

Massachusetts and the National Suicide Prevention Lifeline 2020

What's the Lifeline?

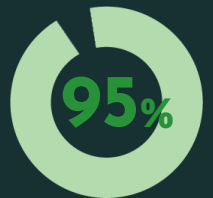


24/7

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

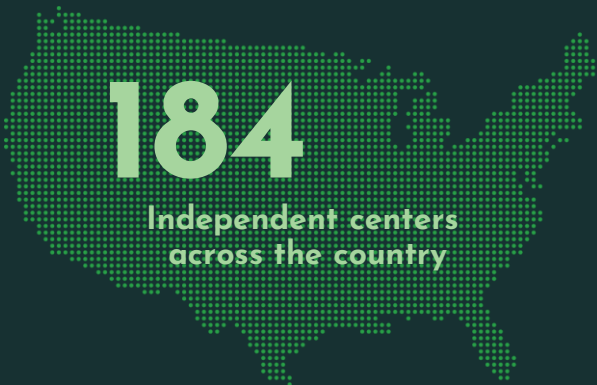


The Lifeline connects
 more than 80% of callers
 to a call center on the
 first routing attempt
 (within 30 seconds after the greeting)



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 Massachusetts



Lifeline-affiliated
 centers currently
 in Massachusetts

Massachusetts Lifeline Call
 volume has **increased 23%**
 since 2016

23%

In 2020, the Lifeline received
 nearly **2.4 million** crisis calls
 across the United States

2.4 !
 million

55,601

calls were from
 Massachusetts

29,710

calls were connected to
 crisis centers in state



Of the 55,601 callers, 9,899
 pressed "1" to be transferred to
 the **Veterans Crisis Line**

and 845 pressed "2" for
 the **Spanish Language Line**



Why were only 66% of Lifeline's calls in Massachusetts answered in-state in 2020?



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 Massachusetts 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, Massachusetts 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 Massachusetts' behavioral health systems. They are a vital entry point for coordinated care, providing critical services for Massachusetts 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

Lifeline callers report significant reductions in psychological pain, hopelessness, and anxiety after speaking with a trained crisis center worker.

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



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 Massachusetts
- 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