

Family Service Agency of the Central Coast



Suicide Prevention Service of the Central Coast

Counseling for Adults, Seniors, Children and Young Adults

- Offices in Santa Cruz and Soquel
- Mild to Moderate Severity
- Telehealth
- Accepting Medi-Cal through CCAH/Medicare or private payment, sliding scale.
- Bilingual frontline and clinical staff
- Bilingual Resource Materials

Senior Outreach

I-You Venture

Survivors Healing Center

WomenCARE

Daisy Store



- Family Service Agency (FSA) has been offering a variety of programs to the community since 1957.

Suicide Prevention Service of the Central Coast



24/7/365 Suicide Crisis Line

- Local Calls
- National Lifeline (988)

Informational presentations for youth, educators, general public

Social Media and Public Information Campaigns

Evidenced-based Training*

- Crisis Line Responder
- Applied Suicide Intervention Training*  **ASIST**
Applied Suicide Intervention Skills Training
- 4 hour SAFEtalk *
- 1 hour One-Life  **safeTALK**
suicide alertness for everyone

Suicide Loss Survivor Support Groups

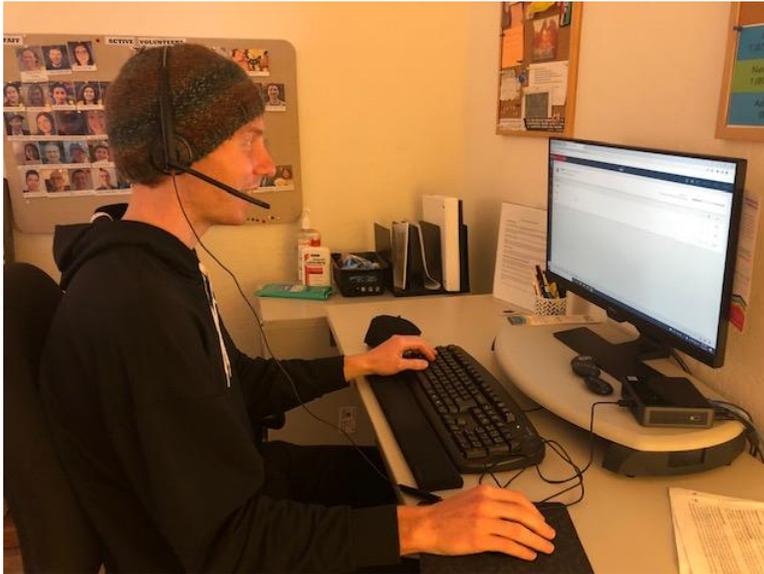
Pain Isn't Always Obvious



suicideispreventable.org



Suicide Prevention Service Central Coast Data Local and National Lifeline (FY20/21)

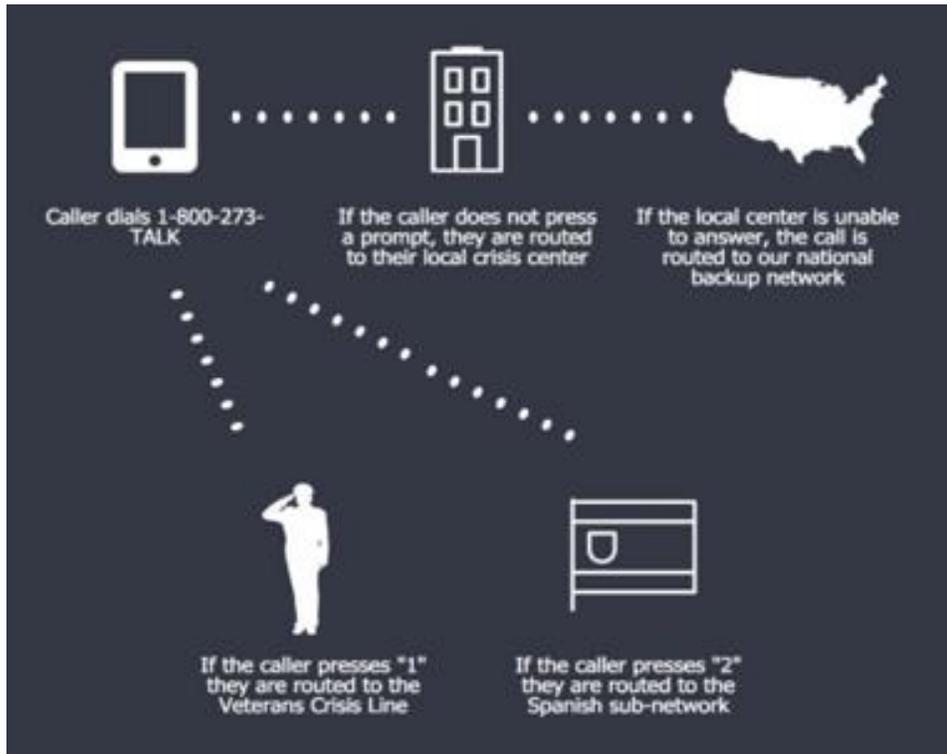


SCL responders are trained to talk comfortably and calmly, use active listening, assess risk, and determine if a person is in danger.

- Total Calls 3,465 (SC, Monterey, San Benito)
 - Total Local Calls: 1,581
 - Total Lifeline Calls: 1,884
- 78% self-identified as “suicidal”
- 85% of calls are resolved on phone
- 92% of suicidal callers, were by the end of the call, able to make a safety agreement and develop a personalized safety plan.
- Total SPS calls to 911: 102
 - With caller: 28
 - Without caller: 77
- Number of Volunteer Responders: 60
- Number of Paid Responders: 5
- Number of Staff: 6



What role does Suicide Prevention Service of the Central Coast have in the roll out and implementation of 988?



CA 988 CRISIS CENTERS

- 1 Buckelew 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 Didi Hirsch Mental Health Services
- 11 Suicide Prevention of Yolo County
- 12 Suicide Prevention Service of the Central Coast
- 13 WellSpace Health



- The current Santa Cruz, Monterey, San Benito County Suicide Prevention localhotline phone number (1-800-663-5433) will remain available to people in emotional distress or suicidal crisis, even after 988 is launched nationally.



What is 9-8-8?



- In 2020, Congress designated the new 988 dialing code to operate through the existing National Suicide Prevention Lifeline, and the FCC ordered all 988 calls to be directed to the Lifeline telephone infrastructure. Lifeline has demonstrated effectiveness in reducing suicidality, and provides a robust foundation upon which to build 988.
- Beginning July 16, 2022, **988** will be the new three-digit dialing code connecting people to the existing National Suicide Prevention Lifeline, where compassionate, accessible care and support is available for anyone experiencing mental health-related distress—whether that is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support.
- National Suicide Prevention Hotline is a national network of about 200 local, independent crisis centers equipped to help people in mental health-related distress or experiencing a suicidal crisis via call, chat, or text. Numerous studies have shown that most Lifeline callers are significantly more likely to feel less depressed, less suicidal, less overwhelmed, and more hopeful after speaking to a Lifeline crisis counselor.



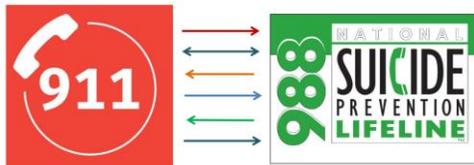
- What Happens when someone calls 988?

Starting July 16, 2022, when calling 988, callers first hear a greeting message while their call is routed to the local Lifeline network crisis center (based on the caller's area code). A trained crisis counselor will answer the phone, listen to the caller, understand how their problem is affecting them, provide support, and share resources if needed. If the local crisis center is unable to take the call, the caller will be automatically routed to a national backup crisis center.

- How is 988 different than 911?

988 was established to improve access to crisis services in a way that meets our country's growing suicide and mental health-related crisis care needs. 988 will provide easier access to the Lifeline network and related crisis resources, which are distinct from 911 (where the focus is on dispatching Emergency Medical Services, fire and police as needed).

988 services are distinct and separate from the emergency medical and public safety response associated with 911. 988 crisis counselors are trained to use the least invasive interventions, when possible, and oftentimes the call, text, or chat itself is the only intervention needed. However, ongoing coordination—at the federal, state, and local levels—between 988 and 911 will help individuals in crisis get the appropriate support they need, such as deploying mobile crisis teams or social workers in place of police or EMS responders, when needed and where available.



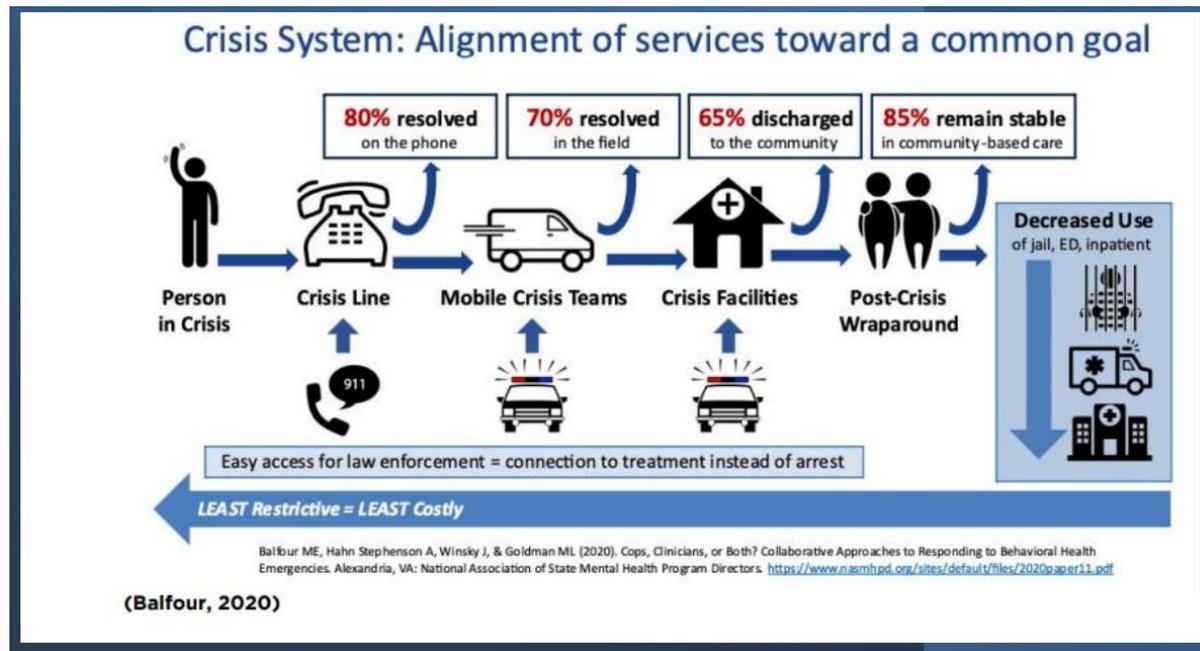


9-8-8
ANSWERING THE CALL

What Is The Vision for 988?



- In the short-term, the goal is to strengthen and expand the current Lifeline call center infrastructure and capacity to ensure trained crisis counselors are available to quickly respond to 988 via call, text, or chat.
- In the longer term, the vision is to build a robust crisis response system across the country that links callers to community-based providers who can deliver a full range of crisis care services, if needed (like mobile crisis teams or stabilization centers). This more robust system will be essential to meeting crisis care needs across the nation.



What is needed for 988 to be effective?



- Crisis Call Centers
- County Behavioral Health Service Agencies
- Law enforcement
- 911
- warm/peer lines
- Schools
- 888
- 211

- ✓ Communication and coordination among stakeholders.
- ✓ A roadmap with the information, data, and guidance to prepare for 988 in the near and long-term.
- ✓ Additional resources/support from state and federal agencies and community partners.
- ✓ Development of a well-informed 988 Messaging Framework will help to ensure consistent, coordinated, and accurate messaging.
- ✓ Understanding how 988 works with other local supports, such as 911, 211, warmlines and/or other crisis call centers, to help avoid confusion.
- ✓ Patience, Trust, Compassion and Commitment
- ✓ **ADVANCED DATA MONITORING AND EVALUATION**



Contact Information

- David Bianchi
- Executive Director
- Family Service Agency
- bianchi.d@fsa-cc.org
- 831-423-9444 ext.204
- Andrea Tolaio
- Program Director
- Family Service Agency – Suicide Prevention Services
- Andrea.t@fsa-cc.org
- 831-423-9444

www.fsa-cc.org

<https://fsa-cc.org/suicide-prevention-service/>