

# North Carolina and the National Suicide Prevention Lifeline 2020

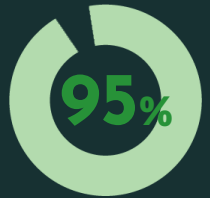
What's the Lifeline?

 **24/7**  
 free and confidential support to people in suicidal crisis or emotional distress

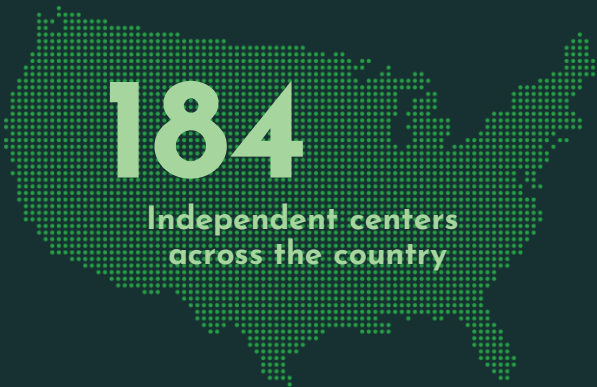
 **80%**

The Lifeline connects more than 80% of callers to a call center on the first routing attempt (within 30 seconds after the greeting)

and around **95%** on subsequent attempts (within 60-90 seconds after the greeting)

 **95%**

If a local center is unable to answer, the call is rerouted to one of our national backup centers.

 **184**  
 Independent centers across the country

Administered by **Vibrant** through a grant from **SAMHSA**

**Vibrant**  
 Emotional Health

**SAMHSA**  
 Substance Abuse and Mental Health Services Administration

## Lifeline calls in North Carolina

 **1**  
 Lifeline-affiliated centers currently in North Carolina

North Carolina Lifeline Call volume has **increased 14%** since 2016

 **14%**

In 2020, the Lifeline received nearly **2.4 million** crisis calls across the United States

**75,744** calls were from North Carolina

**47,171** calls were connected to crisis centers in state



Of the 75,744 callers, 20,467 pressed "1" to be transferred to the **Veterans Crisis Line**

and 750 pressed "2" for the **Spanish Language Line**



# Why were only 87% of Lifeline's calls in North Carolina answered in-state in 2020?



If a state or locality does not provide funding to a local crisis center, their ability to effectively serve all community members is lowered. Lifeline call centers in North Carolina set the hours and coverage areas for when they will take Lifeline calls. They do this based on **funding** and **staffing levels**.



Despite their best efforts, periods of high call volume can affect crisis centers' capacity and longer wait times can occur. When a local call center is unable to answer, the call is routed to one the Lifeline national backup centers.



When calls are re-routed to centers out-of-state, North Carolina callers in crisis often wait two to three times longer, receive fewer linkages to effective local care, and are more likely to abandon their calls.

## Investing in crisis centers is investing in your community

These call centers are key components of North Carolina's behavioral health systems. They are a vital entry point for coordinated care, providing critical services for North Carolina residents at serious risk

### 911=\$

A typical 911 call results in thousands of dollars in cost to taxpayers



**Calls to Lifeline call centers cost a fraction of a 911 call**



An emergency department visit or hospitalization is also much more costly

### 2%



Emergency medical services are dispatched for only 2% of Lifeline calls, reducing the burden on law enforcement and emergency medical resources so they can better respond to other public safety needs

Lifeline callers report significant reductions in psychological pain, hopelessness, and anxiety after speaking with a trained crisis center worker.

Over two thirds of our crisis centers provide suicide prevention and other mental health training within their communities



Investing in crisis centers puts money back into the community by supporting local resources, local research, workforce development and local businesses



## Here's How You Can Help

- Allocate funding to support Lifeline call centers and suicide prevention activities in North Carolina
- Consider expanding state and local investment in call centers when promoting use of the Lifeline
- Partner with local call centers for town halls and other community events
- Utilize suicide prevention and mental health expertise of call centers when crafting public policy
- Invite call centers to participate in task forces, roundtables, or other forums on mental health and suicide prevention