988 and the Comprehensive Crisis Response System

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What is 988?

• 988 is the new three-digit number for the National Suicide Prevention Lifeline (NSPL). It is available nationwide.

• It is a direct connection to caring support for anyone in mental health distress. This may include:
  – thoughts of suicide
  – substance use crisis
  – emotional distress

• Available through call or text (dial 988) or chat 988lifeline.org/chat
988 in New York State

• 24/7 In-State Primary Coverage (call)
• 13 active Crisis Contact Centers, two in development
• Diverse Funding Streams
• 2nd Highest National Volume

<table>
<thead>
<tr>
<th>KPIs</th>
<th>August 2021</th>
<th>August 2022</th>
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</thead>
<tbody>
<tr>
<td>Routed</td>
<td>11,565</td>
<td>16,964</td>
</tr>
<tr>
<td>Received</td>
<td>11,565</td>
<td>16,059</td>
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<tr>
<td>Answered In-State</td>
<td>7,629</td>
<td>13,230</td>
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<tr>
<td>In-State Answer Rate</td>
<td>66%</td>
<td>82%</td>
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<tr>
<td>Average Speed to Answer</td>
<td>32 seconds</td>
<td>27 seconds</td>
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OMH Crisis Services – Connection to 988

- Mobile Crisis Initiatives
- Crisis Residential Services
- Crisis Stabilization Centers
- Comprehensive Psychiatric Emergency Department (CPEPs)
Local Connectivity for Crisis Continuum

- 911 and Law Enforcement
- Co-Response Initiatives
- Sequential Intercept Mapping (SIM)
- Crisis Intervention Team (CIT)
- Mobile Access Program (MAP)