

# 988 AND GOVERNOR'S CHALLENGE FOR SUICIDE PREVENTION

MHDS Commission

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# 988 Suicide & Crisis Lifeline Iowa

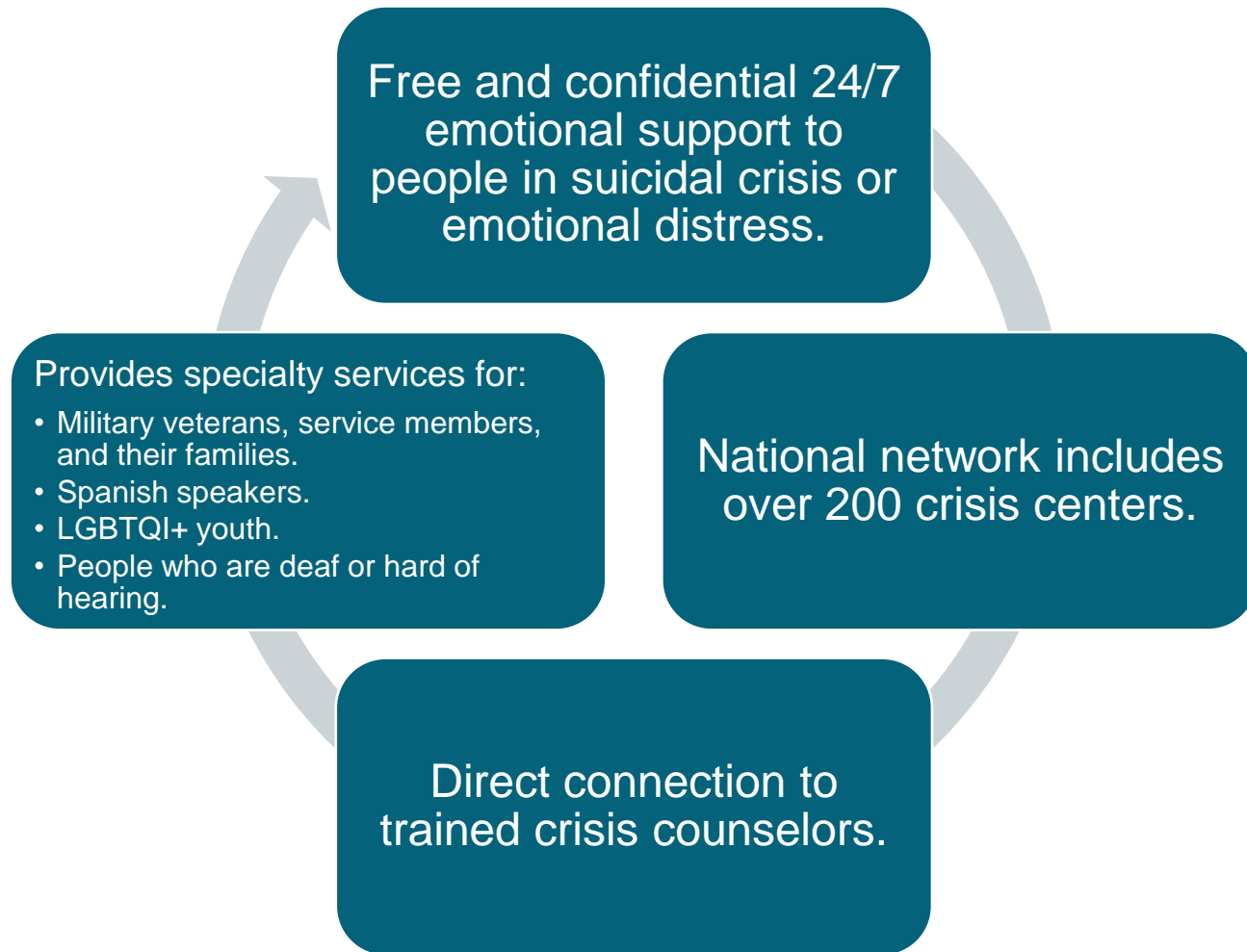
Call or text 988 or chat at [988lifeline.org](https://988lifeline.org)

Hope is on the line.



Health and  
Human Services

# 988 Suicide & Crisis Lifeline



# Calling 988

Individual calls 988.

- Welcome message
- **Note:** The following options are given before reaching a 988 Center:
  - 1: Veterans Crisis Line
  - 2: Spanish speaker
  - 3: Specialized LGBTQ+ support for youth

Crisis counselor supports individual as needed.

If a local 988 center is unavailable, contact will be routed to the 988 national backup network.

All conversations are free and confidential.

# Chat or Text 988

Individual texts 988 or goes to [988lifeline.org/chat](https://988lifeline.org/chat) for chat.



Short survey that includes:

Zip Code

Optional demographic information

Main concerns

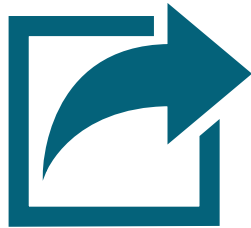
Thoughts of suicide

How upset are you?

Optional telephone number to reach back out to

Consent to terms of service

# Chat or Text 988



## **What happens next:**

1. There is a wait-time message while being connected to a counselor.
2. If demand is high, you can always look at our “Helpful Resources” below or call the 988 Lifeline at 988.
3. A crisis counselor will answer your chat or text.
4. The counselor will listen, provide support, and share resources.



## **All conversations are free and confidential.**

Veteran’s Crisis Line:  
Text 838255

# 988 in Iowa

## Iowa's 988 Centers

Foundation 2 Crisis Services, Cedar Rapids

- Primary center for calls

CommUnity Crisis Services and Foodbank, Iowa City

- Primary center for texts and chats

Talk with us.



## 988 Iowa Crisis Services

- ▶ 24/7 call, text, and chat
- ▶ Follow up services
- ▶ Warm handoffs to mobile response
- ▶ Connection to local community-based crisis services

# 988 Iowa Contacts

(July 2023 – February 2024)

Total Calls: 20,567

- Veterans Crisis Line (Push 1): 3,397
- Spanish subnetwork (Push 2): 210
- LBGTQ (Push 3): 1,024
- 988 Centers: 15,936

Total Chats: 10,012

Total Texts: 5,071

## ► Iowa Answer Rate:

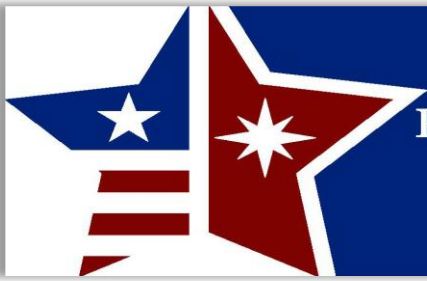
- Calls: 82%
- Chats: 41%
- Texts: 79%

## ► Outcome:

- Resolved by Counselor: 90%
- Mobile response warm handoff/dispatch: 6%
- Emergency Rescue: 3%
- Transfer to other crisis or warm line: 1%



# Governor's Challenge for Suicide Prevention among SMVF



## Governor's Challenge to Prevent Suicide Among SMVF

# Iowa

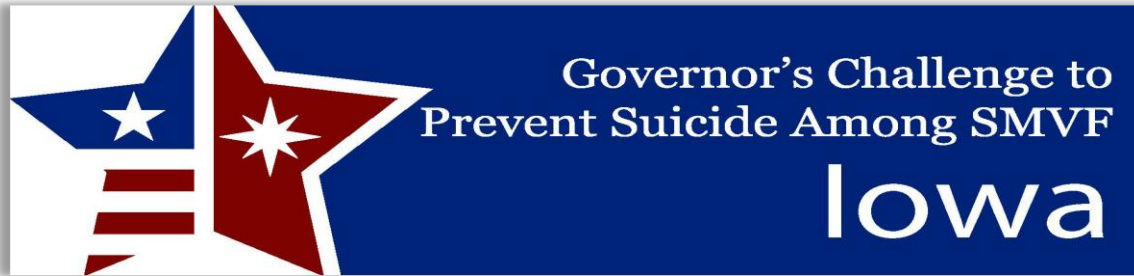
Purpose: bring state, military, and community-based providers together to develop and implement a strategic plan to prevent and reduce suicide.

**Iowa's team is led by Iowa HHS and the Iowa Department of Veteran Affairs.**

► Membership includes representatives from:

- VA Hospitals
- Iowa National Guard
- Iowa National Air Guard
- Law enforcement
- Advocates
- Crisis Providers





## Required Priority Areas

- ▶ Identify service members, Veterans, and their families and screen for suicide risk.
- ▶ Promote connectedness and improve care transitions.
- ▶ Increase lethal means safety and safety planning.

## Iowa's Goals

- ▶ Learn about suicide prevention screenings being used throughout the state.
- ▶ Provide free military cultural competency training.
- ▶ Increase coordination between access centers and the VA health system.
- ▶ Provide suicide prevention materials, resources and safety tools to gun shops.

# Resources

# Suicide Prevention Resources

- ▶ [988 Suicide & Crisis Lifeline - Call. Text. Chat. \(988lifeline.org\)](https://988lifeline.org)
  - [Veterans Crisis Line Chat](https://988lifeline.org/veterans)
- ▶ [Your Life Iowa](#) (funded by Iowa HHS)
  - Find local service providers
  - Suicide prevention information
  - Media campaigns
- ▶ [NAMI Iowa: Mental Health Support, Education & Resources](#)
- ▶ [American Foundation for Suicide Prevention - Iowa Chapter](#)
- ▶ [Know the Signs: Suicide is Preventable](#)
- ▶ [Suicide Prevention Resource Center \(sprc.org\)](https://sprc.org)
- ▶ [The Trevor Project - Suicide Prevention for LGBTQ+ Young People](#)
- ▶ [National Action Alliance for Suicide Prevention](#)



# Questions

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