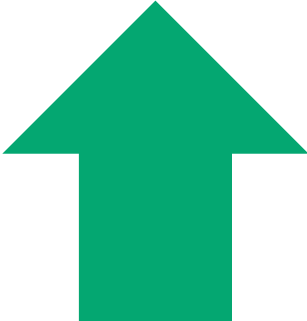


Senate Committee On Early Childhood and Behavioral Health
Lines for Life Update on Crisis Lines

988 Contact Volume

39,785

Aug '21 - Jul '22 Call Volume
Before 988

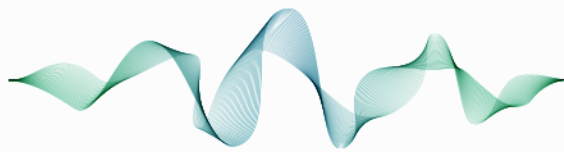
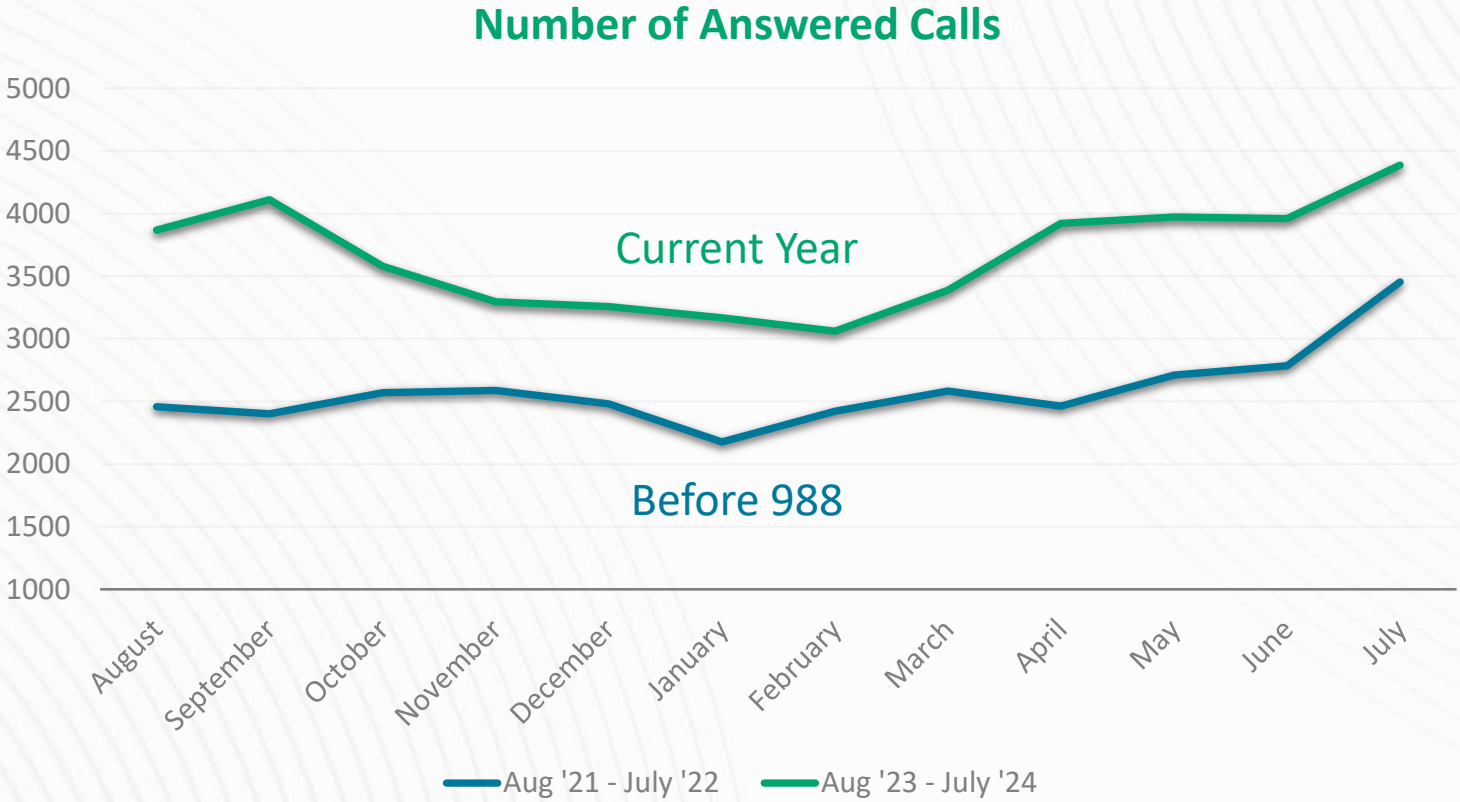


53,232

Aug '23 - July '24 Call Volume
With 988

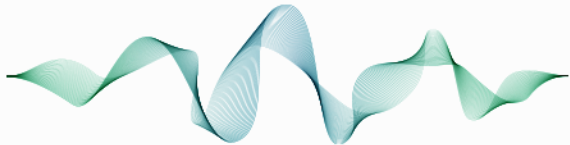
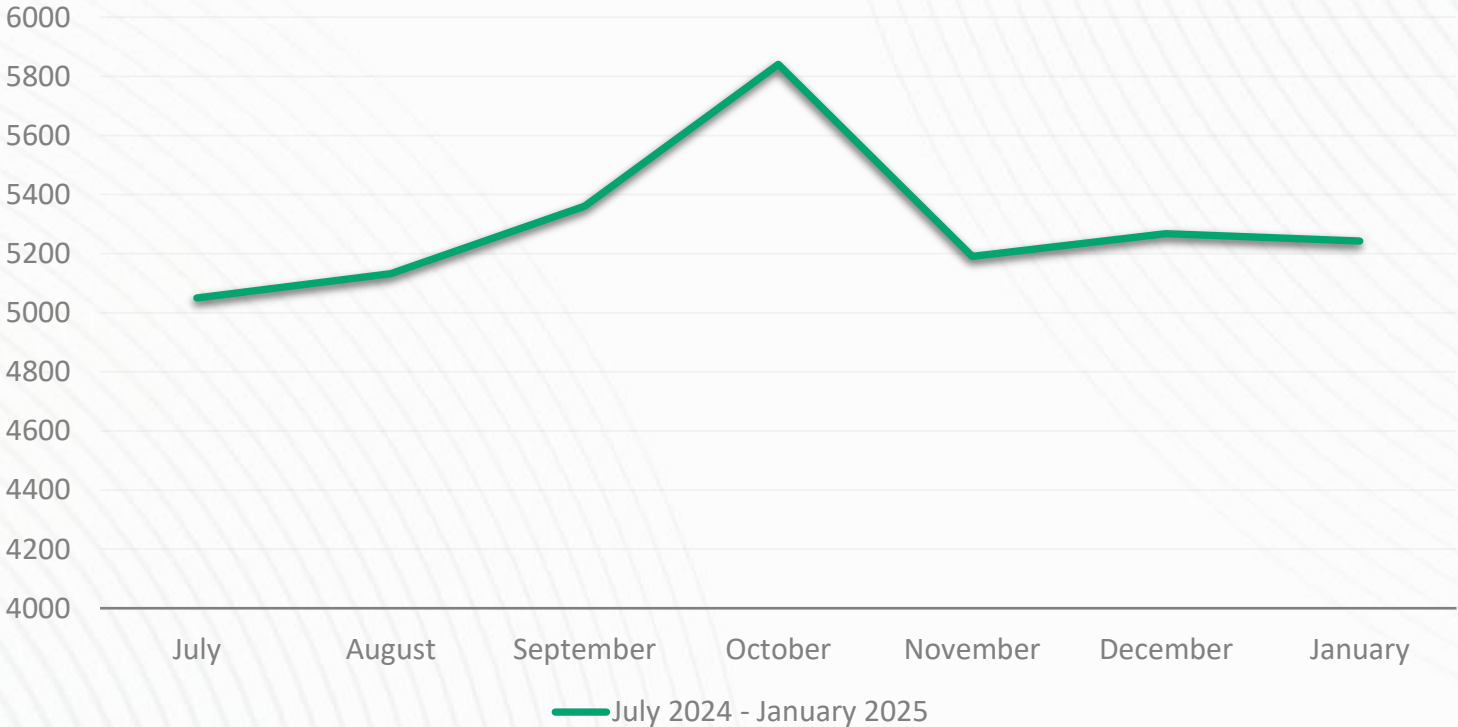


988 Contact Volume



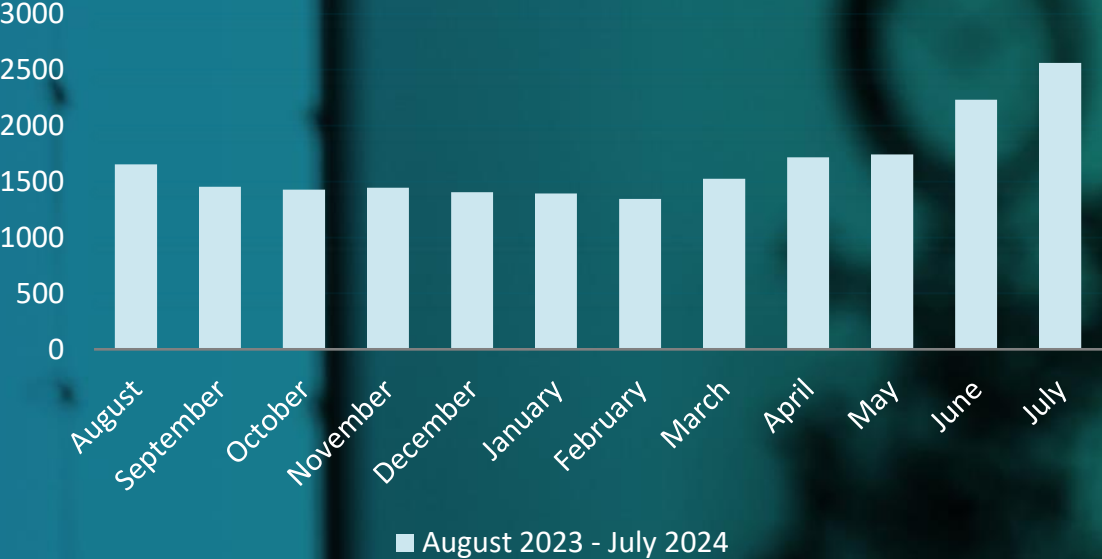
988 Contact Volume

Total Number of Oregon 988 Contacts July '24 to Jan '25



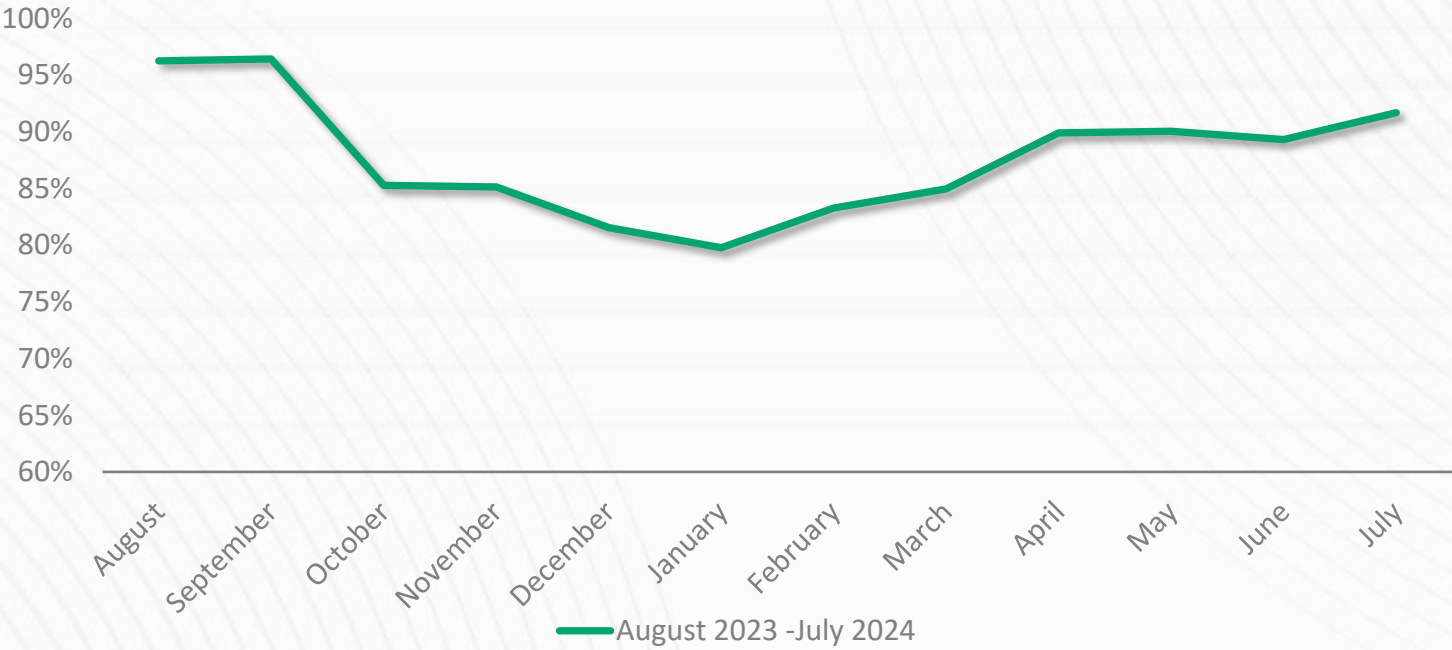
988 Contact Volume

Texts & Chats Answered

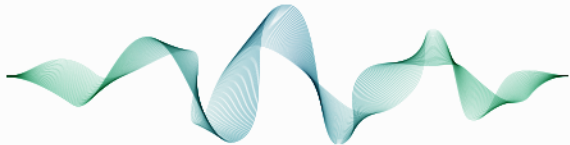


988 Answer Rates

Answer Rate – Monthly*

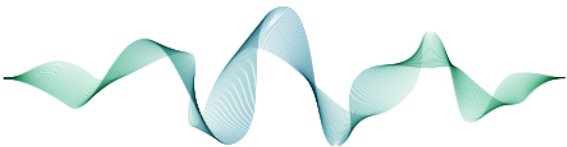
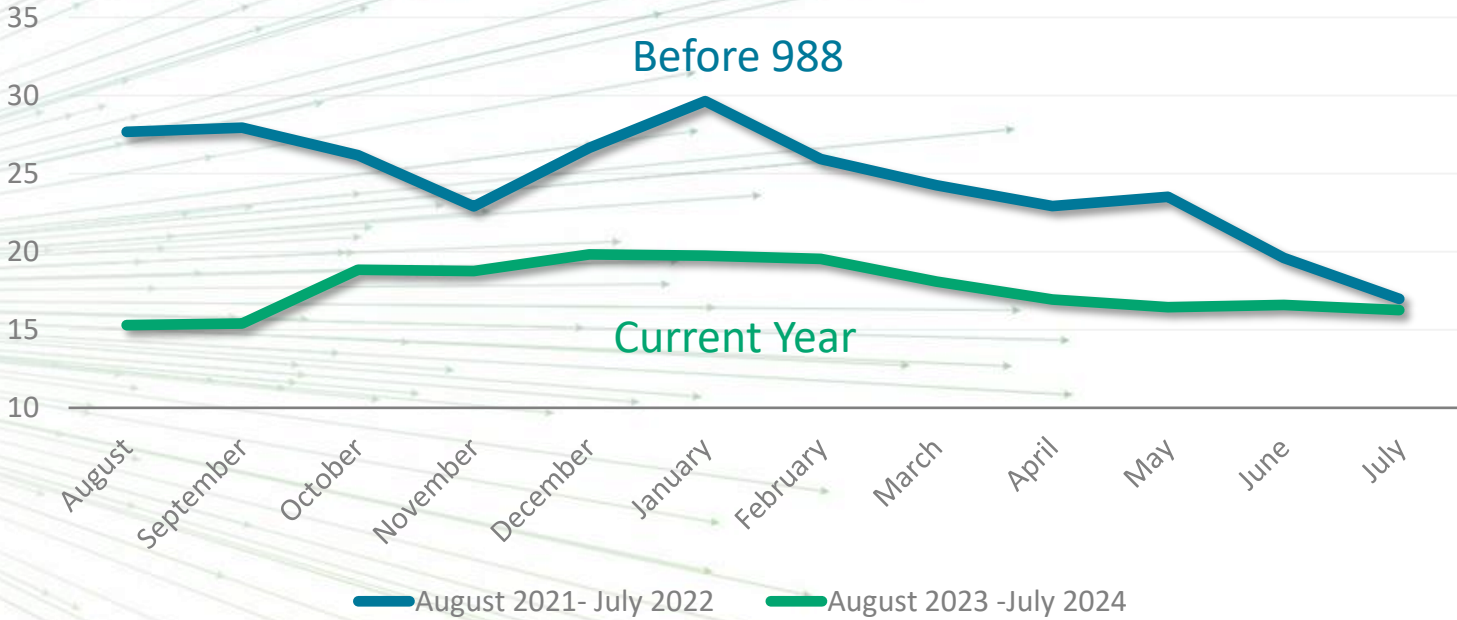


*Excluding Short Abandons



988 Answer Rates

Average Speed of Answer (seconds)





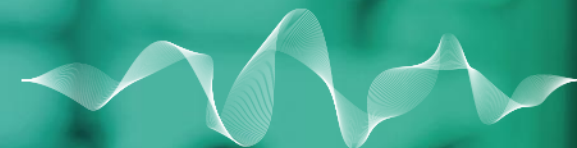
What happens when you call?

Call Response

Resolved by Call Counselor **97.55%**

First Responders Engaged **1.99%**

Mobile Crisis Teams Contacted **0.46%**



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.

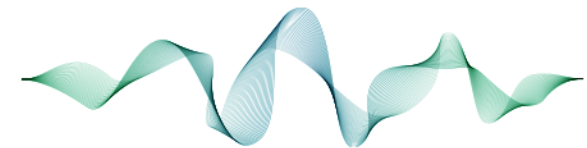
200+ hours of training in:

- 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.



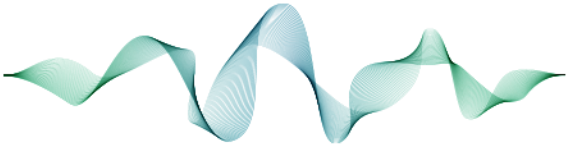
Alcohol and Drug Helpline

Connecting Oregonians to Addiction Care and Recovery



Oregon's Connection to SUD Treatment: *The Alcohol and Drug Helpline*

2021-2024 A&D Line	
SUD calls	31,366
Agreed to referral	20,851
Resources Offered	59,101
Percent of callers receiving referrals	66%



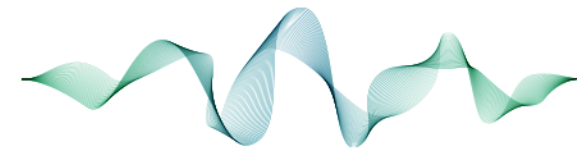
Alcohol and Drug Helpline

2021 A&D Line	
SUD calls	8,133
Agreed to referral	6,004
Resources Offered	16,869
Percent of callers receiving referrals	74%

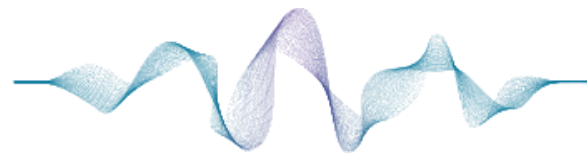
2022 A&D Line	
SUD calls	7,023
Agreed to referral	4,155
Resources Offered	13,353
Percent of callers receiving referrals	59%

2023 A&D Line	
SUD calls	8,779
Agreed to referral	5,988
Resources Offered	13,556
Percent of callers receiving referrals	68%

2024 A&D Line	
SUD calls	7,431
Agreed to referral	4,704
Resources Offered	15,323
Percent of callers receiving referrals	63%



Oregon's YouthLine: *Youth Mental Health Across the Nation*





Peer to Peer connection

- 25,000 youth in crisis yearly
- Over 150 volunteers
- Serving youth from all 50 states
- 4 call centers in diverse communities
- Meeting the challenges like
 - Relationships
 - Anxiety, Depression, Suicidality
 - Family
 - School
 - Bullying
 - Identity



Transformation and Community

- Volunteers become MH Advocates
- Driving Community Conversation
- Increased Use of YouthLine
- School-based outreach



A photograph of a person with long dark hair, wearing a dark t-shirt, pointing their right index finger towards a computer monitor. The monitor is on a desk and displays a white screen with some faint text. In the foreground, the back of another person's head and shoulders is visible, suggesting a training or mentoring session. The background shows a window with green trees outside. The entire image is overlaid with a semi-transparent purple gradient.

Mentorship, Youth Development and Workforce

- 65 Hour Training Curriculum
- Certification with Evidence-Based Trainings
- Every Call Supervised by Mental Health Professional
- Support Outside of Shifts
- Skills, Confidence and Experience with Crisis and Mental Health

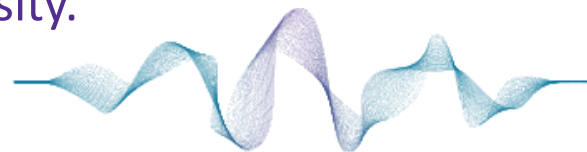
Culture and Connection



Each YouthLine Center is unique and designed to meet community need and vision

Proven Impact of YouthLine

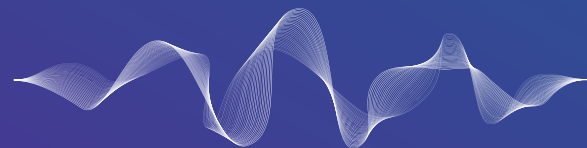
- YouthLine volunteers and staff **de-escalate of 99% of all contacts and 96% of acute contacts** – meaning we do not need to get emergency services involved to support youth in crisis the vast majority of the time.
- Volunteer Retention: Youth commit to **over 200 volunteer hours per year**, and **approximately 90%** of them fulfill this commitment.
- American Association of Suicidology (AAS) Accredited Crisis Service
- **About 50%** of volunteers go on to careers in behavioral health, education, and social sciences.
- YouthLine reaches **hundreds of thousands of youth annually** through targeted posting on social media and through complimentary materials distribution.
- YouthLine has **ongoing research partnerships** with Oregon Health and Science University, Columbia University, Johns Hopkins University, and Northwestern University.



YouthLine Contact Volume - 2013



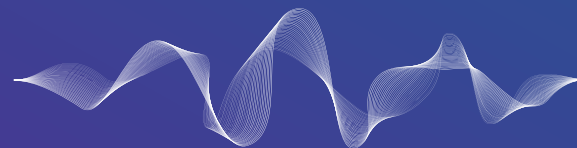
1,410



YouthLine Contact Volume - 2014



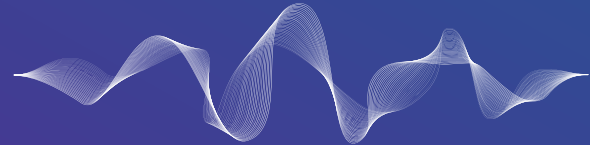
3,377



YouthLine Contact Volume - 2015



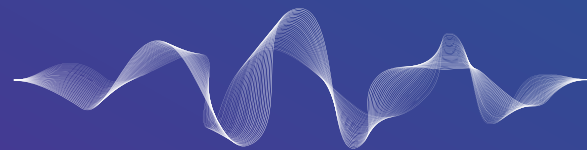
6,929



YouthLine Contact Volume - 2016



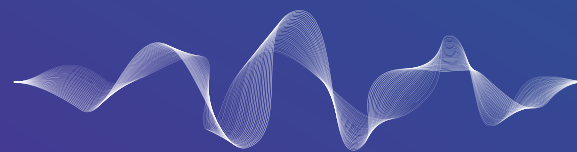
10,344



YouthLine Contact Volume - 2017



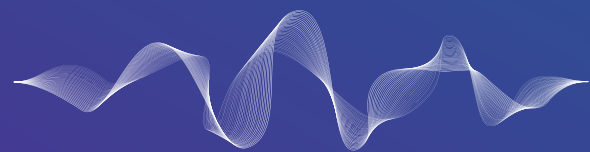
12,700



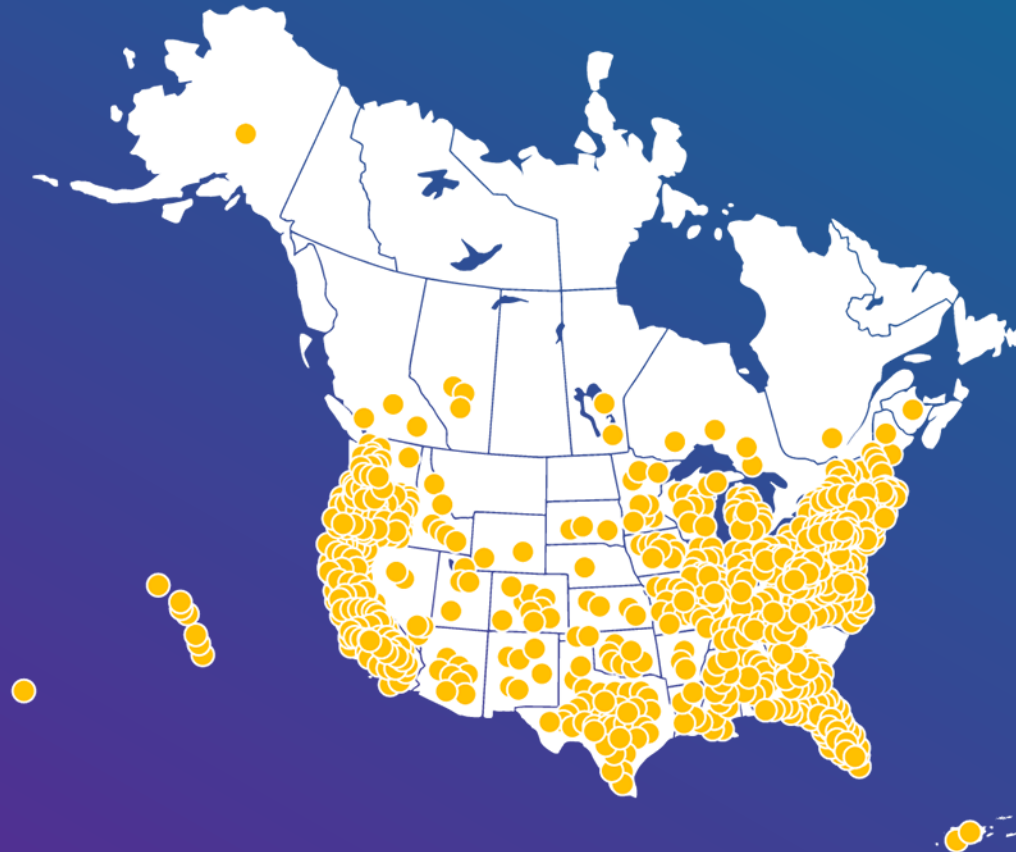
YouthLine Contact Volume - 2018



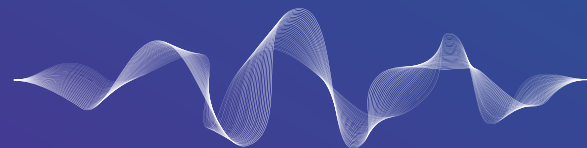
13,760



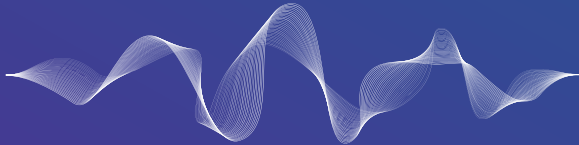
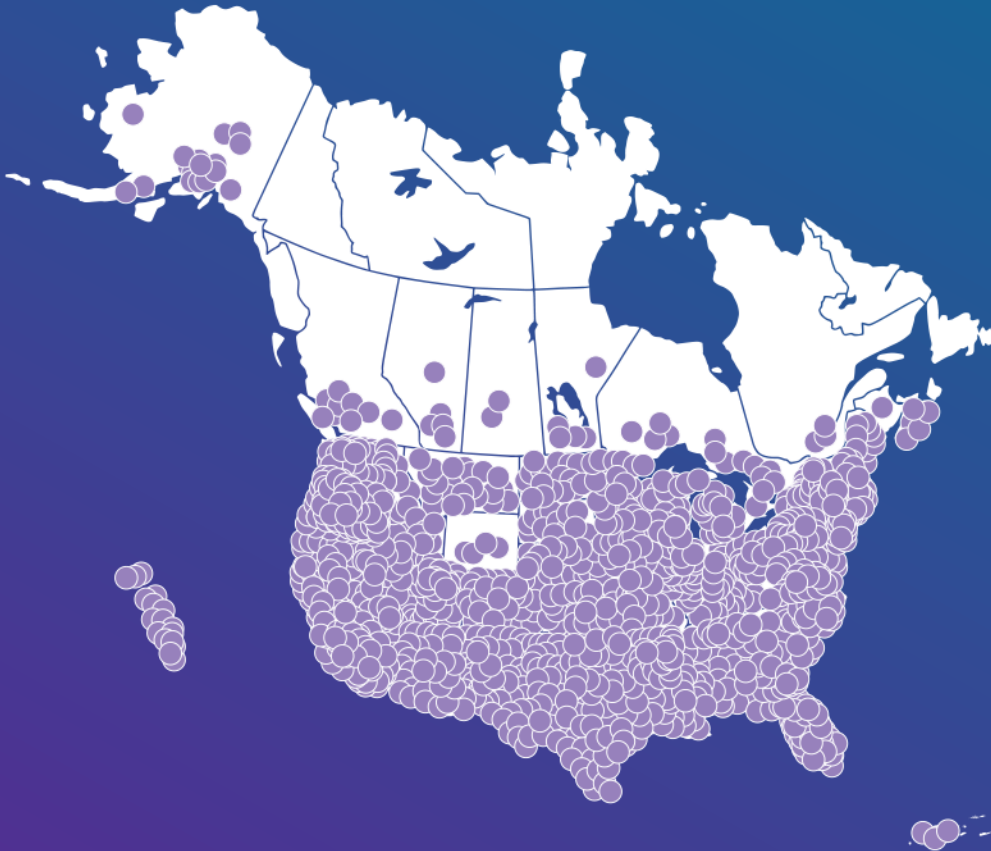
YouthLine Contact Volume - 2019



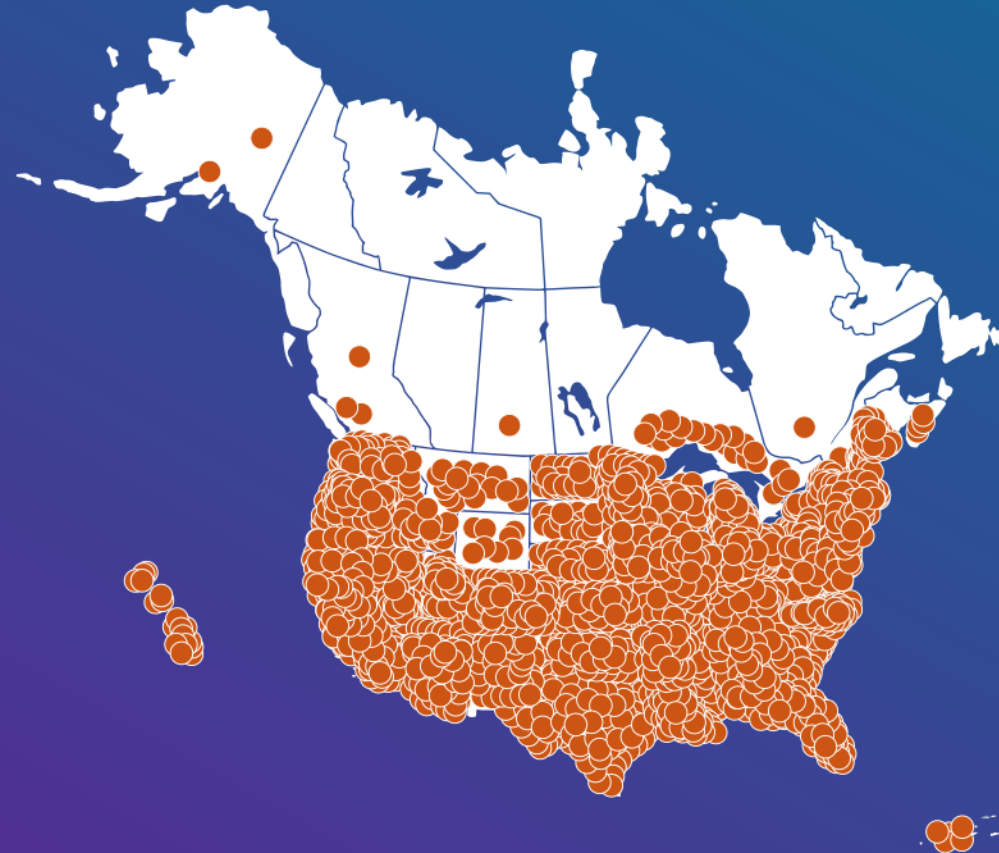
18,561



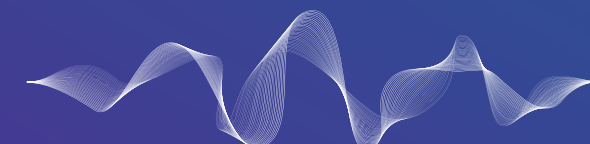
YouthLine Contact Volume - 2020



YouthLine Contact Volume - 2021



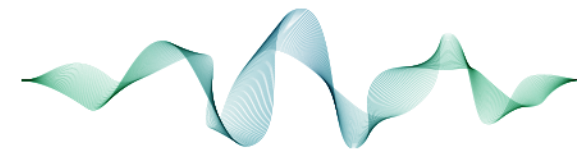
21,190

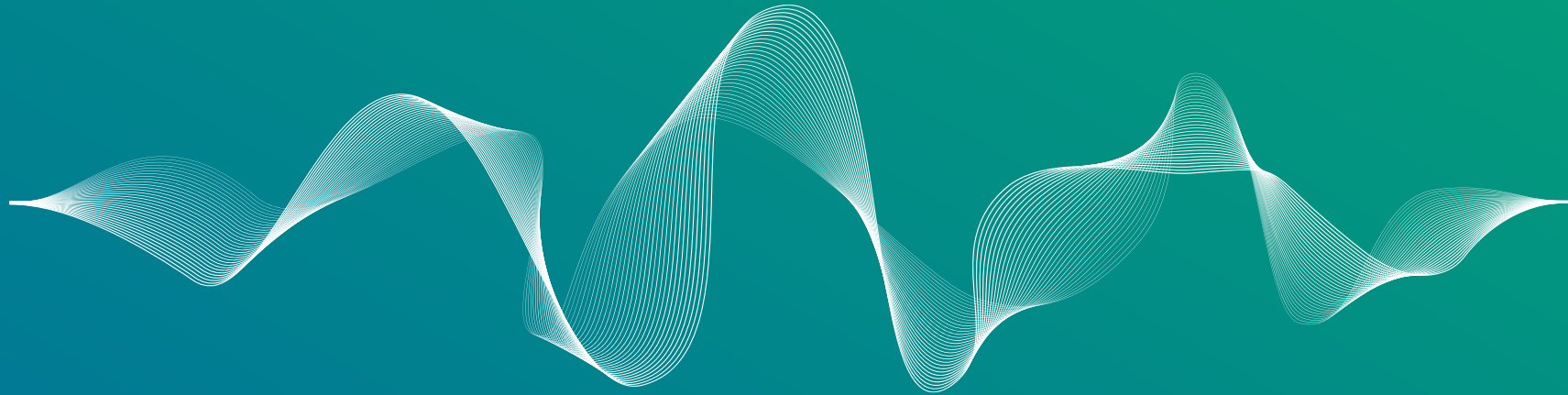


Questions

Dwight Holton

Chief Executive Officer
dwighth@linesforlife.org





Thank You