

## California Leads the Way as the Gold Standard for 988

988 California Crisis Centers have long influenced best-practices and led innovations that have shaped crisis hotline practices nationally and internationally. California is home to the nation's first Suicide Prevention Center, now part of Didi Hirsch Mental Health Services, and responds to more calls, chats and texts than any other state. Keeping people safe and using the least invasive interventions are the top priorities for 988 crisis counselors, who stabilize situations through support, compassion and guidance.

*"[...] My thoughts were so clouded, and I was feeling so hopeless when I first texted. I really do appreciate you going out of your way to help me realize that I matter. Like you said, it won't fix itself over night, but you have definitely kept me safe for this night at least. I really do appreciate it. Thank you so much, from the bottom of my heart."* (Male, Age 16)

## 988 Data Insights Across California



Since 988 launched in July 2022, 12 crisis centers in California collectively responded to **more than 280,637 contacts** via calls, chats and texts (July 2022 – May 2023)



**Chats and texts** were a major contributor to the increase in total contacts, demonstrating a demand for this modality



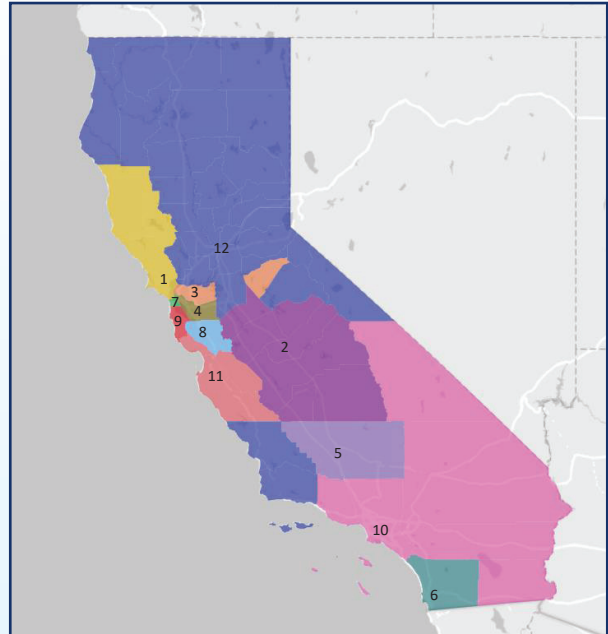
**98%** of calls are de-escalated, requiring no emergency intervention



Statewide, the 12 crisis centers in California have **1,116** crisis counselors responding to 988 contacts

# 988 California Crisis Centers

1	Bucklew Suicide Prevention Program
2	Central Valley Suicide Prevention Hotline - Kings View
3	Contra Costa Crisis Center
4	Crisis Support Services of Alameda County
5	Kern Behavioral Health & Recovery Services Hotline
6	Optum
7	San Francisco Suicide Prevention Felton Institute
8	Santa Clara County Suicide and Crisis Services
9	StarVista
10	Suicide Prevention Center - Didi Hirsch Mental Health Services
11	Suicide Prevention Service of the Central Coast
12	WellSpace Health



## Reimagining Crisis Care With 988: The Three-Legged Stool

### Leg 1: Someone to Answer the Call

The short-term national goal for 988 is to build a strengthened and expanded 988 Suicide & Crisis Lifeline infrastructure to respond to crisis calls, texts and chats 24/7. Current 988 Federal and State legislation and funding predominantly support this piece of the continuum. With AB 988, California is one of five states that has enacted legislation to sustainably fund 988 crisis call centers.

### Legs 2 & 3: Someone to Respond & Somewhere to Go

Building these pieces of the continuum is contingent upon investment and coordination by state and local jurisdictions and partner organizations. At present, availability of these heightened interventions varies within communities across the United States.



- **Leg 1: Someone to Answer the Call (Short-Term Goal)**
  - Where we are now
  - Building infrastructure for crisis call centers to respond to calls, texts and chats 24/7
- **Leg 2: Someone to Respond (Long-Term Goal)**
  - Mobile response teams
  - 80% by 2025
- **Leg 3: Somewhere to Go (Long-Term Goal)**
  - Crisis stabilization centers, peer respite centers, short-term crisis residential homes
  - 80% by 2027

For more information, please contact [DHMedia@causecomm.org](mailto:DHMedia@causecomm.org)

