SAMHSA’s Preparation for 988: The National Perspective

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Too many Americans experience suicide and mental health crises without the support and care they need

- In 2019, 61.2M Americans had a mental illness and/or substance use disorder
- In 2019, there was approximately one death by suicide every 11 minutes in the US
- From 1999 through 2018, the suicide rate increased 35%
- For people aged 10 – 34 years, suicide is the second leading cause of death

Since 2005, the National Suicide Prevention Lifeline (1-800-273-8255) has helped millions of individuals in emotional distress

- 46K calls received (2005)
- 3.6M calls, chats, texts received (2021)
Components of a Behavioral Health Crisis Response System

- **Person in Crisis**
- **Crisis Line**
- **Mobile Crisis Teams**
- **Crisis Facilities**
- **Post-Crisis Wraparound**

**Easy access for law enforcement = connection to treatment instead of arrest**

**LEAST Restrictive = LEAST Costly**

**Decreased Use of jail, ED, inpatient**
“As we continue to confront the impact of the pandemic, investing in this critical tool is key to protecting the health and wellbeing of countless Americans – and saving lives. Giving the states a tool to prevent suicide and support people in crisis is essential to our HHS mission of protecting the health and wellbeing of everyone in our nation. We know that remembering a three-digit number beats a ten-digit number any day, particularly in times of crisis, and I encourage every state to rev up planning to implement 988 for the sake of saving lives.”

- HHS Secretary Xavier Becerra, Press Release, 12/20/21
The Opportunity of 988

Transitioning to 988 is an important step in transforming crisis care in the country, creating a universal entry point to needed crisis services in line with access to other emergency medical services.

• We are strengthening and expanding the National, state and territory infrastructure to respond to all behavioral health crisis calls, texts, and chats anywhere in the country;

• We are transitioning the National Suicide Prevention Lifeline number (1-800-273-8255) to an easy-to-remember, 3-digit number (988);

• An unprecedented opportunity to improve behavioral health crisis response and care for the nation.

• SAMHSA can’t do this alone. We embrace the partnership from states and territories to meet the needs of anyone in crisis.
988 Builds Directly on the Existing National Suicide Prevention Lifeline

2001: Congress appropriates funding for suicide prevention hotline; SAMHSA awards competitive grant to establish a network of local crisis centers

2007: SAMHSA and VA partner to establish 1-800-273-TALK as access point for the Veterans Crisis Line (VCL)

2005: National Suicide Prevention Lifeline (Lifeline) was launched with number 1-800-273-TALK

2013: Lifeline began incorporating chat service capability in select centers

2015: Disaster Distress Helpline was incorporated into Lifeline cooperative agreement

2019: FCC designates 988 as new three-digit number for suicide prevention and mental health crises

2020: Lifeline began incorporating texting service capability in select centers

2020: National Hotline Designation Act signed into law, incorporating 988 as the new Lifeline and VCL number

2021: SAMHSA/VA/FCC are responsible for submitting multiple 988 reports to Congress

2021: State 988 funding opportunity released, and states are responsible for submitting planning grants to Vibrant

2022: 988 fully operational for phone and text in July 2022
# 988 Vision & Near-Term Pillars

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<th>SAMHSA goals</th>
<th>Pillars defined by SAMHSA</th>
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<tr>
<td>Strengthen and enhance Lifeline</td>
<td><strong>1A</strong> Federal planning and convening: putting robust federal funding, leadership, and policy direction in place to strengthen the Lifeline network and the broader crisis continuum</td>
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<td><strong>1B</strong> Operational readiness of the Lifeline network: ensuring the Lifeline network is equipped to respond to projected FY22 contacts</td>
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<td>Transform and strengthen broader crisis care continuum</td>
<td><strong>1C</strong> Messaging and public communication: educating key stakeholders about 988 messaging and the broader public about how and when to use 988</td>
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<td><strong>1D</strong> Foundation for comprehensive crisis services: putting the building blocks in place to ensure a robust and responsive crisis system that provides direct, life-saving services to all in need</td>
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*Activities underlying each of these pillars evolve across phases of implementation (e.g., pre- and post-July)*
The Crisis System: SAMHSA is investing heavily to help build local crisis systems

- SAMHSA 2020 National Guidelines for Behavioral Health Crisis Care
  - National Guidelines for Behavioral Health Crisis Care
  - Best Practice Toolkit

- SAMHSA/NASMHPD publications on crisis services

- SAMHSA FY2022 proposed budget
SAMHSA 988 updates and resources

- **Finalized and shared congressional reports on 988**
  - Report to Congress on 988 Resources
  - Report to Congress on Training and Access to 988 for High-Risk Populations
  - 988 Appropriations Report

- **Announced $282M to help transition Lifeline to 988**
  - $177 million to strengthen and expand the existing Lifeline network operations, back-up center workforce, and telephone/chat/text infrastructure
  - $105 million to build up staffing across states’ local crisis call centers

- **Released $105M Notice of Funding Opportunity to states and territories**
About the Lifeline
Effectiveness of Lifeline

• Seriously suicidal persons call, chat, or text the Lifeline (23% callers, 60% chatters)
• Callers intent to die is significantly reduced during the call (Gould et al. 2007)
• Counselors able to obtain collaboration on over 75% of imminent risk calls (Gould et al, 2016)
• Counselors at Lifeline centers were more likely to inquire about current suicidal ideation, recent ideation, and past attempts, and callers were more likely to experience reduced distress. (Ramchand et al., 2017)
• Follow up calls by Lifeline centers to suicidal callers are experienced by 90% of callers as helping keep them safe and not kill themselves (Gould et al, 2018)
• Suicidality reduced among 50% of those accessing chat (Gould et al, 2021)
• “Third-party callers” calling the Lifeline when they are worried about someone deemed to be at imminent risk are provided a range of interventions which can supplement, and at times replace, calling 911. (Gould et al., 2021)
About the National Suicide Prevention Lifeline (Lifeline)

- Established by SAMHSA in 2005, the Lifeline is a network of independently operated and funded local and state call centers

- Around 200 centers

- 46,000 calls received in its first year

- 3.6m calls, texts, chats received in 2021

- Chats answered through https://suicidepreventionlifeline.org/
Lifeline Centers - the Maps

First Call for Help of Itasca County
Grand Rapids, MN, 55744
Website

Not displayed: Alaska, Guam, Hawaii

https://suicidepreventionlifeline.org/our-network/#section-4
Lifeline Answer Rate Challenges

While the Lifeline has evolved significantly since its formation – and now comprises nearly 200 crisis centers across the country – demand far exceeds capacity.

In 2020 alone, hundreds of thousands of users – many of whom may be actively suicidal – reached out for help and were unable to connect with a trained counselor.

- **~15%** unanswered calls
- **~44%** unanswered texts
- **~70%** unanswered chats
FY22 Goals of Funding to Lifeline Administrator

• Fund the National Backup, Chat, Text and Spanish language centers to increase workforce to meet anticipated demand

• Support and expand services for populations at high risk of suicide

• Strengthen Lifeline network infrastructure, standards, training and quality improvement
Funding for 988 State and Territory Grant

- $105,000,000 will be distributed to states and territories
- For accepted proposals, funding will be awarded based upon a formula using FY 2021 Lifeline calls received across states and territories
- Funding: American Rescue Plan Act funds, requires utilization for workforce support and development
- NOFO lists the FY 2021 call volume and maximum funding amount each state and territory can request for the grant period
- Grants will be programmatically overseen under the Office of the Assistant Secretary 988 Crisis Center Operations Team
988 State and Territory Grant Program

• States and territory government agencies, including the District of Columbia; Guam; the Commonwealth of Puerto Rico; the Northern Mariana Islands; the Virgin Islands; and American Samoa.

• SAMHSA will only make one award per state and territory. If SAMHSA receives more than one application from a state or territory, SAMHSA will fund the application with the highest priority score.

• Up to 56 awards

• NOFO released 12/20/2021

• Application submissions are required by 01/31/2022

• Anticipated Award Date: 04/15/2022, Anticipated Start Date: 04/30/22, Project Period: 2 years

• Texas eligible to apply for up to $8,367,877
Goals of 988 State and Territory Funding

• Build a true collaboration and partnership between SAMHSA, States/Territories, and Lifeline Crisis Centers to respond to all those in need of 988 support

• 100% nationwide 988 coverage and response through all states and territories

• Build and/or improve the workforce for 988 response and improve crisis care coordination across states and territories through local, regional, and/or statewide Lifeline and community mental health services

• Designate and monitor Key Performance Indicators for states/territories and align with Lifeline network response

• Cooperative agreements are formula based- Goal for all states and territories to engage in 988 response
Few Key Activities

- Increase response rates above 90% in-state
- Prepare for local chat/text response
- Collect and report data on emergency rescues, suicide attempts in progress, and/or mobile crisis outreach referrals
- Provide follow up services, including outreach for those identified at imminent risk of suicide and referred to emergency intervention
- Provide training on working with populations at higher risk of suicide, including awareness of referral options for high-risk population-specific services
- State oversight of 988 and 911 coordination in collaboration with the state’s 911 administrator

- 85% of funds through grant must go directly to Lifeline crisis centers to support workforce
Texas has the 2nd highest Lifeline call volume of U.S., second only to California.  
  - 152,200 calls were routed in 2021. This is a 14% increase compared to pre/Covid 2019 (133,039 calls routed).

- 5 centers in the Lifeline network currently- Harris Center, ATCIC, Emergence Health, ICARE, and Suicide and Crisis Center.

- The Texas Health and Human Services Commission (TX HHSC) is funding Lifeline member centers through SFY 2023 with $6,155,835 in Mental Health Block Grant Funds.

- Texas was awarded a 2-year, $3 million State Capacity Building Grant from the Lifeline/Vibrant Emotional Health in 2019.

- Lifeline centers in Texas dramatically expanded their coverage areas during the 2-year grant, with their coverage for Lifeline call occurring in 203 of TX’s 254 counties.

- While some counties still do not have 24/7 coverage, the changes have been significant and coverage expansion will continue in 2022- in 2019 the state had Lifeline coverage in 55 counties and 9 of the states 27 area codes.
### Key Performance Indicators: TX
**2022-01-01 to 2022-01-31**

**Total Contacts:** 21,298  
**Offered to Spanish:** 493

### Lifeline Network Contacts (Excl. VCL & Spanish): 17,684

<table>
<thead>
<tr>
<th></th>
<th>Calls</th>
<th>Chats</th>
<th>Texts</th>
<th>Total</th>
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<tbody>
<tr>
<td>Offered</td>
<td>11,419</td>
<td>5,740*</td>
<td>525</td>
<td>17,684</td>
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<tr>
<td>Answered In-State</td>
<td>5,186 (45.4%)</td>
<td>N/A</td>
<td>N/A</td>
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<td>Abandoned In-State</td>
<td>1,101 (9.6%)</td>
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<td>Flowout to Backup</td>
<td>5,132 (44.9%)</td>
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<tr>
<td>In-State ASA</td>
<td>00:00:25</td>
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<tr>
<td>In-State Avg Contact Time</td>
<td>00:14:10</td>
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<td>N/A</td>
<td>N/A</td>
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*Chat service does not record the location of unanswered chats. Offered chats are estimated.

Chats and Texts are not currently routed by location; in-state performance metrics are not applicable.

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**County Coverage**

[Map of Texas showing county coverage levels]

*SAMHSA*

Substance Abuse and Mental Health Services Administration
SAMHSA Resources
1. **Assess the readiness** across relevant audiences to inform a roadmap and equip audiences with the information, data, and guidance to prepare for 988 in the near and long-term

2. Refine an **integrated roadmap for 988 implementation** and plan to incorporate stakeholders through the convening

3. Ensure **coordination among stakeholders** and secure commitment to 988 milestones across organizations

4. Align ways to **measure progress and success** across each horizon of 988 launch

5. **Harness the collective energy and engage diverse voices** at the national convening to inform effective 988 implementation

6. Ensure 988 is **designed from the perspective of end users** and reflects their needs and preferences.
HHS Resources that Support 988 and Crisis Services

**SAMHSA:**
- 988 State and Territory Cooperative Agreement (12/22)
- Community Mental Health Services Block Grant – 5% Crisis Services set-aside
- Certified Community Behavioral Health Center (CCBHC) grant
- Zero Suicide Grant
- Garrett Lee Smith Youth Suicide Prevention (GLS) Grant
- Rural Emergency Medical Services Grant
- State Opioid Response (SOR) Grant & Tribal Opioid Response (TOR) Grant
- Tribal Behavioral Health Grant (Native Connections)
- State Transformational Technology Initiative Grants (TTI-NASMHPD)
- Governors Challenges to Prevent Suicide Among Service Members, Veterans, and their Families

**CMS:**
- Medicaid/CHIP Waivers – 1915 and 1115
- Medicaid/CHIP State Plan Amendments
- CMS State Planning Grants for Qualifying Community-Based Mobile Crisis Intervention Services ($15M for 20 states)

**SAMHSA Technical Assistance:**
- Suicide Prevention Resource Center
- Center of Excellence for Integrated Health Solutions
- National and Regional Mental Health Technology Transfer Centers
- GAINS Center for Behavioral Health and Justice Transformation
- National Child Traumatic Stress Network
Sustaining 988: Status of State 988 Legislation

- **BLUE**: 4 states enacted 988 infrastructure bill with a fee
- **TEAL**: 4 states enacted 988 infrastructure bill without a fee
- **GREEN**: 4 states enacted 988 legislation to create 988 study and/or commission
- **MAGENTA**: 13 states have pending 988 legislation
- **DARK GREY**: 2 states considered 988 legislation that did not pass
Additional SAMHSA 988 Resources and Supports


• 988 webpage: www.samhsa.gov/988

• 988 Fact Sheet: https://www.samhsa.gov/sites/default/files/988-factsheet.pdf

• 988 NOFO: https://www.samhsa.gov/grants/grant-announcements/sm-22-015

988 Resource Mailbox: 988Team@samhsa.hhs.gov
Questions?

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