Preparing for 988 Implementation
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Matt Taylor, Director of Network Development
National Suicide Prevention Lifeline

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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

Matt Taylor
Director of Network Development, National Suicide Prevention Lifeline
mtaylor@vibrant.org