



# 988 and Public Health: Serving Those in Crisis

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Presented by  
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# What is 988?

## FUNDED BY SAMHSA

The 988 Suicide & Crisis Lifeline (988 Lifeline) is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and administered by Vibrant Emotional Health. The Lifeline launched in 2005.

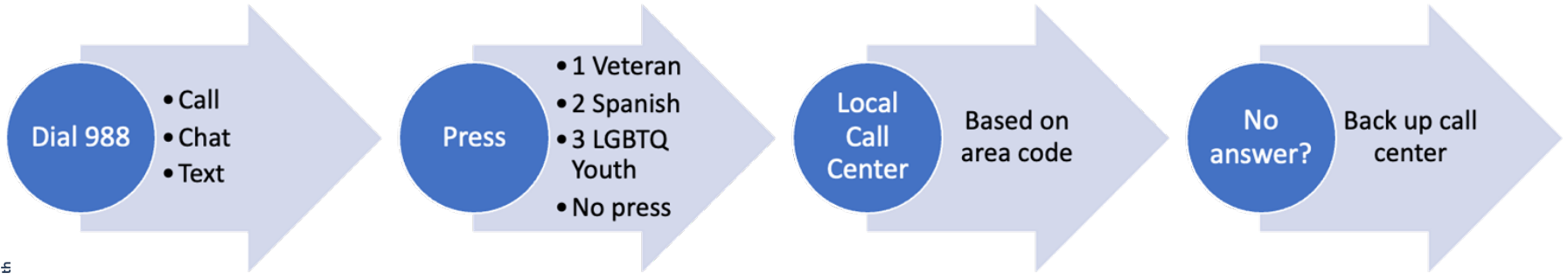
## 24/7

The 988 Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States.



A LOOK

# How does it work?



What do the stats tell us  
about suicide?

# Current State

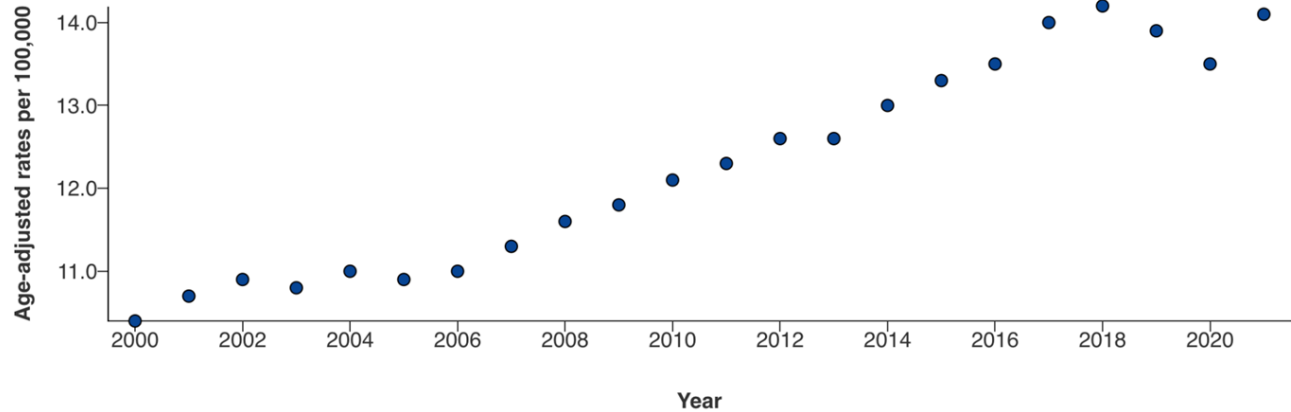


America is experiencing a mental health crisis.

- 48,183 Americans died by suicide in 2021.
- Making it the 11th leading cause of death in the U.S.
- 90% of those who died by suicide had a diagnosable mental health condition at the time of their death.
- Second leading cause of death for individuals aged 10 -24; Fifth for ages 35-54
- 22% of Americans experienced a mental illness in 2021
- Depression is a leading cause of disability worldwide

# Suicide Rates

Suicide rates increased 37% between 2000-2018 and decreased 5% between 2018-2020. However, rates nearly returned to their peak in 2021.



(CDC, 2023)

# Disparities in Suicide



988 + Vibrant

Some groups have disproportionately high rates of suicide/attempts.

The suicide rate among females increased 4% in 2021 (CDC, 2023)

The suicide rates for males was three to four and a half times the rate for females during the 2001-2021 period (CDC, 2023).

The suicide death rate amongst black youth has been found to be increasing faster than other racial/ethnic group. (CBCF, 2019)

LGBTQ youth are four times more likely to make a suicide attempt than their peers (Trevor Project, 2021)

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# Epidemic of Loneliness



## Surgeon General Advisory (2023)

- Expensive (6.7 Billion annually in Medicaid spending)
- Highest rates of social isolation
- Hypertension Risk
- Chronic loneliness and social isolation can increase the risk of developing dementia by approximately 50% in older adults.

## CDC (2021)

- Social isolation significantly increased a person's risk of premature death from all causes
- Poor social relationships (characterized by social isolation or loneliness) was associated with a 29% increased risk of heart disease and a 32% increased risk of stroke.
- Loneliness was associated with higher rates of depression, anxiety, and suicide.
- Loneliness among heart patients significantly increased the risk of death

# Social Connection

## Structure

The number of relationships, variety of relationships (e.g., co-worker, friend, family, neighbor), and the frequency of interactions with others.

## Function

The degree to which others can be relied upon for various needs.

## Quality

The degree to which relationships and interactions with others are positive, helpful, or satisfying (vs. negative, unhelpful, or unsatisfying).



How is 988 doing?

2023-05-01 to 2023-05-31

Total Contacts: 469,023

Routed Calls to VCL: 66,529

Lifeline Network Contacts (Excludes VCL\*): 402,494

	Calls	Chats	Texts	Total
Routed	262,920	68,507	71,067	402,494
Answered	235,292 (89%)	66,954 (98%)	70,534 (99%)	372,780 (93%)
Abandoned	27,628 (11%)	1,553 (2%)	533 (1%)	29,714 (7%)
ASA	00:00:31	00:00:35	00:00:49	00:00:35
Avg Contact Time	00:13:20	00:22:26	00:49:01	00:21:43

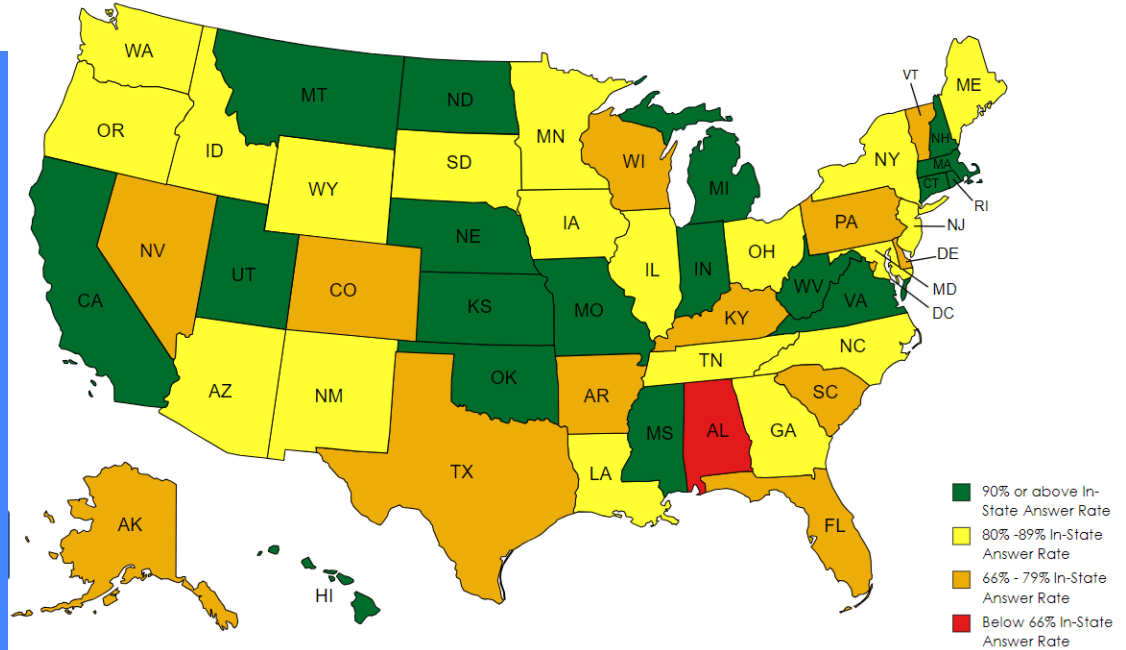
\*Additional detail concerning VCL calls is only available from the VA

The 988 Lifeline answered **159,040 more** contacts (calls, chats and texts) and significantly improved how quickly contacts were answered.

The average speed to answer across all contacts decreased from 140 seconds to **35 seconds**.

In May 2023 vs. May 2022, **calls answered increased by 45%, chats answered increased by 52%, and texts answered increased by 938%**.

# 988 State Trend





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Thank you!