



Dear Partners,

On July 16, 2022, the National Suicide Prevention Lifeline (1-800-273-8255) transitioned to an easy-to-remember, 3-digit number (988) across the U.S. The 988 Suicide & Crisis Lifeline offers 24/7 access to trained staff who can help people experiencing behavioral health-related distress. People can call or text 988 or chat [988lifeline.org](https://www.988lifeline.org) for themselves or if they are worried about a loved one who may need crisis support.

Individuals with a Delaware area code (302) who reach out to 988 continue to be routed to *ContactLifeline, Inc.*, Delaware's only Lifeline Center. *ContactLifeline* has been operating in Delaware since 1974. Later this year, Delaware will add a second Lifeline Center operated by DHSS's Division of Substance Abuse and Mental Health (DSAMH)'s Crisis Intervention Services (CIS). CIS is currently in progress to obtain accreditation to become a 988 Suicide & Crisis Lifeline Center.

Existing behavioral health crisis lines and mobile response in Delaware continue to operate:

- Adult Crisis Hotlines: 1-800-652-2929 (Northern); 1-800-345-6785 (Southern)
- Mobile Response Stabilization Service (Child Crisis Program): 1-800-969-HELP (4357)

The Division of Prevention & Behavioral Health Services provides the MRSS program for youth under age 18

**NEW! 988 LGBTQ+ Pilot Now 24/7 with Calls (988 Press 3), Text and Chat**

The 988 Lifeline started to pilot LGBTQ+ pilot in late 2022 to provide persons under the age of 25 with the option of connecting with a counselor trained explicitly to support LGBTQ youth and young adults. Starting March 6, 2023, the LGBTQ+ services are available 24/7/365 across all modalities nationwide: Individuals wishing to access the specialized LGBTQ+ affirming counseling can Press 3 when they call 988, text Q if they are texting, or indicate their interest in the pre-chat survey if using online chat. This nationwide service is currently staffed by The Trevor Project.



## Q1 (Jan 1 – March 31, 2023) on 988

According to Vibrant Emotional Health, the administrator of the Lifeline network, during the first three months of 2023 (Jan 1, 2023- March 31, 2023):

- 890 calls were answered by Delaware’s *ContactLifeline*, representing 74% of the 1,202 calls routed to the state.
- The average speed to answer is 20.7 seconds.
- Some callers (137 calls, or 11%) hung up before anyone answered the call.
- Calls not answered by *ContactLifeline* were redirected to a National Backup Center and answered by an out-of-state counselor (175 calls, or 15%).
- 17 calls to 988 required an activation of 911/police/EMS and 14 calls involved a suicide attempt in progress. Adult Mobile Crisis (operated by DSAMH) was directly engaged 5 times during this period, and the Youth Mobile Crisis (operated by Delaware Guidance Services) was involved twice.

Additionally,

- 17 calls originating from a Delaware area code were answered by the Spanish-speaking subnetwork (caller pressed “2”)
- 312 calls originating from a Delaware area code were answered by the Veterans Crisis Line (caller pressed “1”)

## March 2023 Data (3/1/2023-3/31/2023): US & Delaware

- Nationwide: Total Contacts (call+chat+text): 371,822
  - Routed to the Veterans Crisis Line (Caller Pressed 1): 64,078

Calls (excluding VCL)	United States	Delaware*
Routed	243,417	403
Answered	214,894 (88%)	298 (74%)
Abandoned	28,523 (12%)	60 (15%)
Average Speed of Answer	00:00:34	00:00:19
Average Contact Time	00:13:40	00:07:45
Rollover to Backup Call Center(s)	-	45 (11%)

## Other Updates

- While text & chat volume remains low, there has been significant growth in the past year. In March 2023, 155 texts and 155 chats originated from Delaware, compared to 28 texts and 77 chats in March 2022. All 988 texts and chats are currently answered by national backup centers. DSAMH is currently exploring strategies to build text and chat answering capacity in state.
- Data discrepancy: Many states, including Delaware, continues to see differences between statistics reported by Vibrant and local center’s telephone system records. In March 2023, for example, Vibrant report 410 calls were routed to



Delaware and 296 (72%) were answered. ContactLifeline's telephone system recorded 356 calls coming from 988, and 330 were answered (92%).

- Delaware's three behavioral health crisis service providers—*ContactLifeline*, DSAMH, and Delaware Guidance Services—continue to meet monthly to review specific high-risk cases with the goal of continuous quality improvement and care coordination.

### **988 National Resources**

- 988 Partner Toolkit: Including Printable Materials and Social Media Shareables. <https://www.samhsa.gov/find-help/988/partner-toolkit>
- 988 Crisis Learning Community Jam <https://talk.crisisnow.com/>

