

CSH Talking Points
Senator Floyd Interim Study 09/14/2020

National Suicide Prevention Lifeline

- Two call centers provide this service in Oklahoma – Heartline & Family & Children's Services
- 211 (both Heartline and Community Service Council) can/will connect someone to the NSLP
- DMHSAS provides funding to support all call centers to help ensure Oklahoma callers receive an Oklahoma response and to enhance services by support chat and follow-up contacts
- There is some consistency in the number of contacts made to the NSPL compared to last year. For the last few months (starting in June), we are beginning to see a slight increase in volume. We are adjusting staff in order to meet the volume intervals where volume tends to peak in order to maintain sustainability currently- most calls are coming between the hours of 9pm and 2am.

Youth Crisis Mobile Response Helpline

- Implemented in 2018, this helpline is designed to help children and youth experiencing a behavioral health crisis through 24/7 over the phone crisis support. Children, teens and young adults (or an adult who loves them) can receive behavioral, emotional, physical and social support by calling 1 (833) 885-2273 or 211
- Highly trained teams connect callers with immediate care and crisis intervention over the phone, local mental health professionals who can come to the child's home, provide follow-up care and resources.
- Comparing 2019 to 2020 data, there has been a slight decrease in call volume (5% on average); calls coming from schools being a contributing factor to the decrease.

Reach-Out Helpline

- 24-hour toll-free information and referral hotline 800-522-9054 or 211
- Designed to assist adults in crisis or those that simply want information, resources, or connection to support services.
- Calls to this line of service have remained steady when comparing 2019 & 2020 data.

Gambling Helpline

- 24- hour toll-free information and referral hotline 800-522-4700 or 211
- Designed to provide services to adult and adolescents with gambling related disorders/problems.
- Calls to this line of service have decreased slightly (3%) when comparing 2019 to 2020 data.

