

# Wyoming Callers in 2018

to the National Suicide Prevention Lifeline



In 2018, the Lifeline received  
**2.5 million**  
crisis calls from across the United States

**4,692**  
calls were from Wyoming

Of the **4,692** callers, **1,756 individuals** pressed "1" to be transferred to the Veterans Crisis Line and **45** pressed "2" for Lifeline's Spanish Language Line.

**Ideally, the remaining 2,891 calls in 2018** would have been answered by Lifeline call centers in Wyoming.

Of those, **zero calls** were able to be answered in-state.

## Established in 2005

the National Suicide Prevention Lifeline is the nation's most recognized suicide and mental health crisis line.

The Lifeline is not one large national call center.

Instead, it is a network of 170 independently operated, independently funded local, regional, and state-level call centers. Unfortunately, there are currently no Lifeline-affiliated centers in Wyoming.

To participate in the Lifeline network, centers operate to the highest standards of suicide care. They do an incredible job of de-escalating crisis situations, decreasing emotional distress, and reducing suicidality.

Because there were no Lifeline-affiliated call centers in-state, the Lifeline had to re-route all calls out-of-state and into its national backup network.

*Why is this?*

*How can I help?*



**+48%**

The number of Lifeline calls that needed answering by Wyoming call centers increased 48% from 2016 to 2018

The Lifeline is administered through Vibrant Emotional Health and funded by the U.S. Substance Abuse and Mental Health Services Administration





In 2019, there are  
call centers

0 Lifeline network  
in Wyoming



Why were 0% of 2018's Lifeline calls in Wyoming answered in-state?

Simply put, Wyoming does not have any local, regional or state-level crisis call center in the Lifeline network. **All calls are presently routed to call centers out-of-state. This must change if Wyoming residents in crisis are to get the care they deserve.**

Lifeline call centers set the hours and coverage areas for when and where they will take calls. **They do this based on funding and staffing levels.**

When local call centers are unable to answer, the Lifeline pulls the call back and sends it out of state and into our national backup center sub-network.

**When calls are re-routed to centers out-of-state, Wyoming callers in crisis wait longer, they receive fewer linkages to effective local care, and are more likely to abandon their calls.**



## Proven effective; needing support

Research shows the Lifeline is an effective, life-saving safety net for those in crisis (Gould et al., 2007, 2013, 2015, 2017; Ramchand et al., 2016). According to a 2018 survey of Lifeline centers, **almost 98% of the crisis calls are de-escalated such that costly, highly-restrictive responses from law enforcement and emergency medical services are not necessary.**

The Lifeline is federally funded to manage the call routing, best practice standards, public messaging, and technical assistance for its network. However, **the funds that sustain our network's centers come from state, county and local sources.** Many centers struggle to find enough funding to operate and grow.

Lifeline-affiliated call centers could be a key component of Wyoming's behavioral health systems because they could serve as an entry point into other levels of coordinated care. They could provide critical services for Wyoming residents at serious risk, especially those with nowhere else to turn.

Wyoming needs Lifeline-affiliated call centers.

You can advocate for this.



Please join the cause!

Reach out to decision-makers in Wyoming.

Learn more about the Lifeline by visiting:  
<http://suicidepreventionlifeline.org/our-network/>