Ohio 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

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)

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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

Lifeline calls in Ohio

13 Lifeline-affiliated centers currently in Ohio

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

2.4 million!

72,560 calls were from Ohio

38,615 calls were connected to crisis centers in state

Of the 72,560 callers, 17,009 pressed “1” to be transferred to the Veterans Crisis Line

and 355 pressed “2” for the Spanish Language Line

Ohio Lifeline Call volume has increased 57% since 2016

57%
Why were only 70% of Lifeline’s calls in Ohio answered in-state in 2020?

Investing in crisis centers is investing in your community

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

911\(\Rightarrow\)\$\n
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

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 Ohio
• 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