



# Florida and the Launch of 9-8-8

Florida Department of Children And Families  
Office of Substance Abuse and Mental Health  
April 20,2022

## 9-8-8 Background

### **S.2661 - National Suicide Hotline Designation Act of 2020:**

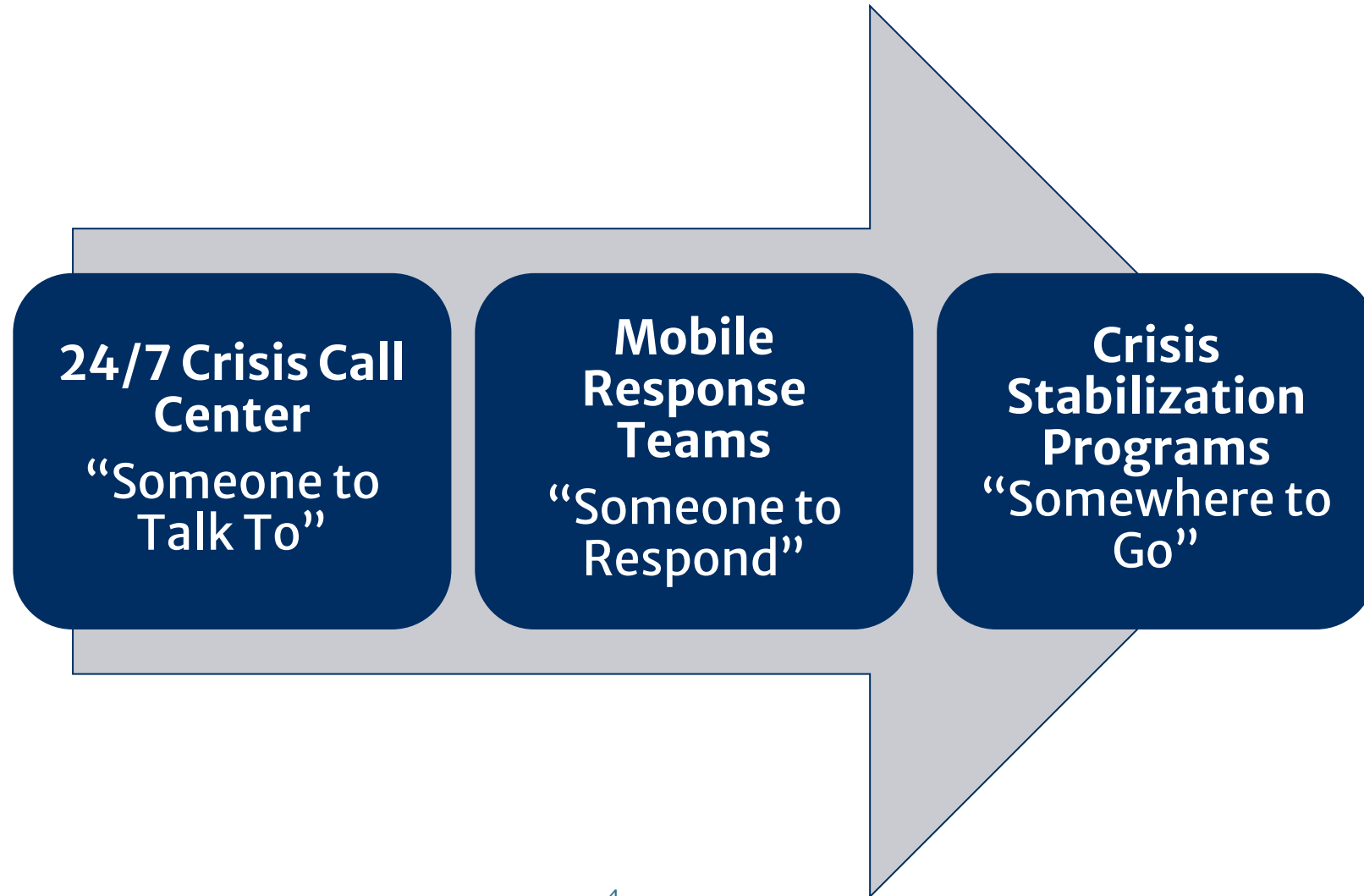
**Federal legislation mandates the rollout of 988 as the mental health and suicide crisis number - effective July 16<sup>th</sup>, 2022**



# Why is the National Suicide Prevention Lifeline essential?

- Research evaluating National Suicide Prevention Lifeline calls supports that after speaking with a trained crisis counselor, most callers are likely to feel (Gould et al., 2012; Gould et al., 2007):
  - Less depressed
  - Less suicidal
  - Less overwhelmed
  - More hopeful

# 9-8-8 Initiates the Crisis Continuum Cascade





# National Suicide Prevention Lifeline Center Network

**180**

Crisis Centers Nationwide

**3**

Average number of centers  
per state

**13**

Florida Lifeline Centers\*

# Vibrant Emotional Health



- Vibrant Emotional Health is the administrator of the National Suicide Prevention Lifeline through a contract with the Substance Abuse and Mental Health Services Administration (SAMHSA).
- Provided states with a planning grant to start preparing for the transition to 9-8-8.
- Florida received a one-time award of \$308,789.86 to develop a 9-8-8 implementation plan.

# How is Florida Preparing for 9-8-8?

- Established Florida 9-8-8 Planning Coalition:
  - Met monthly since April 2021.
  - Generated the following reports:
    - Landscape analysis;
    - Community needs assessments; and
    - Budget estimates for the first year of implementation.
  - Branched into workgroups based on eight core areas of planning and implementation.
  - Developed and submitted implementation plan to Vibrant Emotional Health.
- Applied for a nonrecurring SAMHSA capacity building grant in January 2022.



# Florida 9-8-8 Year One (July 2022 – July 2023) Goals

- **Goal 1:** Recruit and retain qualified behavioral health staff to handle high acuity calls, support increases in call volume, improve in-state answer rates, and statewide coverage without compromising quality of service to constituents.
- **Goal 2:** Closely monitor each of Florida's 13\* National Suicide Prevention Lifeline centers to improve statewide implementation depth and breadth.
- **Goal 3:** Identify quality assurance strategies to assure training on intervening with high-risk populations continues at routine intervals throughout center staff employment.
- **Goal 4:** Propose a glide path for callers into 911 or 988 to dispatch the Mobile Response Team for assessment to determine if CSU level of care is needed or care coordination for individuals who need assistance accessing routine behavioral health services.

\* One center is currently onboarding to become a certified Florida Lifeline Center



# Estimated Projected Call Volume and Funding Needs

Florida 988 First Year Cost Model			
	Volume	AHT (sec)	Cost per Contact
Estimated cost per contact	361,200	1193	\$ 78.09
Inbound calls	204,900	960	\$ 62.84
Outbound calls	10,200	600	\$ 39.27
Chat	137,900	1600	\$ 104.73
Text (dedicated labor time)	8,200	900	\$ 58.91
Total projected costs			\$ 28,203,487
Shared capital			\$ 1,346,687
Shared management			\$ 7,491,798
Shared expense			\$ 896,180
Dedicated capital			\$ 75,904
Dedicated expense			\$ 1,183,949
Dedicated personnel			\$ 17,208,969

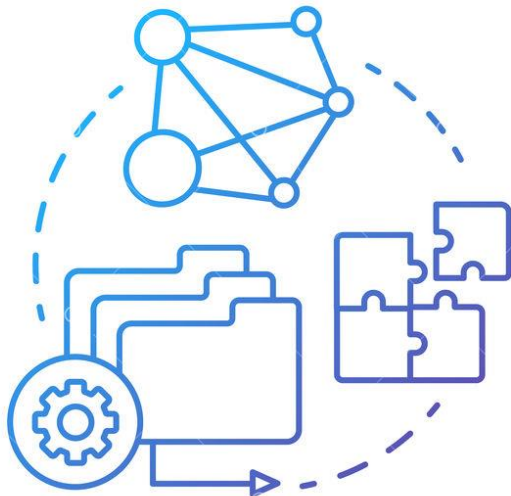
Florida population: 21,477,737 6.47% of US population



April 2022

# Primary Challenge for Stakeholders

Insufficient sustainable funding to support capacity building for infrastructure and staffing



**Infrastructure**



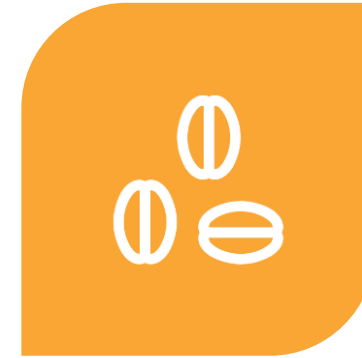
# How Can You Support 9-8-8?



**ALLOCATE FUNDING**



**ADVOCATE**



**BECOME AN ALLY**

# References

- Gould, M. S., Munfakh, J. L., Kleinman, M., & Lake, A. M. (2012). National suicide prevention lifeline: enhancing mental health care for suicidal individuals and other people in crisis. *Suicide and Life-Threatening Behavior*, 42, 22-35. <https://doi.org/10.1111/j.1943-278X.2011.00068.x>
- Gould, M. S., Kalafat, J., HarrisMunfakh, J. L., & Kleinman, M. (2007). An evaluation of crisis hotline outcomes. Part 2: Suicidal callers. *Suicide and Life-Threatening Behavior*, 37, 338-352. <https://doi.org/10.1521/suli.2007.37.3.338>