

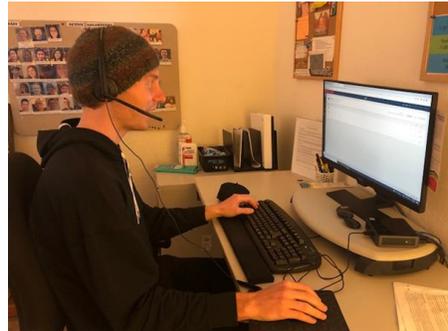
988

**SUICIDE
& CRISIS
LIFELINE**

**Overview
for
Monterey
County**



Suicide Prevention Service (SPS) Central Coast Call Data for Local & National Lifelines for Fiscal Year 2020/21



SPS responders are trained to talk comfortably and calmly, use active listening, assess risk, and determine if a person is in danger.

- **Total Calls Answered: 3,465**
 - Local Calls (1-877-ONE-LIFE): 1,581
 - Lifeline Calls (1-800-273-TALK): 1,884
 - Santa Cruz: 977
 - Monterey: 753
 - San Benito: 89
 - Other: 663
 - Unknown: 983
 - 78% self-identified as “suicidal”
 - 85% of calls are resolved on phone
 - 92% of callers who were suicidal were able to make a safety agreement and plan
 - Total Suicide Prevention Services calls to 911: 102
- Number of Volunteer Responders: 60
 - Number of Paid Responders: 5
 - Number of Staff: 6

988 Partner Communication Efforts

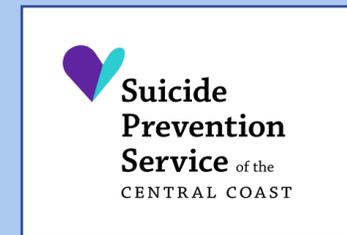


Coordinated and Aligned Communication About 988



What is 988?

Beginning July 16, 2022, people can access the Lifeline via 988 or by 1-800-273-TALK.



America's first 3-digit number dedicated to suicide prevention and crisis support. It is a national portal for connecting to local service.

- 988 is a national network of over 200 local, independent, and state-funded crisis centers equipped to help people in emotional distress or experiencing a suicidal crisis.
- 988 calls from Monterey, Santa Cruz and San Benito Counties will be answered 24/7 by Suicide Prevention Service of the Central Coast who have been answering local crisis calls for more than 25 years.
- The local Lifeline phone number (1-877-663-5433) will always remain available to people in emotional distress or suicidal crisis, even after 988 is launched nationally.

What is 988?

Beginning July 16, 2022, people can access the Lifeline via 988 or by 1-800-273-TALK.



America's first 3-digit number dedicated to suicide prevention and crisis support. It is a national portal for connecting to local service.

- *When people call the local line or Lifeline (988), they are connected to trained counselors that are part of the existing National Suicide Prevention Lifeline network. These trained counselors listen, understand how their problems are affecting them, provide support, and connect them to resources.*
- Moving to 988 will not replace the Lifeline, rather it will be an easier way to access a strengthened and expanded network of crisis call centers.
- 988 will provide easier access to the Lifeline network and related crisis resources, which are distinct from 911 (where the focus is on dispatching Emergency Medical Services, fire and police as needed).

What happens when someone calls the Lifeline?



If caller selects #1 they are routed to the Veterans Crisis Line



If caller selects #2 they are routed to Spanish sub-network



Person in Crisis dials local or national Lifeline #.
Press #1 for Veterans. Press #2 for Spanish.

If caller does not press #1 or #2, calls are routed to SPS Central Coast



85% resolved on the phone

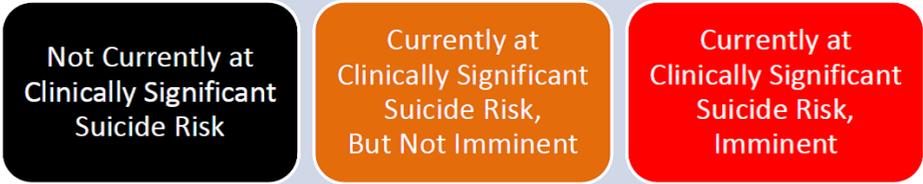
If caller is in Imminent Risk, SPS contacts local emergency services.



If SPS is unable to answer local line, the caller is routed to Suicide Prevention San Francisco Call Center



If SPS is unable to answer the national line, the call is routed to the national backup network

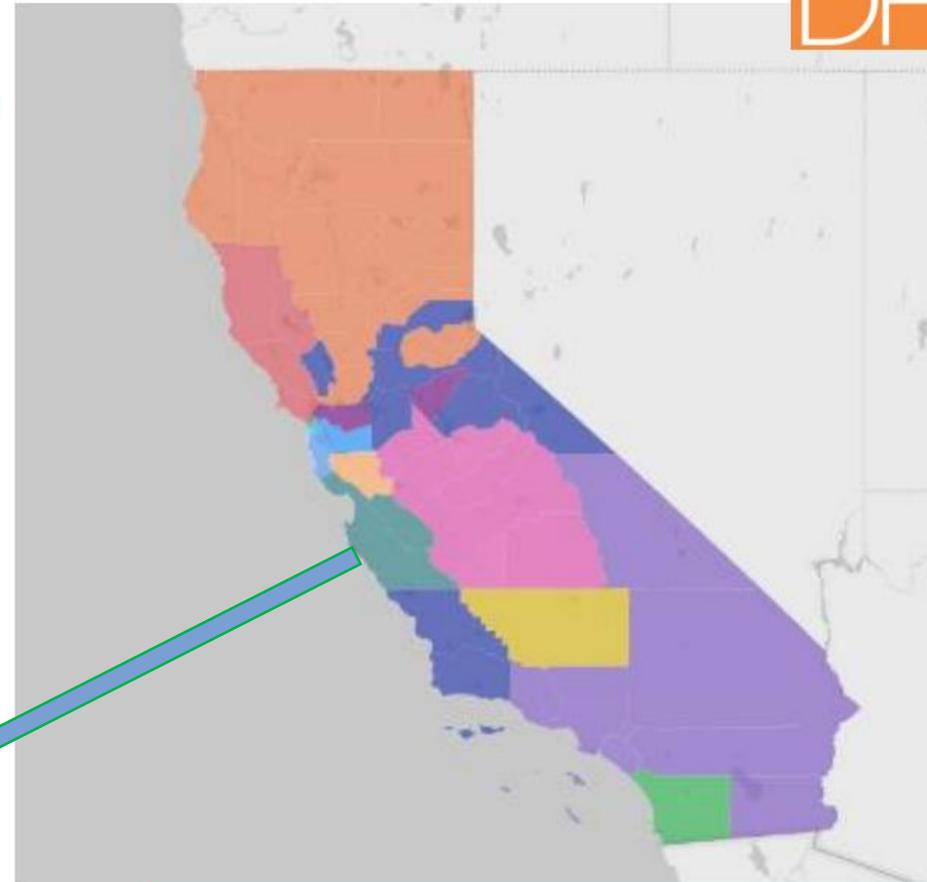


California Lifeline Crisis Centers

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CA 988 CRISIS CENTERS

- 1 Buckelew Suicide Prevention Program
- 2 Central Valley Suicide Prevention Hotline – Kings View
- 3 Contra Costa Crisis Center
- 4 Crisis Support Services of Alameda County
- 5 Kern Behavioral Health & Recovery Services Hotline
- 6 Optum
- 7 San Francisco Suicide Prevention Felton Institute
- 8 Santa Clara County Suicide and Crisis Services
- 9 StarVista
- 10 Didi Hirsch Mental Health Services
- 11 Suicide Prevention of Yolo County
- 12 Suicide Prevention Service of the Central Coast
- 13 WellSpace Health



What is the crisis response continuum under 988?

Short-term vision (Current)

A strengthened and expanded Lifeline infrastructure and strengthening community collaboration.

Trained Crisis call Responders will assess and de-escalate individuals who are suicidal and in crises over the phone, connect callers to additional services, and continue to work closely with local emergency responses and 911 when incidents require more than a behavioral health response.

Long-term vision (Future)

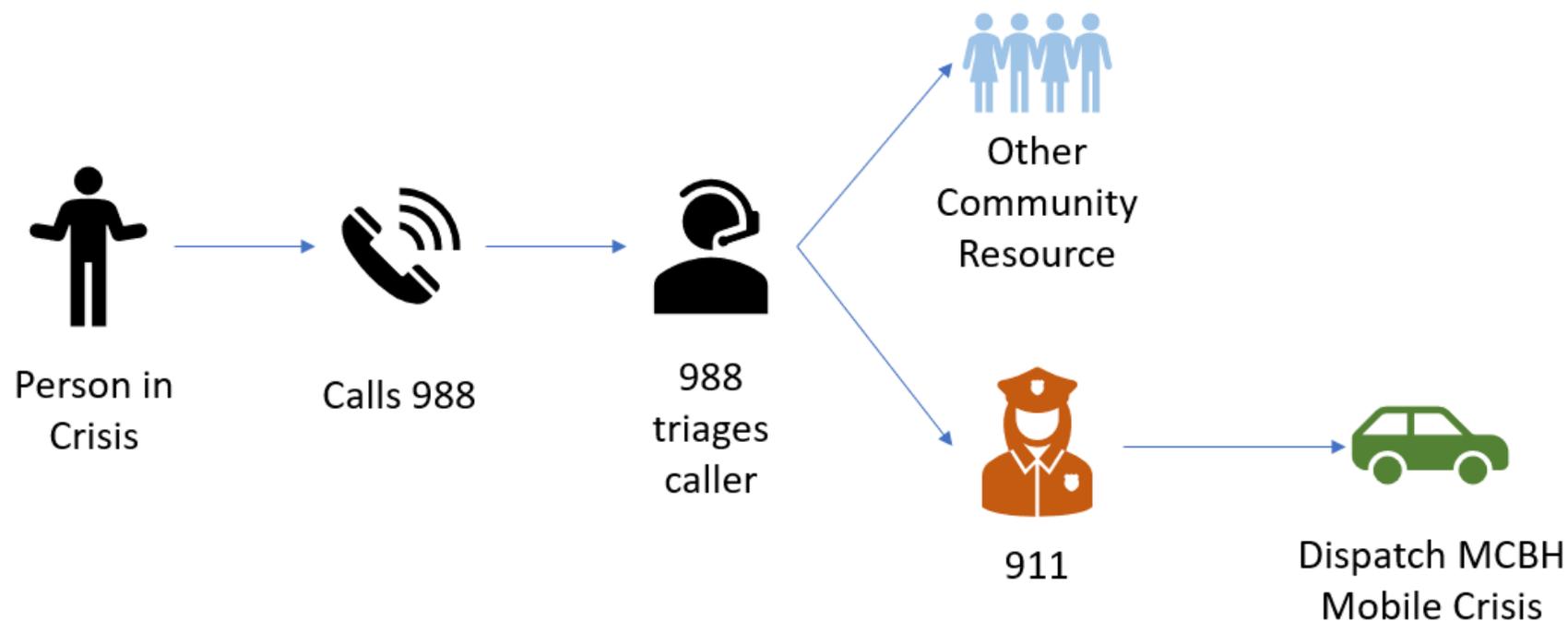
In the longer term, our vision is to build a robust crisis care response system across the country that links callers to community-based providers who can deliver a full range of crisis care services, if needed (like mobile crisis teams or stabilization centers). This more robust system will be essential to meeting crisis care needs across the nation.

988 Vision for Behavioral Health Crisis Care Continuum – Short Term Vision

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In Monterey County, currently available mobile crisis response and supports will remain the same with a vision to create a more comprehensive system in the next 3-5 years.

988 will strengthen and expanded access to a network of crisis call centers for Monterey County residents to gain access to community resources.



988 Vision for Behavioral Health Crisis Care Continuum – Long Term Goal (3-5 years)

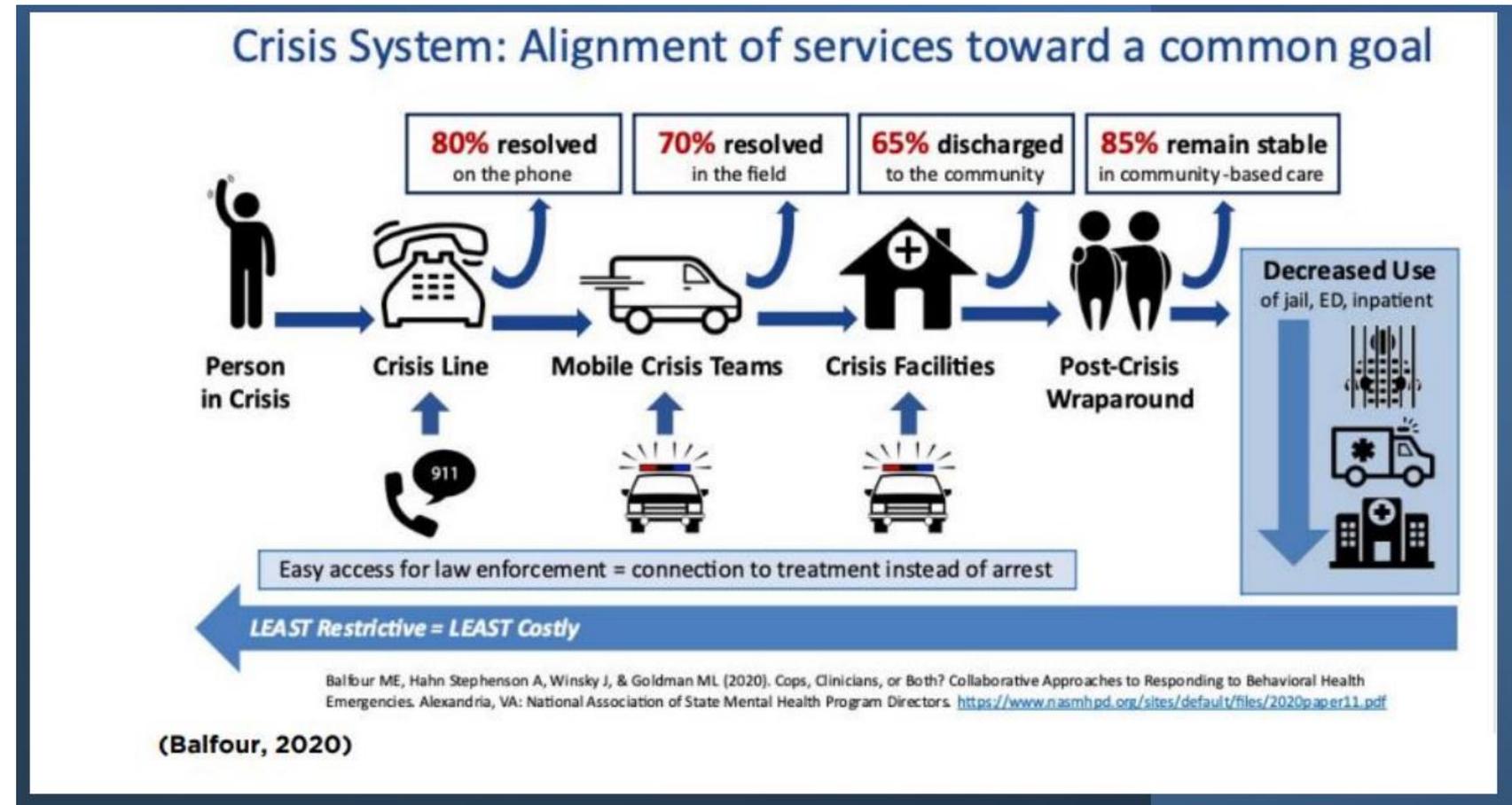
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The full vision of a transformed crisis care system with 988 at its core will not be built overnight.

Transformation of this scale will take time, and we are all working together to make it happen.

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LIFELINE

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LÍNEA DE
PREVENCIÓN
DEL SUICIDIO
Y CRISIS



Thank You!

- Contact Information:
- Andrea Tolaio, Suicide Prevention Services
- tolaio.a@fsa-cc.org
- Dana Edgull, Monterey County Behavioral Health
- edgulldr@co.Monterey.ca.us
- You can email questions to MCBH@co.Monterey.ca.us
 - Visit our website for resources & updates on 9-8-8 at www.mtyhd.org/bh

There is hope.

