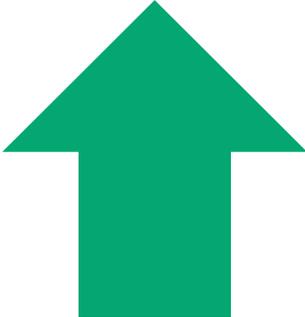


988 & HB 2757

# 988 Contact Volume

14956

July '21 - Jan '22 Call Volume

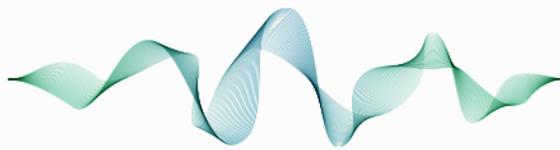


21094

July '22 - Jan '23 Call Volume



# 988 Contact Volume



# 988 Contact Volume

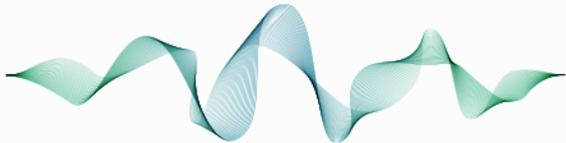
## Texts & Chats Answered



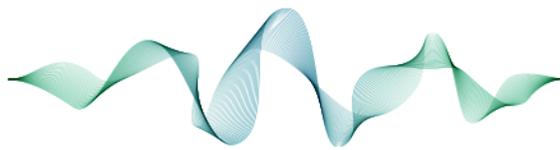
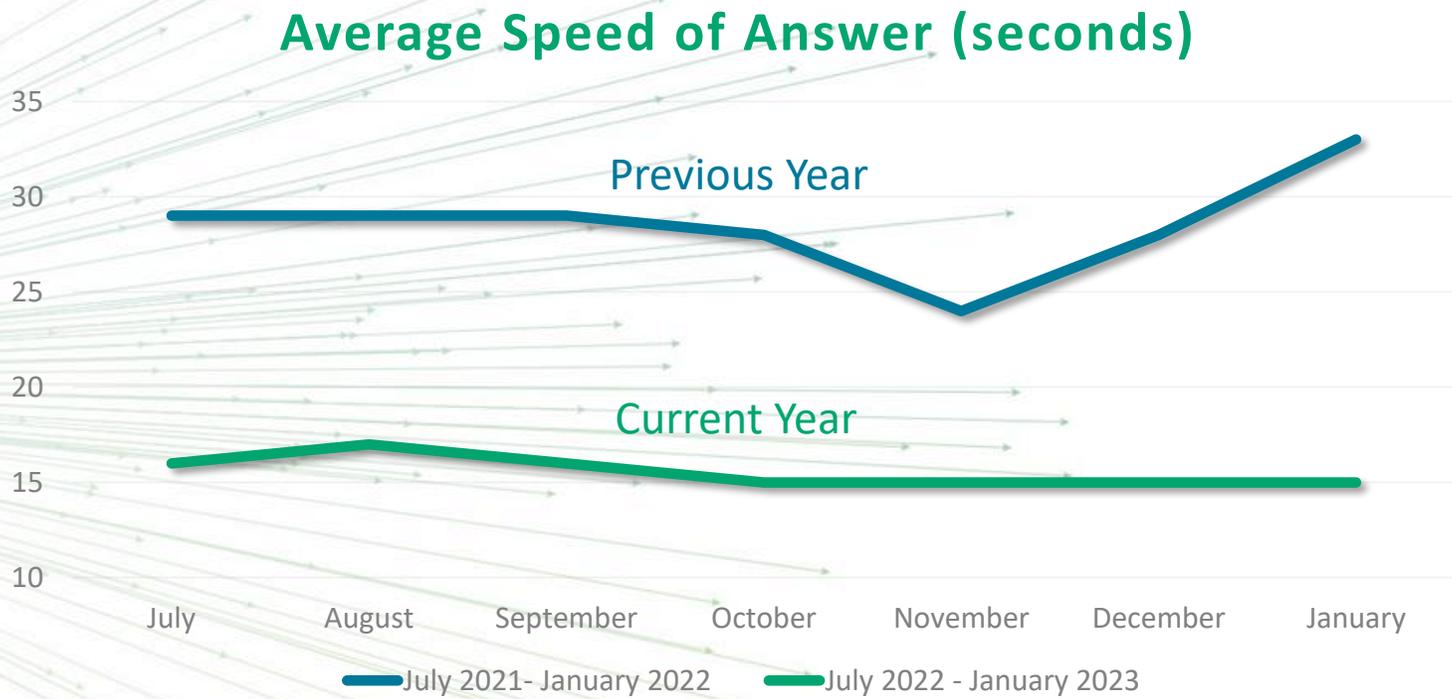
# 988 Answer Rates



\*Excluding Short Abandons



# 988 Answer Rates





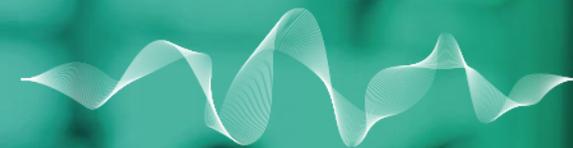
# What happens when you call?

## Call Response

Resolved by Call Counselor **97.11%**

EMS Contacted **2.56%**

Mobile Crisis Teams Contacted **0.33%**



# Clinical Excellence

**While most de-escalation skills are universal, Lines for Life recognizes that crisis intervention practices must be adjusted to meet the specific needs of different communities and demographics.**

## **200+ hours of training in:**

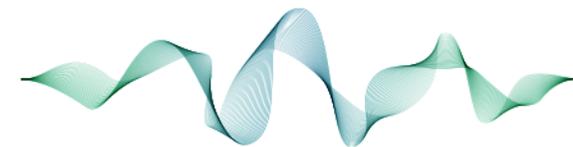
- Crisis de-escalation, suicide & substance use prevention
- What to do when a contact needs in-person intervention
- The importance of cultural humility and responsiveness
- Trauma-informed care practices, and
- Other topics that expand our competence and compassion and boost the quality of our services.

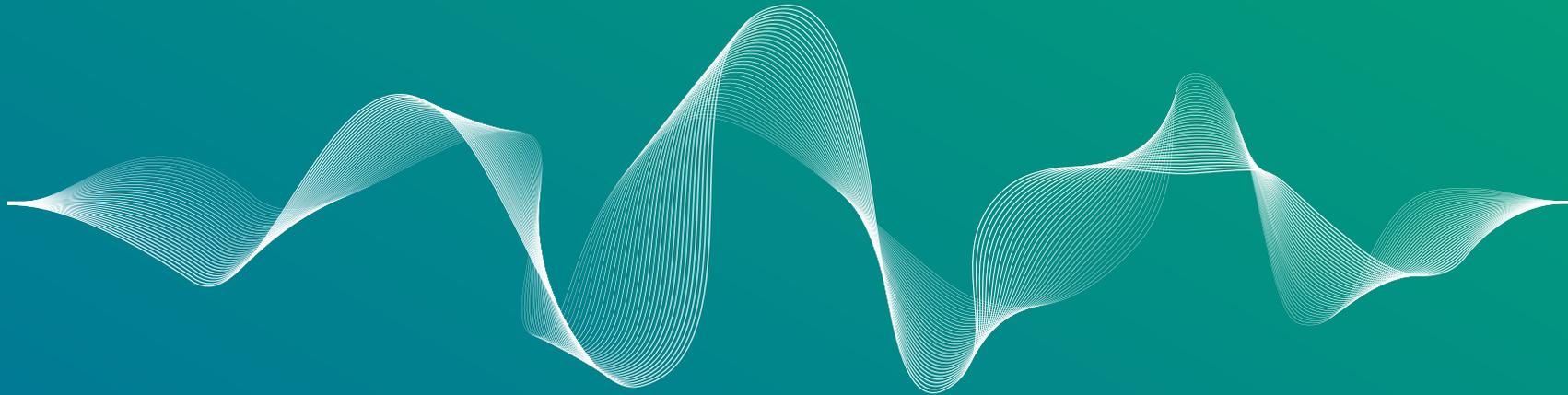


# Questions

**Dwight Holton**

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dwighth@linesforlife.org





Thank You