



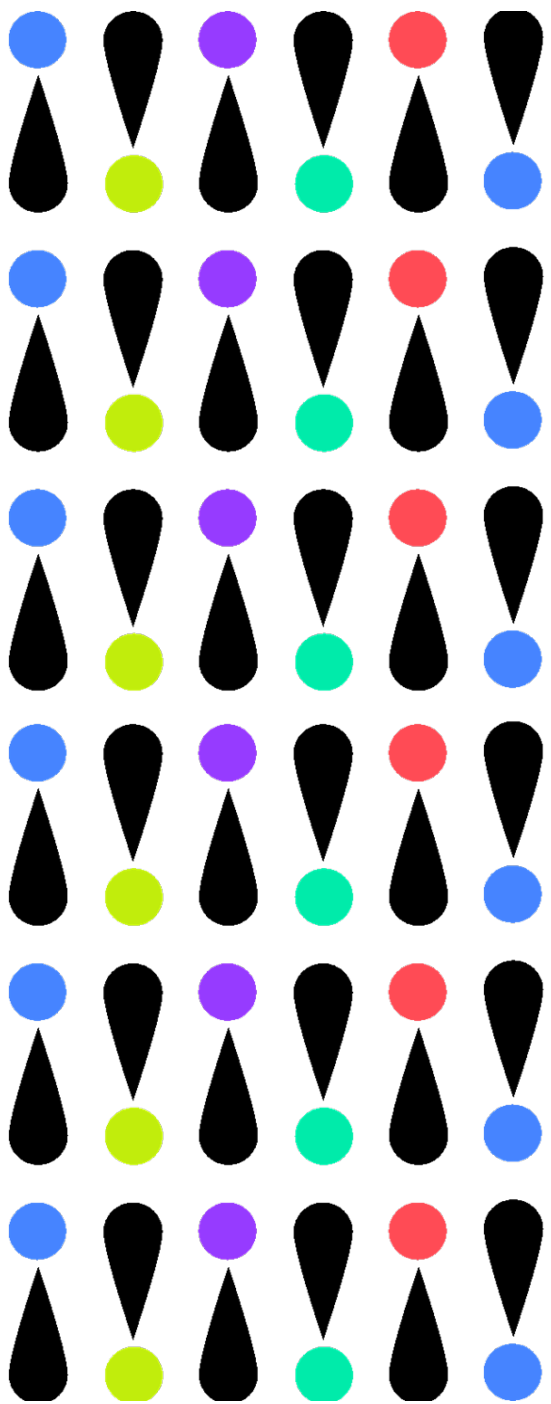
# Preparing for 988 Implementation

NASMHPD 2021 Conference

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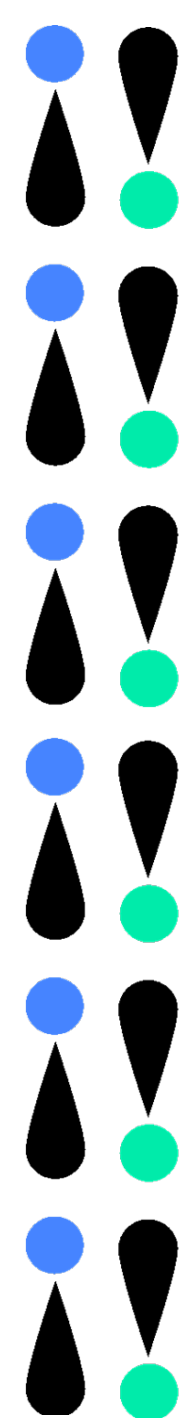
National Suicide Prevention Lifeline

September 10, 2021



## Disclaimer

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# Lifeline: America's Public Mental Health Safety Net



## The Lifeline Mission

To effectively reach and serve all persons who could be at risk of suicide in the United States through a national network of crisis call centers.



# How Does 988 Build & Expand on the Lifeline?

- **Scale** of access and visibility: 3-digit number intended to penetrate public awareness
- **Scope** of service: suicide and mental health crises; emphasis on crisis care continuum
- **Equity of access:** essential that service is equally accessible to all persons in suicidal/mental health crisis (must reach and serve persons with functional, linguistic and access needs)
- **Access to omni-channel services:** expansion to assure accessibility to call, chat, text and follow-up capabilities
- **Access to specialized services:** to serve LGBTQ+ youth, AI/AN people, communities of color, rural individuals and other high-risk populations, such as older adults, youth, neurodiverse individuals, etc.
- **Stakeholder investment in service:** greater public funding (e.g, Federal and State) and public visibility will impact service expectations/standards for network performance

# In the 988 Planning Grants, states will submit Implementation Plans based on Eight Core Planning Considerations

1. **24/7 statewide coverage** for 9-8-8 calls, chats, texts and follow-up services
2. Strategies for **diversified funding streams** for 988 centers, including consideration of 988 fees
3. Planning based on call, chat, and text **volume growth projections** provided by the Lifeline
4. States must support **Lifeline's operational, clinical and performance standards**
5. Multi-stakeholder **988 implementation coalitions** must be formed
6. 988 centers must maintain local **referral listings**, and assure **linkages to local crisis services**
7. **Follow-up services** based on Lifeline best practices and guidelines
8. **Consistency in public messaging** regarding range of services and how 988 is different from 911

Thank you for supporting national  
and state efforts to prepare for, and  
implement 988

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