988
SUICIDE & CRISIS LIFELINE
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.
New York’s Mental Health Crisis

DEATHS BY SUICIDE, 2020

12th leading cause of death in New York

2nd leading cause of death for ages 10-34
4th leading cause of death for ages 35-54
9th leading cause of death for ages 55-64
18th leading cause of death for ages 65+

Suicide Death Rates

<table>
<thead>
<tr>
<th></th>
<th>Number of Deaths by Suicide</th>
<th>Rate per 100,000 Population</th>
<th>State Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>New York</td>
<td>1,723</td>
<td>8.28</td>
<td>49</td>
</tr>
<tr>
<td>Nationally</td>
<td>48,344</td>
<td>14.21</td>
<td></td>
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</tbody>
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DRUG OVERDOSE MORTALITY, 2020

In 2020, New York State’s rate of drug overdose mortality was 25.4%, an increase from the previous year’s rate of 18.2%

Opioid related overdose deaths increased by 44% from the past year (an average of nearly 12 resident deaths every day in 2020)

The regions with the highest ED visits and hospitalizations for opioid related overdoses were the five NYC boroughs, Suffolk County, Nassau county, Monroe County, Erie County, and Onondaga County
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

2020
FCC designates 988 as new three-digit number for suicide prevention and mental health crises

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

2022
988 transition complete July 16, 2022

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

2001 2007 2015 2022

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2021
2022
What happens when you chat with the Lifeline?

First, you are provided with a pre-chat survey.

Then, you will see a wait time message while being connected to a counselor. During this time, you can access the helpful resources section.

If the wait is longer than expected, people can choose to call or text the Lifeline at 988. The busiest time for online chatting is usually between 10:00 PM EST and 2:00 AM EST.

Once connected to a counselor, they will listen to you, understand how your problem is affecting you, provide support, and share resources that may be helpful.

Chat options are currently only available in English.

The Lifeline chat software provider ensures all communications are securely encrypted.

Helpful Resources

Explore these resources while you wait.

- Get Resources for Yourself
- Get Resources for Someone Else
- Read Stories of Hope & Recovery
- #BeThe1To

Your conversations are free and confidential.
Chatting with the Lifeline

PRE-CHAT SURVEY

What is your gender identity (how do you define yourself)? *
- Girl/Woman
- Boy/Man
- Genderqueer
- Genderfluid
- Non-binary
- Third gender
- Two spirit
- Gender nonconforming
- Agender
- I'm not sure what my gender identity is (Questioning)
- I'm not sure
- Decline to answer

Do you identify as transgender? *
- Yes
- No
- I'm not sure
- Decline to answer

Do you have thoughts of suicide? *
- Yes - Current (within the past 24 hours)
- Yes - Recent Past (within the past two months)
- No
- A gender not listed here
  Please clarify

What is your main concern? *
- Addictions
- Anxiety
- Bullying
- Depression
- Discrimination
- Eating Disorder
- Family Issues
- Financial Issues
- Social Issues
- Problems in School
- Relationship Issues
- Physical, Sexual, and/or Emotional Abuse
- Physical Health
- Self Harm
- Sexuality
- Someone else's safety
- Violence
- Other
  Please clarify

On a scale of 1-5: How upset are you? *
- 1 = I'm doing OK
- 2 = A little upset
- 3 = Moderately upset
- 4 = Very upset
- 5 = Extremely upset

Your crisis counselor may request to check in with you after this conversation. At what phone number or email address may we reach you? (Optional)

Survey is used to improve efficiency, so counselors can support the person as soon as their conversation starts.
What Happens When You Call the Lifeline?

FIRST, YOU WILL HEAR AN AUTOMATED MESSAGE TELLING YOU THAT YOU HAVE REACHED THE NATIONAL SUICIDE PREVENTION HOTLINE. IT WILL GIVE YOU ADDITIONAL OPTIONS WHILE YOUR CALL IS ROUTED TO YOUR LOCAL LIFELINE NETWORK CENTER.

• Press 1 to connect with the Veterans Crisis Line
• Press 2 to connect with the Spanish Subnetwork
• Remain on the line and be connected to a local crisis center (based on your area code); if local crisis center is unable to answer, the caller is routed to a national backup center

YOU WILL THEN HEAR BACKGROUND MUSIC WHILE WAITING TO GET CONNECTED TO A SKILLED, TRAINED CRISIS WORKER

A TRAINED CRISIS WORKER WILL ANSWER THE PHONE

THE CRISIS WORKER WILL LISTEN TO YOU, UNDERSTAND HOW YOUR PROBLEM IS AFFECTING YOU, PROVIDE SUPPORT, AND GET YOU THE HELP YOU NEED

Live crisis center phone services are provided in English and Spanish. Additionally, Language Line Solutions can be used to provide translation services in over 250 additional languages.

The lifeline serves teletype (TTY) users either through their preferred relay services or by dialing 711 then 1-800-273-8255. It is in the process of expanding to video phone service to better serve deaf or hard of hearing individuals.

Lifeline Center calls are free and confidential, and we’re available 24/7.
What Happens When You Text the Lifeline?

YOU WILL TEXT A MESSAGE TO “988”

NEXT, YOU WILL BE RECEIVE TWO MESSAGES-- A DIRECT LINK TO VETERENS CRISIS LINE AND A LINK TO TERMS AND SERVICES

ONCE YOU ACCEPT THE TERMS AND SERVICES, YOU REPLY “YES” TO THE MESSAGE AND YOU WILL BE CONNECTED TO A CRISIS WORKER, WHO WILL WORK WITH YOU

Welcome to the 988 Suicide and Crisis Lifeline. If you are a Veteran or Military Service Member, you may text the Veterans Crisis Line directly at 838255

We’re here to help. If you’d like to accept our Terms of Service (bit.ly/ourtos) and be connected with a counselor, please reply YES.

Although the lifeline is a free service, standard data rates from telecommunication mobile carriers may apply to those who text to lifeline. Please refer to: https://www.fcc.gov/lifeline-consumers if monetary assistance might be needed

Texting options are currently only available in English. SAMHSA is working with the Lifeline administrator in order to establish a Spanish texting option in the future.

2.4 Million Calls
1.1 Million Chats
0.1 Million Texts
988 Implementation Guidance

PLAYBOOKS:

• Holistic view of readiness for implementation of 988 for states, territories, tribes
  • For states, territories, tribes, crisis contact centers, public safety answering points (PSAPs), behavioral health providers

• Created with partners across critical sectors
  • Co-sponsorship group

• Published on NASMHPD Website
  • https://www.nasmhpd.org/content/988-implementation-guidance-playbooks
Local Crisis Centers

NYC WELL: COVERS NYC RESIDENTS, PLANNING TO EXPAND SERVICES WITH 988 ROLLOUT

Call 1-888-NYC-Well
Text WELL to 65173
Chat nyc.gov/nycwell

24/7/365, NYC Well is here for New Yorkers.

#NYCWELL

LONG ISLAND CRISIS CENTER: BELLMORE, NY
(516) 679-1111

RESPONSE: STONY BROOK, NY
(631) 751 7500
Thank you!

And you can email questions to us at 988Team@samhsa.hhs.gov