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988 Crisis Line in Oregon

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Senate Committee on Early Childhood and Behavioral Health

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988 & Behavioral Health Crisis System

- Oregon's Behavioral Health Crisis System follows the national *Crisis Now* and *MRSS* models and is comprised of:

- Someone to contact
- Someone to respond
- A safe place for help



Oregon 988: July 2022-Dec. 2024 Data

195,000

Total 988 contacts (calls, chats, and texts) since July 2022.

8,500

Average number of 988 contacts per month.

1,600

Average number of texts received per month.

1,000

Average number of chats received per month.

5,900

Average number of calls received per month.

7%

Average percentage of calls rolled over to a national back-up center.

26 seconds

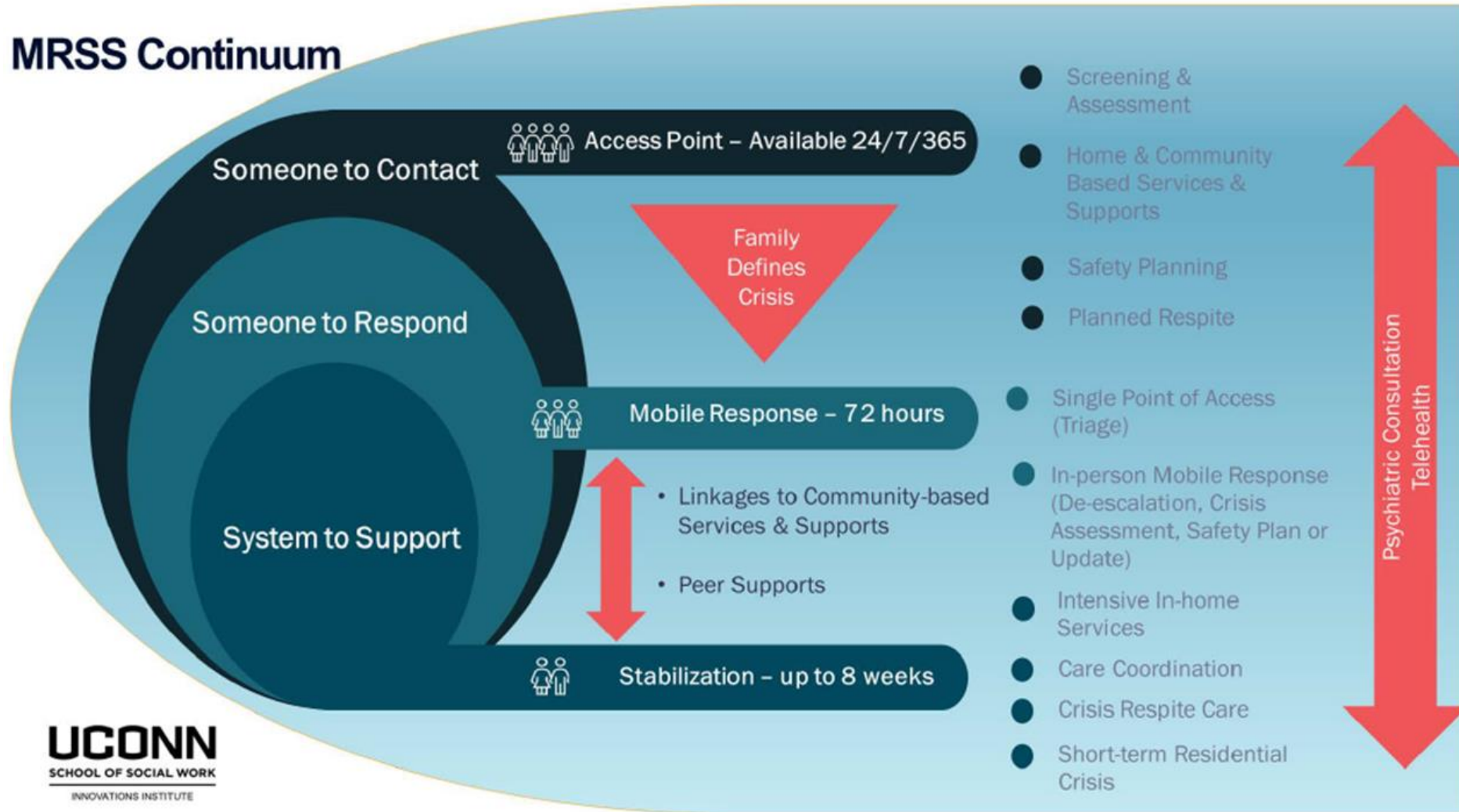
Average speed to answer rate in Oregon.

988

SUICIDE & CRISIS
LIFELINE

Note: In addition to these figures, an estimated 2,000 additional monthly contacts reached 988 national subnetworks for veterans, Spanish speakers, and LGBTQIA2S+ youth

Youth Crisis Services Continuum



988 Basics: Call, chat and text services

- 988's goal is to provide no-barrier, confidential, and compassionate responses during moments of need, regardless of the issue
- Trained and qualified crisis counselors provide interventions informed by national best practices and voices of lived experience
- Individuals, parents and family members, friends or bystanders can connect with a crisis counselor 24/7 by calling or texting the three-digit number, **9-8-8**, or sending a chat online

988 is for everyone

- 988 supports help-seekers of all backgrounds and demographics, including youth, seniors, rural Oregonians, veterans, people of color, people with disabilities, and people of all gender identities and sexual orientations
- 988 call centers provide 24/7 service via phone, text and chat in English and Spanish
- Interpretation is available in 250+ languages, and ASL video chats are available for help-seekers who are Deaf or Hard of Hearing
- Services are free and are provided regardless of housing status, immigration status, or income

Follow up after a 988 call

- During calls, crisis counselors collaborate with help-seekers to create safety plans that are personalized to their own situation
- Follow-up calls from a 988 crisis counselor are offered to all help-seekers at risk of suicide
- Counselors are trained to connect callers to resources such as:
 - Community Mental Health Programs and Stabilization Services
 - Substance use treatment programs
 - Culturally and linguistically responsive and specific resources
 - Parenting resources

How 988 works with youth

- Help-seekers of any age can reach out to 988 to speak to a crisis counselor for any reason
- Youth reach out for:
 - Thoughts of suicide
 - Common mental health concerns, such as depression and anxiety
 - Navigating relationships with friends, partners and family
 - Stressors like school, life changes and growing up
 - About a friend or peer they are worried about
- Youth have responded especially well to text and chat options

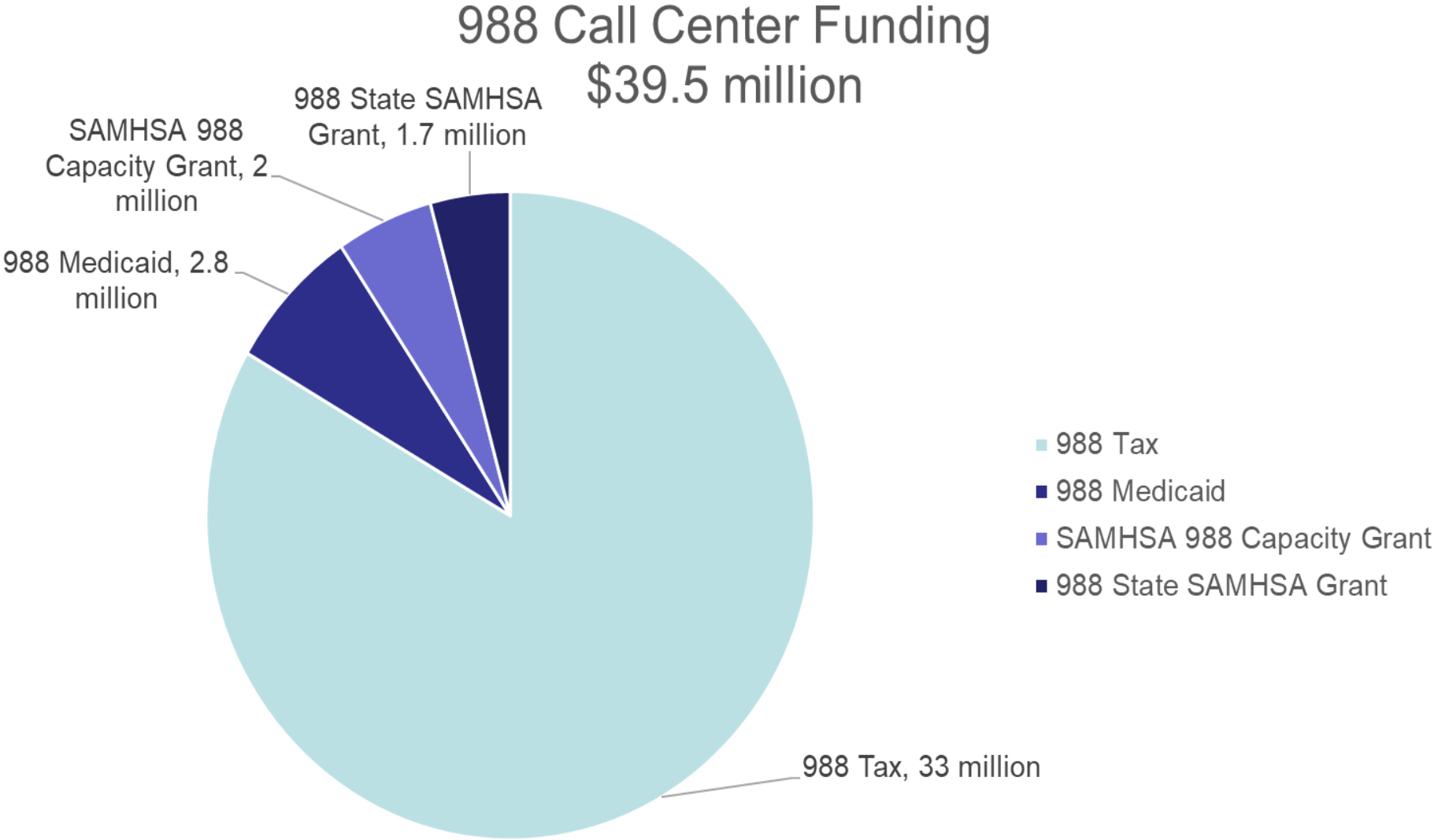
How 988 works with parents and caregivers

- 988 is also available for parents, caregivers and teachers to get help for themselves or for a young person they know
 - They can reach out during, before and/or after a crisis
- Someone calling about a youth can talk through what resources are available to them and the young person they are calling about
- Caregivers and youth can talk together or separately with a counselor to get through the crisis or problem
- Early, proactive outreach helps keep families stable and prevents impacts of crisis on young people

How 988 connects parents and caregivers to in-person support

- 988 counselors will also help connect to a Mobile Crisis Intervention Team when needed. This can:
 - Help a parent who needs in-person assistance during a crisis
 - Reduce visits to emergency departments
 - Avoid unnecessary engagement with law enforcement and emergency services
 - Promote long-term stability for families and youth

988 funding (2023-25)



What's next for 988?

- Our first-ever public opinion poll in October 2024 showed only 21% of Oregonians are familiar with 988
- OHA aims to raise awareness of 988 through a mass communications campaign and partnerships with trusted community organizations, including schools
- Oregon's public awareness campaign is set to launch in July 2025
- As more people become aware of 988, the positive impacts for families and young people will continue to grow



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Questions?

Thank you!

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