



DMHAS
Division of Mental Health
and Addiction Services

988 Suicide and Crisis Lifeline

Suicide Prevention Webinar Series

September 4, 2024

Presented by Mary Jean Weston

NJ 988 State Lead

CME Disclosure



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Getting Started



- **Overview**
 - Discussion of Suicide Statistics
 - Information about NJ Crisis Response and Suicide Prevention Programs
 - Some material may be triggering
 - Please take care of yourself and your needs
- **Begin with Suicide Statistics**

Suicide Statistics: United States (2022 data)



Over
49,000
people died by
suicide in 2022



1 death every
11 minutes

Many adults think about
suicide or attempt suicide

13.2 million
Seriously thought about suicide

3.8 million
Made a plan for suicide

1.6 million
Attempted suicide

In Adolescents
aged 12 to 17

3.4 million
Seriously thought about suicide

1.7 million
Made a plan for suicide

953,000
attempted suicide

Based on 2022 provisional data from the Centers for Disease Control and Prevention

([Suicide Data and Statistics | Suicide Prevention | CDC](#)), [Results from the 2022 National Survey on Drug Use and Health: A Companion Infographic \(samhsa.gov\)](#)

Suicide Statistics: United States



Suicide is the 11th leading cause of death in the United States

- 2nd leading cause of death for ages 10-14
- 3rd leading cause of death for ages 15-24
- 2nd leading cause of death for ages 25-34
- 4th leading cause of death for ages 35-44
- 6th leading cause of death for ages 45-54
- 9th leading cause of death for ages 55-64
- 18th leading cause of death for ages 65+

Over one third of people who died by suicide were 55 or older

[WISQARS Leading Causes of Death Visualization Tool \(cdc.gov\)](https://www.cdc.gov/wisqars/) (2022 data)

The suicide rate among males in 2022 was approximately 4x higher than that of females. **Women are 3x more likely to attempt suicide.**

([Suicide Data and Statistics | Suicide Prevention | CDC](#))

Firearms are the most common method used in suicides. Firearms were **used in more than 50% of suicides** in 2022. ([Suicide Data and Statistics | Suicide Prevention | CDC](#))

In 2020, **firearms were more commonly involved among Veterans (71%)** than non-Veterans (50%). ([2022 National Veteran Suicide Prevention Annual Report, VA Suicide Prevention, Office of Mental Health and Suicide Prevention, September 2022](#))

In 2020, **the suicide rate for Veterans was 57.3% greater** than for non-Veteran U.S. adults. ([2022 National Veteran Suicide Prevention Annual Report, VA Suicide Prevention, Office of Mental Health and Suicide Prevention, September 2022](#))

SAMHSA National Guidelines for Behavioral Health Crisis Care – A Best Practice Toolkit



“Crisis services are for **anyone, anywhere, anytime.**”

“Perhaps the **most potent element of all**, in an effective crisis service system, **is relationships. To be human. To be compassionate.** We know from experience that immediate access to **help, hope and healing saves lives.**”

Core Services and Best Practices

In this section, we define essential elements of effective, modern, and comprehensive crisis care along with the actions needed to bring those services to communities across the United States. The following represent the *National Guidelines for Crisis Care* essential elements within a **no-wrong-door** integrated crisis system:

1. **Regional Crisis Call Center:** Regional 24/7 clinically staffed hub/crisis call center that provides crisis intervention capabilities (telephonic, text and chat). Such a service should meet National Suicide Prevention Lifeline (NSPL) standards for risk assessment and engagement of individuals at imminent risk of suicide and offer air traffic control (ATC) - quality coordination of crisis care in real-time;
2. **Crisis Mobile Team Response:** Mobile crisis teams available to reach any person in the service area in his or her home, workplace, or any other community-based location of the individual in crisis in a timely manner; *and*
3. **Crisis Receiving and Stabilization Facilities:** Crisis stabilization facilities providing short-term (under 24 hours) observation and crisis stabilization services to all referrals in a home-like, non-hospital environment.

[National Guidelines for Behavioral Health Crisis Care \(samhsa.gov\)](https://www.samhsa.gov)

What do you know about 988?

What is 988?

- 988 is the **nationwide 3-digit dialing code for suicide prevention and mental health and/or substance use crisis.**
- When you dial or text 988, you will be connected to the 988 Suicide and Crisis Lifeline which **is available 24 hours a day, every day of the year.**
- You can also chat with 988 at [988Lifeline.org/chat](https://988lifeline.org/chat).
- **People can dial 988 if they are worried about a loved one who is in crisis and may need immediate support**
- All U.S. states and territories transitioned from the National Suicide Prevention Lifeline (NSPL) to 988 on July 16, 2022.



988's Guiding Principle

Anyone in crisis will always have

***Someone to Contact
Someone to Respond
A Safe Place for Help***

Someone to Contact: *Call, Text or Chat*



- New Jersey now has **four contact centers** that have been responding to NSPL since 2013
- One center in NJ has also been responding to Lifeline **chats and texts**
- The **four** centers now respond to 988 Suicide and Crisis Lifeline calls, chats and texts originating from NJ area codes.
- Specialty Lines and Multiple Languages
 - Veterans Crisis Line
 - Spanish Line
 - LGBTQIA+ Youth/Young Adult Line
 - American Sign Language (ASL) and TTY services for individuals who are deaf or hard of hearing
 - Translation in over 200 languages

**NO JUDGMENT.
JUST HELP.**

TEXT, CALL, CHAT

988

Other Call Lines in New Jersey



Peer-run service providing ongoing telephone support to mental health consumers as they work towards their recovery.

1(877) 292-5588

**M-F 8am – 10pm
S-S 5pm – 10pm**



New Jersey's behavioral health information and referral service.

**1(866) 202- HELP
(4357)**

**7 days per week
8am – 8pm**



24/7 confidential peer support for NJ law enforcement officers and their families. Peer counselors are retired officers and licensed clinicians that served several different law enforcement agencies.

When the job or life gets to you, it helps to talk confidentially to another officer who has been in your shoes.

**1(866) Cop2Cop
(267-2267)**



24/7 support to New Jersey National Guard members, active military personnel, veterans, their families, and caregivers, statewide.

1(866) 838-7654



24/7/365 confidential and anonymous helpline for New Jersey's youth and young adults. 2NDFLOOR is here to help you find solutions to the problems that you face.

**Call or Text
1(888) 222-2228**



24/7 central call-in line for New Jersey residents who are looking for help with a substance use disorder. Trained staff will screen callers to identify their exact needs, are able to provide referrals to supportive services and a seamless connection to a local treatment provider.

1(844) 732-2465



24/7 information and referral service that connects people in need with a variety of health and human service programs.

**Call 211 or
1(877) 652-1148**

**Text your zip code
to
898-211**

Warm transfers with 988 have been established

Someone to Contact: *Call, Text or Chat*



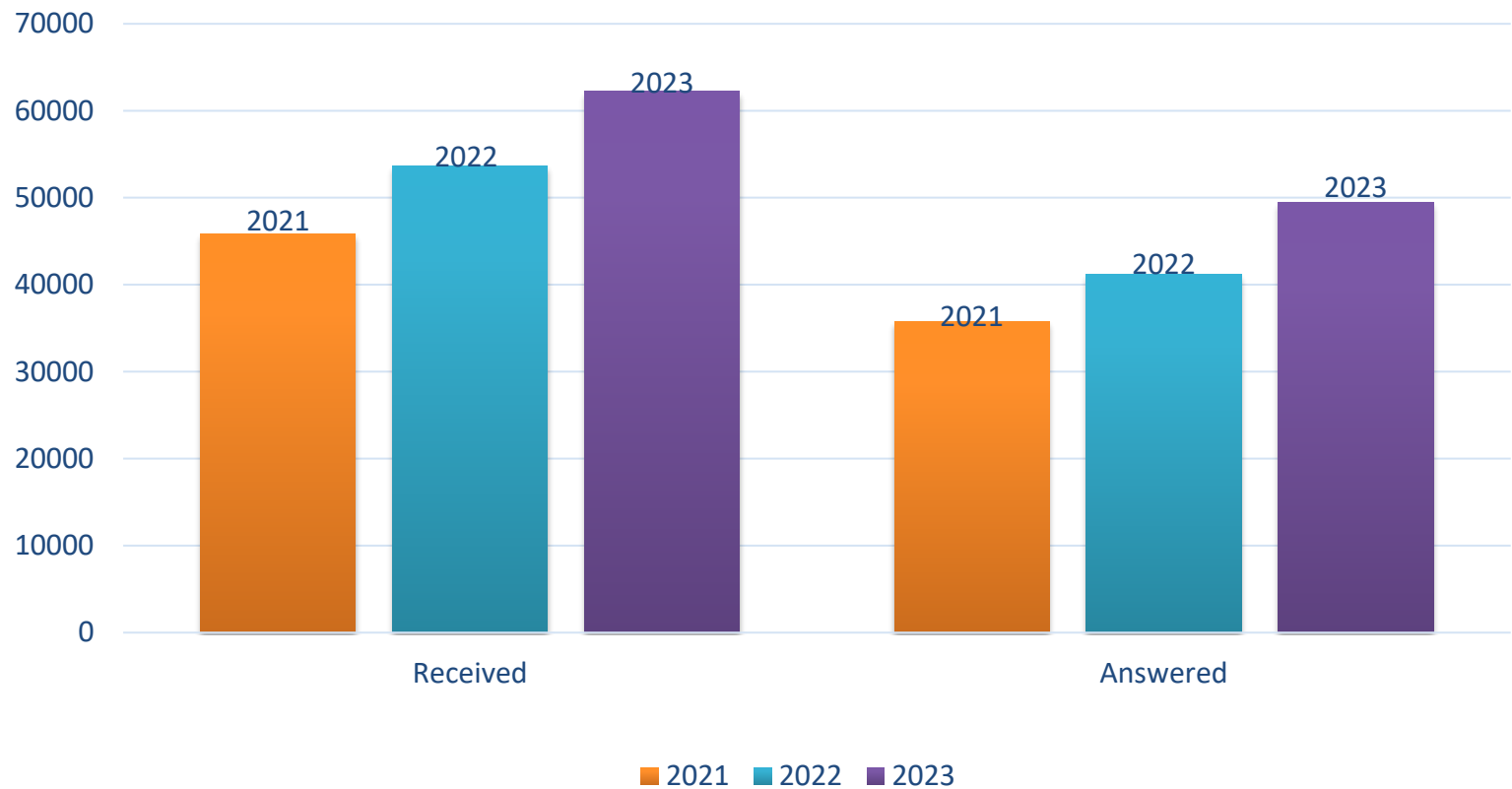
- The four 988 Suicide and Crisis Lifeline centers now respond to calls, chats and texts originating from NJ area codes. Plans include nationwide geo-routing to connect callers with closest 988 Lifeline center.
- Through the state procurement process, NJ has recently awarded approximately \$7 million to NJ 988 Lifeline centers. This will further expand their capacity to handle the current and increasing volume of calls, chats and texts.
- These funds will add staff, bolster trainings, and help centers grow to meet the need in our state. Further expansion is planned for later this year.





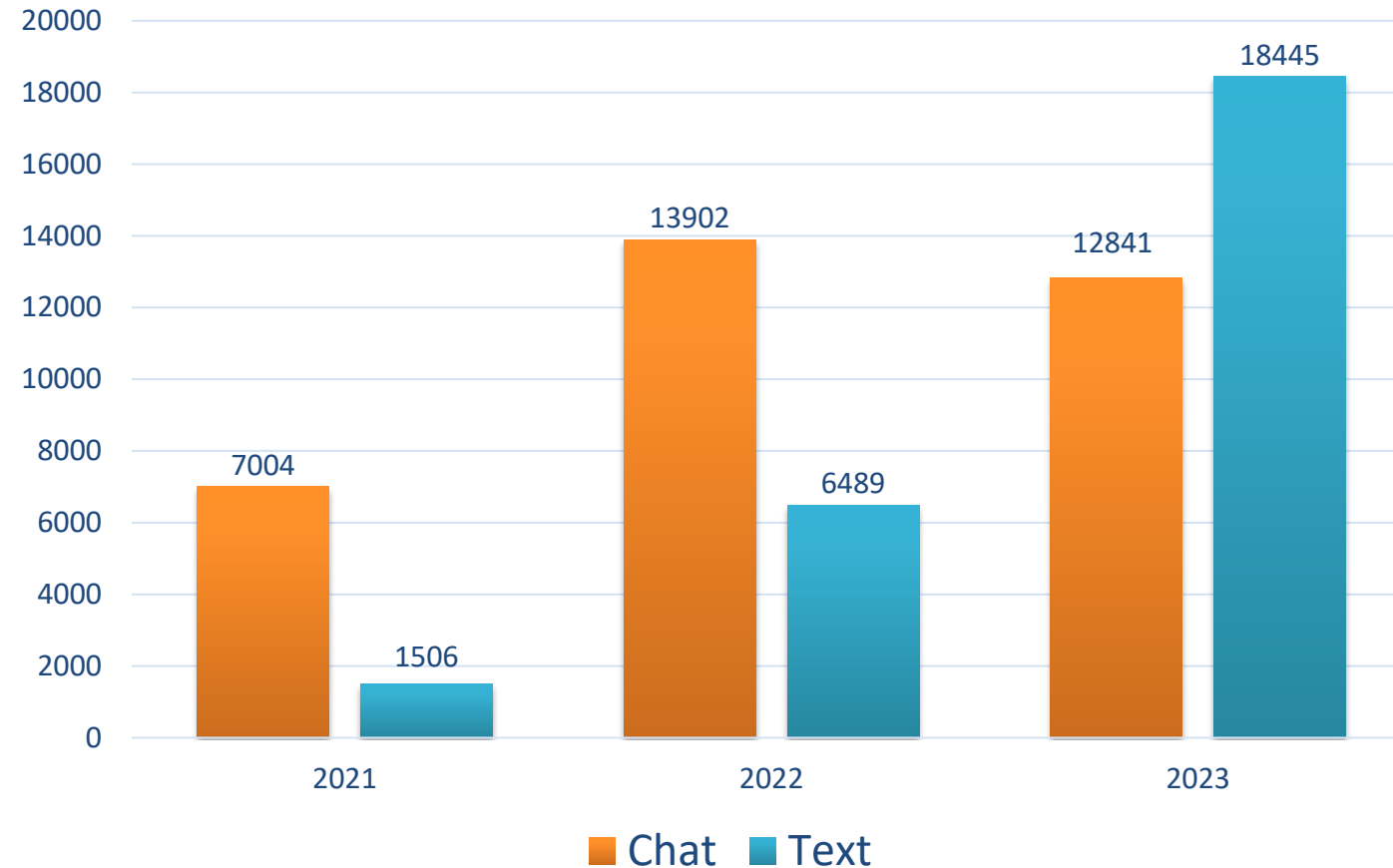
NJ 988 Calls Received and Answered

Calendar Years 2021 - 2023





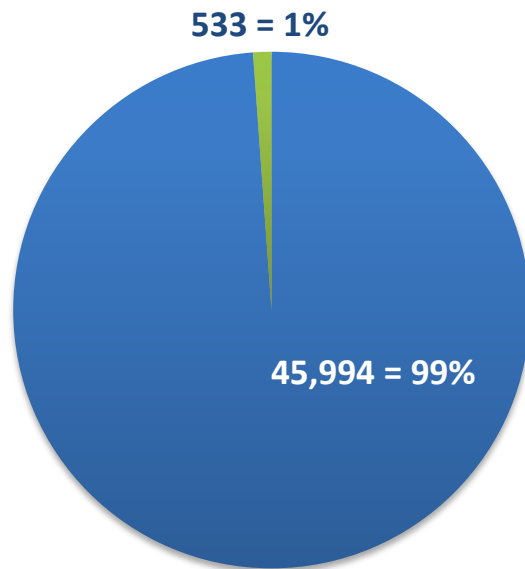
NJ 988 Chat and Text Demand Calendar Years 2021 - 2023



988 Contacts Resulting in Emergency Rescue Year One and Year Two

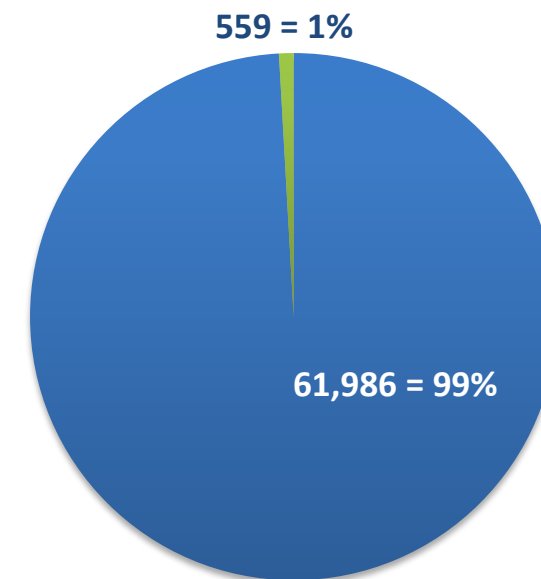


July 2022 - June 2023



- 988 Contacts Resolved Without the Use of 9-1-1
- 988 Contacts Requiring Outreach to 9-1-1 for Emergency Services

July 2023 - June 2024



- 988 Contacts Resolved Without the Use of 9-1-1
- 988 Contacts Requiring Outreach to 9-1-1 for Emergency Services



WHO DO I CALL WHEN...



988

I'm having suicidal thoughts but I don't want to hurt myself.

I feel down, depressed or hopeless.

I am thinking about overdosing on drugs.

I have been sober for 1 year and I am thinking about going to the liquor store.

I have not used drugs for 6 months, but I'm stressed and thinking about using one more time.

I am thinking about using drugs for the first time.

I'm worried about my loved one/friend's mental health. I'm afraid she might hurt herself.

I am in emotional distress.



911

I have harmed myself. I am hurt or sick and need help.

I have an immediate plan to hurt or kill myself.

I'm afraid I might hurt myself or others.

Someone I know is threatening to hurt himself.

Someone I know is threatening to hurt someone.

I overdosed and I think I need medical attention.



211

I am struggling to feed my family and I need help getting food.

I cannot pay my utility bills and I need help.

I don't have anywhere to stay. Do I have to go to a shelter?

I cannot afford my mortgage and I am about to go into foreclosure.

I cannot afford my rent and my landlord is threatening to evict me.

I am going to lose my job if I cannot find affordable childcare.

I have been unemployed for a while and my benefits are about to run out.

There was a natural disaster and I cannot afford to repair my home.

Someone to Respond



Mobile crisis services already exist in New Jersey and can be accessed by individuals in crisis, including:

- **Mobile Screening** (staff from Designated Screening Centers)
- **Mobile Response and Stabilization Services** (MRSS from Children's System of Care/PerformCare)
- **Crisis Assessment Response and Enhancement Services** (NJ CARES - for individuals with intellectual or developmental disability)
- **ARRIVE Together** (a co-responder, law enforcement/behavioral health professional, ride-along program)
- **First Responders:** Emergency Medical Services (EMS), Law Enforcement and Fire



Someone to Respond – A New Service



Mobile Crisis Outreach Response Teams (MCORTs)

- MCORTs will respond statewide to **non-life-threatening** mental health, substance use or suicidal crises in the community.
- MCORTS will have 2-person teams including mental health and peer professionals.
- MCORTS will work in coordination with 988 Lifeline centers when a **trained crisis counselor determines an in-person visit** would be helpful.
- MCORTs will respond without Law Enforcement whenever it is deemed safe to do so.



A Safe Place for Help



Stabilization services already exist in New Jersey and can be accessed by individuals or by someone concerned for a person in crisis:

- **Designated Screening Centers** (Psychiatric Emergency Services)
- **Early Intervention Support Services** (Mental Health and Substance Use Urgent Care)
- **Crisis Residential Services Programs** (Residential Respite Programs)
- **Certified Community Behavioral Health Clinics** (Mental Health and/or Substance Use Treatment with care coordination)





A Safe Place for Help – A New Service

Crisis Receiving Stabilization Centers (CRSCs)

- CRSCs will offer **community-based services** in a facility designed to meet the immediate needs of people experiencing a suicidal, mental health or substance use crisis.
- 5 CRSCs will be located throughout the state, staffed by **mental health, substance use disorder and peer professionals**.



9-1-1/988 Collaboration and Interoperability



- Many calls come to 9-1-1 that are not life-threatening but are related to a mental health, substance use or suicidal crisis.
- National data suggests that mental health, behavioral health and substance-use related calls comprise 5-15% of the annual 9-1-1 call volume in the U.S. (Policing the mentally ill (powerdms.com))
- 988 is a nationwide system designed to handle these situations once the call is transferred from a 9-1-1 Public Safety Answering Point (PSAP) to a 988 Lifeline crisis center.
- **Every state is developing plans for 9-1-1/988 collaboration and interoperability.**



9-1-1/988 Collaboration and Interoperability



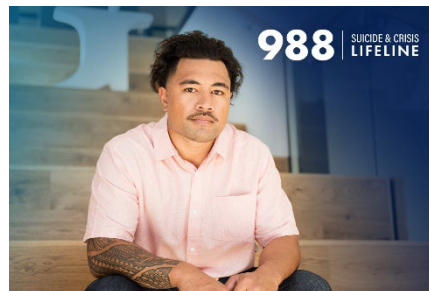
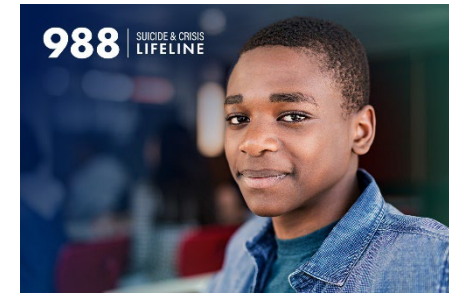
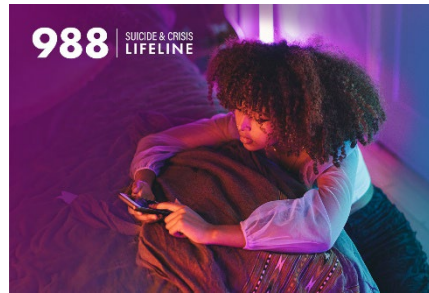
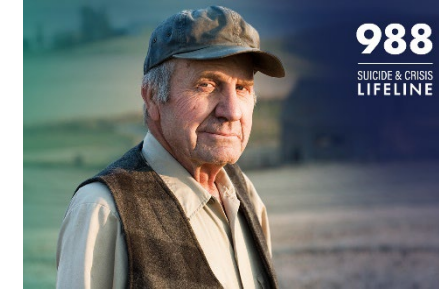
In January 2024, staff working with NJ 988 began meeting with staff working with NJ 9-1-1/PSAPs. Goals included:

- Develop a **working relationship** among staffs from Office of Emergency Telecommunications Services (9-1-1), Division of Mental Health and Addiction Services and Department of Human Services (988).
- Learn about the **service delivery system**, culture, policies, procedures and protocols of each program.
- Increase **understanding and trust** between 9-1-1 and 988 staff through site visits to PSAPs and 988 Lifeline centers.
- Establish a “**no wrong door**” plan for transferring calls between 9-1-1 and 988 based on the needs of the caller.
- Design **training on transfer policies and procedures** for both 9-1-1 telecommunicators and 988 crisis counselors



Public Awareness Campaign

- Launched in August 2023
- Statewide messaging campaign to **promote awareness of 988**
- Target audiences include:
 - Non-Hispanic African Americans
 - Native Americans
 - Hispanic
 - LGBTQ+
 - Youth and College Students
 - Older Adults
- Various platforms including roadways, buses, trains, social media, sports media, streaming ads, etc.

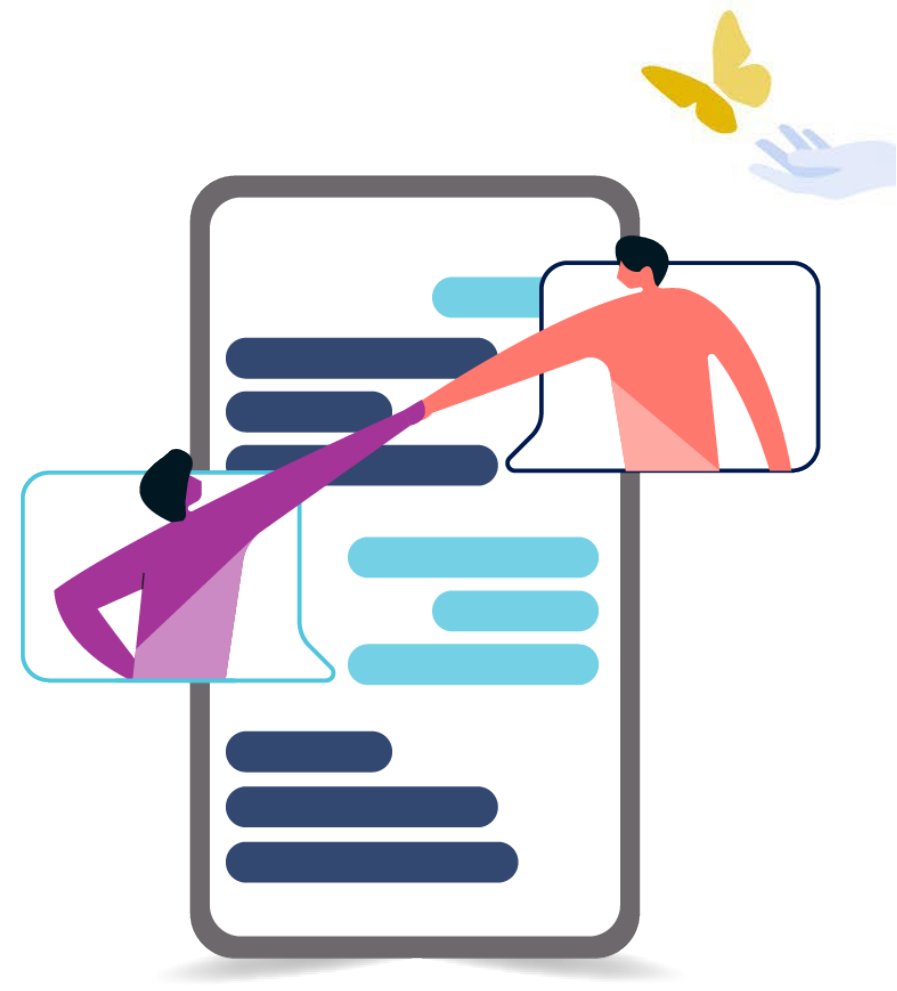


Public Awareness Campaign



In Closing...

- 988 is the new, nationwide 3-digit dialing code for **suicide prevention and mental health or substance use crisis**.
- Call/chat/text **24 hours a day, every day**.
 - Call or text **9-8-8**
 - Chat at [988Lifeline.org/chat](https://988lifeline.org/chat)
- **MCORT and CRSC** will be available soon.
- If you or someone you know needs help, **contact 988 for free, confidential support**



988 | **SUICIDE & CRISIS
LIFELINE**

Need resources? Have questions?

orders.gpo.gov/SAMHSA988/Pubs.aspx

988Questions@dhs.nj.gov

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