

National Suicide Prevention Lifeline: Preparing for 988

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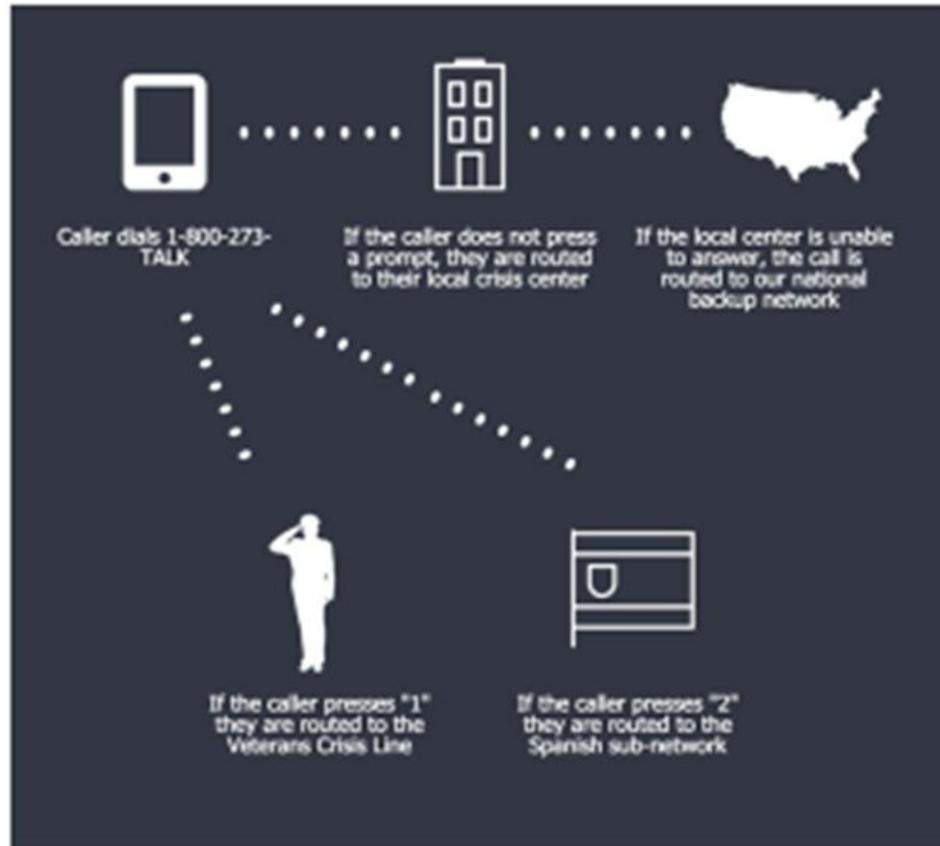
National Suicide Prevention Lifeline Structure

- 180 crisis centers linked by a toll-free telephone number, 1-800-273-8255 (TALK), and available to people in suicidal crisis or emotional distress 24/7.
- The service routes calls from anywhere in the United States to the closest participating local crisis centers.
- The system automatically routes callers to a backup center as needed.
- Trained counselors assess callers for suicidal risk, provide crisis counseling, crisis intervention, engage emergency services when necessary, and offer referrals to mental health and/or substance use services.
- Over 2 million calls answered annually

National Suicide Prevention Lifeline History



The Lifeline's Call Flow



National Suicide Prevention Lifeline Effectiveness

- Seriously suicidal individuals call the Lifeline.
- There were significant decreases in callers' reports of intent to die, hopelessness, and psychological pain over the course of the call (Kalafat, Gould, Munfakh, & Kleinman, 2007; Gould, Kalafat, Munfakh & Kleinman, 2007).

National Suicide Prevention Lifeline Effectiveness

- On 19.1 percent of imminent risk calls, the counselors sent emergency services (police, sheriff, EMS) with the collaboration of the callers, while on a quarter of the imminent risk calls, the counselors sent emergency services without the caller's collaboration.
- For the remaining 55 percent of calls involving imminent risk, the risk level was able to be reduced without the use of police or ambulance through collaborative interventions, such as reducing access to lethal means, involving a third party, collaborating on a safety plan, and agreeing to receive rapid follow-up from the crisis center.

SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.

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