

Kentucky Callers in 2018

to the National Suicide Prevention Lifeline



In 2018, the Lifeline received
2.5 million
crisis calls from across the United States

30,964
calls were from Kentucky

Of the 30,964 callers, **12,310 individuals** pressed "1" to be transferred to the Veterans Crisis Line and **158** pressed "2" for Lifeline's Spanish Language Line.

Ideally, the remaining 18,496 calls in 2018 would have been answered by Lifeline call centers in Kentucky.

Of those, **only 8,201 calls (44%) were able to be answered in-state.**

Which meant **10,295 callers in crisis were unable to be answered** by a Kentucky call center.

Established in 2005

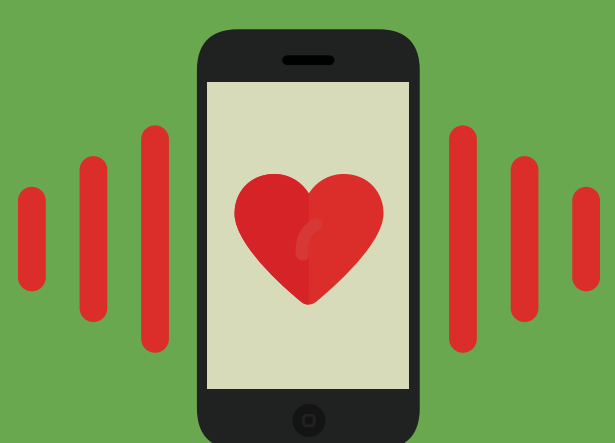
the National Suicide Prevention Lifeline is the nation's most recognized suicide and mental health crisis line.

The Lifeline is not one large national call center. Instead, it is a network of 170 independently operated, independently funded local, regional, and state-level call centers. **Currently there are 7 Lifeline-affiliated centers in Kentucky.** They have the expertise and linkages to local resources that callers in crisis deserve.

To participate in the Lifeline network, centers operate to the highest standards of suicide care. They do an incredible job of de-escalating crisis situations, decreasing emotional distress, and reducing suicidality.

In the event local centers are unable to answer, **the Lifeline re-routes calls to backup centers in our network** (both in and out-of-state).

Why is this?
How can I help?



+41%

The number of Lifeline calls that needed answering by Kentucky call centers increased 41% from 2016 to 2018

The Lifeline is administered through Vibrant Emotional Health and funded by the U.S. Substance Abuse and Mental Health Services Administration



In 2019, there are **7** Lifeline network call centers in Kentucky



- 📍 Four Rivers Behavioral Health (Mayfield)
- 📍 The Adanta Group (Jamestown)
- 📍 Pennyroyal Center Respond (Hopkinsville)
- 📍 Crisis and Information Line, RiverValley Behavioral Health (Owensboro)
- 📍 LifeSkills Adult Crisis Unit (Bowling Green)
- 📍 Centerstone of Kentucky, Inc. (Louisville)
- 📍 Cumberland River Behavioral Health (Corbin)

Why were only 44% of 2018's Lifeline calls in Kentucky answered in-state?

Lifeline call centers in Kentucky set the hours and coverage areas for when and where they will take Lifeline calls. **They do this based on funding and staffing levels.**

Most Lifeline-affiliated call centers in the U.S. (including in Kentucky) answer other helplines in addition to the Lifeline. **Despite their very best efforts, call volume can, at times, strain center capacity and callers may hang up while they wait for the next available counselor.**

When local centers are unable to answer, the Lifeline pulls the call back and sends it out of state and into our national backup center sub-network.

When calls are re-routed to centers out-of-state, Kentucky callers in crisis wait longer, they receive fewer linkages to effective local care, and are more likely to abandon their calls.



Proven effective; needing support

Research shows the Lifeline is an effective, life-saving safety net for those in crisis (Gould et al., 2007, 2013, 2015, 2017; Ramchand et al., 2016). According to a 2018 survey of Lifeline centers, **almost 98% of the crisis calls are de-escalated such that costly, highly-restrictive responses from law enforcement and emergency medical services are not necessary.**

The Lifeline is federally funded to manage the call routing, best practice standards, public messaging, and technical assistance for its network. However, **the funds that sustain our network's centers come from state, county and local sources.** Many centers struggle to find enough funding to operate and grow.

These call centers are key components of Kentucky's behavioral health systems because they represent an entry point into other levels of coordinated care. They provide critical services for Kentucky residents at serious risk, especially those with nowhere else to turn.

Current Kentucky Lifeline centers need expanded support.

You can advocate for them.



Please join the cause!

Reach out to your local centers and decision-makers in Kentucky.

Learn more about the Lifeline as well as how to contact your centers in Kentucky by visiting:
<http://suicidepreventionlifeline.org/our-network/>