



9-8-8 Suicide and Crisis Lifeline

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Division of Mental Health, Developmental Disabilities,
and Substance Abuse Services

Recover Stronger

*These priorities and our work across the department are grounded in **whole-person health**, driven by **equity**, and responsive to the lessons learned responding to the greatest health crisis in more than a generation.*

Behavioral Health & Resilience



We need to offer services further upstream to build resiliency, invest in coordinated systems of care that **make mental health services easy to access** when and where they are needed and **reduce the stigma** around accessing these services.

Child & Family Wellbeing



We will work to ensure that North Carolina's children grow up safe, healthy and thriving in nurturing and resilient families and communities. **Investing in families and children's healthy development builds more resilient families, better educational outcomes and, in the long term, a stronger society.**

Strong & Inclusive Workforce



We will work to strengthen the **workforce that supports early learning, health and wellness by delivering services to North Carolina.** And we will take action to be an equitable workplace that lives its values and ensure that all people have the opportunity to be fully included members of their communities.

The health insurance coverage gap coupled with insufficient access to affordable care disproportionately impacts Historically Marginalized Populations who have also experienced worse outcomes than others under COVID-19. Medicaid expansion would help close the health insurance coverage gap.

9-8-8 History

2005	The National Suicide Prevention Lifeline launches with the number 1-800-8255
August 2019	FCC recommends use of 9-8-8 code for NSPL
July 2020	FCC designates the new number to connect people to mental health crisis services
October 2020	National Suicide Hotline Designation Act of 2020 is signed into law
November 2021	NFCC adopts rules to expand access to text 9-8-8 to directly reach the lifeline
July 16, 2022	Nationwide launch of 9-8-8!



- In 2020 the U.S. had one death by suicide about every 11 minutes
- The suicide rate is up 30% since 1999
- Suicide is a leading cause of death for people aged 10 – 34 years
- From April 2020 to 2021, over 100,000 individuals died from drug overdoses



- **24/7/365**
 - **Call/text: 9-8-8 or 1-800-273-TALK (8255)**
 - **Chat: [Lifeline \(988lifeline.org\)](https://988lifeline.org)**
- Access to trained crisis counselors who can help people experiencing mental health-related distress. That could be:
 - Thoughts of suicide
 - Mental health or substance use crisis, or
 - Any other kind of emotion distress
- Free and confidential
- Crisis resources and referrals

Call or Text

800-273-8255

**Suicide &
Crisis
Lifeline**

988



REAL Crisis Intervention, Inc.

- North Carolina's single NSPL call center
- Non-profit organization
- National Suicide Prevention Lifeline/9-8-8
 - Member of Lifeline Network NC and 1 of 9 National Backup Centers
- **Call Volume since the launch of 9-8-8 on July 16, 2022**
 - 7/2 – 7/15: 1,306 calls answered
 - 7/16 – 7/29: 2,235 calls answered

71% increase in calls!



Hope4Healers

- **Who is eligible?**
 - Healthcare providers
 - Educators
 - Childcare providers
 - First Responders
 - Disaster Responders



NORTH CAROLINA

Disaster Responders

Do you need **FREE** emotional support from being on the disaster front-lines?

NC Licensed Therapists are ready to listen!

NORTH CAROLINA HOTLINE

HOPE  4 HEALERS

(919) 226-2002

In partnership with the NC Department of Health and Human Services
and the North Carolina Psychological Foundation

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Resources and Contact Information

- **9-8-8 Partner Toolkit:** [988 Partner Toolkit | SAMHSA](#)
- **Hope4NC & Hope4Healers:** [Hope4NC | NCDHHS](#)
- 988info@dhhs.nc.gov

Thank you!

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