



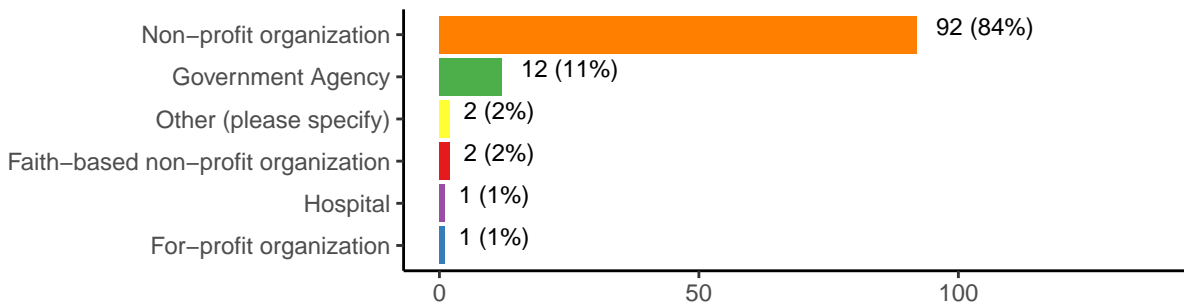
## CRISIS CENTER SURVEY 2018

NATIONAL SUICIDE PREVENTION LIFELINE

## Survey Distribution and Response

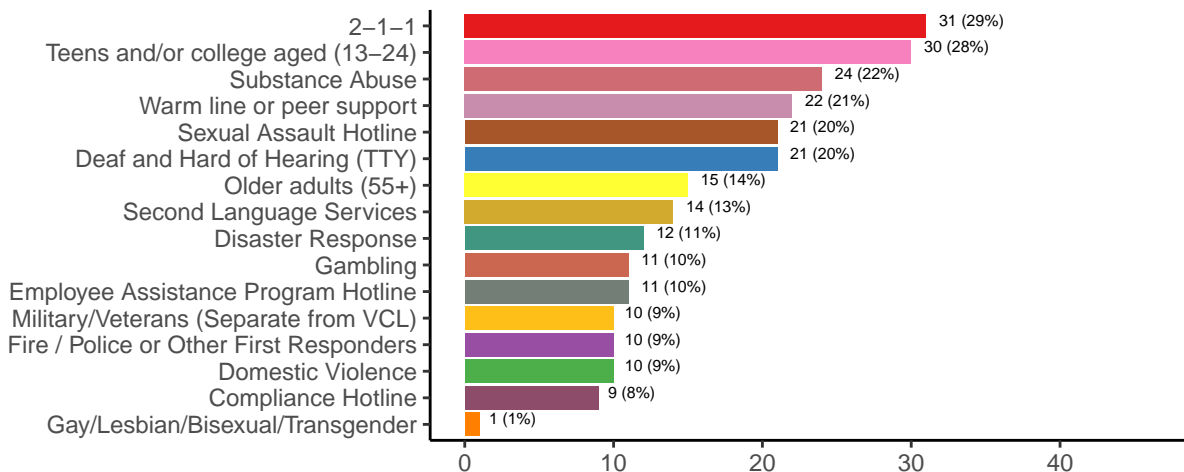
- Approved by SAMHSA in 2018.
- Distributed in Fall 2018.
- Received results for July 1, 2017 – June 30, 2018 reporting period (and FY's 16 and 17 for select questions).
- 110 / 159 (69%) of Lifeline network centers responded.
- These centers represent approximately 81% of handled call volume on the Lifeline network for FY18.
- 98 completed the survey.

## What Types of Organizations Make Up the Lifeline Crisis Center Network?



Sample size: 110

## Centers with Dedicated Lines for:

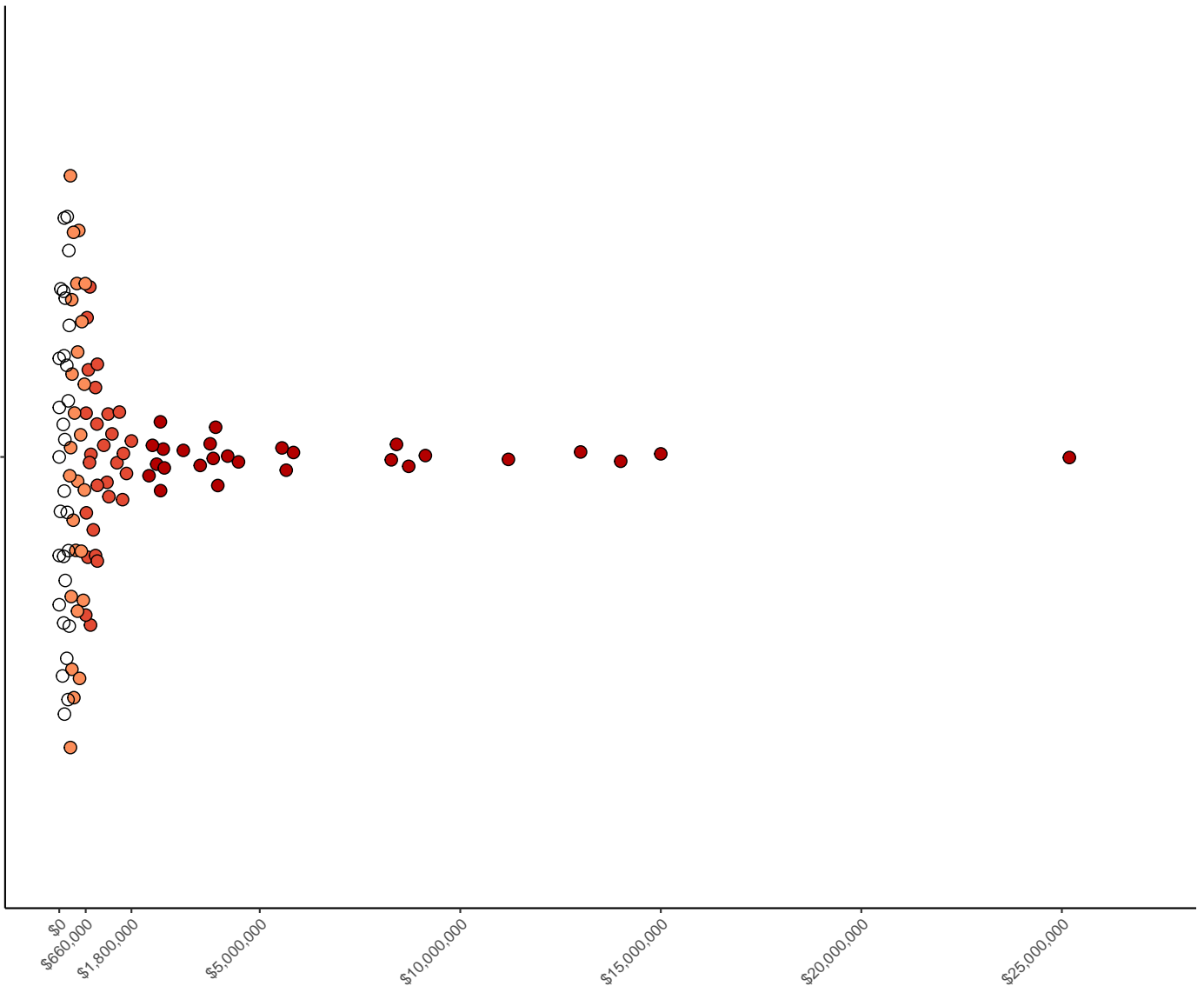


3 (3% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

## Funding

In FY18 the top 25% of centers were funded in the range of \$1.7M to \$25M, centers in the 50th to 75th percentile were funded in the range of \$650K to \$1.7M, centers in the 25th to 50th percentile were funded in the range of \$245K to \$650K and centers in the bottom 25% were funded in the range of \$0 to \$245K. *Note: 110 centers provided FY17 and FY18 funding information.*

Funding Level ○ \$0 to \$245K ● \$245K to \$650K ● \$650K to \$1.7M ● \$1.7M to \$25M



## Funding Allocation

Across all funding levels, about half of all dollars were allocated to hotline (call services). Around 5% were allocated to chat and text (roughly 2.5% each), 10% to mobile crisis (MCT), 15% to crisis residential (Crs Res), and 20% to other services. Allocations varied by funding level with smaller centers allocating the majority of their budgets to hotline (call services) and larger centers showing a greater diversity of allocations. *Note: 110 centers provided complete funding allocation information.*

Table 1: Funding allocations FY18 by funding level.

Funding Level	Total FY18	Call	Call %	Chat	Chat %	SMS	SMS %
\$1.7M to \$25M	\$177,967,588	\$76,190,878	43%	\$4,834,898	3%	\$3,565,088	2%
\$650K to \$1.7M	\$29,347,855	\$20,740,559	71%	\$395,751	1%	\$731,220	2%
\$245K to \$650K	\$11,182,991	\$8,922,870	80%	\$398,898	4%	\$473,968	4%
\$0 to \$245K	\$3,717,837	\$3,279,355	88%	\$71,565	2%	\$90,240	2%
Overall	\$222,216,271	\$109,133,662	49%	\$5,701,112	3%	\$4,860,517	2%

Table 2: Funding allocations FY18 by funding level.

Funding Level	Total FY18	MCT	MCT %	Crs Res	Crs Res %	Other	Other %
\$1.7M to \$25M	\$177,967,588	\$23,681,390	13%	\$30,535,666	17%	\$39,159,668	22%
\$650K to \$1.7M	\$29,347,855	\$3,864,239	13%	\$751,500	3%	\$2,864,586	10%
\$245K to \$650K	\$11,182,991	\$259,399	2%	\$338,200	3%	\$789,655	7%
\$0 to \$245K	\$3,717,837	\$194,400	5%	\$0	0%	\$82,277	2%
Overall	\$222,216,271	\$27,999,429	13%	\$31,625,366	14%	\$42,896,186	19%

## Funding Source

Across all funding levels, roughly 85% of funding was provided by city / county, state, and private grants and contracts, each providing around a third. The remaining 15% was provided by federal grants and contracts ~5%, private donations ~3%, and other sources ~7%. In terms of public vs. private funding the split is approximately 65% public 35% private, which is consistent with proportions reported back to 2011. Smaller centers were more reliant on private donations receiving about 18% of their funding from this source vs. the largest centers who only received about 2%. While city / county funding made up roughly the same proportion across funding levels (~30%), state and federal dollars made up a larger proportion of larger centers. The largest centers received ~34% of their funding in state and ~6% of their funding in federal dollars, while the smallest centers received ~17% of their funding from the state and ~.5% from the federal government. *Note: 110 centers provided complete funding source information.*

Table 3: Public funding sources FY18 by funding level.

Funding Level	N	Total FY18	City	City %	State	State %	Federal	Federal %
\$1.7M to \$25M	27	\$177,967,588	\$46,651,219	26%	\$59,692,492	34%	\$10,456,289	6%
\$650K to \$1.7M	28	\$29,347,855	\$8,442,657	29%	\$7,975,312	27%	\$1,410,797	5%
\$245K to \$650K	26	\$11,182,991	\$3,591,072	32%	\$2,937,494	26%	\$321,617	3%
\$0 to \$245K	29	\$3,717,837	\$1,269,984	34%	\$624,025	17%	\$15,425	0%
Overall	110	\$222,216,271	\$59,954,931	27%	\$71,229,324	32%	\$12,204,128	5%

Table 4: Private funding sources FY18 by funding level.

Funding Level	N	Total FY18	Donations	Donations %	Grants	Grants %	Other	Other %
\$1.7M to \$25M	27	\$177,967,588	\$3,620,505	2%	\$51,481,309	29%	\$6,065,774	3%
\$650K to \$1.7M	28	\$29,347,855	\$1,277,983	4%	\$2,769,984	9%	\$7,471,123	25%
\$245K to \$650K	26	\$11,182,991	\$949,637	8%	\$2,978,170	27%	\$405,001	4%
\$0 to \$245K	29	\$3,717,837	\$668,746	18%	\$645,116	17%	\$494,542	13%
Overall	110	\$222,216,271	\$6,516,871	3%	\$57,874,578	26%	\$14,436,439	6%

## Funding Change

- In 2011 about 16% of centers reported and increase in funding, 50% reported a decrease, and 34% reported no change since 2010.
- In 2014 about 23% of centers reported and increase in funding, 31% reported a decrease, and 46% reported no change since 2013.
- In 2018 about 66% of centers reported and increase in funding, 21% reported a decrease, and 13% reported no change since 2017.

From FY17 to Fy18, funding increased overall by approximately \$17.4 million (~9% overall increase). However, these changes were not evenly distributed across the network. The largest increase, in terms of total dollars, was for centers whose funding was in the top 25th percentile (\$1.7 million to \$25 million). These centers saw an increase in funding of nearly \$14.5 million, accounting for almost 85% of the total additional dollars of funding for centers in the network, and a ~9% increase in funding for centers in this category over the previous year. Centers whose funding was in the range of \$245,000 to \$650,000 saw the biggest year over year increase at approximately 14% from FY17 to FY18. While centers with funding in the range of \$650,000 to \$1,700,000 saw an increase of around 6%, centers with the least funding, \$0 to \$245,000, saw their funding decrease by approximately 3%.

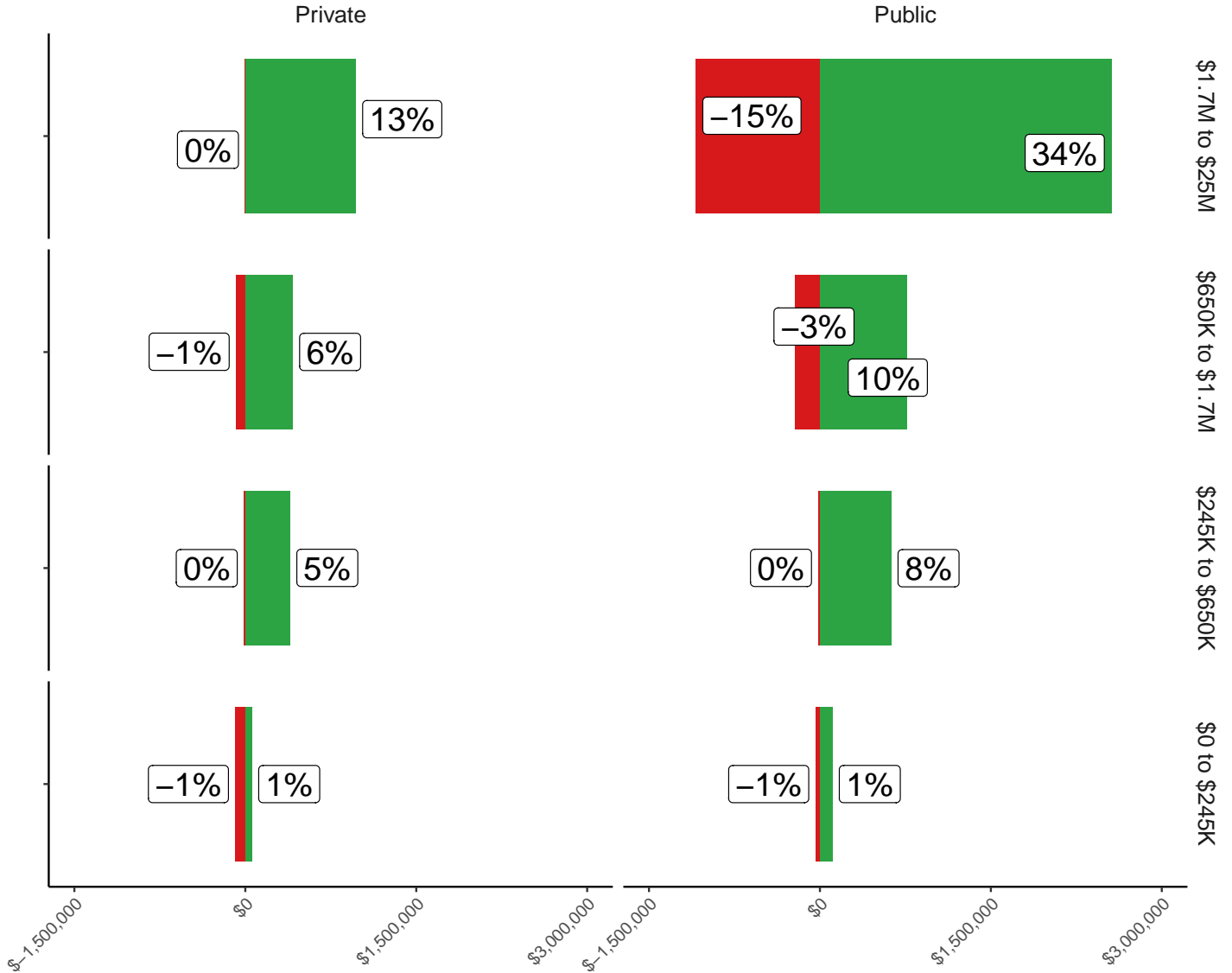
Table 5: Funding changes FY17 - FY18 by funding level.

Funding Level	FY17 Total	FY18 Total	Total Change	% Change
\$1.7M to \$25M	\$163,505,622	\$177,967,588	\$14,461,966	9%
\$650K to \$1.7M	\$27,697,804	\$29,347,855	\$1,650,051	6%
\$245K to \$650K	\$9,795,072	\$11,182,991	\$1,387,919	14%
\$0 to \$245K	\$3,816,545	\$3,717,837	-\$98,708	-3%
Overall	\$204,815,043	\$222,216,271	\$17,401,228	8%

### Source of Funding Change

Most of the change in FY17 to FY18 funding was driven by an increase of public funds (55%), followed by an increase in private funds (25%), a decrease in public funds (-18%) and a small decrease in private funds (-2%). *Note: 77 centers provided information concerning the source of their FY17 to FY18 funding change.*

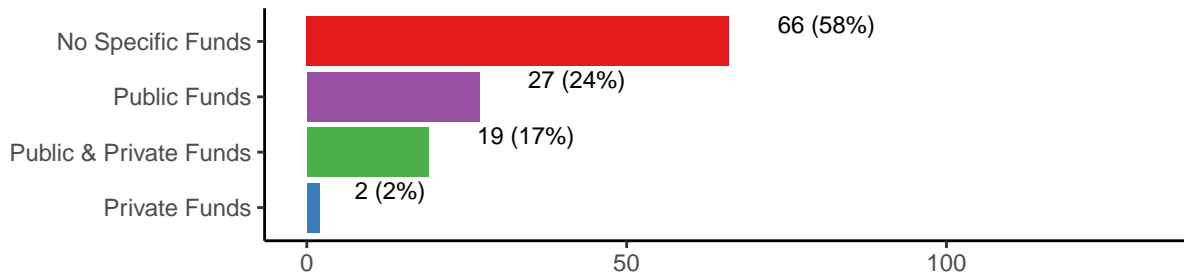
Percent gain / loss in total private / public dollars for each funding level.



77 centers provided information concerning the source of their FY17 to FY18 funding change.

## Lifeline Call Funding

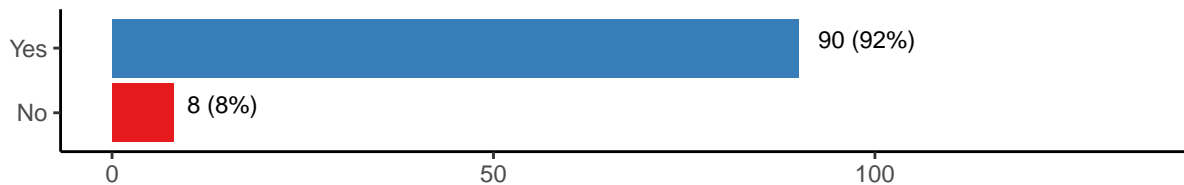
How does your center support answering Lifeline calls?



This question was asked separately from the rest of the survey and 114 centers responded. Of these, 81 participated in the rest of the crisis center survey.

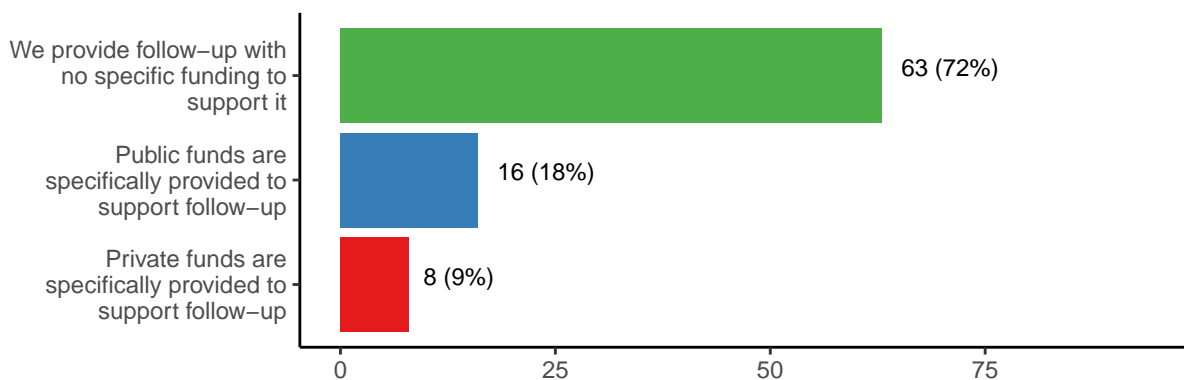
## Follow Up Funding

Does your crisis center provide follow up services to callers?



12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

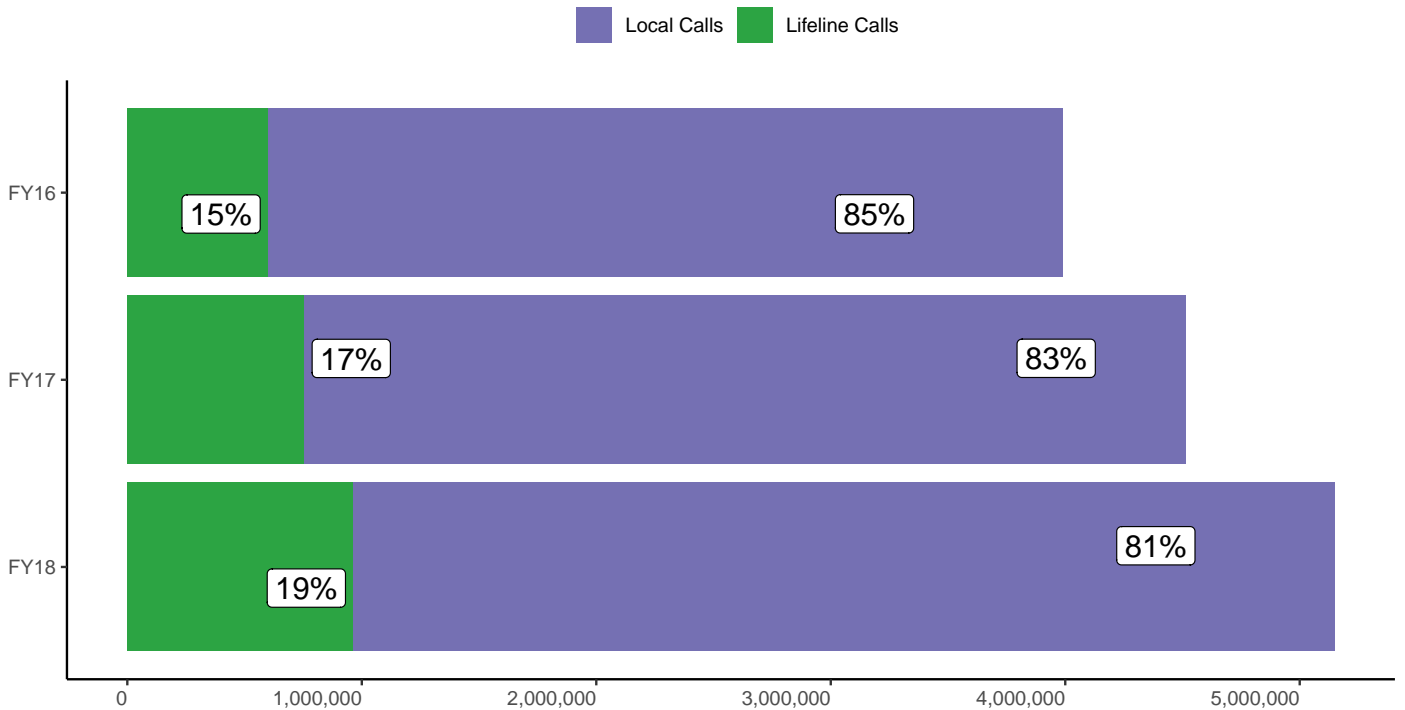
If 'Yes', how do you support them?



23 (21% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

## Contact Volume

- In 2011 the proportion of Lifeline calls to center’s local calls was 12% to 88%.
- In 2014 it was 15% to 85%.
- Proportions for FY16, FY17, and FY18 are shown below.



93 Centers reported call volume.

## Calls Answered

The 93 centers that reported their call volume indicated a total of approximately 5.1 million calls answered in FY18 approximately 19% of which were Lifeline calls. This represents a 13% increase in all answered calls over FY17 following a 13% increase from FY16 to FY17. The proportion of Lifeline calls handled by these centers has been increasing by about 1% per year overall.

Table 6: All calls and percent Lifeline calls by fiscal year.

Year	Centers Reporting	All Calls Answered	% Lifeline Calls
FY16	93	3,987,900	15%
FY17	93	4,512,615	17%
FY18	93	5,148,564	19%



### Contacts by Mode (Call, Text, Chat)

While the vast majority of contacts are calls ~95%, chat and SMS volume continues to increase each year. While SMS volume makes up a minority of total contacts (~1% to ~3%) the volume of SMS contacts is increasing rapidly (about a 58% increase from FY16 to FY17 and a 124% increase from FY17 to FY18).

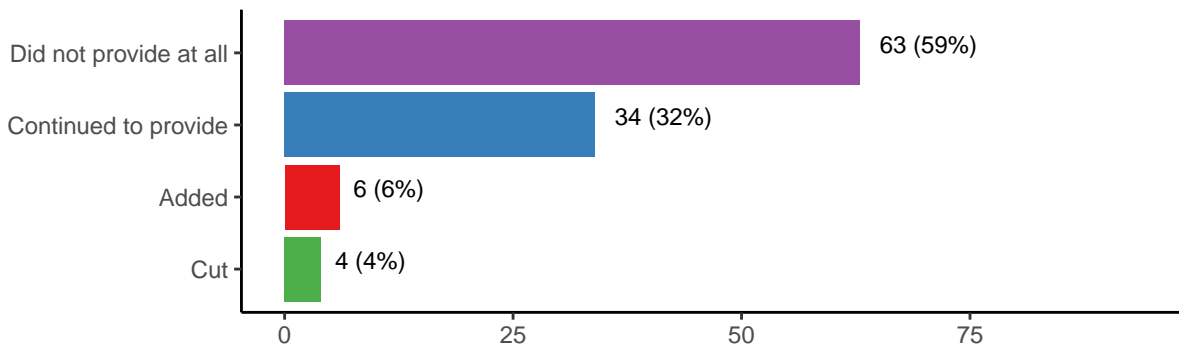
Table 7: Contacts by mode.

Year	Contacts	Calls	Calls %	Chats	Chats %	SMS	SMS %
FY16	4,145,248	3,987,900	96%	110,700	3%	46,648	1%
FY17	4,708,999	4,512,615	96%	122,873	3%	73,511	2%
FY18	5,445,074	5,148,564	95%	131,601	2%	164,909	3%

### Centers Providing Chat and Text Services

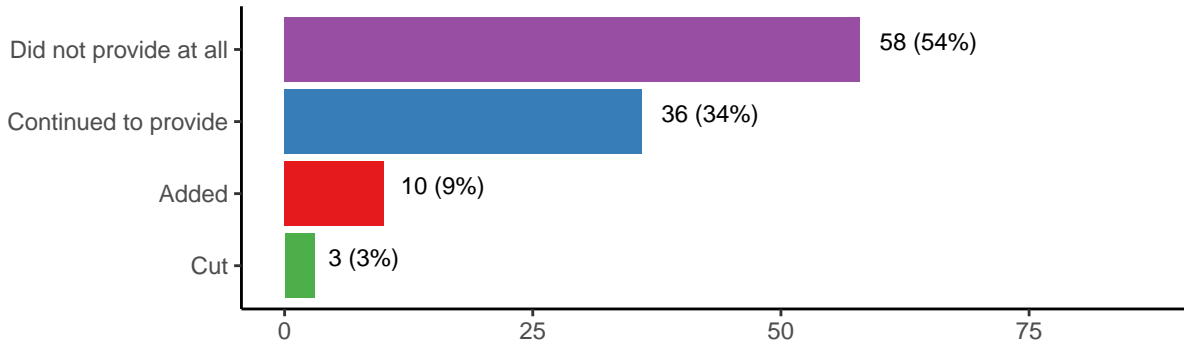
- In 2011 about 32% provided web, chat, or text services.
- In 2014 about 35% provided chat, and 27% provided text services.
- In FY18 about 36% provided chat, and 42% provided text services.

Centers that added, continued to provide, or cut chat services.



3 (3% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

Centers that added, continued to provide, or cut text services.



3 (3% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

### Calls by Presenting Concern

Around 19% of calls concerned suicide, about 34% were regarding other mental health concerns, and around 8% concerned substance use. The remainder concerned social service ~28% and other needs ~11%. Larger centers reported a somewhat higher proportion of calls concerning suicide and a lower proportion of social service calls.

Table 8: Presenting concern proportions by funding level.

Funding Level	Calls FY18	N	Suicide	Suicide %	Mental Health	Mental Health %
\$1.7M to \$25M	2,586,178	25	493,230	19%	911,282	35%
\$650K to \$1.7M	1,143,422	23	268,544	23%	403,345	35%
\$245K to \$650K	786,288	21	120,433	15%	216,980	28%
\$0 to \$245K	632,676	24	73,608	12%	206,972	33%
Overall	5,148,564	93	955,816	19%	1,738,580	34%

Table 9: Presenting concern proportions by funding level.

Funding Level	Substance Use	Substance Use %	Social Services	Social Services %	Other	Other %
\$1.7M to \$25M	272,805	11%	672,323	26%	236,538	9%
\$650K to \$1.7M	66,305	6%	269,198	24%	136,029	12%
\$245K to \$650K	35,680	5%	236,275	30%	176,919	23%
\$0 to \$245K	48,926	8%	263,312	42%	39,858	6%
Overall	423,716	8%	1,441,108	28%	589,344	11%

## Emergency / MCT Dispatches

### What was the total number of mobile crisis team dispatches that your crisis center activated in the past year?

Mobile crisis team dispatches are predominantly handled by the largest centers. The median center at this funding level dispatched 2,023 MCT's during FY18 and the center that dispatched the most sent nearly 22,000. Centers with lower levels of funding dispatch far fewer MCT's with 50% of centers at the lowest funding levels not dispatching MCT's at all and the center dispatching the most in this category sending approximately 2,000.

Table 10: Mobile crisis team dispatches by funding level.

Funding Level	N	Total MCT	Min	25%	Per Center Median	75%	Max
\$1.7M to \$25M	22	79,222	0	178	2,023	2,824	21,754
\$650K to \$1.7M	25	14,303	0	0	12	178	6,388
\$245K to \$650K	20	10,515	0	0	18	88	5,000
\$0 to \$245K	24	4,346	0	0	0	22	2,016
Overall	91	108,386	0	0	30	1,048	21,754

### What was the total number of Lifeline calls in the past year where rescue (ambulance, non-MCT) was dispatched?

Overall, about 2.1% of answered Lifeline calls required the dispatch of active rescue during FY18.

Table 11: Rescues as % of Lifeline calls by funding level.

Funding Level	N	Lifeline Answered Calls	Total Rescues	% Rescues
\$1.7M to \$25M	21	338,316	9,165	3%
\$650K to \$1.7M	21	320,346	5,279	2%
\$245K to \$650K	20	198,453	1,370	1%
\$0 to \$245K	23	163,027	5,241	3%
Overall	85	1,020,142	21,055	2%

### What number of Lifeline calls over the past year resulted in rescues that were collaborative/voluntary?

Overall, about 61% of active rescues were collaborative during FY18.

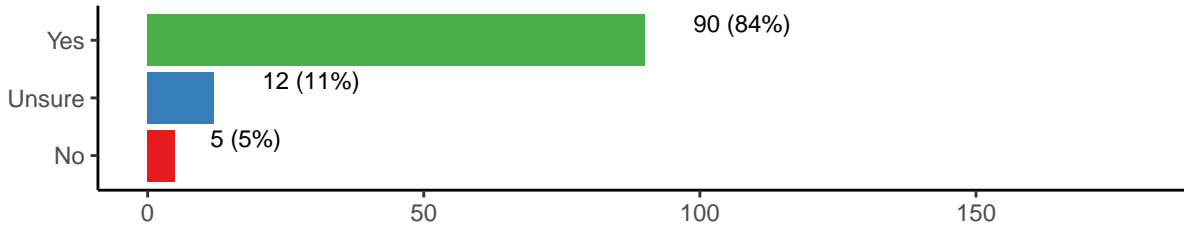
Table 12: Collaborative rescues as % of total rescues by funding level.

Funding Level	N	Total Rescues	Collaborative Rescues	% Collaborative
\$1.7M to \$25M	17	5,649	4,007	71%
\$650K to \$1.7M	18	4,729	2,207	47%
\$245K to \$650K	18	787	510	65%
\$0 to \$245K	21	5,110	3,180	62%
Overall	74	16,275	9,904	61%

## Three Digit Number Impact

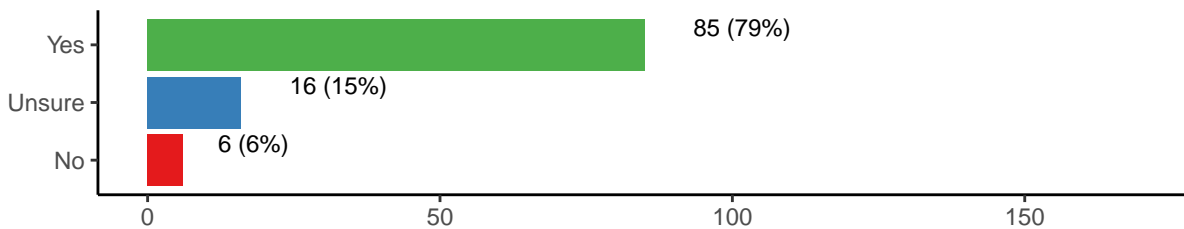
**If a national three-digit number for mental health crisis response and suicide was created in the future do you feel it would impact your crisis center operations?**

I think it would impact our center.



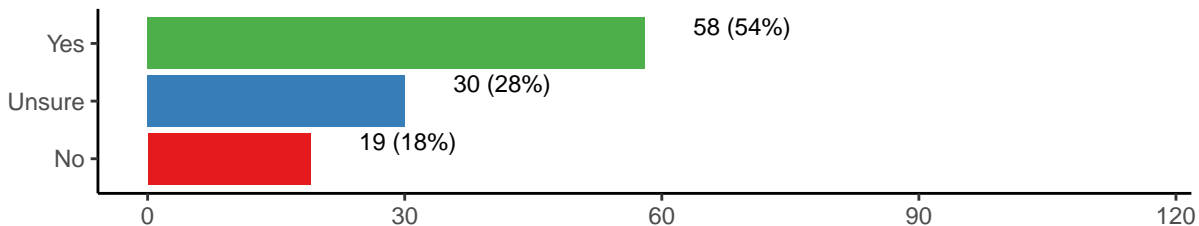
3 (3% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

I think it would increase call volume.



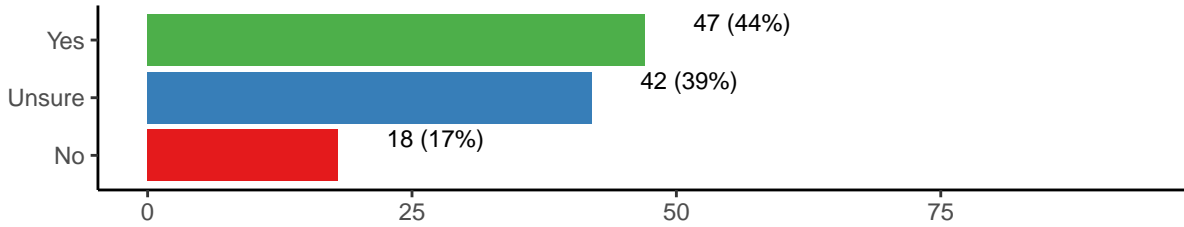
3 (3% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

I think it would increase the visibility of our center.



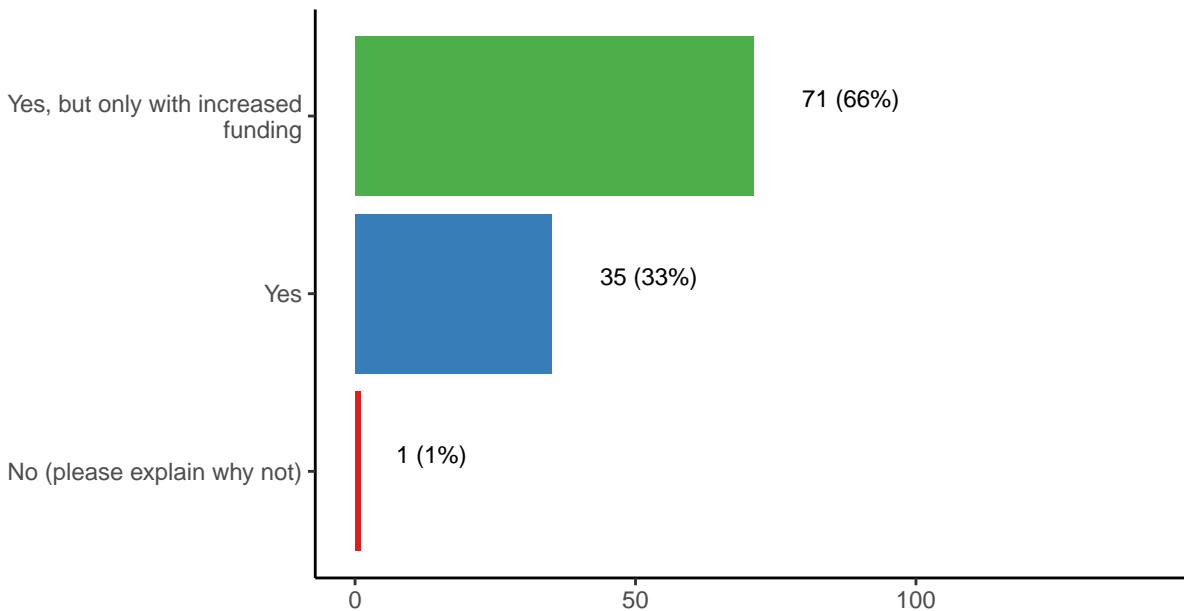
3 (3% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

I think it could strain our capacity to answer calls.



3 (3% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

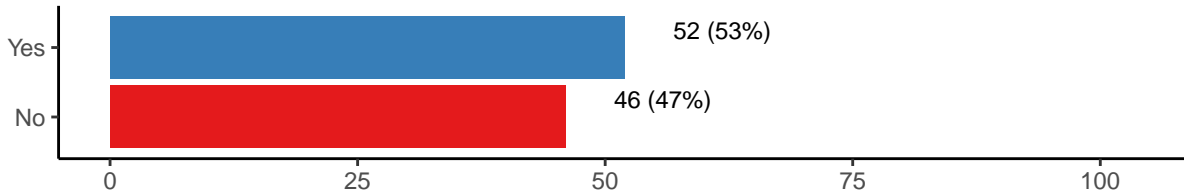
**If a national three-digit number for mental health crisis response and suicide was created in the future, would your crisis center be in a position to receive calls from this number for a defined geographic area / defined coverage hours similar to the coverage you currently provide to the Lifeline?**



3 (3% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

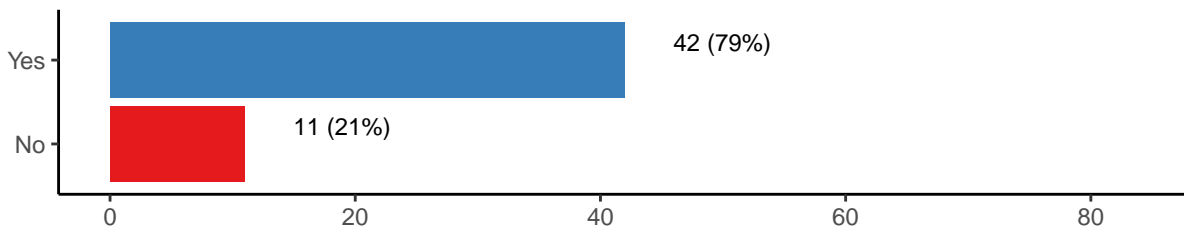
## Efficiency and Metrics

Does your crisis center have an Automatic Call Distribution System (ACD)?



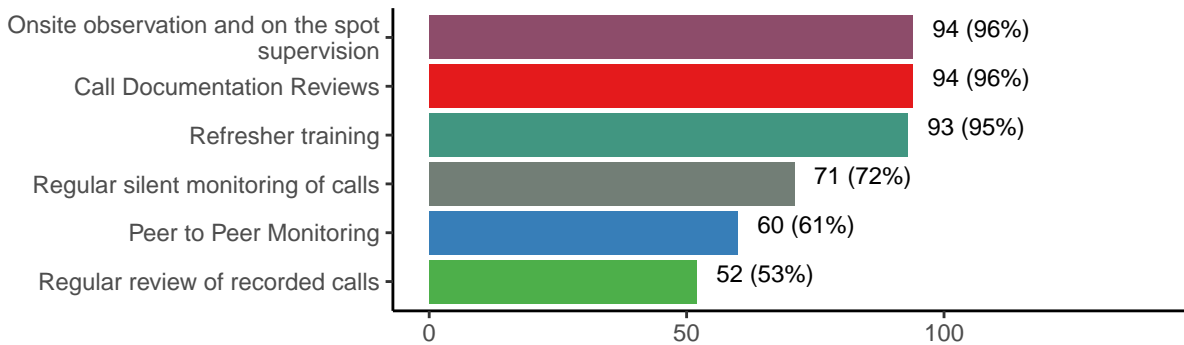
12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

If 'Yes', does your crisis center utilize this ACD on incoming Lifeline calls?



57 (52% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

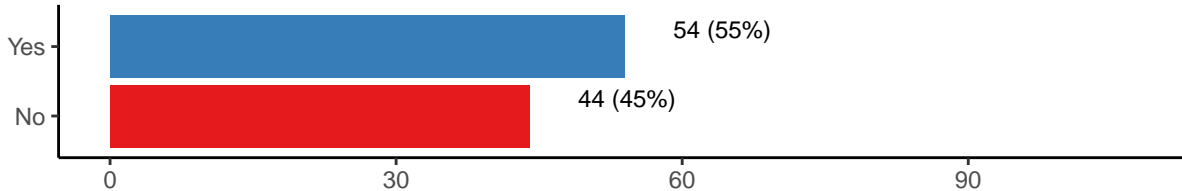
What methods does your crisis center use to ensure call quality?



12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

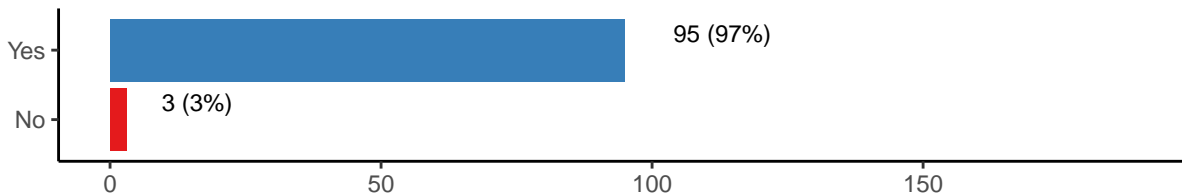
## Center Staffing

Does your crisis center use volunteers as crisis counselors or supervisors on your crisis hotlines?



12 (11% of 110) centers did not respond to this question.  
 Proportions above are out of all centers who answered.

Does your crisis center have any paid staff who are crisis counselors or supervisors on your crisis hotline(s)?



12 (11% of 110) centers did not respond to this question.  
 Proportions above are out of all centers who answered.

Table 13: Proportion of staff with degree per center.

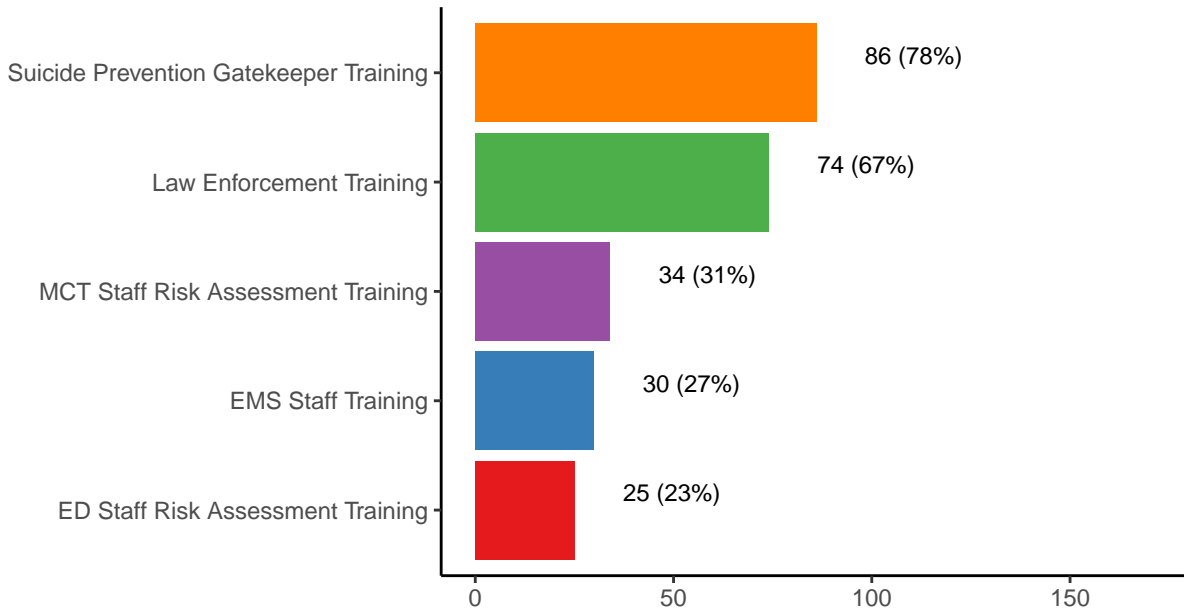
Degree	N	Min	25%	Median	75%	Max
Masters	95	0%	5%	10%	30%	100%
Bachelors	97	0%	20%	40%	70%	100%
Associates	93	0%	0%	5%	20%	100%
No Degree	89	0%	0%	10%	40%	100%

Table 14: Hours of training required.

Funding Level	N	Min	25%	Median	75%	Max
\$1.7M to \$25M	26	40	60	80	160	480
\$650K to \$1.7M	25	0	55	70	80	450
\$245K to \$650K	22	40	47	58	78	1,200
\$0 to \$245K	23	16	40	40	56	320
Overall	96	0	44	60	82	1,200

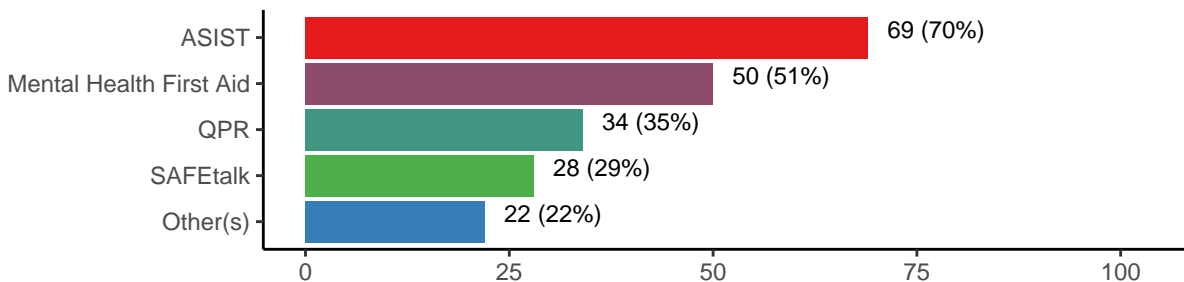
## Center Training

Number of Centers Providing Each Type of Training in FY18



Above each % is out of 110 respondents regardless of whether a center responded to particular questions.

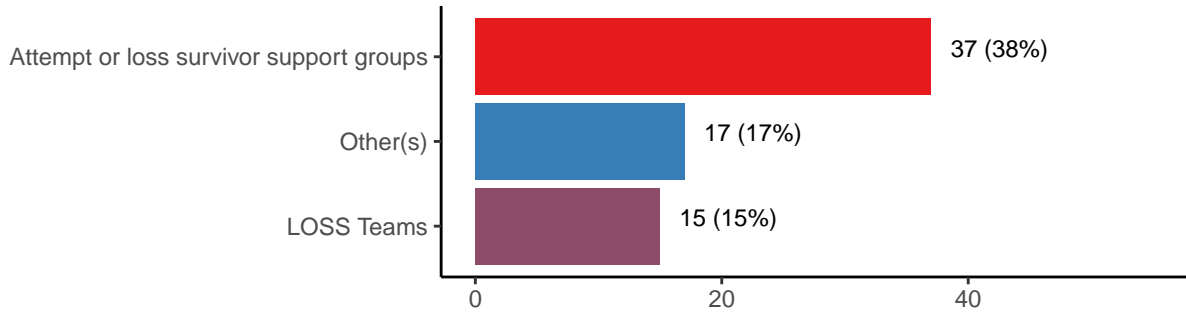
Does your crisis center provide any of the following 'Gatekeeper Training' suicide prevention services on an ongoing, formal basis to the community?



12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.



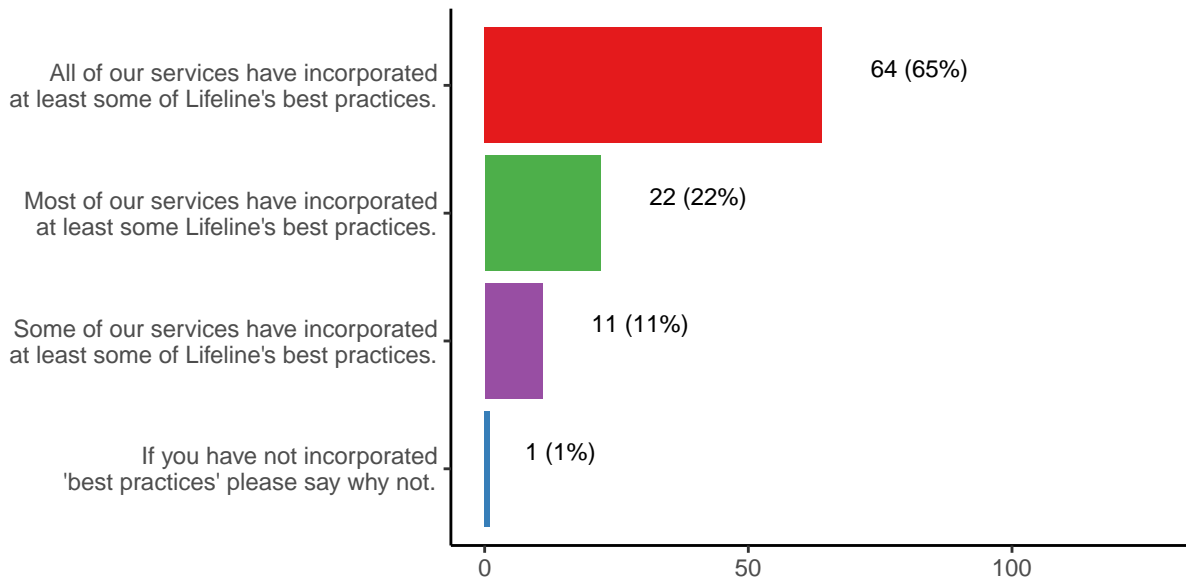
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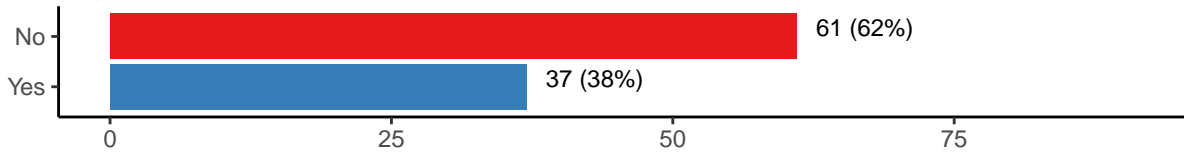
## Dissemination of Practices

Have you applied any of Lifeline's 'best practices' to your other hotline or crisis services?



12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

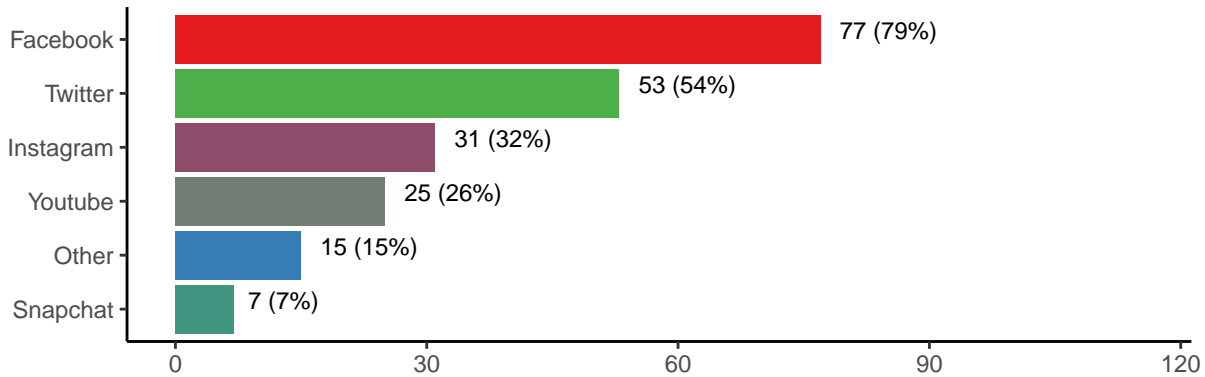
Does your crisis center make use of the Lifeline Simulation Training System on a regular basis?



12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

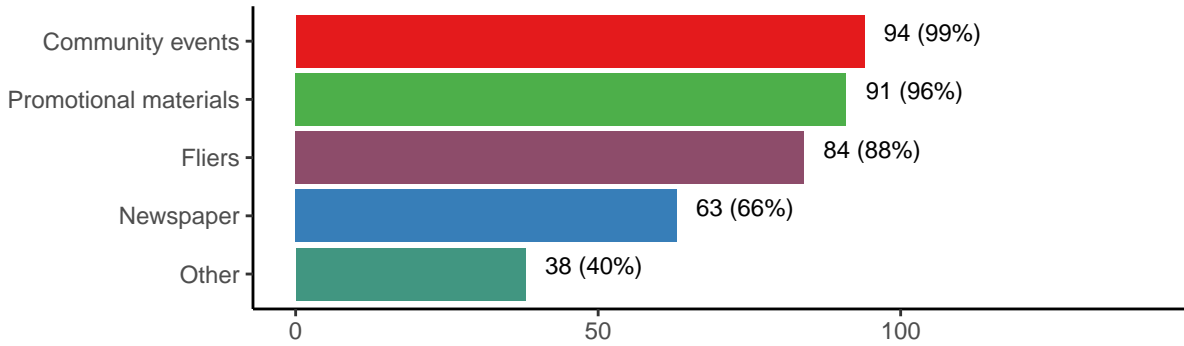
## Public Awareness

Is your crisis center active on Social Media?



12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

In what other ways do you communicate your services to the public?

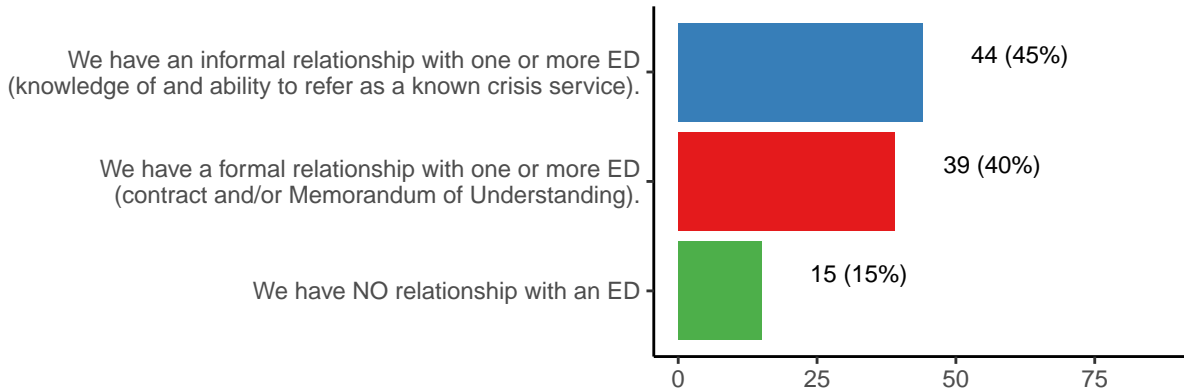


15 (14% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

## Crisis Center Partnerships

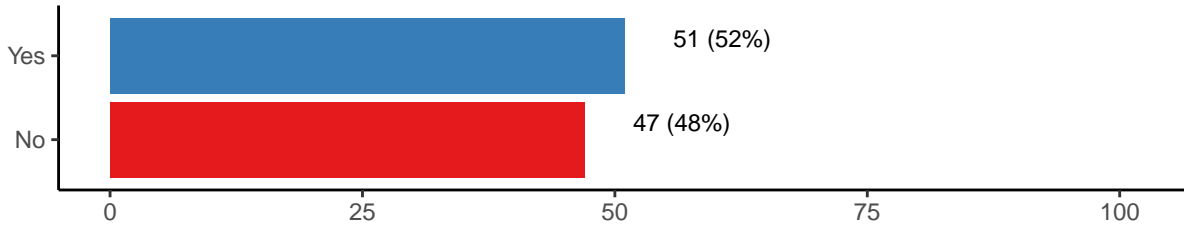
### Relationships with Emergency Departments

What is your crisis center's relationship with Local Hospital Emergency Departments?



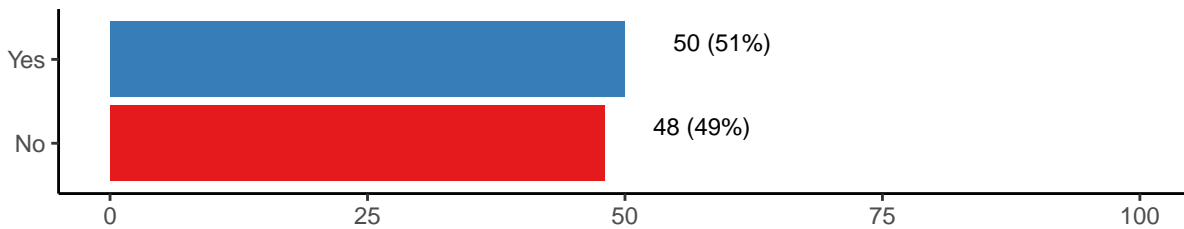
12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

We have a procedure for providing assessment information for callers we refer to the ED.



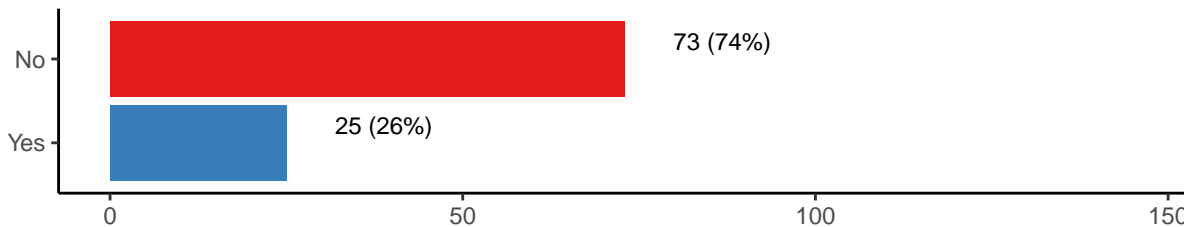
12 (11% of 110) centers did not respond to this question.  
 Proportions above are out of all centers who answered.

We provide follow-up services for patients discharged from an ED.



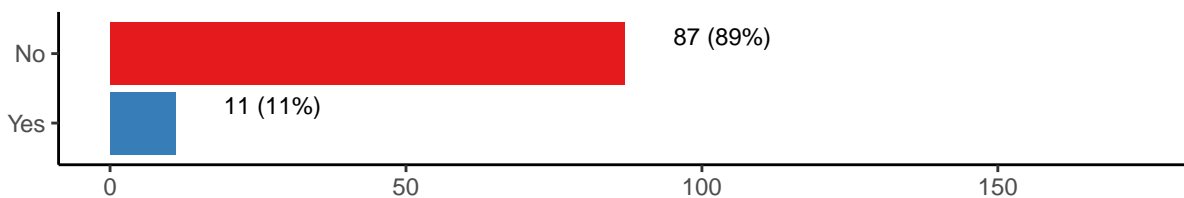
12 (11% of 110) centers did not respond to this question.  
 Proportions above are out of all centers who answered.

We have provided training for ED staff in risk assessment.



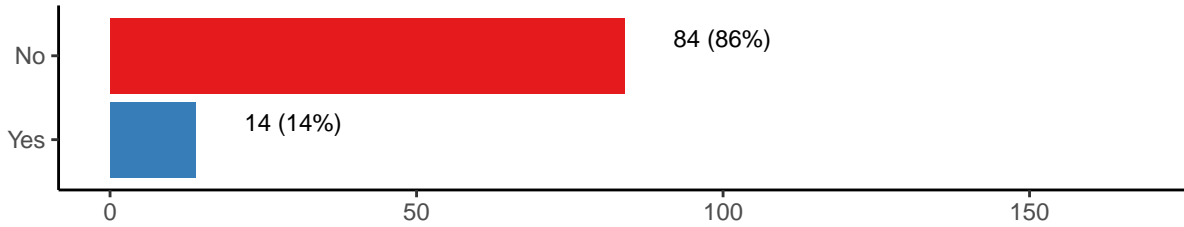
12 (11% of 110) centers did not respond to this question.  
 Proportions above are out of all centers who answered.

We have staff that are co-located in an ED and work with ED staff on risk assessments and/or referrals.



12 (11% of 110) centers did not respond to this question.  
 Proportions above are out of all centers who answered.

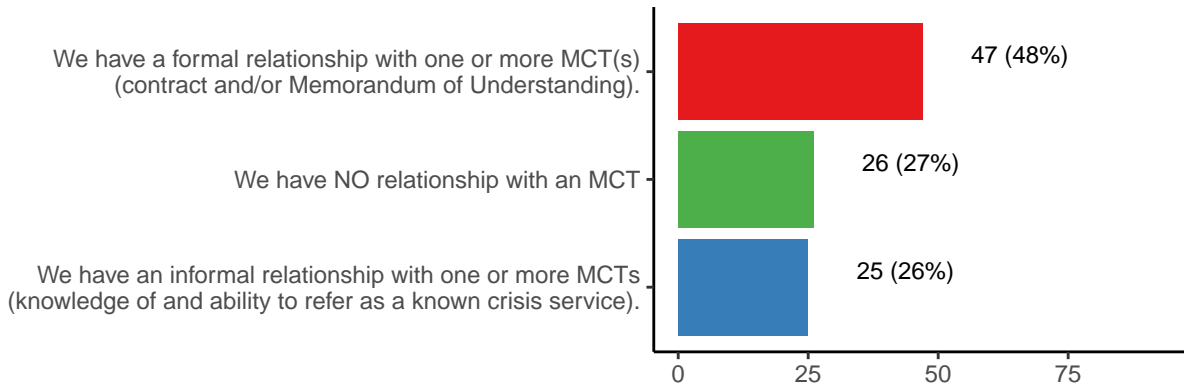
Our agency/organization provides emergency room services.



12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

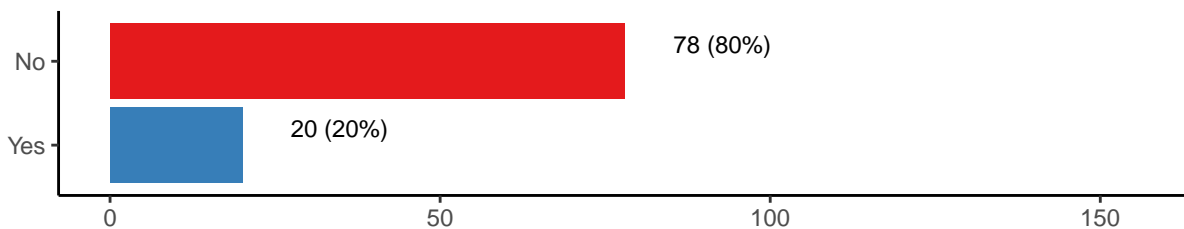
### Relationships with Mobile Crisis Teams

What is your crisis center's relationship with Mobile Crisis Teams (MCT)?



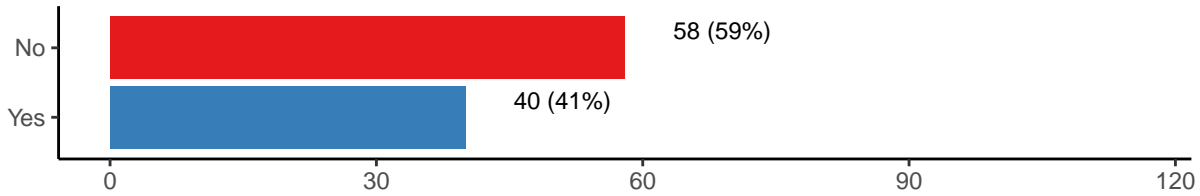
12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

There is NO MCT currently serving our area(s).



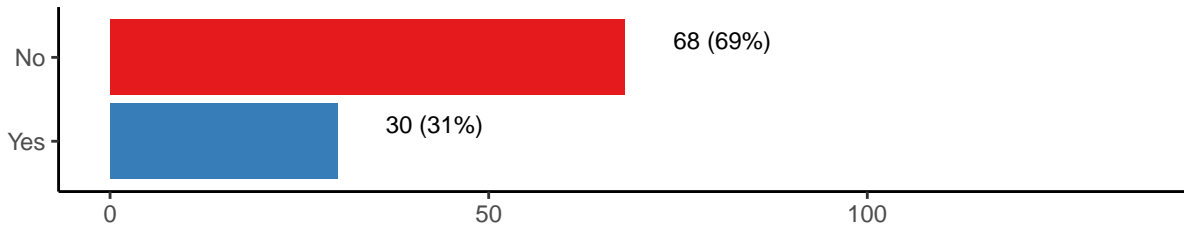
12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

Our crisis center is formally designated by a funding authority to dispatch mobile crisis services.



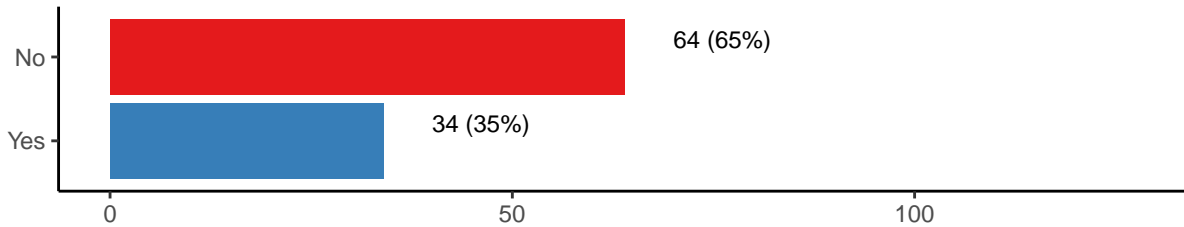
12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

We provide follow-up services for one or more MCTs.



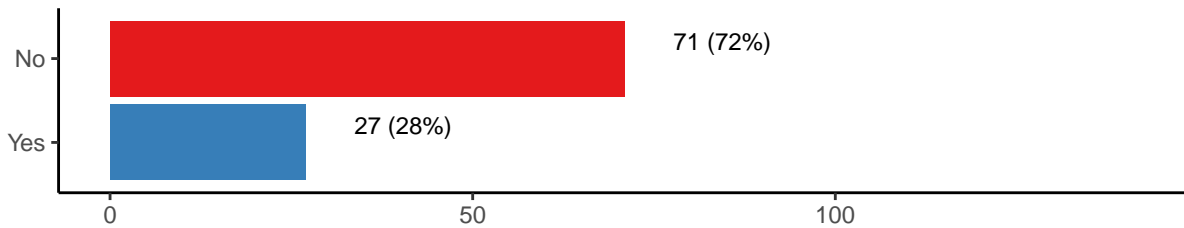
12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

We have provided training to MCT staff in risk assessment.



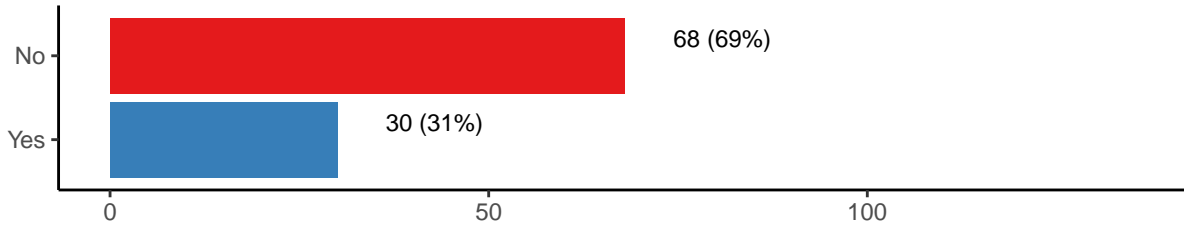
12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

We conduct risk assessments for MCT staff.



12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

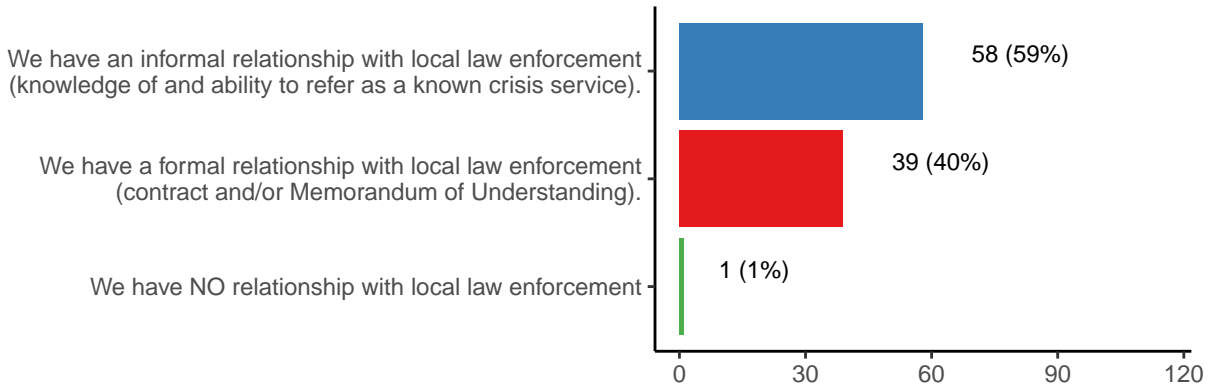
Our crisis center provides mobile crisis services.



12 (11% of 110) centers did not respond to this question.  
 Proportions above are out of all centers who answered.

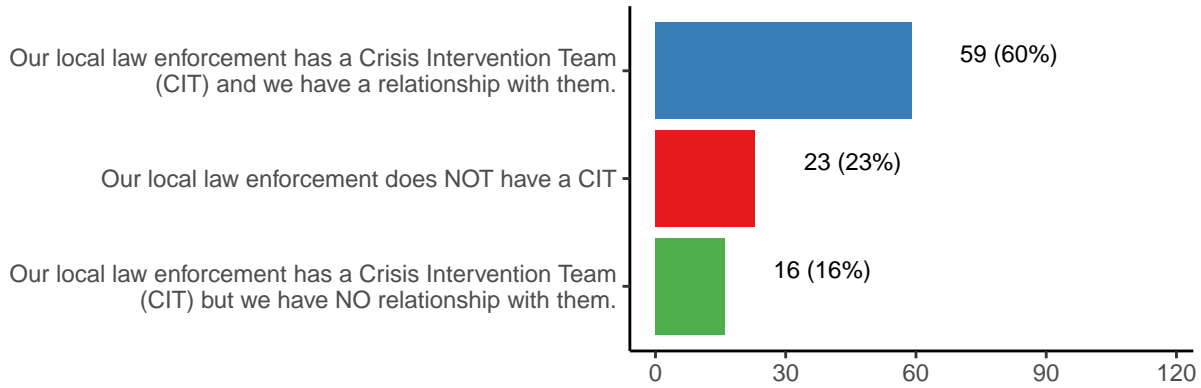
## Relationships with Law Enforcement

What is your crisis center's relationship with Law Enforcement?



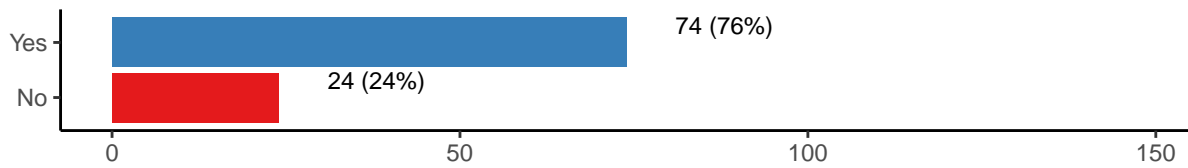
12 (11% of 110) centers did not respond to this question.  
 Proportions above are out of all centers who answered.

**Does your local law enforcement have a Crisis Intervention Team (CIT)?**



12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

**Does your crisis center provide training to law enforcement for working with persons that are suicidal and/or have behavioral health problems?**

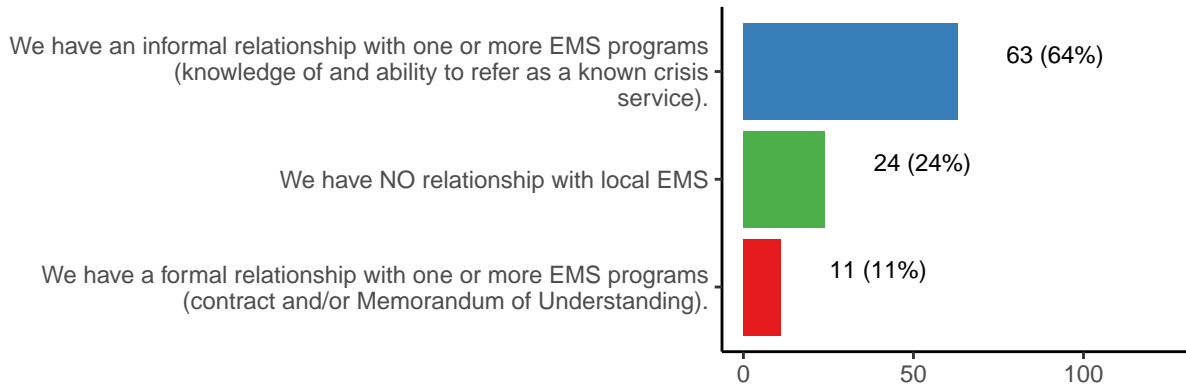


12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.



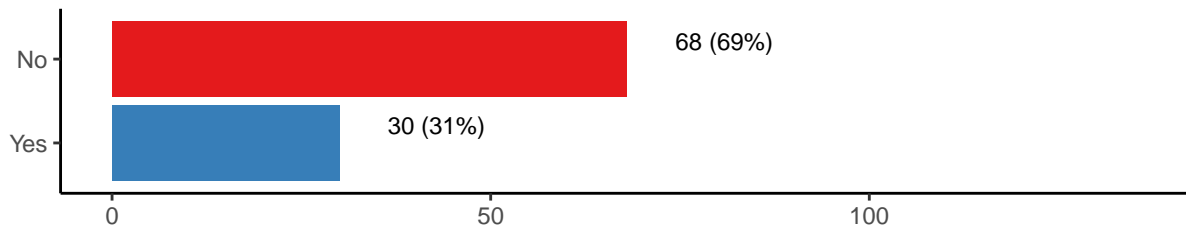
## Relationships with EMS and 911

What is your crisis center's relationship with Ambulance/EMS?



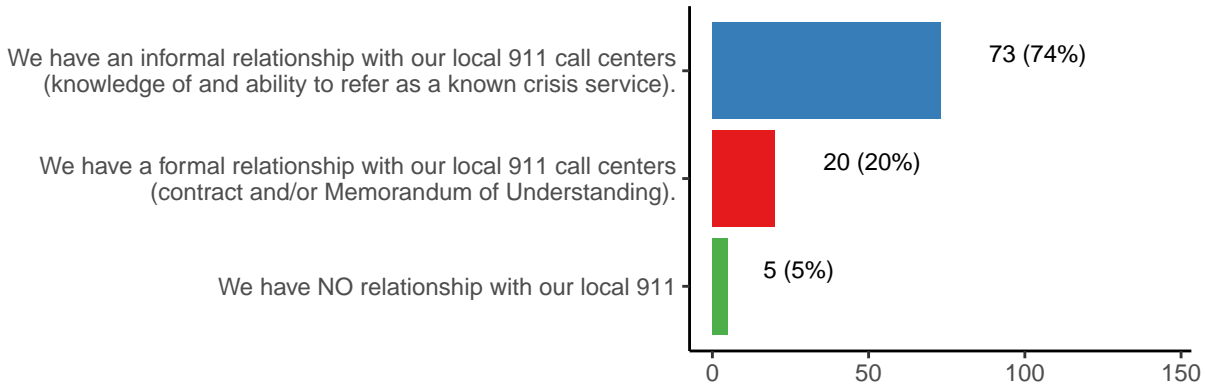
12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

Does your crisis center provide training to EMS personnel?



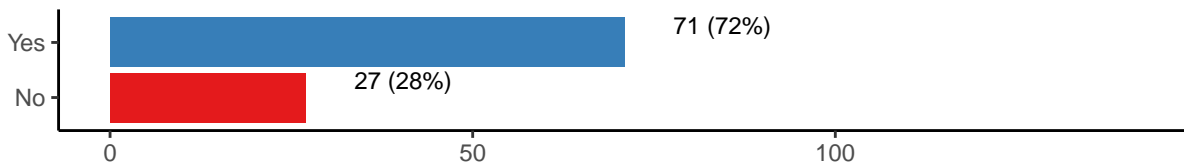
12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

**What is your crisis center's relationship with Local 911?**



12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

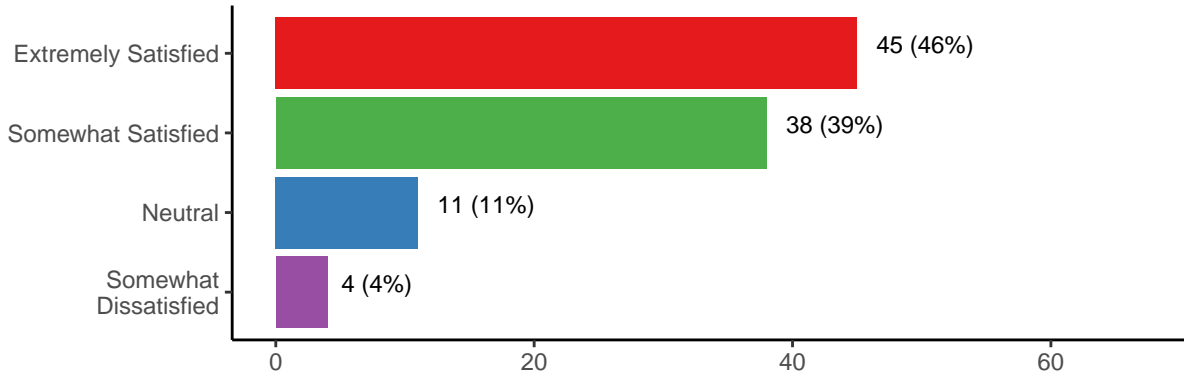
**When our crisis center refers callers at imminent risk to 911, we have a process in place where they can inform us if the caller was seen and/or transported.**



12 (11% of 110) centers did not respond to this question. Proportions above are out of all centers who answered.

## Member Satisfaction

Overall, how satisfied are you with your Lifeline membership?



12 (11% of 110) centers did not respond to this question.  
Proportions above are out of all centers who answered.