



The 988 Suicide & Crisis Lifeline: What Does It Mean for Educators?

Tuesday, January 30, 2024

WEBINAR

Presented by the
Readiness and Emergency Management for Schools (REMS) Technical
Assistance (TA) Center and the Substance Abuse and Mental Health
Services Administration (SAMHSA)



HOUSEKEEPING



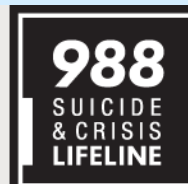
Access audio
through your
computer speakers



Download and
share resources
posted



Send us questions
using the Q&A chat
box



PRESENTERS & PANELISTS



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988 Counselor, Qualified Mental Health Professional Supervisor, Integral Care



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Social Worker/ Adjustment Counselor



Addison Eggebeen

Teen with lived experience

Welcome from the U.S. Department of Education



WEBINAR AGENDA



Connection to Emergency Management Planning and Emergency Operations Plan (EOP) Development



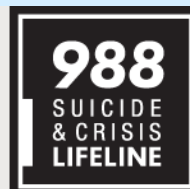
Overview of 988 Lifeline



Panel Discussion and Q&A



Key Resources to Support Your Work



POLL: SHARE YOUR ROLE

What is your role?

- School administrator
- Teacher
- School counselor, social worker, or mental health support
- School nurse or other health care provider
- School safety/security officer
- Other school staff
- Parent or caregiver
- Community organization
- Other



Connection to Emergency Management Planning and EOP Development



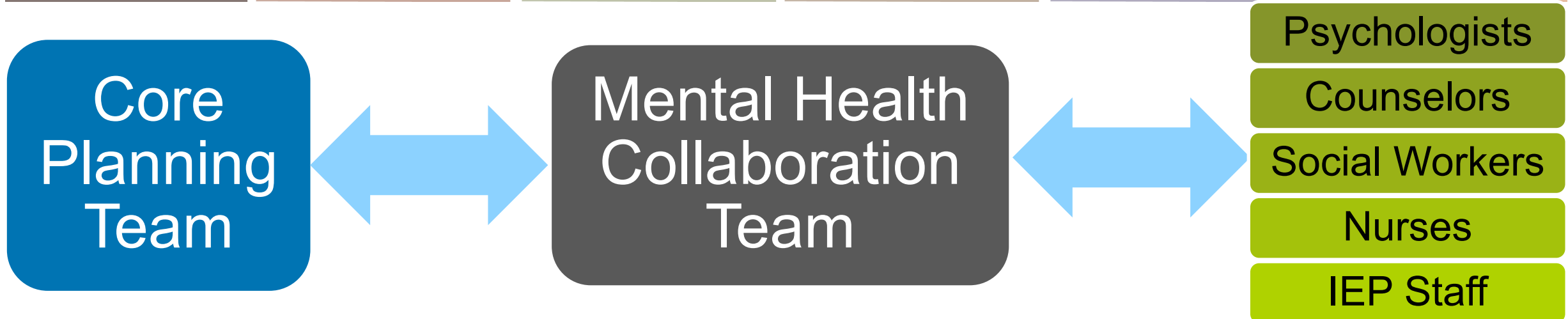
COLLABORATIVE PLANNING

Creating and revising a model EOP are done by following a collaborative process.

Multidisciplinary planning teams should be assembled in Step 1.



IDENTIFY A CORE PLANNING TEAM



PRIORITIZE THREATS AND HAZARDS



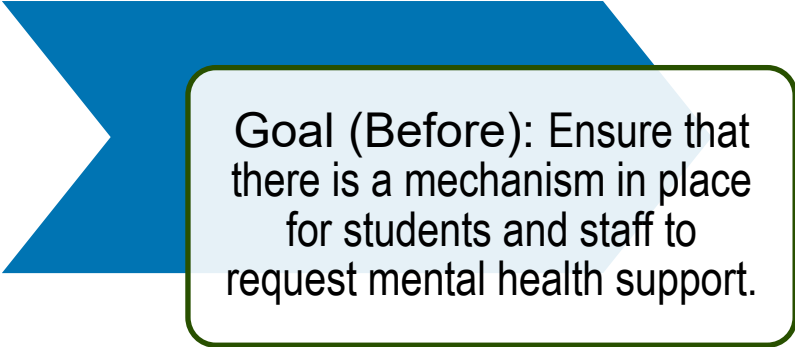
Culture and Climate Assessments

Behavioral Threat Assessments

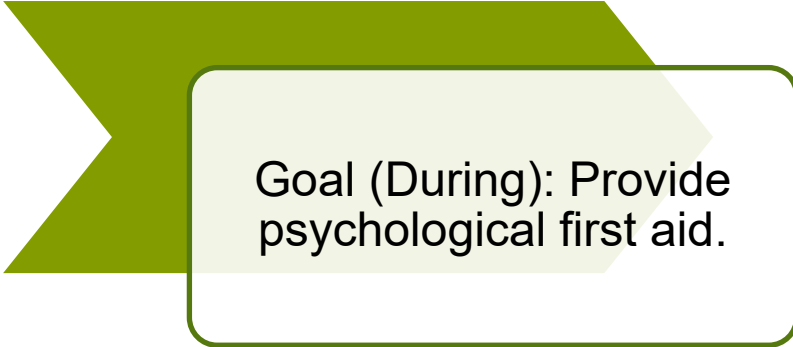
Capacity Assessments



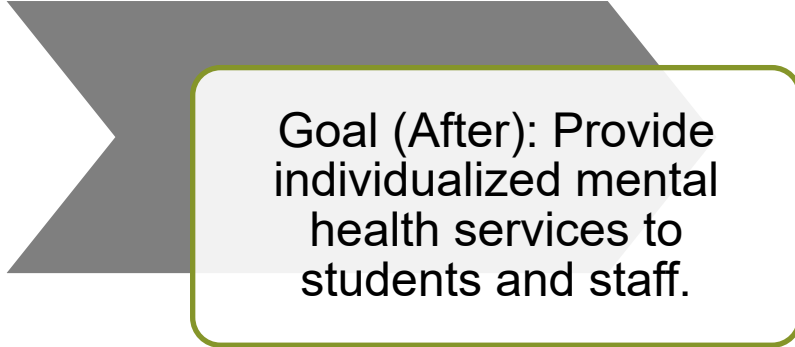
IDENTIFY FUNCTIONS



Goal (Before): Ensure that there is a mechanism in place for students and staff to request mental health support.



Goal (During): Provide psychological first aid.



Goal (After): Provide individualized mental health services to students and staff.

IDENTIFY COURSES OF ACTION



Outline the roles and responsibilities of mental health staff in responding to a variety of threats and hazards and in activating various emergency functions.

FORMAT, WRITE, APPROVE, SHARE



Confirm protocols around information sharing.



REVIEW, REVISE, MAINTAIN



Train stakeholders.
Conduct exercises.
Update the plan.



Overview of 988 Lifeline





Overview of 988 and How Schools Can Raise Awareness

Monica Johnson, M.A., LPC
Director, 988 & Behavioral Health Crisis
Coordinating Office

January 30, 2024



Who We Are

- The Substance Abuse and Mental Health Services Administration (SAMHSA) is the agency within the U.S. Department of Health and Human Services (HHS) that leads public health efforts to advance the behavioral health of the nation and to improve the lives of individuals living with mental and substance use disorders, and their families.

Mission

- SAMHSA's mission is to lead public health and service delivery efforts that promote mental health, prevent substance misuse, and provide treatments and supports to foster recovery while ensuring equitable access and better outcomes.

Vision

- SAMHSA envisions that people with, affected by, or at risk for mental health and substance use conditions receive care, thrive, and achieve well-being.

Before seeing the announcement for this webinar, had you ever heard of the 988 Suicide & Crisis Lifeline or 988?

- I had never heard of it.
- I heard of it but didn't know much about it.
- I was somewhat familiar with it.
- I was very familiar with it.

988 Overview

988 helps thousands of people overcome mental health, substance use, emotional crises, and distress every day.

- 988 connects people who are struggling—or someone who is concerned about a person struggling—to trained, caring counselors.
- People can access 988 via chat, text, or phone.
- 988 is free and available to everyone in the U.S., 24/7.
- Specialty services are available for veterans, Spanish-speakers, LGBTQI+ youths and young adults, and those who are deaf and hard of hearing.
- Additional language services are available for more than 240 languages beyond Spanish.



988 is a safe space, open 24/7, to talk about whatever is bothering you or someone you care about. If you contact 988, trained and caring counselors will:

- Listen to you and work to understand how your problem or a loved one's problem is affecting you or them.
- Provide support, work on safety planning, and share other resources that can offer additional support.



The primary goal of 988 is to provide support for people in suicidal crisis or mental health-related distress in the moments they need it most and in a manner that is person-centered.

The vast majority of those seeking help from 988 do not require additional interventions at that moment. **Fewer** than two percent of 988 contacts require a connection to emergency services like 911, and most of those are done with the consent and cooperation of the person who contacted 988. This occurs when there is an imminent risk to someone's life that cannot be reduced during the 988

conversation.

People who call 988 are given four options to connect to a caring, trained counselor:

- **Press 1** to connect with the **Veterans Crisis Line**.
- **Press 2** to connect with the national **Spanish subnetwork**.
- **Press 3** to connect with national **LGBTQI+ support for youths and young adults**.
- **Remain on the line** and be connected to a **counselor** who can listen and provide **local support resources**.
- **Press 0** to bypass the message and connect directly.

People who text/chat 988:

- **LGBTQI+** subnetwork: **text 988** and answer **Y**, or chat at 988lifeline.org.
- **Spanish-language** support national subnetwork: **text “AYUDA”** to **988**, or chat at linea988.org/chat.

All people who text/chat are connected to crisis centers that are equipped to respond through texts and chats.

Deaf and Hard-of-Hearing Service

- **For videophone services**, dial 988 directly on a videophone to connect with crisis counselors who can communicate in American Sign Language (ASL).
- Select **“ASL Now”** from 988lifeline.org for service in ASL.



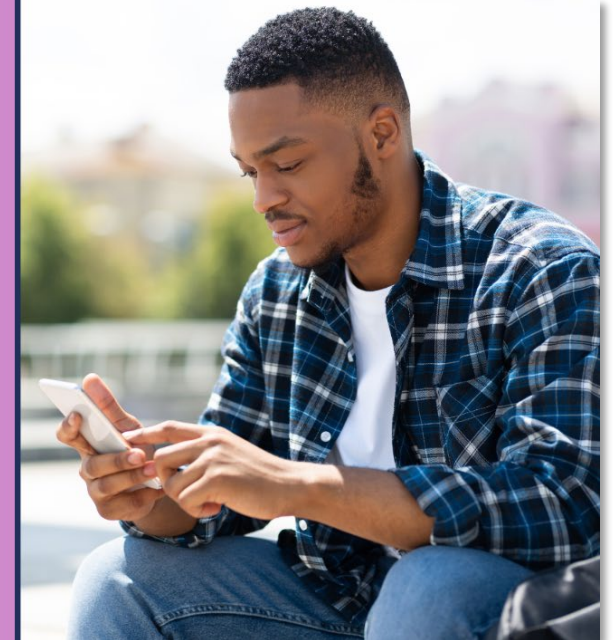
People connect with 988 to get help with a lot of things, but this list is by no means exhaustive. People can connect with 988 for whatever reason, anytime, anywhere.

- Thoughts of suicide
- Drinking too much or drug use
- Anxiety
- Sexual orientation
- Feeling depressed
- Mental and physical illness
- Loneliness
- Trauma
- Relationship
- Economic Worries

*Life can feel
overwhelming.*

**988 is here
for you.**

988 SUICIDE & CRISIS
LIFELINE



988 is proven to work and helps thousands of people every day.

Research has shown that after speaking with a skilled, compassionate counselor from 988, most people who contact 988 are significantly more likely to feel:

- less depressed
- less suicidal
- less overwhelmed
- more hopeful



Someone to talk to. Someone to respond. A safe place for help.



988 Lifeline:

An important step toward achieving part of that vision—providing someone to talk to.



Crisis Care System:

A robust system that provides the crisis care needed anywhere in the country.



Transforming Crisis Care Together



Lifeline Ecosystem

988 Resources

Two Websites for 988

INFORMATION AND PROMOTIONAL MATERIALS:

samhsa.gov/988

- **FAQs, performance metrics, and other related information**
- **Partner Toolkit/Resource Library with print and digital marketing materials**
- **Goal: Help organizations understand and promote the 988 Lifeline**

FOR PEOPLE NEEDING HELP:

988lifeline.org

- **Direct access to 988 Lifeline counselors** for people who need care (or people trying to help loved ones)
- **Google-optimized for search**

Find Materials in the 988 Partner Toolkit

Home » Find Help » 988 Suicide & Crisis Lifeline » 988 Partner Toolkit

988 Partner Toolkit

The 988 Partner Toolkit is a resource center for social media, video, print, radio, FAQs, messaging, and other marketing materials that can be used to promote the 988 Suicide & Crisis Lifeline. It is designed for states, territories, tribes, crisis centers, communities, emergency service providers, and other partners to speak with one voice so there is a clear understanding about the 988 Lifeline and how it works.

Partners can use or adapt these outreach materials and build upon them with their community coalitions to meet the needs of their specific audiences. Some products, such as videos with no music, are designed to be customizable for what partners may need for various platforms.

[Learn more about the 988 Suicide & Crisis Lifeline](#)

[Understand 988 Logo and Branding](#)

[Get 988 End Cards for Media](#)

Resources

Search Our Resources Sort by View

Filters

Target Audience >

Resource Population ▾

- Hispanic or Latino Americans (37)
- LGBTQIA+ (13)
- Black or African Americans (4)
- Deaf or Hard of Hearing (3)
- Rural Populations (2)
- American Indian and/or Alaska Natives (2)
- Farmers (2)
- Older Adults (1)

Language >

Resource Type >

Warning Signs for Adults: Video

Publication Date: November 2023

Share this video to help people learn the warning signs of suicide in adults.

Warning Signs for Youth: Video

Publication Date: November 2023

Share this video to help people learn the warning signs of suicide in youth.

Build a Safety Plan: Video

Publication Date: November 2023

Share this video to raise awareness of the importance of building a safety plan before a moment of crisis.

You Matter PSA: Video

Publication Date: October 2023

Share this video to raise awareness that the 988 Lifeline is a resource for those struggling with their mental health.

The 988 Lifeline's Impact on Mental Health: Video

Publication Date: October 2023

Share this video to raise awareness about the successes of the 988 Lifeline and the importance of reaching out when struggling with your mental health.

SAMHSA's 988 Partner Toolkit

<https://www.samhsa.gov/find-help/988/partner-toolkit>

Contains:

- Videos
- Social Media Images and Content
- Print Materials
- Radio Ads
- Fact Sheets
- FAQs

Searchable by:

- Target Audience and Resource Population
- Language

A Sample of 988 Partner Toolkit Materials

Suicide Warning Sign in Youth

Displaying severe or overwhelming emotional pain or distress



988 SUICIDE & CRISIS LIFELINE



YOU ARE NOT ALONE

WE ARE HERE TO HELP.

CALL, TEXT, OR CHAT 988

988 SUICIDE & CRISIS LIFELINE

Breathe In



988 LIFELINE

YOU ARE NOT ALONE



988 LIFELINE

Suicide Warning Signs in Adults

Behavior Changes Like:

- Talking about being a burden to others



Text us. 24/7 every day

988 SUICIDE & CRISIS LIFELINE

If you or someone you know needs support, call or text 988 or chat 988lifeline.org



Señales de alerta de suicidio en adultos

Cambios en el comportamiento, como:

- Aumentar el consumo de alcohol o drogas.
- Mostrar ansiedad o agitación.
- Comportarse de forma irresponsable.

988 LÍNEA DE PREVENCIÓN DEL SUICIDIO Y CRISIS



Visit <https://www.samhsa.gov/resource-search/988> to access materials and to sign up for the **988 Partner Newsletter** with new, monthly materials.

Struggling with anxiety

THERE IS HOPE.

Text or Call 988

to connect with someone who cares.

988 SUICIDE & CRISIS LIFELINE

#MentalHealthAwareness #988Lifeline 24/7



988 SPANISH TEXT AND CHAT ARE NOW AVAILABLE!



988 SUICIDE & CRISIS LIFELINE

Conoce las señales del suicidio.

Hay esperanza.

988 LÍNEA DE PREVENCIÓN DEL SUICIDIO Y CRISIS



[Sign up](#) for 988 email updates on www.samhsa.gov/find-help/988 (scroll to the footer on the home page) and follow the instructions below:

- 1** Enter your email address.
- 2** Scroll to “Behavioral Health Topic Areas.”
- 3** Select “Suicide Prevention.”
- 4** Click “Subscribe.”



988 and Schools

Schools Can Raise Awareness of 988 as a Resource

988 SUICIDE & CRISIS
LIFELINE

- Use the 988 Partner Toolkit resources and materials around your school and in messages to students, parents, and staff.
 - Use promotional materials such as posters to publicize 988 in your school.
 - Use social media content and graphics on your school's social media account.
 - Give out 988 stickers for laptops and water bottles.
 - Add 988 to student IDs or other core resources and materials.
 - Include QR codes on digital and print materials for easy access to 988.
- Include key messages and FAQs about 988 in messages to parents and staff so they can learn more about the service it provides (visit <https://www.samhsa.gov/find-help/988> for this information).
 - Think about places you already communicate with parents, students and staff, such as school newsletters, resource listings, and manuals.
- Foster partnerships with other schools and community organizations to increase understanding of 988 and scale up communication efforts.

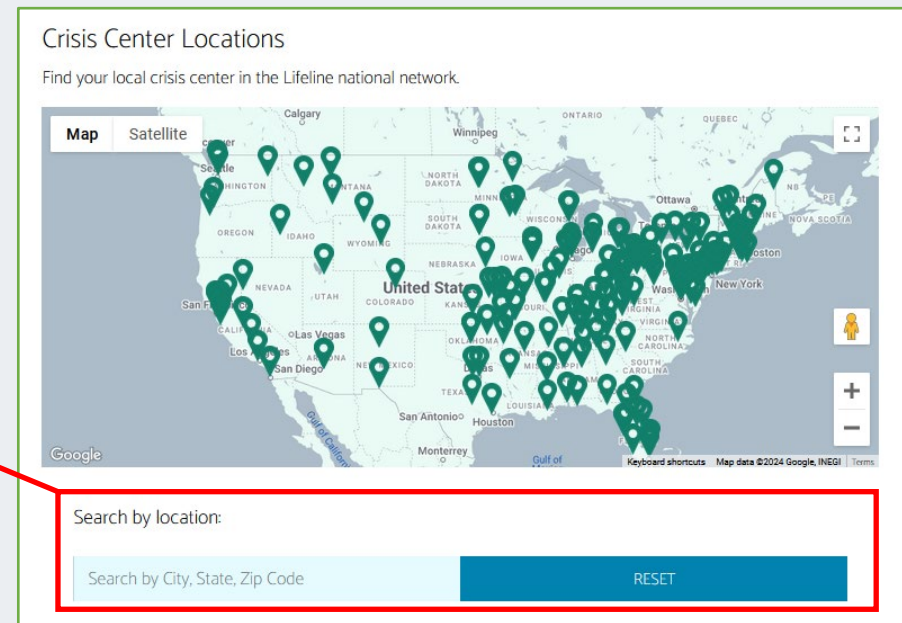
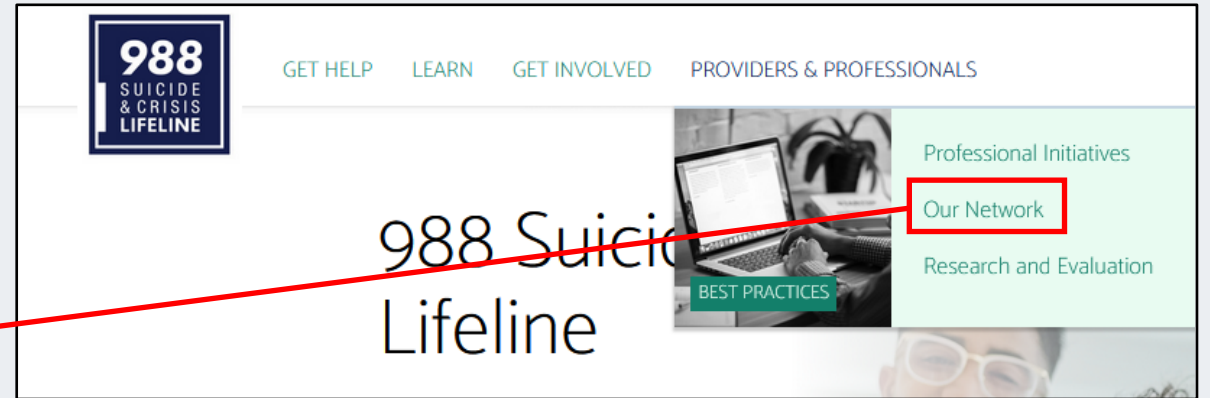


SAMHSA
Substance Abuse and Mental Health
Services Administration

Work or volunteer with a 988 Crisis Contact Center Near You

- Go to 988lifeline.org/our-network
- Scroll down to the map
- Search by location
- If there are multiple centers in your area, call and ask if your location is in their coverage area

Note: Not all crisis contact centers answer 988



Panel Discussion



Ya-Shi Duhon
988 Counselor
Qualified Mental Health
Professional Supervisor



Lisa Capoccia
Social Worker/Adjustment
Counselor



Addison Eggebeen
Teen with lived experience



QUESTION-AND-ANSWER SESSION

Please use the Chat Box
to submit your questions.

Key Resources to Support Your Work

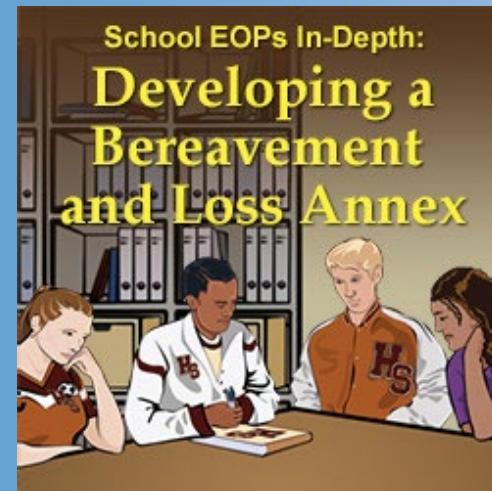


REMS TA CENTER RESOURCES



#REMSontheAir
PODCAST

REMS TA CENTER TRAININGS



**Resilience Strategies
for Educators:
Techniques for Self-Care
and Peer Support**

A Train-the-Educator Curriculum



WE ARE HERE FOR YOU



Phone Number:
1-855-781-REMS (7367)



Email Address:
info@remstacenter.org



Twitter:
[@remstacenter](https://twitter.com/remstacenter)

