



DELAWARE DEPARTMENT OF HEALTH AND SOCIAL SERVICES
DIVISION OF SUBSTANCE ABUSE AND MENTAL HEALTH

988
SUICIDE
& CRISIS
LIFELINE

988 in Delaware

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ASSOCIATE DEPUTY DIRECTOR, REPH
DSAMH

SEOW MEETING
AUGUST 22, 2023



Agenda



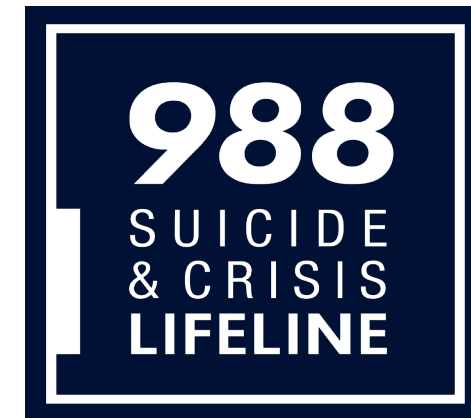
- What is 988 and why does it matter?
- How does Delaware implement 988?
- The Big Picture: Strengthening the Crisis Continuum



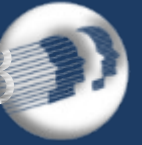
988: One-Year Anniversary



On July 16, 2022, the National Suicide Prevention Lifeline (1-800-273-8255) transitioned to an easy-to-remember, three-digit number (988).



Development of the National Suicide Prevention Lifeline & 988



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)**

2015

Disaster Distress Helpline was incorporated into Lifeline cooperative agreement

2020

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

2021

988 Planning Grants awarded to all 50 states & territories

2005

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

2013

Lifeline began incorporating **chat service** capability in select centers

2020

Lifeline began incorporating **texting** service capability in select centers

2020

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

2022

988 soft launch Telecom companies to route 988 to the Lifeline by July 16.



SAMHSA Five-year Vision for 9-8-8

2023



Horizon 1: Crisis Contact Centers

"Someone to call"

90%+ of all 9-8-8 contacts answered in-state by 2023.

2025



Horizon 2: Mobile Crisis Services

"Someone to respond"

80%+ of individuals have access to rapid crisis response by 2025.

2027



Horizon 3: Stabilization Services

"A safe place to go for crisis care"

80%+ of individuals have access to community-based crisis care by 2027.

Why Mental Health Crisis Continuum Expansion is Timely



National suicide rate rose by 30% from 2000 to 2020.

In Delaware, someone dies by suicide every 3 days.

Youth suicidal ideation & attempts increased during the COVID-19 pandemic.

For every person who died of suicide, **316** people seriously considered it.

Nearly a quarter of people killed by police had a known mental health illness.

13th leading cause of death in Delaware

3rd leading

cause of death for ages 10-24

3rd leading

cause of death for ages 25-34

4th leading

cause of death for ages 35-44

7th leading

cause of death for ages 45-54

10th leading

cause of death for ages 55-64

18th leading

cause of death for ages 65+

Source: American Foundation for Suicide Prevention

Suicide Death Rates

	Number of Deaths by Suicide	Rate per 100,000 Population	State Rank
Delaware	124	12.14	42
Nationally	45,979	13.48	

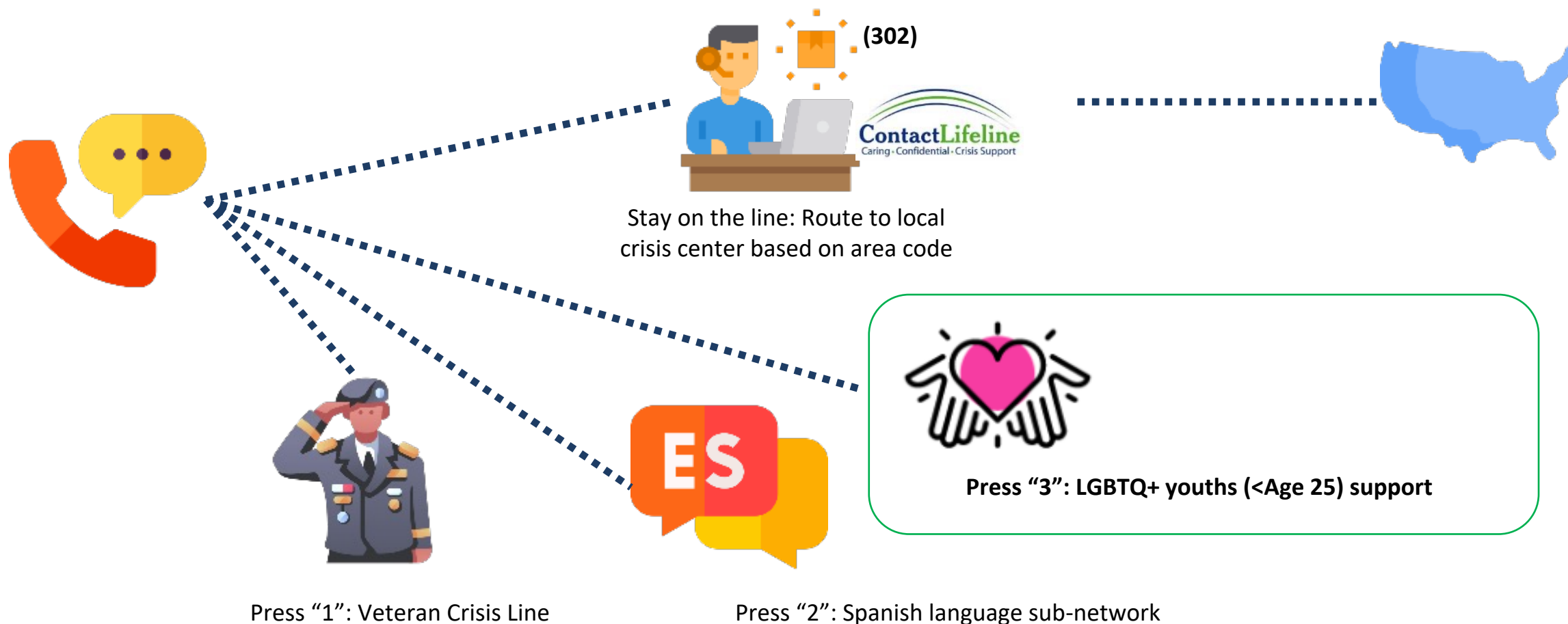
See full list of citations at afsp.org/statistics.



How 988 Works (New “Press 3” Option)

988 SUICIDE & CRISIS
LIFELINE

24/7 CALL, TEXT, CHAT



How 988 Works (Text & Chat)



<https://988lifeline.org/chat/>

What Happens When I Chat or Text with the Lifeline?

1. First, you'll see a wait-time message while we connect you to a crisis counselor.

2. If demand is high, you can always look at our "Helpful Resources" below, or call the Lifeline at 988.

3. A counselor will answer your chat or text.

4. This person will listen to you, understand how your problem is affecting you, provide support, and share resources that may be helpful.

**Your conversations are
free and confidential.**



Pre-Chat Survey



- ☐ Zip Code
- ☐ Name/Alias
- ☐ Age
- ☐ Gender Identity
- ☐ Transgender
- ☐ Main Concern
- ☐ Thoughts of Suicide
- ☐ How Upset Are you (1-5)
- ☐ Phone Number (Optional)

How 988/Lifeline works differently from 911

911	988
911 is nationally known number to receive emergency calls and send first responders for fire, ambulance, and police responses.	The new 988 number connects individuals in mental health crisis with a mental health counselor.
911 operator takes the call and dispatches police, fire, or ambulance within seconds.	Most 988 calls will be resolved by phone/text/chat. Only 5-10% of calls require dispatching a mobile crisis team.
A typical 911 call lasts less than a minute.	A typical 988 call lasts about 16 minutes.
No required follow-up post-incident.	People with higher risk for suicide can consent to a follow-up call within 24-72 hours from a crisis counselor to discuss next steps and resources.



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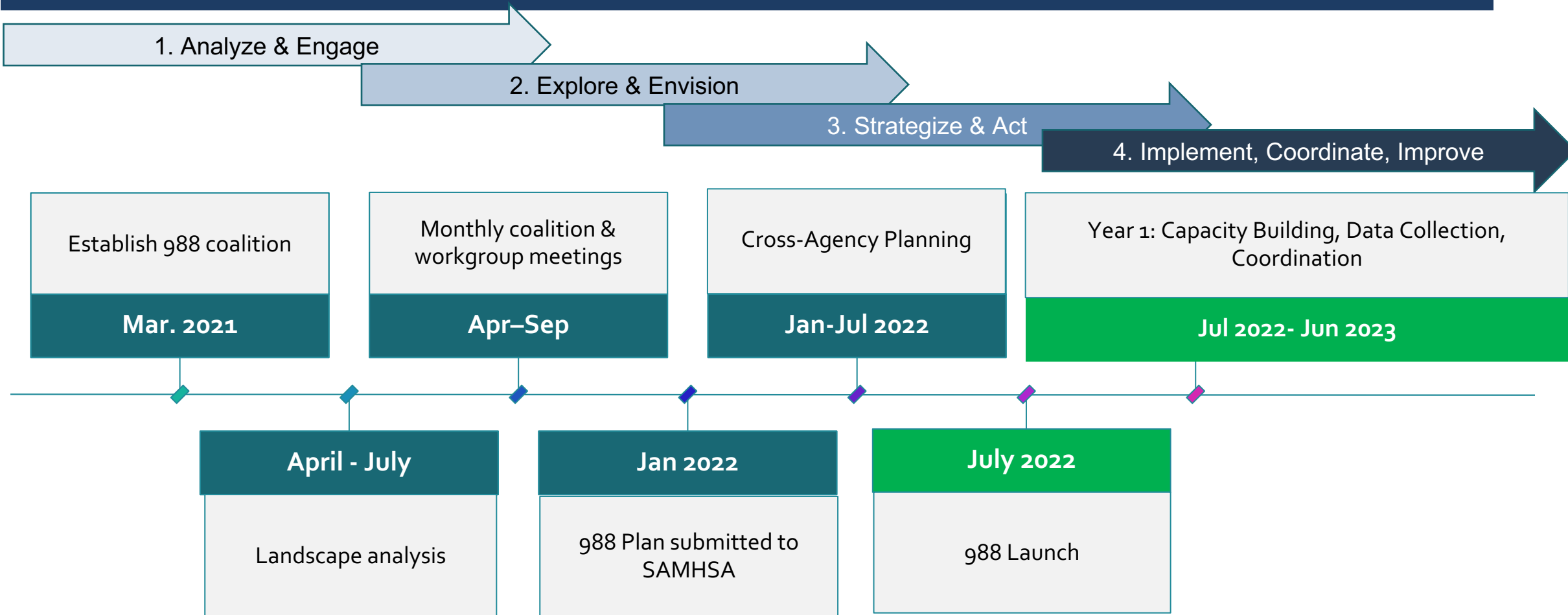
HB 160 Signed into Law: August 2023



- 988 Telecom Surcharge (\$.60)
- BH Crisis Services Intervention Board
- BH Crisis Intervention Services Fund



Delaware 988 Planning Process



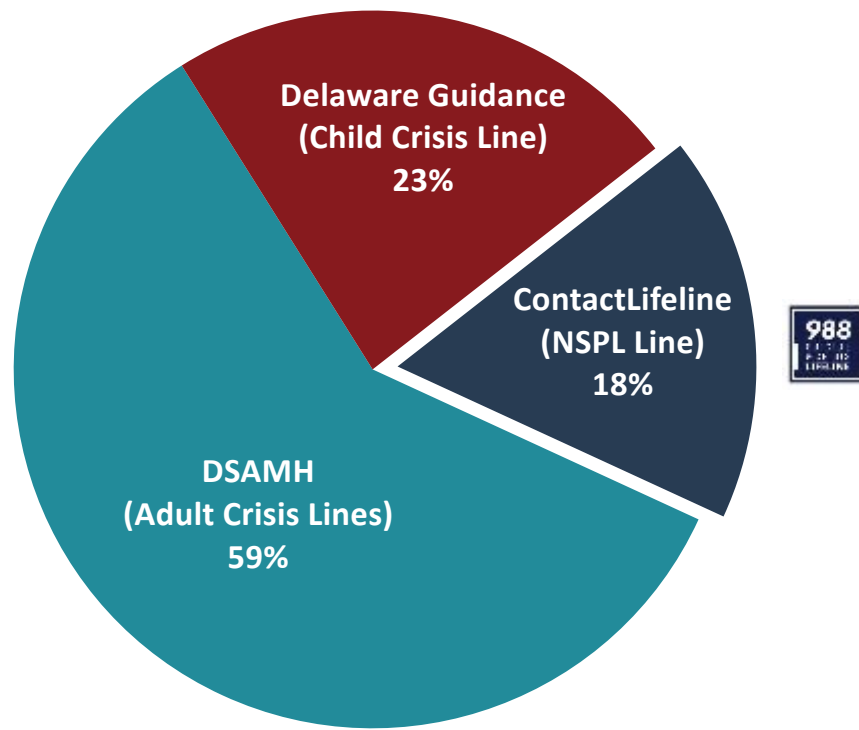
988 PLANNING COALITION



Behavioral Health Crisis Call Volume in Delaware



BEHAVIORAL HEALTH CRISIS CALLS, 2022



ENTITY	CALLS in 2022	PER MONTH
ContactLifeline (NSPL line)	4,166	347
DSAMH Adult Crisis Lines	14,159	1,180
Child Crisis Line	5,589	466
Total	23,914	1,993

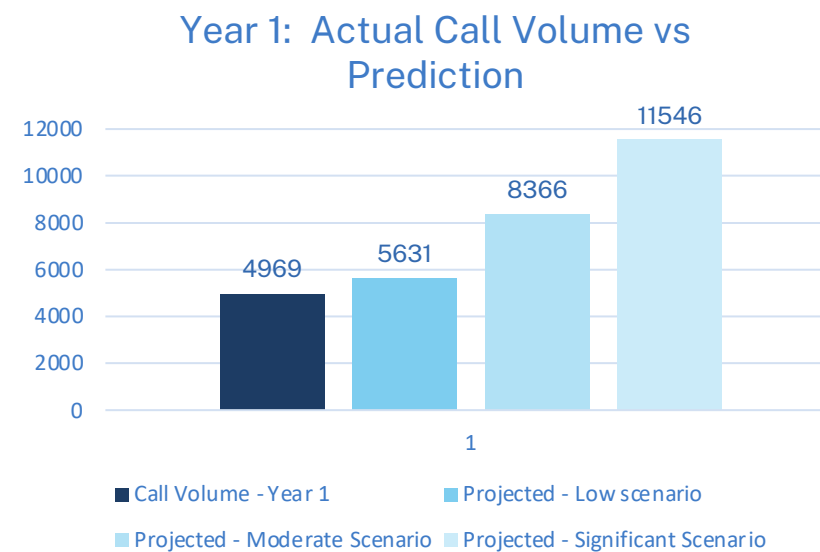
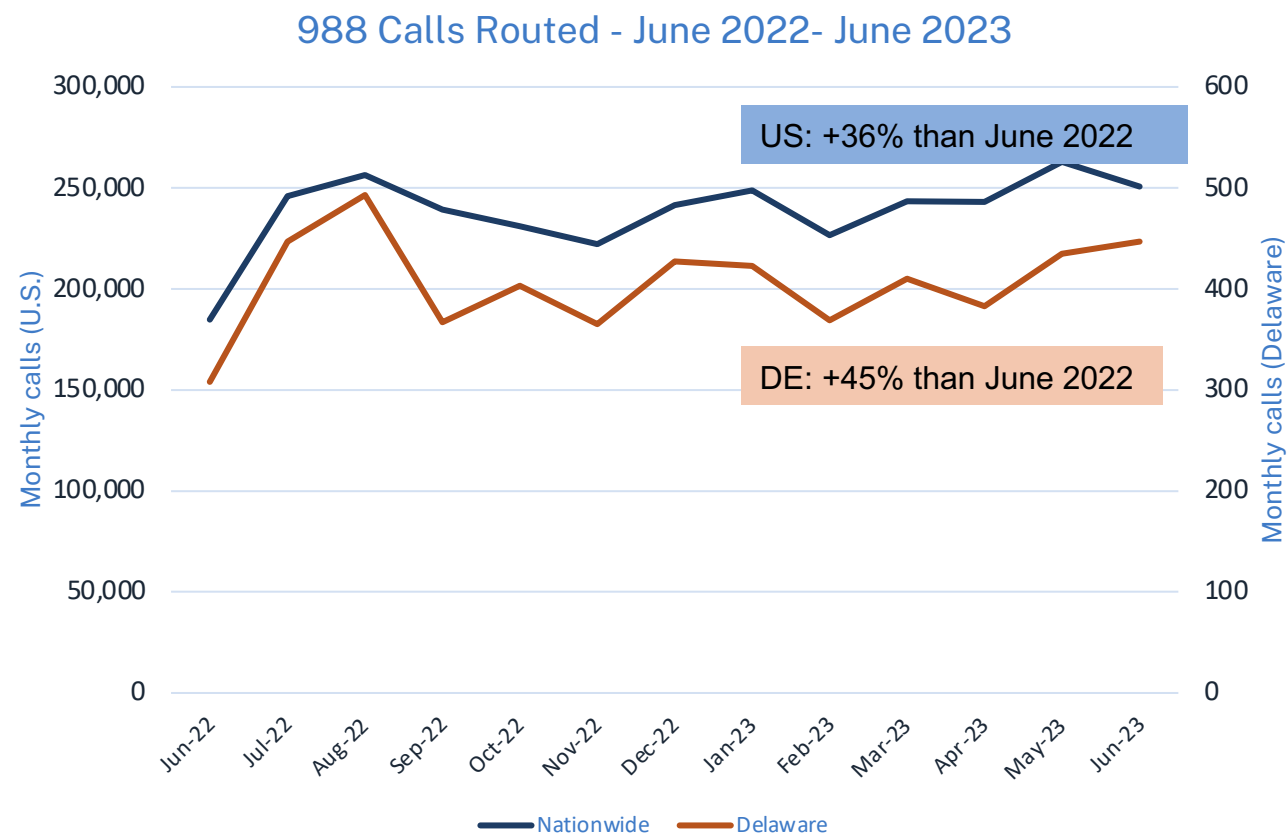
Predicted 988 volume in Year 1:

Calls: 9,300 (range 6,000-11,000)

Chats & Texts: 6,600

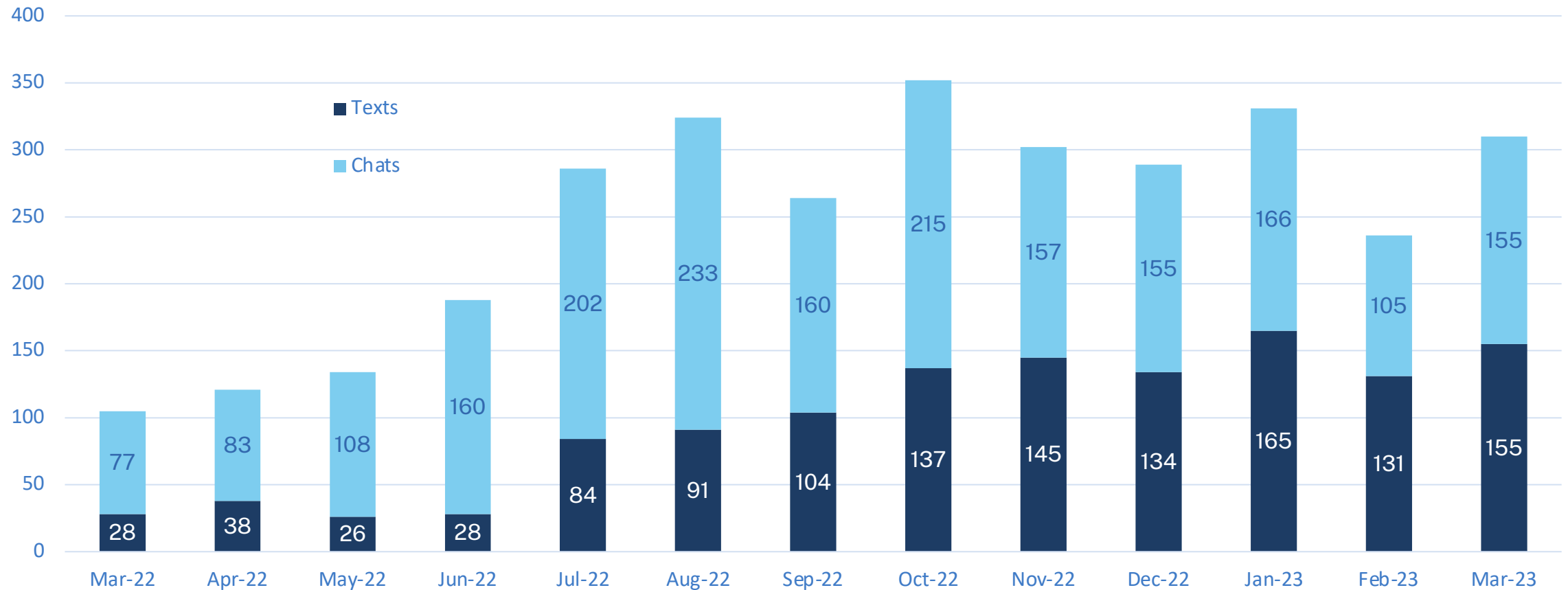


Year 1: 988 Call Volume



Trends in Text/Chat originating in Delaware*

(*based on area code for texts, self-indicated zip code for chat)



Future State: Statewide BH Crisis Communication Center (BHCCC)



A caller dials
988
1-800-273-TALK
1-800-652-2929
1-800-345-6785



The call is
answered by an
intake specialist



A warm handoff if made to a
crisis intervention specialist
or an appropriate agency
and if necessary, a mobile
crisis team is dispatched

Year 0: 2022-2023

- Accreditation & onboard as 988 center
- 988 legislation
- Tech platform
- Implementation plan

Year 1: 2023-2024

- Go live as 988 backup center
- Onboard/train
- Clinical protocols
- Consolidate crisis numbers

Year 2: 2024-2025

- Interagency MOUs
- 911/988 protocol
- QI oversight
- Baseline KPIs/dashboard
- Marketing campaign

Year 3: 2025-2026

- Crisis system full implementation
- Monitoring & improvement



988 Communications

- DHSS 988 Website Launched: **DE.gov/988**
- “Preparing for 988 in Delaware” factsheets
- Briefings (in-person, virtual, written)
- E-Newsletters (Winter 2022, Spring 2023)
- 988 Promo Material
- (Coming Soon) 988 Public Campaign



Wallet Cards



Stickers



Note Cards



Posters



No Wrong Door:

All existing crisis services in Delaware will continue

Contact Lifeline (NSPL):

1-800-262-9800 or 988

Adult Crisis Intervention Services (CIS)

1-800-652-2929 (Northern DE)

1-800-345-6785 (Southern DE)

Delaware Hope Line

1-800-9-HOPEDE

Youth Crisis Support

1-800-969-4357

Crisis Text Line

Text DE to 741-741



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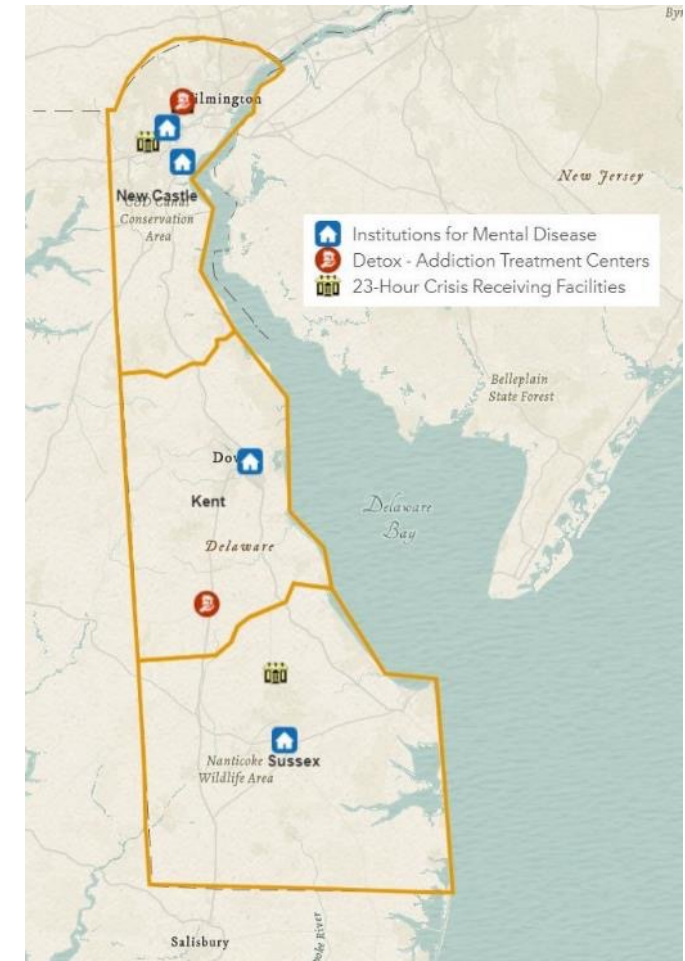
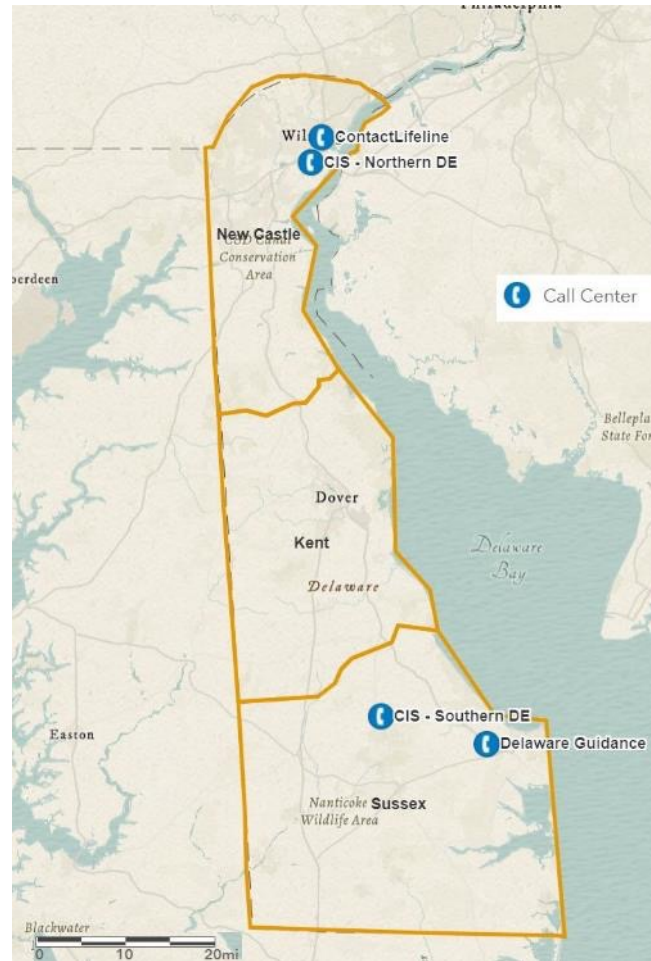


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Crisis Service Assets in Delaware

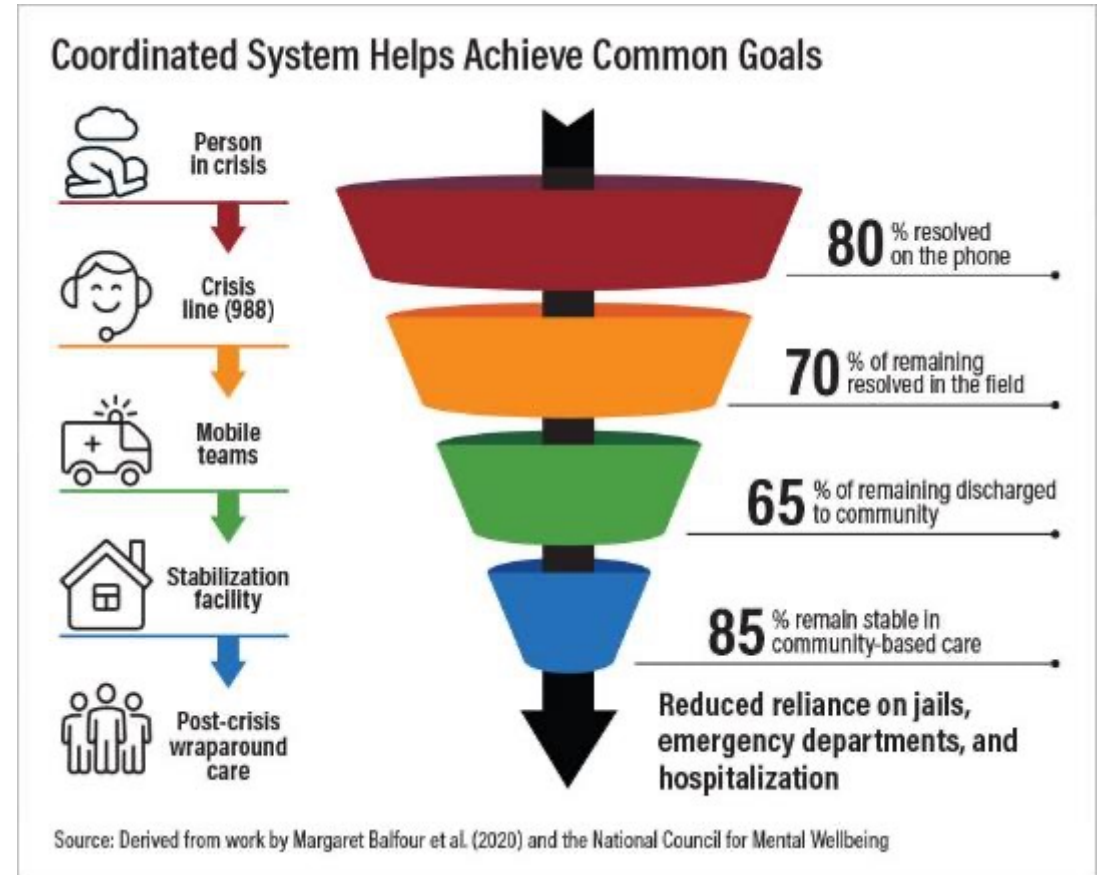
- 24/7 Crisis Call Centers
 - ContactLifeline/988
 - Adult crisis (DSAMH - CIS)
 - Youth crisis (DGS)
- Mobile Crisis Teams
 - Adult crisis (DSAMH - CIS)
 - Youth crisis (DGS)
- Crisis Receiving Facilities
 - 23-hr crisis beds
 - IMD (psych hospitals)
 - Emergency rooms



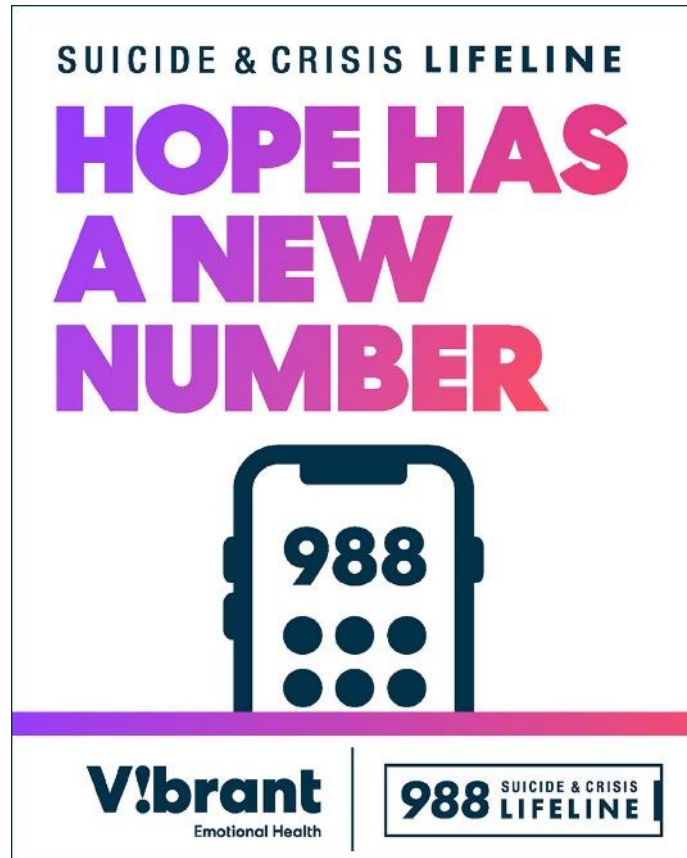
National Guidelines for Behavioral Health Crisis Care Continuum



Source: Crisis Now/National Association of State Mental Health Program Directors (NASMHPD)



Thank You for Being a Delaware 988 Partner!



Resources

- Delaware 988 website: de.gov/988
- 988 Partner Toolkit: Including Printable Materials and Social Media Shareables.
<https://www.samhsa.gov/find-help/988/partner-toolkit>
- 988 Crisis Learning Community Jam
<https://talk.crisisnow.com/>





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Questions?

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