



The Lifeline: With Help Comes Hope

- National toll-free number
- Access from anywhere in U.S., 24-7
- Free and confidential
- Trained, caring workers who are ready to help
- Low-cost



Network Strength

- Over 120 crisis call centers
- National number, local resources
- SAMHSA funded



Network Goals



- Increase network size and capacity
- Efficient connection to nearest center
- Reach persons at a high risk for suicide
- Enhance quality of services by promoting best practices
- Monitor network's success through independent evaluation

Role of a National Network

- Ensure single toll-free number that routes calls efficiently
- National suicide prevention promotion efforts
- Provide Technical Assistance to crisis centers
- Promote understanding & awareness on the important role of hotlines in suicide prevention

How the Lifeline Works

- Dial 800-273-TALK
- Call routed to nearest crisis center (based on caller's area code)
- The crisis worker will:
 - Listen to the person
 - Assess the nature and severity of the crisis
 - Links and/or refers caller to services as needed (including EMS)
- All calls answered (back-up centers).
- All calls free and confidential.

Hotline Evaluation

- Among crisis callers, distress decreases during and after calls.
- Crisis hotlines are reaching seriously suicidal callers – 12% of suicidal callers reported that the call saved their life.
- Suicidality decreases during and after calls.
- Suicide risk assessments need to be done routinely on all crisis calls
- Need for greater uniformity in nature and style of telephone help to better insure quality in the network.

Follow-up to Evaluations

- Disseminate research findings to all crisis centers
- Standards and practices for network
- Develop and deliver trainings to promote best practices

Role Of Hotlines In AI/AN Suicide Prevention

- 24-7 Access to areas with few resources
- No cost
- Anonymity reduces stigma of help-seeking
- Link to Emergency Services for persons less willing to call 911
- Anchor for all public mental health promotions efforts



Challenges Faced By Hotlines Serving Indian Country

- Phone service lacking
- Few resources on Reservation
- Lack of infrastructure and \$\$ to start hotline
- Cultural challenges
 - On Reservation service: confidentiality
 - Off Reservation service: unfamiliarity with culture



Lifeline's Assistance With Standing Rock

- 16 suicides reported by Standing Rock between 12/04-7/05 (approx 20x the national rate)
- 30 suicide attempts or ideators seen in IHS in two months (12/04-01/05)
- Standing Rock social service officials approached NSPL in June 2005 to ask for assistance in extending hotline service to area



Lifeline's Assistance with Standing Rock (continued)

- Goal: Culturally effective 24-7 hotline access
- 3 NSPL centers in Dakotas serve Standing Rock
- Worked with local community to conduct cross-cultural trainings (8/05-11/05)
 - Crisis center staff given cultural awareness training by Reservation personnel
 - Reservation volunteers trained in hotline suicide prevention work by crisis center staff
- Designed so off-reservation crisis centers receive calls from Standing Rock residents, assess individuals for suicidality, then offer linkage to local volunteers on Reservation
- Did not reach implementation, but laid groundwork for "warm transfer" systems in AI/AN communities

Lifeline Native American Community Liaison Initiative

One goal of SAMHSA supplemental grant to NSPL in 9/2006: Enhance Lifeline access to Indian country



Pilot Initiative:

Designate suicide prevention specialist with:

- knowledge of NSPL operations and
- successful experience conducting suicide prevention efforts in tribal territories to:
 - act as liaison between select tribal nations
 - nearby NSPL crisis centers
 - and NSPL administration

Goal of pilot initiative:

- STRENGTHEN COMMUNICATION AND COLLABORATION BETWEEN NSPL CRISIS CENTERS AND COMMUNITIES OF INDIGENOUS PEOPLE

Lifeline Native American Community Liaison Initiative

Activities will include:

- Relationship building between stakeholders
- Ensure cultural competence of centers
- Facilitate tribal input into trainings and promotions
- Enhance NSPL awareness
- Identify "lessons learned" from pilot initiative for wider application to other tribal nations

Collaboration Begun to Implement Native American Initiative

Seven pilot sites:

- Continue Standing Rock work (N.D./S.D.)
- New partnership with Montana-Wyoming Tribal Leaders Council (3 of 6 TLC communities are pilot sites of the initiative)
- Relationships being developed with 2 S.D. reservations and Red Lake, Minn.

Crisis Centers:

- Crisis Connection, MN
- HELP!Line Center, SD
- FirstLink, ND
- Helpline, ND
- Voices of Hope, MT
- Wyoming Behavioral Institute, WY



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