

# New York Callers in 2018

to the National Suicide Prevention Lifeline



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

**131,053**  
calls were from New York

Of the 131,053 callers, **32,364 individuals** pressed "1" to be transferred to the Veterans Crisis Line and **2,898** pressed "2" for Lifeline's Spanish Language Line.

Ideally, the remaining **95,791** calls in 2018 would have been answered by Lifeline call centers in New York.

Of those, **only 38,099 calls (40%)** were able to be answered in-state.

Which meant **57,692** callers in crisis **were unable to be answered** by a New York call center.

## Established in 2005

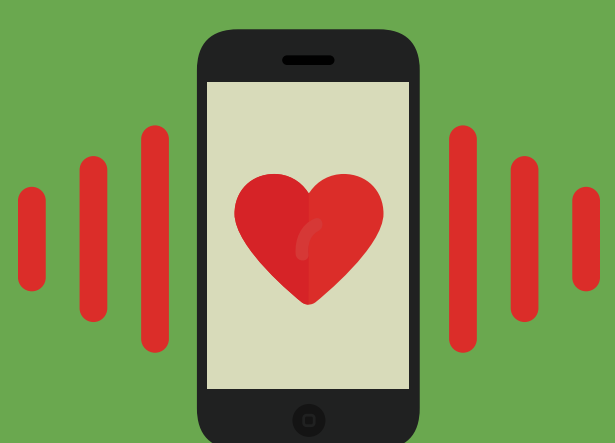
the National Suicide Prevention Lifeline is the nation's most recognized suicide and mental health crisis line.

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. In 2018 there were 10 Lifeline-affiliated centers in New York. They have the critical 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?*



**+60%**

The number of Lifeline calls that needed answering by New York call centers increased 60% 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 **10** Lifeline network call centers in New York



- 📍 Crisis Services (Buffalo)
- 📍 Long Island Crisis Center (Bellmore)
- 📍 Institute of Family Health (Kingston)
- 📍 Here2Help Connect (New York)
- 📍 Response of Suffolk County (Stony Brook)
- 📍 Contact Community Services (E. Syracuse)
- 📍 Suicide Prevention & Crisis Service of Tompkins County (Ithaca)
- 📍 Dutchess County Dept. of Mental Hygiene (Poughkeepsie)
- 📍 2-1-1 LIFE Line (Rochester)
- 📍 The Neighborhood Center - MCAT (Utica)

## Why were only 40% of 2018's Lifeline calls in New York answered in-state?

Lifeline call centers in New York 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 New York) 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.**

In addition, **some parts of New York currently have no coverage for Lifeline calls.** This means calls the Lifeline receives from these areas must be routed and answered out-of-state.

When calls are re-routed to centers out-of-state, New York callers in crisis wait longer, they receive fewer linkages to effective local care, and they 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 New York's behavioral health systems because they represent an entry point into other levels of coordinated care. They provide critical services for New York residents at serious risk, especially those with nowhere else to turn.

**Current New York Lifeline centers need expanded support.**

**You can advocate for them.**



**Please join the cause!**

**Reach out to your local centers and decision-makers in New York.**

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