The views, opinions and content expressed in this presentation do not necessarily reflect the views, opinions, or policies of the Center for Mental Health Services, the Substance Abuse and Mental Health Services Administration (SAMHSA) or the U.S. Department of Health and Human Services.
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

Total Contacts: 5,152,729
Routed Calls to VCL: 714,850
Lifeline Network Contacts (Excludes VCL*): 4,437,879

<table>
<thead>
<tr>
<th></th>
<th>Calls</th>
<th>Chats</th>
<th>Texts</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routed</td>
<td>2,938,504</td>
<td>795,896</td>
<td>704,179</td>
<td>4,437,879</td>
</tr>
<tr>
<td>Answered</td>
<td>2,569,043 (87%)</td>
<td>768,922 (97%)</td>
<td>695,765 (99%)</td>
<td>4,033,730 (99%)</td>
</tr>
<tr>
<td>Abandoned</td>
<td>369,461 (13%)</td>
<td>26,274 (3%)</td>
<td>8,414 (1%)</td>
<td>404,149 (9%)</td>
</tr>
<tr>
<td>ASA</td>
<td>00:00:34</td>
<td>00:00:37</td>
<td>00:01:06</td>
<td>00:00:40</td>
</tr>
<tr>
<td>Avg Contact Time</td>
<td>00:13:07</td>
<td>00:22:54</td>
<td>00:49:39</td>
<td>00:21:17</td>
</tr>
</tbody>
</table>

* Additional detail concerning VCL calls is available from the VA
New Services

A Look at new services added

• LGBTQIA+ Subnetwork
• Spanish Chat & Text
Overview of 988 Ecosystem

- **All phone carriers**
  - Voice/Telephone
    - Veterans Crisis Line

- **All internet**
  - SMS Text
  - Webchat

**National specialized service (Spanish, LGBTQIA+)**

- Route by area code to local
- Route by area code to state
- Route by zip code to state

**Local support** (centers in state, local routing determined by state)

**State support** (queues at state level)

**National Backup Centers (Voice, Text, Chat)**
**Data Variances** present themselves as calls are routed from Vibrant to centers via states and territories.

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.

For detailed conversations on resolving and/or investigating these concerns, please reach out to Vibrant Public Policy Team at policy@vibrant.org.
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.
## Potential considerations on how we can work together going forward

<table>
<thead>
<tr>
<th>ARCHETYPE</th>
<th>THINGS TO CONSIDER</th>
</tr>
</thead>
<tbody>
<tr>
<td>I want to join UP</td>
<td>States can collaborate with Vibrant to:</td>
</tr>
<tr>
<td></td>
<td>• Receive interactions</td>
</tr>
<tr>
<td></td>
<td>• Share reported data (e.g. interactions data)</td>
</tr>
<tr>
<td></td>
<td>• Collaborate on center operational management/QI/Performance</td>
</tr>
<tr>
<td>I am not planning on joining the UP at the moment</td>
<td>States can use their own platform and engage with Vibrant to determine appropriate points on integration.</td>
</tr>
<tr>
<td>I want larger integrations beyond the UP</td>
<td>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</td>
</tr>
</tbody>
</table>
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

Grant Riewe
CHIEF TECHNOLOGY OFFICER
Vibrant Emotional Health