



An Introduction to 988

For ACMI | October 11, 2022



Inspiring *Hope*

- Providing crisis line services since 2007
- Nationally accredited
- 988 and statewide crisis lines in Arizona and Oklahoma
- Solari's Arizona crisis call center is the largest by volume in the country – taking 30,000 calls per month



988 Suicide & Crisis Lifeline

The 988 Suicide & Crisis Lifeline, formerly known as the National Suicide Prevention Lifeline, provides 24/7, free and confidential support to people in mental health-related distress or suicidal crises.




Proven to Work

Lifeline studies have shown that after speaking with a trained crisis counselor, most callers are significantly more likely to feel:

- Less depressed
- Less suicidal
- Less overwhelmed
- More hopeful





**“Knowing you guys were going
to call me back, helped me
stay alive.”**

988 Caller

National vs. Local

National

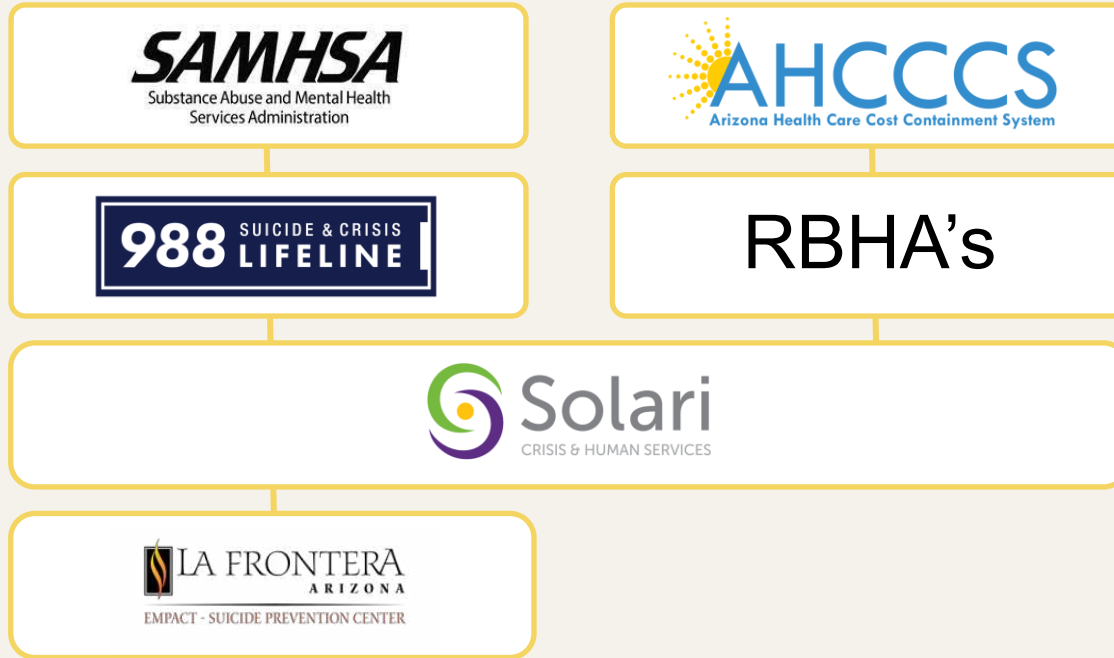
- Routed by area code
- You will first hear a recording, “Press 1 for veterans, press 2 for Spanish...”
- Call is then routed by area code
- A person will answer and if needed can dispatch mobile crisis teams if the responding center is local

Local

- Routes directly to Solari
- A person will answer
- Ability to dispatch mobile crisis teams

Because Solari is the 988 and Statewide provider, Arizonans can expect a consistent response, regardless of what number you call

System Oversight



The Crisis Continuum



Reasons for Calling

✓ Depression	✓ Anxiety	✓ Coordination of Care
✓ Psychosis	✓ Relationship/ Social Concerns	✓ Self-Harm
✓ Suicide	✓ Substance Use	✓ Danger to Others

What to Expect

Calls/texts are answered quickly by a real person

We will ask for name, birthdate, and phone number

We will also ask if you are thinking about suicide or harming anyone else

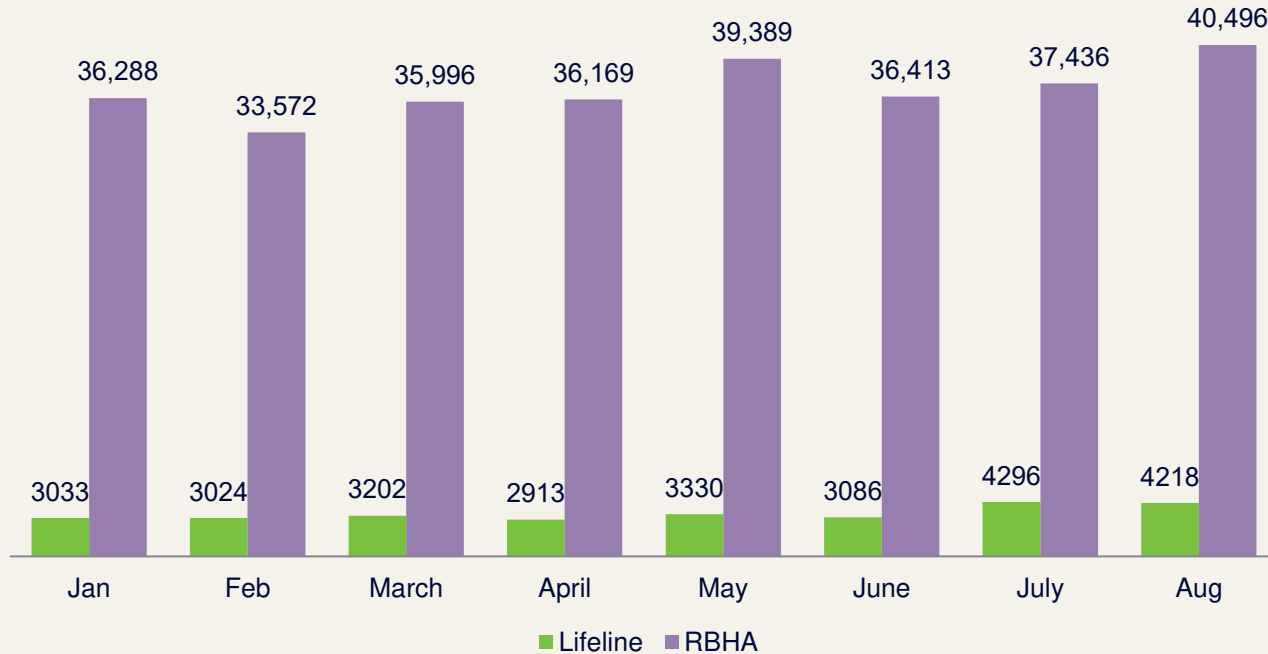
You can remain anonymous


Information provided is private and confidential

Don't wait for a crisis, call early to help prevent a crisis

Call as a third party to get information or resources for another person

988 vs AZ Lifeline Call Volume





“The specialist helped me reflect and think through my experience. I’ve never called the crisis line before and I’m so so glad I did.”

“I woke up feeling hope... I’m now able to listen and speak positive messages to myself.”

988 Caller

211, 988, or 911

- Health and human services information such as utility assistance, food box, non-emergent transportation, employment support.

211



- Mental health related crisis line. Can assist with suicide prevention, substance use and other mental health challenges.

988



- Emergency services when someone's life is at imminent risk.

911



Local Helplines

Teen Lifeline

602-248-TEEN

3 PM – 9 PM

Teens supporting teens for non-crisis situations.
Supervised by a licensed professional

Warm Line

602-347-1100

24/7

Certified Peer Support Specialists providing non-crisis support and information. *Must be 18 to call

2-1-1 Arizona

2-1-1

24/7

Information and referral for health and human services.

Crisis Line

988 or 844-534-HOPE

24/7

Crisis and suicide prevention support. Access to mobile crisis teams and crisis transportation.



Thanks!

Do you have any questions?

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