



# **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







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

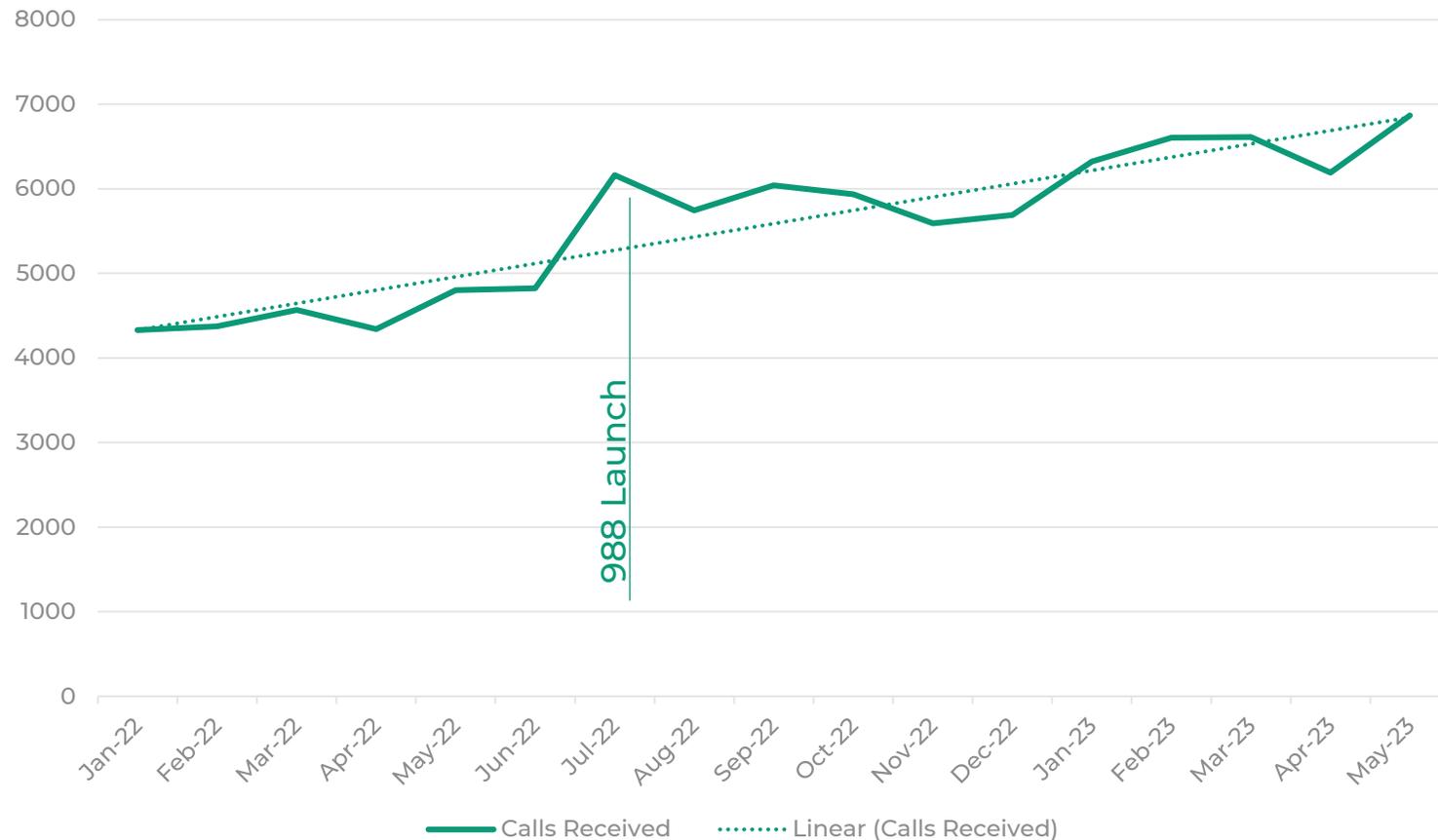
First responder intervention

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](https://crisisconnections.org/get-help)



# 988 & 911 – purpose & focus of each

## 911

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

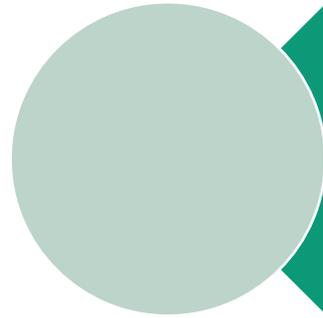
## 988

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

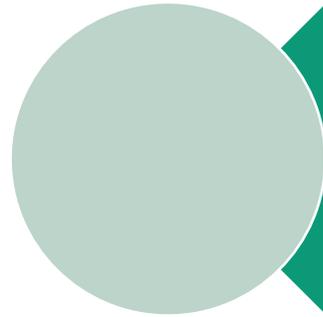
## Cross Over

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

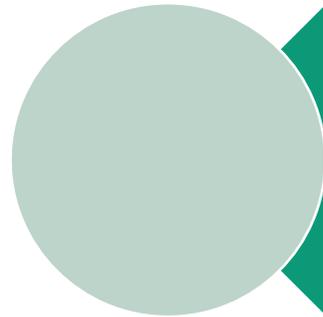
# Coming Next: Year two of 988



In State Back Up  
Function



Expand Chat/Text  
Capacity



988/911 Co-  
location

# Questions?