

The Zoom Interface

The screenshot shows the Zoom Webinar interface with several key elements and annotations:

- Header:** "Zoom Webinar" title bar, "You are viewing David Terry's screen", and "View Options" dropdown.
- Main Content:** TTC Technology Transfer Centers logo, "Thank you for joining us today!", and "You will not be on video during today's session".
- Q&A Window:** A "Question and Answer" window is open, showing a question: "This is a test question!". It includes buttons for "All questions (1)" and "My questions (1)". Annotations explain that users can switch between questions and use the Q&A feature to ask questions of the host and presenters.
- Chat Window:** A "Zoom Webinar Chat" window is open on the right. It shows a "To: All panelists" field and a message: "Your text can only be seen by panelists". Annotations explain that the chat feature allows users to talk with other people and that the "To" field indicates who will receive the message.
- Bottom Bar:** Contains "Audio Settings", "Chat", "Raise Hand", "Q&A", and "Leave" buttons. Annotations point to "Click Here to adjust your audio settings" and "Click here to leave the session".
- Speaker Selection:** A "Select a Speaker" menu is visible, showing "Speakers (Realtek(R) Audio)" selected.

All attendees are muted. Today's session will be recorded.

988 Suicide and Crisis Care Transformation

Ann Murphy

Rutgers, School of Health Professions

Northeast and Caribbean Mental Health Technology Transfer Center

Thursday, September 29, 2022



Mental Health Technology Transfer Center
Funded by SAMHSA

**Northeast and Caribbean
Region 2**

**General Mental
Health Workforce**

**Provider
Wellness**

**Youth & Young
Adult Services**

**School Mental
Health Workforce**



Northeast and Caribbean (HHS Region 2)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

EPBs for serious mental health conditions

Wellness & Recovery for Providers and people with mental health conditions

School Mental Health
Comprehensive, multi-tiered services & supports

Hispanic and Latinx mental health education

Online Education Courses
Wellness Matters, IMR, Functional Thinking & more

Services Available

No-cost training, technical assistance, and resources





Grow Your Knowledge and Skills

Keep up with the latest effective practices, resources, and technologies!

Subscribe to receive our mailings.
All activities are free!



We Want Your Feedback

Our funding comes from the Substance Abuse and Mental Health Services Administration (SAMHSA), which requires us to evaluate our services. We appreciate your honest, ANONYMOUS feedback about this event, which will provide information to SAMHSA, AND assist us in planning future meetings and programs.

Feedback about this training will assist us in developing future trainings that are relevant to your professional needs. Therefore, your feedback counts!



Northeast and Caribbean (HHS Region 2)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

Video Recording Information

Please Note:

We will be recording this webinar and posting it to our website along with the presentation slides and any relevant resources.

Disclaimer

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At the time of this presentation, Miriam Delphin-Rittmon served as Assistant Secretary for Mental Health and Substance Use at SAMHSA. The opinions expressed herein are the views of the speakers, and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred.

This work is supported by grant H79SM081783 from the DHHS, SAMHSA.

Your Interactions With Us

Question and Answers

- Q & A will occur at the end of the call.
- Type your questions in the Q & A feature in Zoom located on the task bar (hover over task bar).
- Note: your question may be visible to other participants.

Chat and Polls

- Throughout the webinar, we will be asking for your input.
- Use the Chat or Poll features in Zoom located on the task bar.
- You can control who can see your chat comments.

The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED
AND HOPEFUL

INCLUSIVE AND
ACCEPTING OF
DIVERSE CULTURES,
GENDERS,
PERSPECTIVES,
AND EXPERIENCES

HEALING-CENTERED AND
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS

PERSON-FIRST AND
FREE OF LABELS

NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR
AND UNDERSTANDABLE

CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS

Meet Today's Presenter



Ann Murphy, PhD

*Northeast & Caribbean MHTTC
Director, Assoc. Professor*

SHARE

What is your role?

How familiar are you with 988?

How helpful has 988 been to you, someone you care about, or someone you provide services to?



A woman with dark, curly hair and a nose ring is looking out a window. The window shows a view of a modern building and some greenery under a blue sky with clouds. The woman's expression is thoughtful and hopeful.

988

**SUICIDE
& CRISIS
LIFELINE**

**988 and Crisis Care
Transformation**

**TOO MANY PEOPLE
ACROSS THE U.S.
EXPERIENCE
SUICIDAL, MENTAL
HEALTH AND/OR
SUBSTANCE USE
CRISIS WITHOUT THE
SUPPORT AND CARE
THEY NEED**

In 2020
there was approximately
one death by suicide
every 11 minutes

In 2020
for people aged 10–14 and
25–34 years, suicide was the
second leading cause of death

From April 2020 to 2021
over 100,000 people died from
drug overdoses

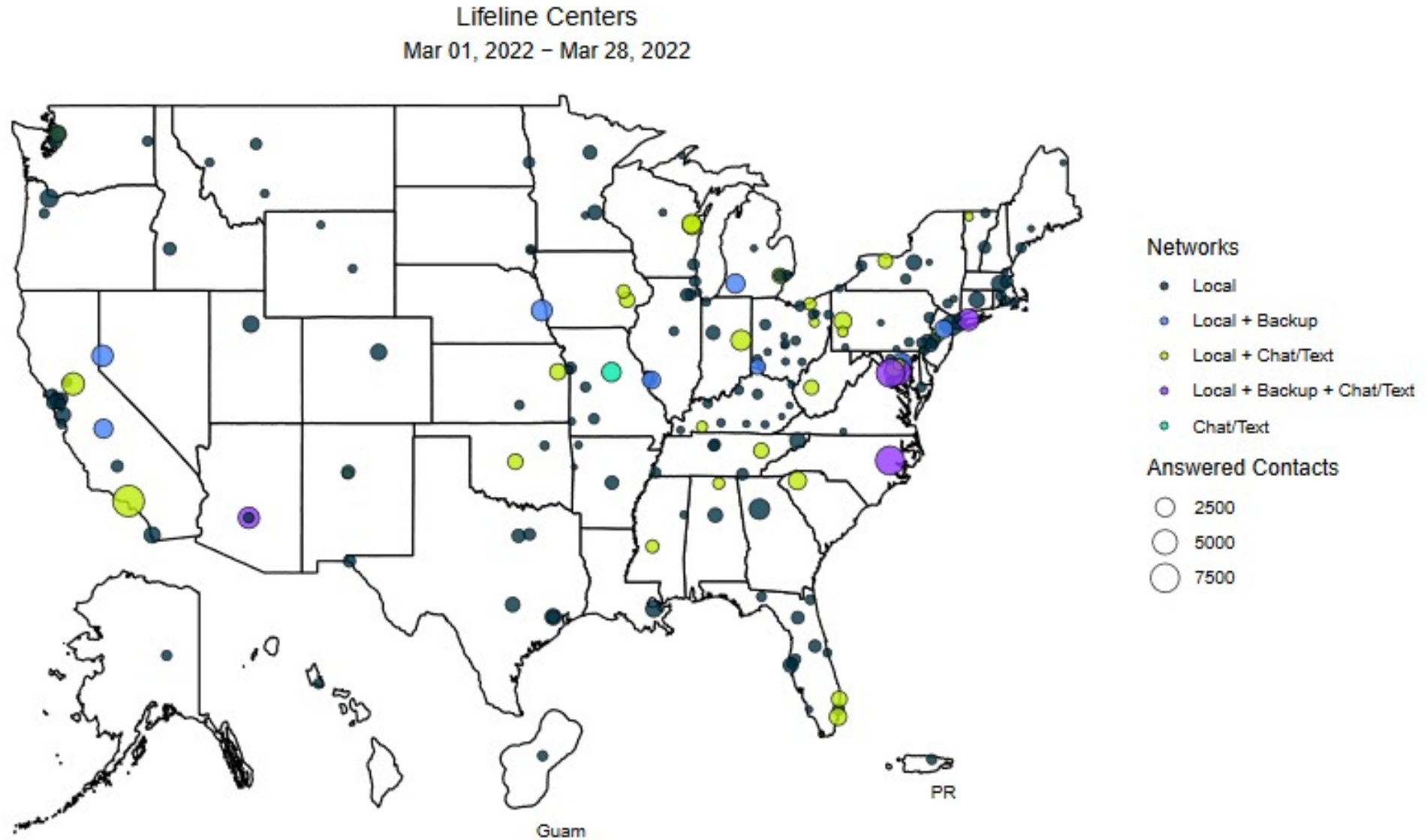


988 24/7 Crisis & Support



Snapshot of the Lifeline Network

988



When You
Contact
988

You don't
have to say
**Who you are or
Where you are.**



You will get
support from a
trained **Crisis
Counselor.**

Call or text 988,
or chat
988Lifeline.org

There is Hope.



988 SUICIDE & CRISIS
LIFELINE



About
98%
of people who contact
the 988 Lifeline
are helped by the crisis counselor,
resources shared or community connections made
(without involvement of 911) during the call/text/chat.

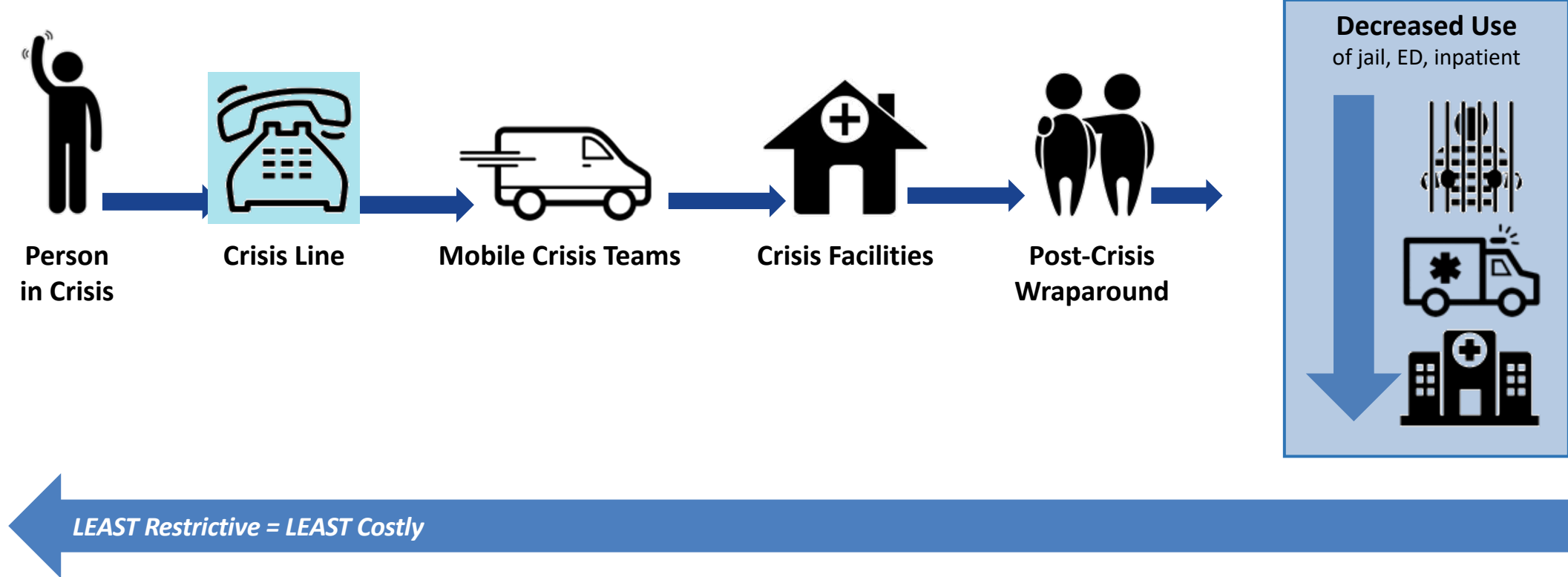


About
1%
of people who contact
the 988 Lifeline
agree to have their
crisis counselor call 911
because of serious risk to life.

In fewer than
1%
of 988 Lifeline
contacts,
the crisis counselor must
call 911 without consent
because of serious risk to life.

*Based on data from Jan—July 2022.

Crisis Contact Centers as an Essential Component of a Broader Crisis Continuum





2021-08-01 to 2021-08-31

Lifeline Network Contacts (Excludes VCL*): 248,252

	Calls	Chats	Texts	Total
Routed	171,861	71,115	5,276	248,252
Answered	141,445 (82%)	21,015 (30%)	3,350 (63%)	165,810 (67%)
Abandoned	30,416 (18%)	50,100 (70%)	1,926 (37%)	82,442 (33%)
ASA	00:00:52	00:10:04	00:23:47	00:02:30
Avg Contact Time	00:12:42	00:26:38	00:52:25	00:15:16

2022-08-01 to 2022-08-31

Lifeline Network Contacts (Excludes VCL*): 361,140

	Calls	Chats	Texts	Total
Routed	256,398	64,115	40,627	361,140
Answered	216,184 (84%)	61,952 (97%)	39,912 (98%)	318,048 (88%)
Abandoned	40,214 (16%)	2,163 (3%)	715 (2%)	43,092 (12%)
ASA	00:00:36	00:00:34	00:01:25	00:00:42
Avg Contact Time	00:11:31	00:22:25	00:52:50	00:18:49

A transformative moment for the crisis care system in the U.S.



Short-term goal

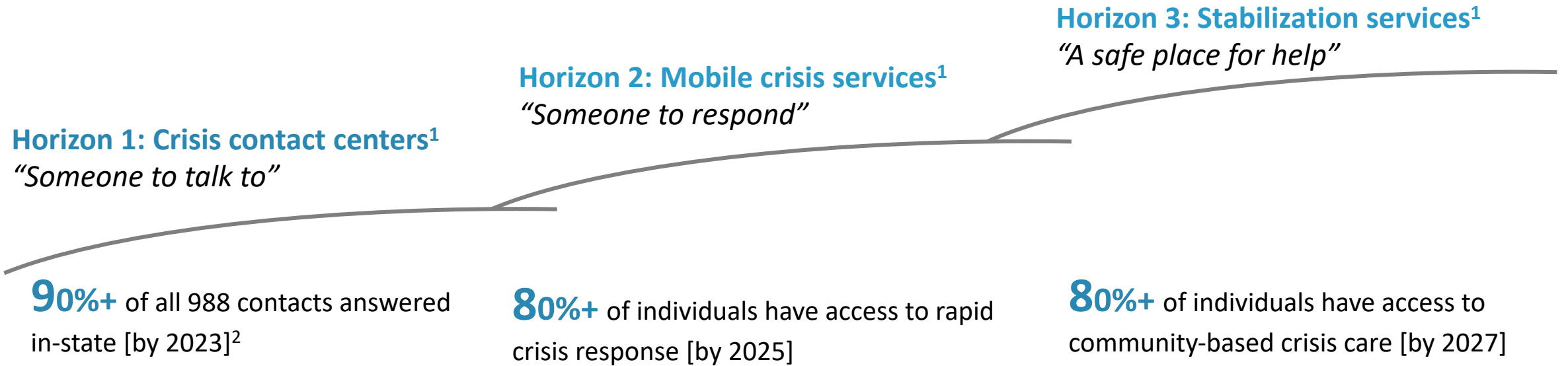
A strengthened and expanded Lifeline infrastructure to respond to crisis calls, texts, and chats anytime

Long-term vision

A robust system that provides the crisis care needed anywhere in the country

Vision for 988 & Crisis Services

988



Underlying principles

Provide individuals experiencing **suicidal, mental health, and substance use crises**, and their loved ones, with caring, accessible, and high-quality support

Ensure **integrated services are available** across the crisis care continuum, supported through strong partnerships (e.g., State, Territorial, Tribal, Federal)

Provide **“health first”** responses to behavioral health crises and ensure connection with appropriate levels of care

Integrate **lived experiences of peers** and support for **populations at high risk of suicide**, such as Veterans, LGBTQ, BIPOC, youth, & people in rural areas

Advance **equitable access to crisis services** for populations at higher risk of suicide, with a focus on Tribes and Territories

1. Inclusive of intake, engagement, and follow-up

2. Proportion may differ with chat/text vs. calls; “contacts answered” is defined as connected with a trained responder



Tier 1 24/7 crisis call centers / "Someone to talk to"

Crisis call centers will be staffed by those trained in responding to behavioral health crises, coordinate services, and dispatch mobile crises.



Tier 2 Mobile crisis teams / "Someone to respond"

Mobile crisis teams will be staffed by trained behavioral health professionals and peer support specialists who have the skills to deescalate, engage people in need, and connect them with and/or transport them to appropriate services.



Tier 3 Crisis stabilization programs / "Somewhere to go"

Crisis stabilization programs will be able to diagnose and provide stabilization services with a recovery-oriented perspective. If needed, stabilization will provide follow-up care and ensure a warm hand-off to other necessary services.

SAMHSA Investments to Improve Local Capacity

988

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

Home » [Newsroom](#) » [Press Announcements](#) f t e

Newsroom	HHS Announces Critical Investments to Implement Upcoming 988 Dialing Code for National Suicide Prevention Lifeline
Coronavirus (COVID-19)	<u>Monday, December 20, 2021</u>
SAMHSA Blog	<i>American Rescue Plan Funding Will Support State Efforts to Transform Suicide and Mental Health Crisis Care</i>
Media Guidelines for Bullying Prevention	Today the Department of Health and Human Services, through its Substance Abuse and Mental Health Services Administration (SAMHSA), will make critical investments in suicide prevention and crisis care services, announcing \$282 million to help transition the National Suicide Prevention Lifeline  exit disclaimer icon from its current 10-digit number to a three-digit dialing code – 988.
Press Announcements	In 2020, Congress designated the new 988 dialing code to be operated through the existing National Suicide Prevention Lifeline. Converting to this easy-to-remember, three-digit number will strengthen and expand the existing Lifeline network, providing the public with easier access to life-saving services. The Lifeline currently helps thousands of people overcome crisis situations every day. The 988 dialing code will be available nationally for call, text or chat beginning in July 2022.
Statements	
Logo Use Guidelines	

ONE-STOP-SHOP FOR 988 RESOURCES

- URL: www.samhsa.gov/988
- ABOUT 988
- PARTNER TOOLKIT
- DATA
- LIFELINE HISTORY
- MORE TO COME OVER TIME

The screenshot shows the SAMHSA 988 Suicide and Crisis Lifeline webpage. At the top, it features the SAMHSA logo and navigation links for Home, Site Map, and Contact Us. A search bar is also present. Below the navigation, there are links for Find Treatment, Practitioner Training, Public Messages, Grants, Data, Programs, Newsroom, About Us, and Publications. The main content area is titled "988 Suicide and Crisis Lifeline" and includes a large image of a person's face with the "988 SUICIDE + CRISIS LIFELINE" text. The page is organized into several sections: "Find Treatment" (with links for Alcohol, Tobacco, and Other Drugs; Overdose and Drug Use; Behavioral Health Treatment and Services; Behavioral Health Treatment Services Locator; Disaster Distress Helpline; Implementing Behavioral Health Crisis Care; Mental Health and Substance Use Disorders; SAMHSA's National Helpline; 988 Suicide and Crisis Lifeline; 988 Key Messages; Lifeline Timeline; 988 FAQs; 988 Partner Community; Early Serious Mental Illness Treatment Locator; Recovery and Recovery Support; Buprenorphine Practitioner & Treatment Program Locator; Opioid Treatment Program Directory; Substance Abuse and Mental Health Prevention; Veterans Crisis Line; and Drug-Free Workplace), "Need Support Now?" (with a call to action to call or text 988-273-8255 or visit the National Suicide Prevention Lifeline chat), "About 988" (with a description of the new 988 dialing code and a link to the FY 21 Appropriations Report to Congress), "988 Partner Toolkit" (with a description of the toolkit and links to Key Messages, Frequently Asked Questions, and 988 Factsheet PDF), "The Data: Urgent Realities" (with a description of suicide statistics and links to SAMHSA's National Survey on Drug Use and Health (NSDUH) and CDC's Suicide and Self-Harm Injury Data for the U.S.), "The Lifeline" (with a description of the 24/7 support and a link to The Lifeline's History), "988 Newsroom" (with a link to HHS Announcement of Critical Investments to Implement Upcoming 988 Dialing Code for National Suicide Prevention Lifeline and a link to 988 State and Territory NCOI Pre-Application Informational Webinar), and "Partners" (with links to Federal Communications Commission, U.S. Dept. of Veterans Affairs, U.S. Surgeon General, and Centers for Disease Control and Prevention).



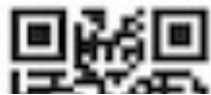
There is hope



Talk with us.



If you or someone you know
needs support now,
call or text 988
or
chat [988lifeline.org](https://www.988lifeline.org)



Questions for SAMHSA?
988Team@samhsa.hhs.gov

- National Guidelines for Behavioral Health Crisis Care Best Practice Toolkit
<https://www.samhsa.gov/sites/default/files/national-guidelines-for-behavioral-health-crisis-care-02242020.pdf>
- Crisis Services: Meeting Needs, Saving Lives
https://store.samhsa.gov/product/crisis-services-meeting-needs-saving-lives/PEP20-08-01-001?referrer=from_search_result
- National Association of State and Mental Health Program Directors (NASMHPD)
<https://www.nasmhpd.org/content/988-transforming-crisis-systems-resources>
<https://www.nasmhpd.org/content/tac-assessment-papers>

Additional Resources

- Suicide Prevention Resource Center
<https://sprc.org/988>
- Veterans Crisis Line
<https://www.veteranscrisisline.net/about/how-it-works/>
- SAMHSA 988 Suicide & Crisis Lifeline
<https://www.samhsa.gov/find-help/988>
- Vibrant Emotional Health & 988
<https://www.vibrant.org/988/>
- 988 Crisis Jam Learning Community
<https://talk.crisisnow.com/learningcommunity/>
- MHTTC 988 and Crisis Services
<https://mhttcnetwork.org/centers/global-mhttc/988-and-crisis-resources>
- A Guide to 988: America's Suicide Prevention and Mental Health Crisis Lifeline
<https://mhttcnetwork.org/sites/mhttc/files/2022-04/988%20Guide.pdf>

Question and Answer



Evaluation Information

The MHTTC Network is funded through SAMHSA to provide this training. As part of receiving this funding we are required to submit data related to the quality of this event.

At the end of today's training please take a moment to complete a **brief** survey about today's training.



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or just want to watch one again?

Access all of our recorded webinars!

The recording of this webinar will be made available in the Northeast and Caribbean Products & Resources Catalog on our website. To view this and all previously recorded webinars that are currently available go to the link below. Check back often as new additions are always being added.



**Please allow 14 business days for all recordings to be made available.*

Certificate of Completion

A Certificate of Completion will automatically be emailed to all online participants within 7 days of webinar broadcast.

Connect With Us

Phone: (908) 889-2552

Email: northeastcaribbean@mhttcnetwork.org

Website: <https://mhttcnetwork.org/centers/northeast-caribbean-mhttc/home>

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Twitter: @necmhttc

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Northeast and Caribbean (HHS Region 2)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

SAMHSA
Substance Abuse and Mental Health
Services Administration



MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

The purpose of the MHTTC Network is technology transfer - disseminating and implementing evidence-based practices for mental disorders into the field.

Funded by the Substance Abuse and Mental Health Services Administration (SAMHSA), the MHTTC Network includes 10 Regional Centers, a National American Indian and Alaska Native Center, a National Hispanic and Latino Center, and a Network Coordinating Office.

Our collaborative network supports resource development and dissemination, training and technical assistance, and workforce development for the mental health field. We work with systems, organizations, and treatment practitioners involved in the delivery of mental health services to strengthen their capacity to deliver effective evidence-based practices to individuals. Our services cover the full continuum spanning mental illness prevention, treatment, and recovery support.

CONNECT WITH US



MHTTCnetwork.org



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[MHTTC News](#)

Be a Lifeline



Do you know someone in crisis?

You can be a lifeline & help support them!

Here are five steps you can take that are known to help:

1. ASK:

Are you thinking about suicide? How do you hurt? How can I help?

2. BE THERE:

In person or on the phone. Show support. Listen. Keep promises to connect.

3. HELP KEEP THEM SAFE:

If the person in crisis is suicidal, details matter: Do they have a plan, or ideas about timing or method? You can call 988 to support their crisis care.

4. HELP THEM CONNECT:

When someone is in crisis, connecting them with ongoing supports can help establish a safety net. Remind them they can call, text or chat 988 to connect with a trained crisis counselor 24/7.

5. FOLLOW UP:

After the immediate crisis is over, check in. That text or call afterwards makes a real difference.

