

West Virginia Callers in 2018

to the National Suicide Prevention Lifeline

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

10,650
 calls were from West Virginia

Of the **10,650** callers, **3,649 individuals** pressed "1" to be transferred to the Veterans Crisis Line and **40** pressed "2" for Lifeline's Spanish Language Line.

Ideally, the remaining 6,961 calls in 2018 would have been answered by Lifeline call centers in West Virginia.

Of those, **only 4,996 calls (72%) were** able to be **answered in-state.**

Which meant **1,965 callers in crisis were unable to be answered** by a West Virginia 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.

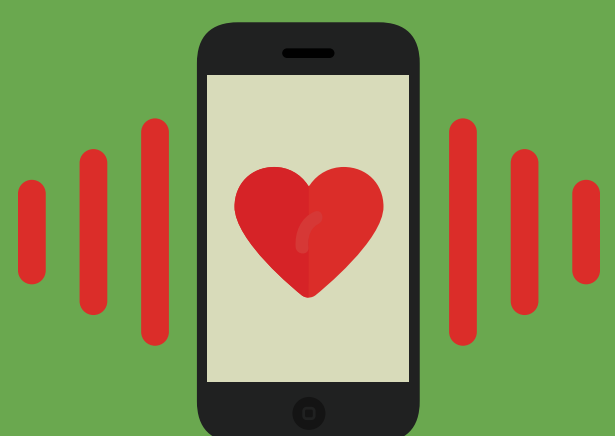
Instead, it is a network of 170 independently operated, independently funded local, regional, and state-level call centers. **Currently there is only 1 Lifeline-affiliated center in West Virginia.** It has the critical expertise and linkages to local resources callers in crisis deserve.

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?



+26%

The number of Lifeline calls that needed answering by West Virginia call centers increased 26% from 2016 to 2018

In 2019, there is
call center

1 Lifeline network
in West Virginia



📍 Help 4WV, First Choice
Services (Charleston)

Why were only 72% of 2018's Lifeline calls in West Virginia answered in-state?

Lifeline call centers 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 West Virginia) answer calls on 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 call 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, West Virginia 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.

Help4WV, First Choice Services is a key component of West Virginia's behavioral health systems because it represents an entry point into other levels of coordinated care. They provide critical services for West Virginia residents at serious risk, especially those with nowhere else to turn.

First Choice Services needs
expanded support and more
centers are needed.

You can advocate for this.



Please join the cause!

Reach out to your local center
and decision-makers in
West Virginia.

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