



988 Suicide & Crisis Lifeline Serving King County – Year One Report

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Discussed today:

- Overview of 988 & its role within the crisis behavioral health system
- Year one of 988 operation in Seattle/King County
- 911 & 988 Coordination
- Plans for year two of 988
- Q & A

24-Hour Crisis Line (9 counties in Washington)

King County 988 Suicide & Crisis Helpline

- *Immediate help for anyone in crisis*

King County 211

- *Information & referrals for community resources*

King County OneCall

- *Dedicated line and assistance for first responders to support the community*

Washington Recovery Help Line

- *24-hour help for substance abuse, problem gambling, and mental health*

Washington Warm Line

- *Peer support for people living with emotional and mental health challenges*

Washington Teen Link

- *A confidential helpline for teens*

Support after Suicide programs

- *Bereavement groups, care packages, and mentorship*

Crisis Continuum of Care



Least Restrictive

Most Restrictive

- Minimum required BH-ASO services
- Supplemental crisis services



**Someone
to Talk To**

**Someone
to
Respond**

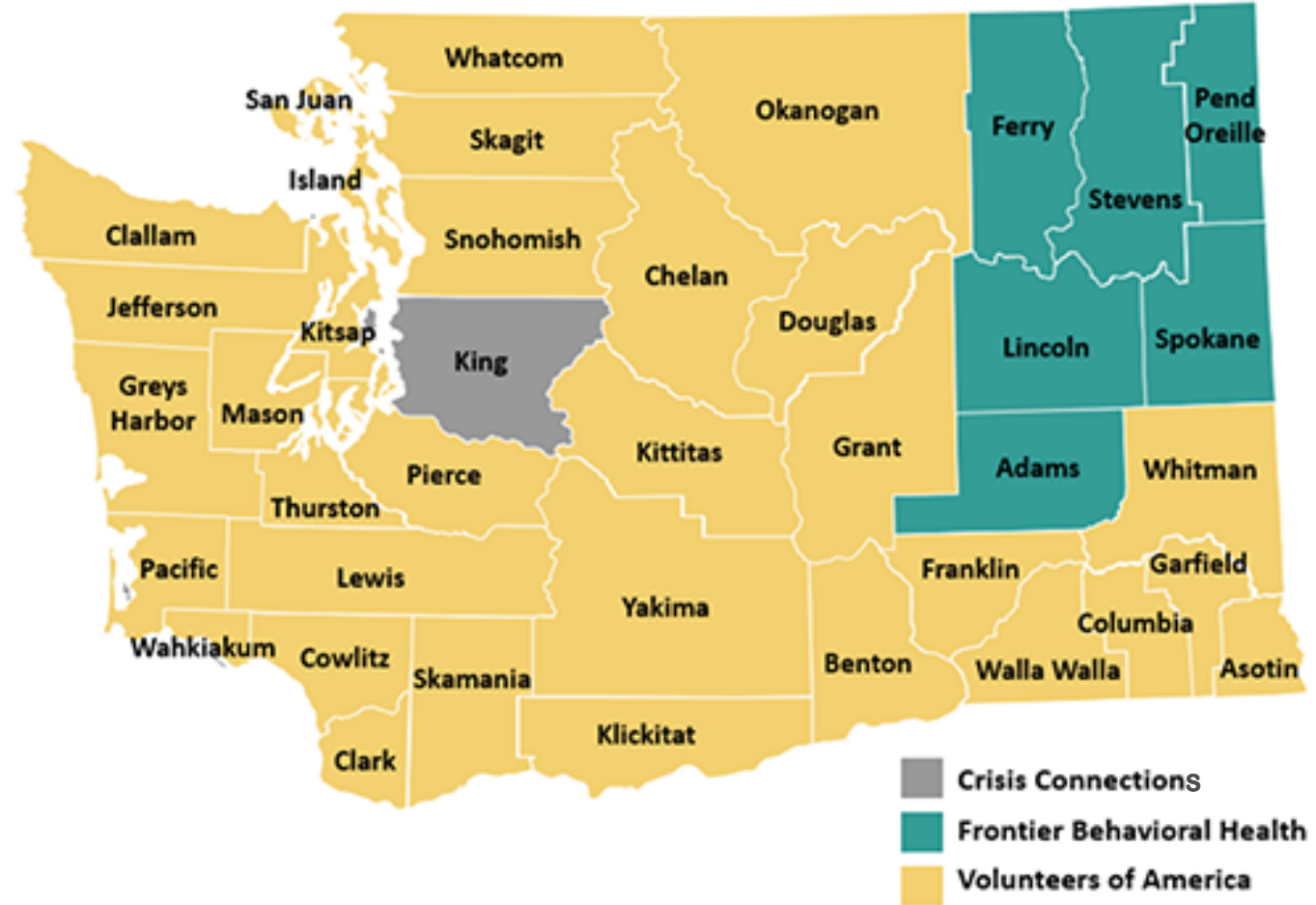
**Someplace
to Go**



988 Launched Nationwide July 16, 2022



988 Crisis Center Regions





1 = Veteran's
Crisis Line

2 = Spanish

3 = LGBTQ+
(Under 25
years old)

4 = Native &
Strong
Lifeline (WA
Area Codes
Only)

- TTY Users: Use preferred relay service or dial 711 then 988
- Text 988
- Web Chat

You or a loved one can call 988...

suicidal thoughts
or crisis

mental and
physical illness

emotional distress

loneliness

substance use

depression

economic worries

getting over abuse

relationships

sexual identity

there's no problem
too big or too small



Top 5 Reasons People Contact 988

Suicidal ideation and/or plan

Help for themselves or a loved one

De-escalate Behavioral Health crisis

Need for supportive listening

Connection to resources

Anatomy of a 988 Interaction

Introduction/
recording

~1 minute



Call answered
by a counselor /
call specialist

Pick up within
30 seconds
Hears client's
story &
assesses for
safety



Counselor
builds
rapport with
client

- Engagement
- Emotional support, empathy, & validation
- Explores what prompted the call



Counselor
continues
assessing for
safety

- Listens for risk factors & warning signs
- Asks conversational, open-ended questions when possible

Anatomy of a 988 Interaction

Counselor works with client to collaboratively establish safety & help resolve issue(s)

- Engages client in safety planning
- Focuses on least restrictive interventions
- Explores coping strategies
- Engages natural supports as appropriate
- If least restrictive interventions are not feasible, counselor works collaboratively with the client to arrange a welfare check. Stays on the line with the client until LE and EMS arrive; offers to speak to the responding officer on the client's behalf

Counselor offers referrals

- 988 Follow-up service (Peer Counselor)
- Community resources
- Mobile crisis outreach, if appropriate

Counselor closes the call

- Review positive next steps
- Emotional state check-in
- Invites the client to call back anytime

Outcomes in 988

Client de-escalated, no threat to safety

Most common outcome

Call included safety concern; safety was established using least restrictive interventions

Includes interventions such as safety planning and engaging natural supports

Referral to community resource or follow-up service

Offered whenever applicable, often occurs in combination with de-escalation and establishing safety using least restrictive interventions

Referral to mobile crisis team or Designated Crisis Responder

Occurs in less than 5% of all interactions

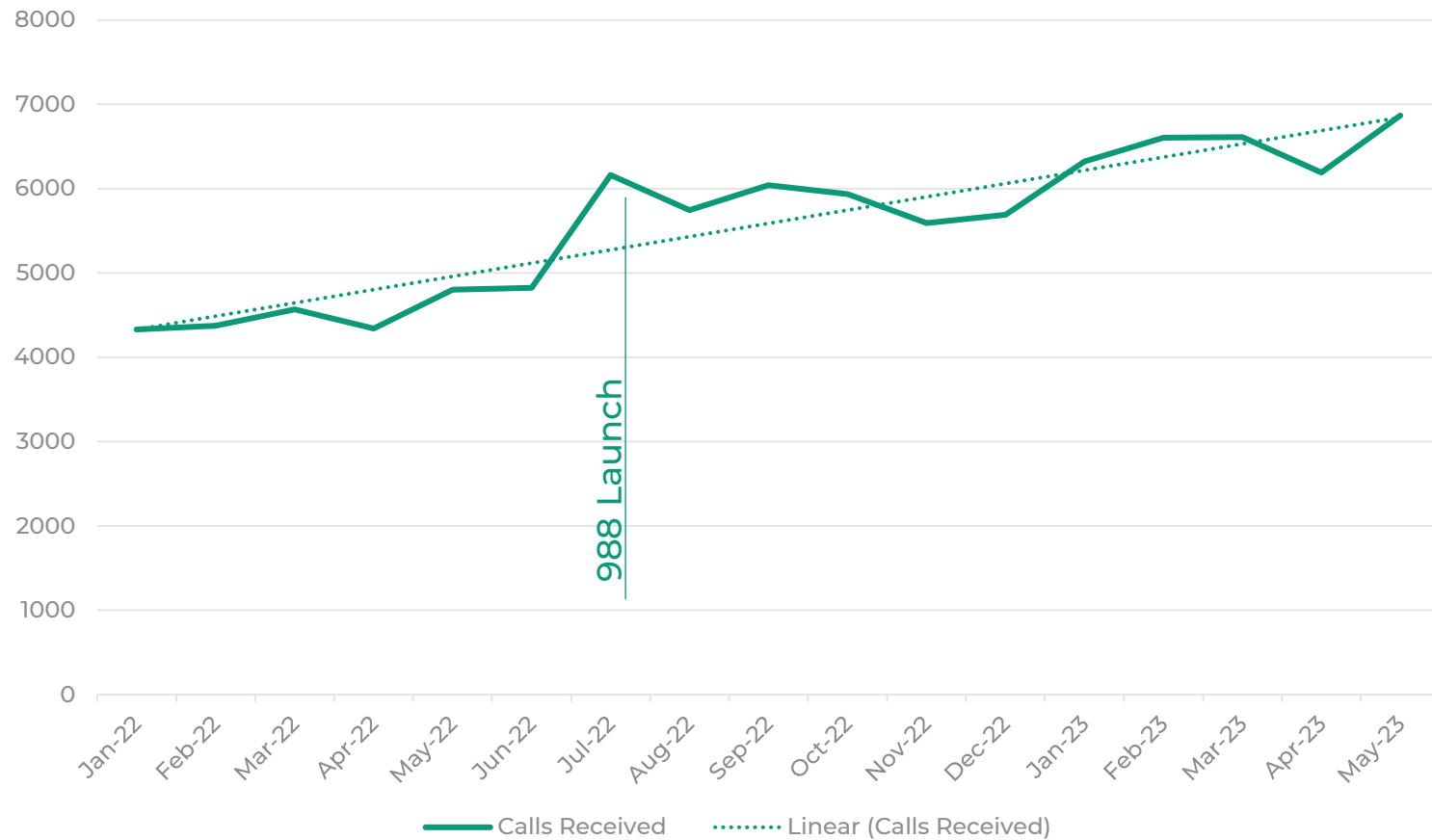
First responder intervention

Occurs in less than 2% of all interactions



988 Call Volume WA State: Jan 2022 – May 2023

988 Calls Received WA : Jan 2022-May 2023



Average over
6,000 calls per
month

28% increase at
988 launch
compared to the
month prior

45% volume increase
Jan-May compared
to the same
timeframe last year

Help is 3 Numbers Away



Our mission is to save lives.



crisisconnections.org/get-help



988 & 911 – purpose & focus of each

911

- Prompt dispatch
- Life safety
- Fire
- Medical
- Crime

988

- Assessment & crisis resolution
- Rapport building
- Life saving
- Consent whenever possible
- Connection to resources

Cross Over

- Imminent risk (suicide ideation / attempt, danger to others)
- Less than 2% of calls

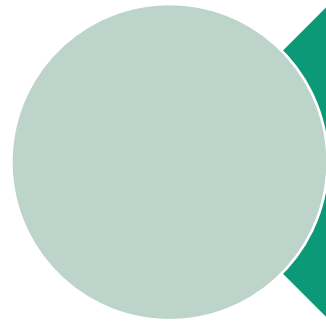
Coming Next: Year two of 988



In State Back Up
Function



Expand Chat/Text
Capacity



988/911 Co-
location

Questions?

Contract Specific

Training Requirements

Contract Specific Training

- As Crisis Connections contracts with various private and governmental entities there can be additional requirements that are built into those contracts.



EXAMPLE Contract Language:

- WA DOH Contract for 988
 - d) Ensure new staff receives the appropriate training, supervision, and call monitoring to adhere to the 988 Suicide and Crisis Lifeline requirements;
 - e) Ensure all direct-service and clinical staff receive annual training in supporting communities at disproportionately high risk for suicide, including, but not limited to: veterans, intellectually and developmentally disabled populations, youth, LGBTQ populations, communities of color, agricultural communities, and American Indian and Alaska Native populations; and,
 - f) Ensure all direct service staff and clinical staff receive training on agricultural community cultural competencies for suicide prevention, which may include sharing resources with callers that are specific to members from the agricultural community. The training must prepare staff to provide appropriate assessments, interventions, and resources to members of the agricultural community.

