards, and the Mental Health Crisis Continuum

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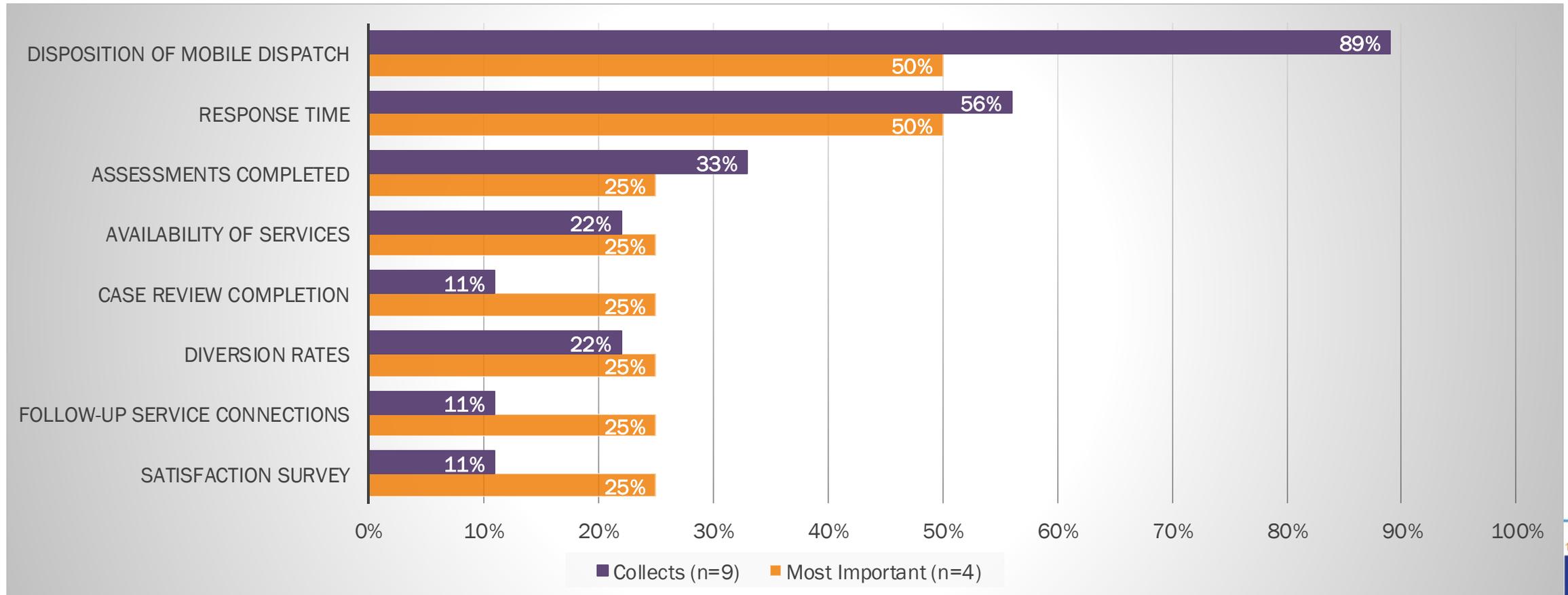
- **Purpose:** Understand how crisis continuums operate to ensure high-quality crisis services are provided and that no one “falls through the cracks” when transitioning between services.
- **Goals of the Report:**
  - Identify which data and outcome measures are most important to SMHAs and others to ensure the effectiveness and continuity of behavioral health crisis services.
  - Determine which data and outcome measures are feasible and meaningful for all SMHAs to report to SAMHSA.
  - Understand how SMHAs analyze and present crisis data in the forms of dashboards and reports to monitor systems and share important trends with stakeholders.
- **Conducted literature review, interviewed 12 States:**
  - Alabama, Alaska, Colorado, Delaware, Georgia, Nebraska, North Carolina, Ohio, Oklahoma, Tennessee, Utah, and Vermont.



# 2022 TAC Paper: Most Important Metrics for Behavioral Health Crisis Contact Centers Identified by SMHAs



# 2022 TAC Paper: Most Important Metrics for Mobile Crisis Response Identified by SMHAs





# Thank you!

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