

 988 Data
and Technology

JULY 2023

Disclaimer

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Year in Review

How 988 data and technology has provided the platform for crisis response and mental health services

- Number of local centers:
 - July 2022: 205
 - July 2023: 215
- Number of national backup centers:
 - July 2022: 15
 - July 2023: 16



2022-07-16 to 2023-07-15

Total Contacts: 5,152,729

Routed Calls to VCL: 714,850

Lifeline Network Contacts (Excludes VCL*): 4,437,879

	CALLS	CHATS	TEXTS	TOTAL
Routed	2,938,504	795,196	704,179	4,437,879
Answered	2,569,043 (87%)	768,922 (97%)	695,765 (99%)	4,033,730 (91%)
Abandoned	369,461 (13%)	26,274 (3%)	8,414 (1%)	404,149 (9%)
ASA	00:00:34	00:00:37	00:01:06	00:00:40
Avg Contact Time	00:13:07	00:22:54	00:49:39	00:21:17

* Additional detail concerning VCL calls is available from the VA



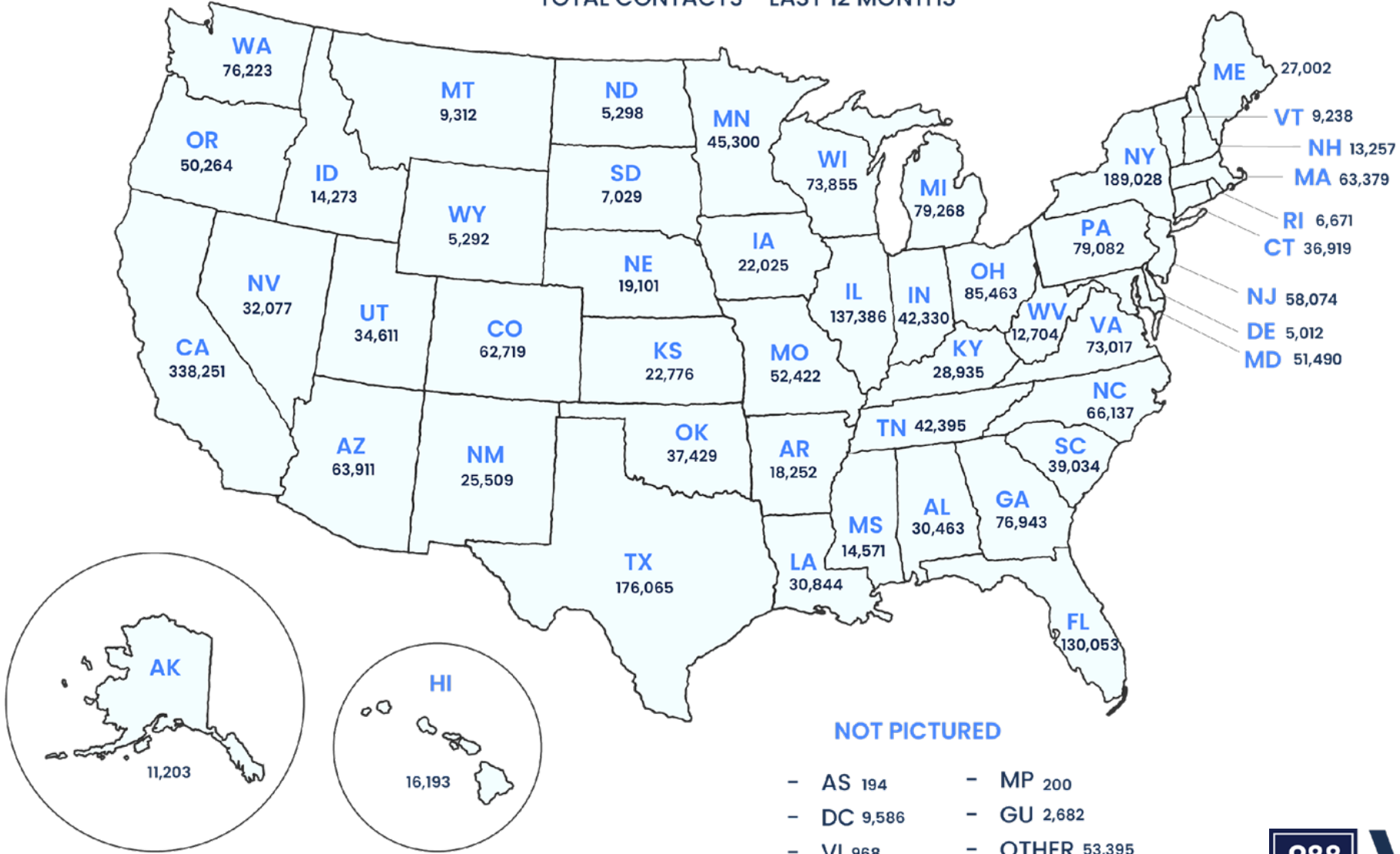
New Services

A Look at new services added

- LGBTQIA+ Subnetwork
- Spanish Chat & Text

National Performance

TOTAL CONTACTS - LAST 12 MONTHS

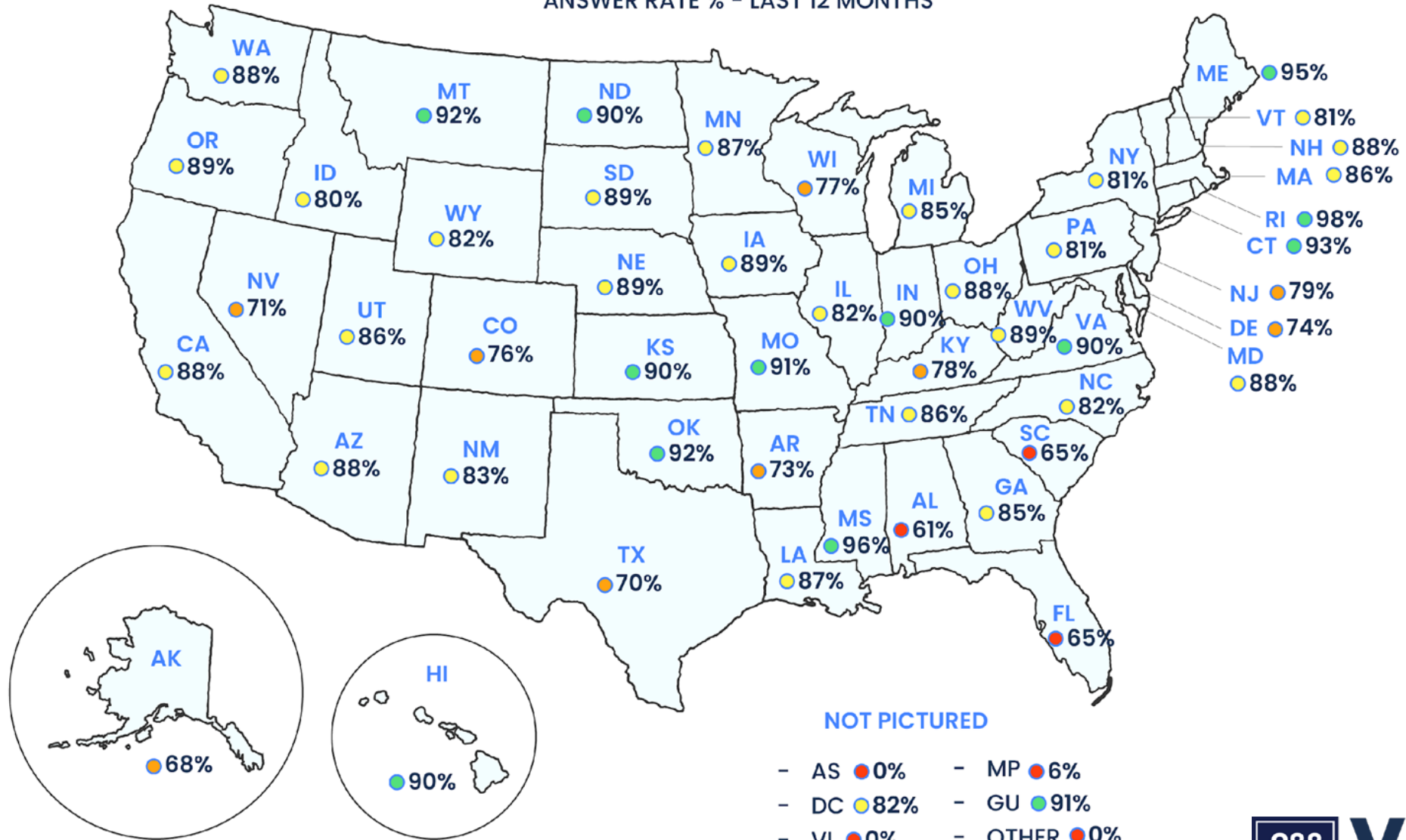


*Map not to scale

- NOT PICTURED**
- AS 194
 - DC 9,586
 - VI 968
 - PR 10,709
 - MP 200
 - GU 2,682
 - OTHER 53,395

National Performance

ANSWER RATE % - LAST 12 MONTHS



*Map not to scale

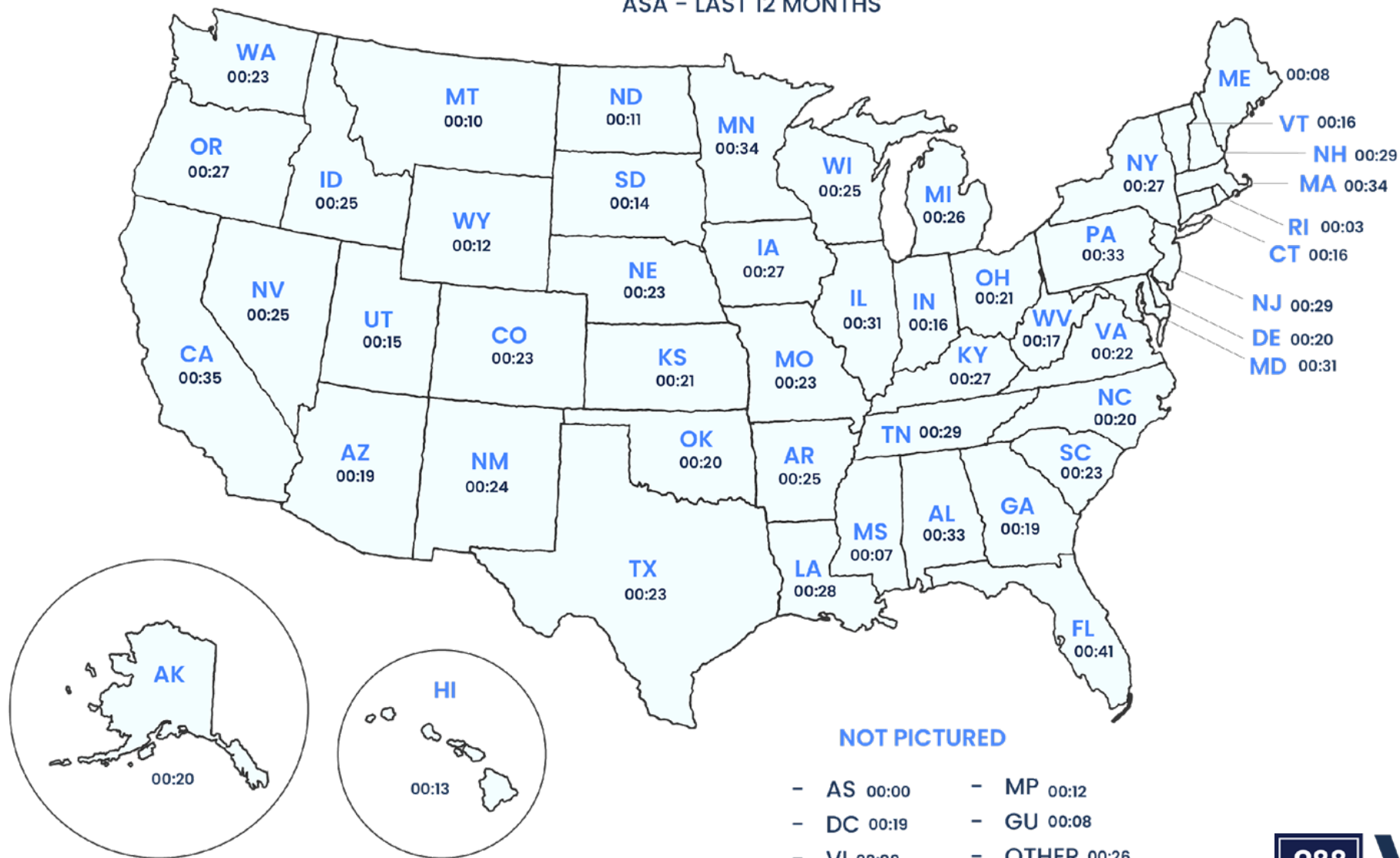
NOT PICTURED

- AS 0%
- DC 82%
- VI 0%
- PR 86%
- MP 6%
- GU 91%
- OTHER 0%



National Performance

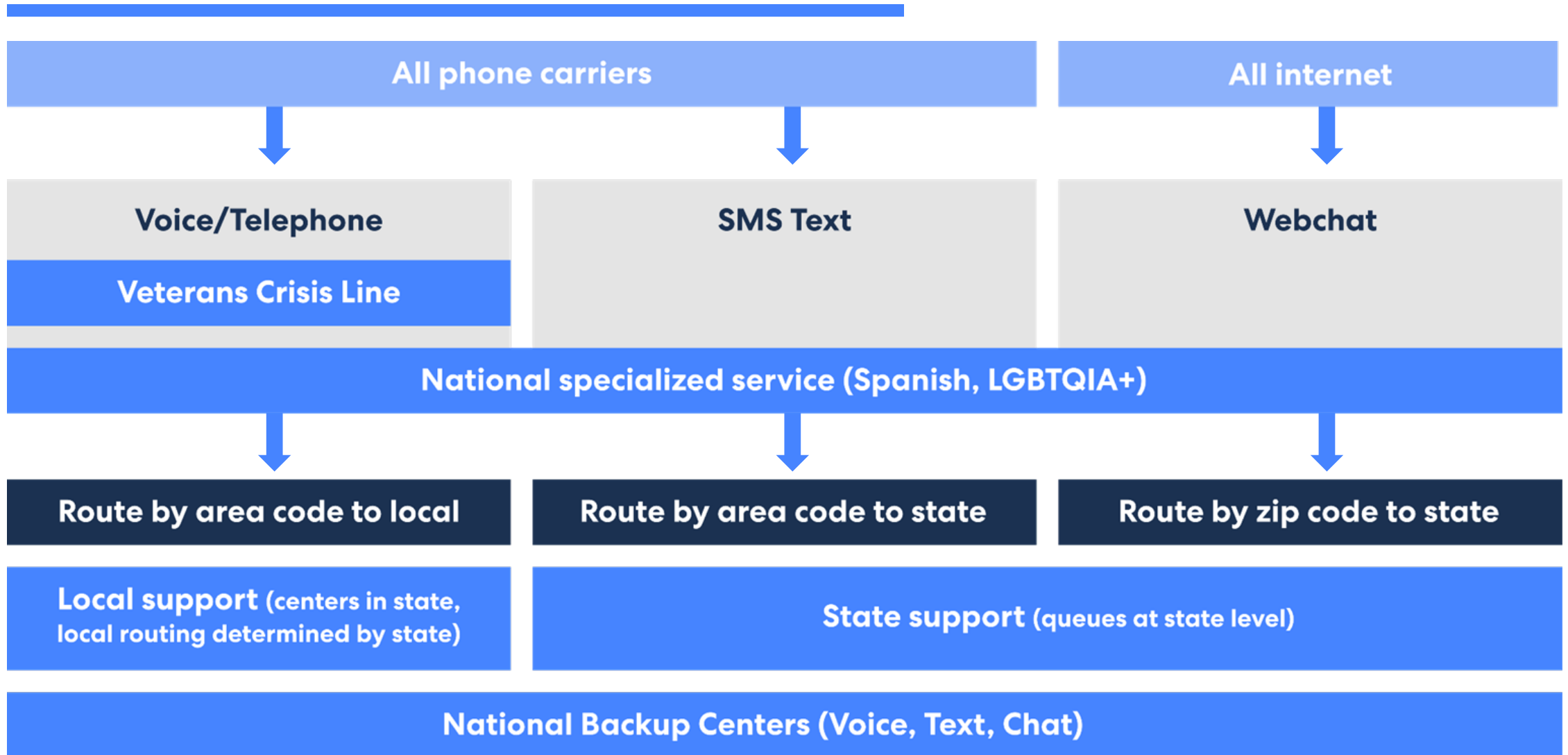
ASA - LAST 12 MONTHS




*Map not to scale



Overview of 988 Ecosystem



Data Variances present themselves as calls are routed from Vibrant to centers via states and territories

An iceberg floating in the ocean, with a small portion above the water surface and a much larger portion submerged below. The background is a gradient of blue, lighter at the top and darker at the bottom.

Vibrant has information on every contact that comes to 988

Vibrant administers the only entry points for calls, chats, and texts

Vibrant may not know the entire lifecycle of the interaction between help seekers and counselors

Currently, Vibrant only has information on chats/texts and partial information on calls that are handled by a center

~95% of all recorded discrepancies come from:

1. Offered and answered calls that abandon in ACD centers
2. Unpredictable system and user error that occurs in both ACD and non-ACD centers

While Vibrant works to adjust for discrepancies, these additional sources of variation are best improved by proper center level training and communication.

Vibrant's Unified Platform (UP)

enables and standardizes end-to-end care across every channel through improving the knowledge of interactions across the routing process



Currently Available

call + chat + text

Multiple centrally managed channels available for care

contact report

Easy-to-access and update notes on all contacts

mobile crisis

Seamlessly deploy mobile crisis without disrupting care delivery on the line

contact routing

Contacts routed to centers and counselors based on skills and geography (E.g., Spanish language and LGBTQIA+)

queue management

Allows counselors to easily transition from one call to the next while optimizing capacity in the background

follow-up services

Connect care-seekers to a wide range of services through a curated and well-maintained database of resources

supervisor dashboard

Clear view of demand and volume across channels for supervisors, enabling supervisors to transfer contacts with ease and provide targeted assistance to counselors

reporting

On-demand reporting that puts centers in control of when they get their operational metrics with constant access to their data

extensibility

A platform that allows States and Centers the flexibility to customize and grow beyond 988, without requiring new systems e.g. integration with State hotlines, bed registries

Planned

Additional planned features will be added over time at no cost

video calls

Provide access to 988 for the deaf and hard-of-hearing

chatear + texto spanish

Spanish text and chat experience for centers and caregivers

QI 2.0

100% of calls through QI so centers can accurately measure the quality of care provided

Cross-Cutting

Adjusting over time to meet all new federal regulation requirements

Building new features based on center feedback and high quality care standards every quarter, that all UP users will instantly access for free

Building with HIPPA-compliant technology

Handling security, data management and data retention for 988 for centers

Potential considerations on how we can work together going forward

ARCHETYPE	THINGS TO CONSIDER
I want to join UP	<p>States can collaborate with Vibrant to:</p> <ul style="list-style-type: none">• Receive interactions• Share reported data (e.g. interactions data)• Collaborate on center operational management/QI/Performance
I am not planning on joining the UP at the moment	<p>States can use their own platform and engage with Vibrant to determine appropriate points on integration.</p>
I want larger integrations beyond the UP	<p>The UP is an extensible platform, and Vibrant can help guide how the platform can be extended, or assist in other paths for the state/center</p>

How 988 technology is expanding and improving over time



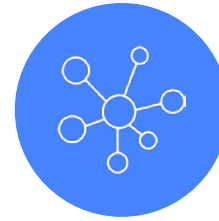
Center Mgmt Tool

Reduce reliance on file storage systems or manual work for reporting



Videophone

Enable help seekers who are deaf and hard of hearing who prefer to use ASL to receive service



Network resiliency

Ensure services uptime of 99.99% during outages and increase speed of release to centers



Data governance

Establish universal contact record to reduce manual work across Centers, States, and Vibrant

Thank You

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CHIEF TECHNOLOGY OFFICER

Vibrant Emotional Health