

# New York and the National Suicide Prevention Lifeline 2019

What's the Lifeline?

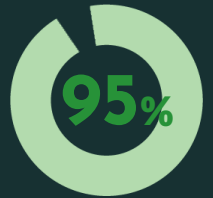


**24/7**

free and confidential support  
 to people in suicidal crisis or  
 emotional distress



The Lifeline connects  
 more than 80% of callers  
 to a call center on the  
 first routing attempt  
 (within 30 seconds after the greeting)



and around 95% on  
 subsequent attempts  
 (within 60-90 seconds  
 after the greeting)

If a local center is unable to answer, the call is  
 rerouted to one of our national backup centers.



Administered by **Vibrant**  
 through a grant from **SAMHSA**



## Lifeline calls in New York



Lifeline-affiliated  
 centers currently  
 in New York

New York Lifeline Call  
 volume has **increased 73 %**  
 since 2016

**73 %**

In 2019, the Lifeline received  
 nearly **2.3 million** crisis calls  
 across the United States

**2.3 !**  
 million

**137,481**

calls were from  
 New York

**41,884**

calls were connected to  
 crisis centers in state



Of the 137,481 callers, 31,481  
 pressed "1" to be transferred to  
 the **Veterans Crisis Line**

and 2,196 pressed "2" for  
 the **Spanish Language Line**



# Why were only 40% of Lifeline's calls in New York answered in-state in 2019?



If a state or locality does not provide funding to a local crisis center, their ability to effectively serve all community members is lowered. Lifeline call centers in New York set the hours and coverage areas for when they will take Lifeline calls. They do this based on **funding** and **staffing levels**.



Despite their best efforts, periods of high call volume can affect crisis centers' capacity and longer wait times can occur. When a local call center is unable to answer, the call is routed to one the Lifeline national backup centers.



When calls are re-routed to centers out-of-state, New York callers in crisis often wait two to three times longer, receive fewer linkages to effective local care, and are more likely to abandon their calls.

## Investing in crisis centers is investing in your community

These call centers are key components of New York's behavioral health systems. They are a vital entry point for coordinated care, providing critical services for New York residents at serious risk

### 911=\$

A typical 911 call results in thousands of dollars in cost to taxpayers



**Calls to Lifeline call centers cost a fraction of a 911 call**



An emergency department visit or hospitalization is also much more costly

### 2%



Emergency medical services are dispatched for only 2% of Lifeline calls, reducing the burden on law enforcement and emergency medical resources so they can better respond to other public safety needs

Over two thirds of our crisis centers provide suicide prevention and other mental health training within their communities



Callers to the Lifeline have better health outcomes than people in crisis who are triaged with emergency services personnel

Investing in crisis centers puts money back into the community by supporting local resources, local research, workforce development and local businesses



## Here's How You Can Help

- Allocate funding to support Lifeline call centers and suicide prevention activities in New York
- Consider expanding state and local investment in call centers when promoting use of the Lifeline
- Partner with local call centers for town halls and other community events
- Utilize suicide prevention and mental health expertise of call centers when crafting public policy
- Invite call centers to participate in task forces, roundtables, or other forums on mental health and suicide prevention