



DMHAS
Division of Mental Health
and Addiction Services

988 Suicide and Crisis Lifeline

Quarterly Provider Meeting

December 7, 2023



What is 988?

- 988 is the new, **nationwide 3-digit dialing code for suicide prevention and mental health 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.
- **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 in New Jersey

- New Jersey has **five (5) contact centers** that have been responding to calls routed from the NSPL since 2013
- One center in NJ has also been responding to Lifeline **chats and texts**
- The five centers now respond to 988 Suicide and Crisis Lifeline calls, chats and texts originating from NJ area codes
- 988 offers translation to over 200 languages + American Sign Language (ASL) and TTY services for individuals who are deaf or hard of hearing



988's Guiding Principle



Anyone in crisis will always have

- ***Someone to call/text/chat***
- ***Someone to respond***
- ***Somewhere safe to go***





Someone to Call, Text or Chat

- When someone calls 988, they have the option to Press 1 for the **Veterans Crisis Line**, Press 2 for the **Spanish Line** or Press 3 for **LGBTQIA+ Line**. Similar services are available through text and chat.
- The caller hears music while the call is routed to an available crisis counselor
- Once connected, a **trained crisis counselor** will offer support to anyone experiencing thoughts of suicide, a mental health or substance use crisis, or any other kind of emotional distress.



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)
- **Children's Mobile Response** (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) and Law Enforcement





Somewhere Safe to Go

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

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



The Road Ahead...

Mobile Crisis Outreach Response Teams (MCORTs)

- MCORTs respond to **non-life-threatening** mental health, substance use or suicidal crises in the community and will include mental health and peer professionals.
- Work in coordination with 988 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.

Crisis Receiving and 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.
- These centers will be staffed by **mental health, substance use disorder and peer professionals**.



The Road Ahead...

988 Suicide and Crisis Lifeline Centers

- NJ has **\$10 million** available for expansion of 988 Lifeline operations.
- This includes **building capacity of Lifeline centers** to meet increasing volume of calls, chats and texts
- Adding staff, bolstering trainings, and **growing to meet the need** in our state.

Public Awareness Campaign

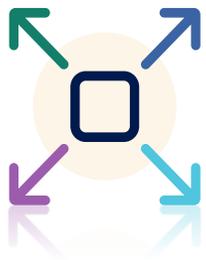
- Launch Date: Summer/Fall 2023
- Ad campaign via various platforms to **promote awareness of 988** for those in need (i.e.. roadways, buses, social media, sports media, streaming ads, etc.)



By the Numbers



5,000+ calls per month in NJ over previous 3 months



A total of \$3.7 million dollars procured to five centers to expand center capacity to handle increased call, chat, and text volume



80-85% call answer rate over past 7 months

Additional procurements to be available in the near future:

- ✓ **\$10 million** for expansion of current operations
- ✓ **\$16 million** for Mobile Crisis Outreach Response Teams (MCORTs)
- ✓ **\$35 million** for Crisis Receiving and Stabilization Centers (CRSCs)

Overall Goals of the 988 Lifeline System



- Help people in crisis
- Reduce psychiatric hospitalization/
re-hospitalization
- Reduce incarcerations
- Limit law enforcement involvement in behavioral health crises
when not necessary
- Provide equitable access to immediate
behavioral health crisis care



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://www.988lifeline.org/chat)
- If you or someone you know needs help, **contact 988 for free, confidential support**



988 SUICIDE & CRISIS
LIFELINE

Questions?



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