

# Lifeline Crisis Chat



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# National Suicide Prevention Lifeline

- ❑ 165 crisis centers nationwide; 28 chat centers
- ❑ Linked via 800-273-TALK or 800-SUICIDE (press 1 for Veterans/Military)
- ❑ Callers connected to closest crisis center based on area code
- ❑ Funded by the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA); administered by Link2Health Solutions, an independent subsidiary of the Mental Health Association of New York City
- ❑ Answers over 1 million calls per year
- ❑ Crisis workers listen, assess and refer callers to services, as needed
- ❑ Centers must adhere to Lifeline established suicide assessment and intervention standards

# Crisis Centers and Technology

- At least 50 centers are providing chat services (28 part of LCC)
- Over 35 are providing service by text
- Many are active on Social Media

# Lifeline Crisis Chat

- ❑ February, 2013 (12 hours/7days); Expanded to 24/7 in January 2015
- ❑ Service of Lifeline in partnership w/ CONTACT USA
- ❑ Seven national chat centers (req. 8hours/7days)
- ❑ 21 additional local centers (req. min 3 hours/5 days)
- ❑ All centers must be chat accredited within first 6 months
  
- ❑ **Year One (Feb – Dec 2013):**
  - Over 56,000 chats accepted
  - Average Monthly Chats: 4,679
- ❑ **Year Two (2014):**
  - Over 56,000 chats accepted
  - Average Monthly Chats: 4,740
- ❑ **Year Three (2015):**
  - Over 79,000 chats accepted
  - Average Monthly Chats: 6,644

# Chat Quality Improvement

- ❑ Formal SAMHSA Funded Evaluation with Evaluation Team
  
- ❑ Lifeline Crisis Chat (LCC) general quality review
  - LCC guidelines and training
  - Clinical review calls
  - Require chat accreditation
  - LCC chat grievance review
  
- ❑ Chat Quality Development
  - Workgroup – established April 2014
  - Qualitative review of chat transcripts
  - Extent to which call Best Practice elements are present - what do these look like in a chat interaction?
  - Enhance training manual
  - Guidelines for quality and staff supervision
  - Inform chat accreditation

# Chat Survey Questions

## Pre-Chat Survey

Name/Alias

Age

Gender

- Male
- Female
- Transgender
- Questioning

What is your main concern?

- Depression
- Anxiety
- Relationship issues
- Family issues
- Financial issues
- Addictions
- Physical and/or Emotional Abuse
- Physical Health
- Other/Prefer not to comment

Do you have thoughts of suicide?

- Yes – Current
- Yes – Recent Past
- No

How upset are you today?

- 1 = I'm doing OK
- 2 = A little upset
- 3 = Moderately upset
- 4 = Very upset
- 5 = Extremely upset

## Post-Chat Survey

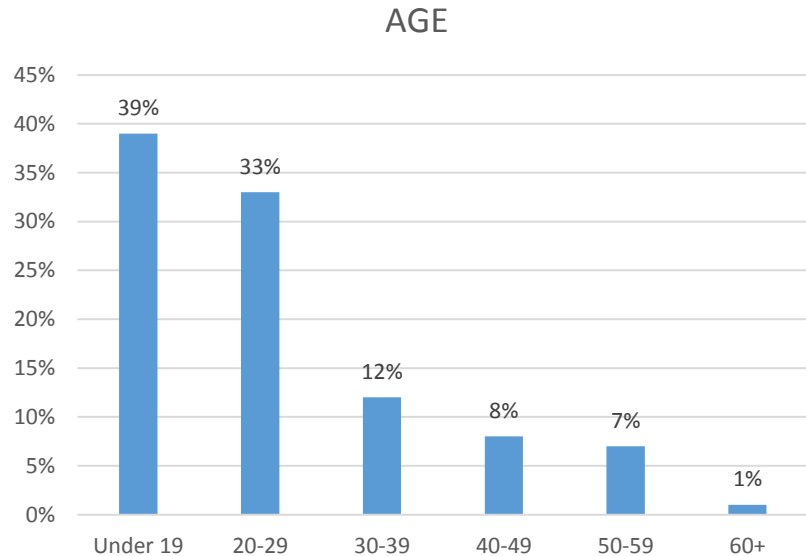
Now that you have finished your chat session, how upset are you?

- 1 = I'm doing OK
- 2 = A little upset
- 3 = Moderately upset
- 4 = Very upset
- 5 = Extremely upset

# Demographics - AGE

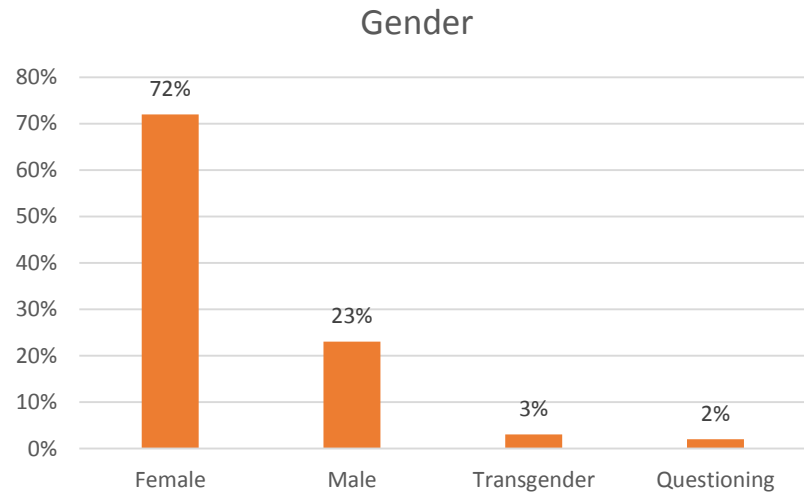
Data from 3/1/15 – 2/29/16

AGE	
Under 19	39%
20-29	33%
30-39	12%
40-49	8%
50-59	7%
60+	1%



# GENDER

GENDER	
Female	72%
Male	23%
Transgender	3%
Questioning	2%



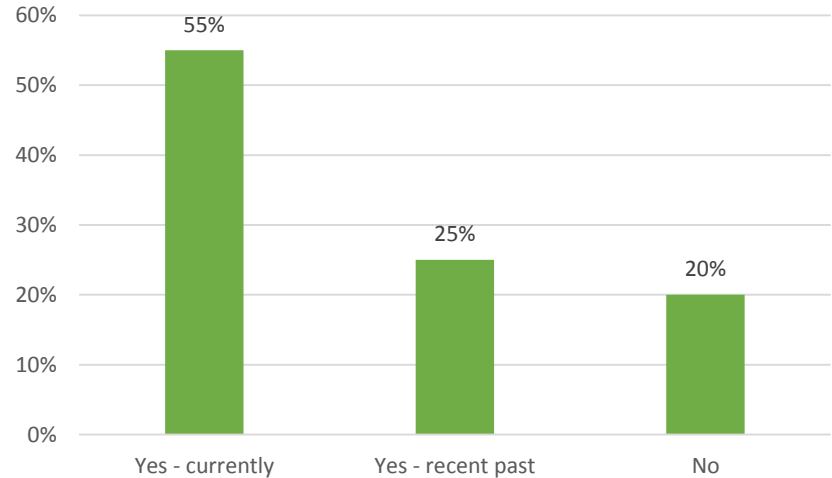


# Thoughts of Suicide

DO YOU HAVE THOUGHTS OF SUICIDE?

Yes - currently	55%
Yes - recent past	25%
No	20%

Thoughts of Suicide



# Chats vs. Calls

- ❑ More people who are actively suicidal
- ❑ Chats last longer than calls
- ❑ Long pauses between responses
- ❑ Frequent reports of non suicidal self-injury
- ❑ Lack of auditory cues
- ❑ Younger population
- ❑ Unique language/etiquette



# Collaborate with Your Local LCC Crisis Center

- AL - Crisis Center
- AL - Crisis Services of North Alabama/HELPLINE
- AR - Arkansas Crisis Center
- CA - Didi Hirsch
- CA - San Francisco Suicide Prevention
- FL - 211 Palm Beach/Treasure Coast
- FL - Crisis Center of Tampa Bay
- FL - Switchboard of Miami
- IA - Crisis Center of Johnson County
- KS - Headquarters
- KY - Pennyroyal Center Respond
- LA - Baton Rouge Crisis Intervention
- MA - Samaritans, Inc.
- MD - Grassroots Crisis Intervention Center
- MD - MHA of Montgomery County
- MI - Common Ground
- MS - CONTACT the Crisis Line
- NE - Boys Town
- NY - Contact Community Services
- NJ - Contact of Mercer County
- NY - 2-1-1 LIFE LINE
- NY - LifeNet
- OH - Mental Health Services, Inc. (Frontline)
- OK - Heartline
- TN - Centerstone
- TN - CONTACT Care Line
- WA - VOAWW

# Collaborate with Your Local Crisis Center

- Visit [www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)

# Follow Us On Social Media!



@800273TALK



@DistressLine



/800273talk



/DistressHelpline



@800273talk