Lifeline Crisis Chat

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National Suicide Prevention Lifeline

- 165 crisis centers nationwide; 28 chat centers
- Linked via 800-273-TALK or 800-SUICIDE (press 1 for Veterans/Military)
- Callers connected to closest crisis center based on area code
- Funded by the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA); administered by Link2Health Solutions, an independent subsidiary of the Mental Health Association of New York City
- Answers over 1 million calls per year
- Crisis workers listen, assess and refer callers to services, as needed
- Centers must adhere to Lifeline established suicide assessment and intervention standards
Crisis Centers and Technology

• At least 50 centers are providing chat services (28 part of LCC)

• Over 35 are providing service by text

• Many are active on Social Media
<table>
<thead>
<tr>
<th>Year One (Feb – Dec 2013):</th>
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<tbody>
<tr>
<td>Over 56,000 chats accepted</td>
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<tr>
<td>Average Monthly Chats: 4,679</td>
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<table>
<thead>
<tr>
<th>Year Two (2014):</th>
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<tr>
<td>Over 56,000 chats accepted</td>
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<tr>
<td>Average Monthly Chats: 4,740</td>
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<th>Year Three (2015):</th>
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<tr>
<td>Over 79,000 chats accepted</td>
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<tr>
<td>Average Monthly Chats: 6,644</td>
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Chat Quality Improvement

- Formal SAMHSA Funded Evaluation with Evaluation Team

- Lifeline Crisis Chat (LCC) general quality review
  - LCC guidelines and training
  - Clinical review calls
  - Require chat accreditation
  - LCC chat grievance review

- Chat Quality Development
  - Workgroup – established April 2014
  - Qualitative review of chat transcripts
  - Extent to which call Best Practice elements are present - what do these look like in a chat interaction?
  - Enhance training manual
  - Guidelines for quality and staff supervision
  - Inform chat accreditation
Chat Survey Questions

Pre-Chat Survey

Name/Alias
Age
Gender
  • Male
  • Female
  • Transgender
  • Questioning

What is your main concern?
  • Depression
  • Anxiety
  • Relationship issues
  • Family issues
  • Financial issues
  • Addictions
  • Physical and/or Emotional Abuse
  • Physical Health
  • Other/Prefer not to comment

Do you have thoughts of suicide?
  • Yes – Current
  • Yes – Recent Past
  • No

How upset are you today?
  1 = I’m doing OK
  2 = A little upset
  3 = Moderately upset
  4 = Very upset
  5 = Extremely upset

Post-Chat Survey

Now that you have finished your chat session, how upset are you?
  1 = I’m doing OK
  2 = A little upset
  3 = Moderately upset
  4 = Very upset
  5 = Extremely upset
### Demographics - AGE

Data from 3/1/15 – 2/29/16

<table>
<thead>
<tr>
<th>AGE</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Under 19</td>
<td>39%</td>
</tr>
<tr>
<td>20-29</td>
<td>33%</td>
</tr>
<tr>
<td>30-39</td>
<td>12%</td>
</tr>
<tr>
<td>40-49</td>
<td>8%</td>
</tr>
<tr>
<td>50-59</td>
<td>7%</td>
</tr>
<tr>
<td>60+</td>
<td>1%</td>
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![AGE Distribution Chart](chart.png)
### Gender Distribution

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Female</td>
<td>72%</td>
</tr>
<tr>
<td>Male</td>
<td>23%</td>
</tr>
<tr>
<td>Transgender</td>
<td>3%</td>
</tr>
<tr>
<td>Questioning</td>
<td>2%</td>
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![Gender Bar Chart](chart.png)
Thoughts of Suicide

DO YOU HAVE THOUGHTS OF SUICIDE?

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<tbody>
<tr>
<td>Yes - currently</td>
<td>55%</td>
</tr>
<tr>
<td>Yes - recent past</td>
<td>25%</td>
</tr>
<tr>
<td>No</td>
<td>20%</td>
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Chats vs. Calls

- More people who are actively suicidal
- Chats last longer than calls
- Long pauses between responses
- Frequent reports of non suicidal self-injury
- Lack of auditory cues
- Younger population
- Unique language/etiquette
Collaborate with Your Local LCC Crisis Center

- AL - Crisis Center
- AL - Crisis Services of North Alabama/HELPline
- AR - Arkansas Crisis Center
- CA - Didi Hirsch
- CA - San Francisco Suicide Prevention
- FL - 211 Palm Beach/Treasure Coast
- FL - Crisis Center of Tampa Bay
- FL - Switchboard of Miami
- IA - Crisis Center of Johnson County
- KS - Headquarters
- KY - Pennyroyal Center Respond
- LA - Baton Rouge Crisis Intervention
- MA - Samaritans, Inc.
- MD - MHA of Montgomery County
- MI - Common Ground
- MS - CONTACT the Crisis Line
- NE - Boys Town
- NY - Contact Community Services
- NJ - Contact of Mercer County
- NY - 2-1-1 LIFE LINE
- NY - LifeNet
- OH - Mental Health Services, Inc. (Frontline)
- OK - Heartline
- TN - Centerstone
- TN - CONTACT Care Line
- WA - VOAWW
Collaborate with Your Local Crisis Center

• Visit www.suicidepreventionlifeline.org
Follow Us On Social Media!

@800273TALK
@DistressLine
/800273talk
/DistressHelpline
@800273talk