

Community Responses to Suicide Risk

The National Veterans' Suicide Hotline

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Program Management Officer

National Veterans' Suicide Hotline

National Call Center for Homeless Veterans

- **Health Science Specialists** - graduate degrees in Social Work, Counseling, Education Counseling, Psychology
- **Health Technicians** - assist in rescue procedures and Follow-ups
- **Supervisors** - support staff, provide training, Quality Assurance
- **Clinical Coordinators** (Psychologists) - coordinate training and Quality Improvement

Who answers the phones?

Who assists?

- HSS call responders are trained in three crisis intervention models.
- All approved crisis intervention models include:
 - Connecting with the caller
 - Asking the caller if they are considering killing themselves.
 - Listening to their reasons for living and dying.
 - Identifying and reviewing the risk factors with the caller
 - Considering ways to keep the caller safe
 - Coming to an agreement about a plan for safety and follow-up.

1-800-273-8255

What happens next?

- **24 hours:** Health Technician (HT) staff call SPCs to ensure consult has transmitted successfully. (If not, F/U call to SPC)
- **72 hours – 1 week:** HT Staff complete a medical record check to ensure contact with caller has been attempted. (If not, F/U call to SPC)
- **2 weeks:** HT Staff complete a medical record check to determine if SPC and caller are working on a Suicide Prevention Plan.
- **4 weeks:** HT Staff complete a medical record check to determine the outcome of the intervention

Follow-up?

Range from prank calls to suicides in progress

As of September 30, 2010

- 318,254 callers since July, 2007
- 170,893 were identified as veterans
- 21,100 were calling to help a friend or family member
- 38,998 SPC Referrals
- 10,816 Rescues
- 4,016 Callers were active duty

Our Calls

CHAT Services to prevent suicide are available through portal at:

SUICIDE PREVENTION LIFELINE.ORG (Veterans' Page)

- CHATs are private.
- Services are offered by HSS Responders
- From July 4, 2009 – September 30, 2010, there have been 7552 ACTIVE CHATS.
- 8609 people got onto the CHAT Service to look around.
- 870 CHATTERS agreed to call the Veterans Hotline.
- 3442 CHATTERS mentioned suicide.

CHAT SERVICES

National Suicide Prevention Lifeline - With Help Comes Hope - Windows Internet Explorer provided by VSN 2 Netcom, (IE-3)

http://www.suicidepreventionlifeline.org/Default.aspx

File Edit View Favorites Tools Help

National Suicide Prevention Lifeline - With Help Comes Hope

Get Help Now | Contact | FAQs | Crisis Center Login

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1-800-273-TALK (8255)
suicidepreventionlifeline.org

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Are you or a friend at risk of suicide?
Check Lifeline's Suicide Warning Signs.



Crisis Center Locator

Get Lifeline Updates!
Enter E-mail [SIGN UP](#)

For Hearing and Speech Impaired with TTY Equipment:
1-800-799-4TTY (4889)

National Suicide Prevention Lifeline

With Help Comes Hope

Are you in crisis? Please call 1-800-273-TALK

Are you feeling desperate, alone or hopeless? Call the National Suicide Prevention Lifeline at 1-800-273-TALK (8255), a free, 24-hour hotline available to anyone in suicidal crisis or emotional distress. Your call will be routed to the nearest crisis center to you.

- Call for yourself or someone you care about
- Free and confidential
- A network of more than 140 crisis centers nationwide
- Available 24/7

Red Nacional de Prevención del Suicidio

¡NO HAYAS! Cuando usted llama al número 1-888-628-9454, su llamada se dirige al centro de ayuda de nuestra red disponible más cercano. Cuando el centro contesta su llamada, usted estará hablando con una persona que le escuchará, le hará preguntas y hará todo lo que esté a su alcance para ayudarlo. Para información en español haga [clic aquí](#).

Veterans Hotline & Online Chat

Are you a veteran in emotional distress? Please call 1-800-273-TALK and press 1 to be routed to the [Veterans Suicide Prevention Hotline](#).

— OR —

[Veterans chat live with a counselor.](#)

News

- The Lifeline Welcomes Crisis Line of River/Valley Behavioral Health to our Network
- The Lifeline Welcomes resolve Crisis Network to our Network
- The Lifeline has a new look and refreshed logo!
[See more news](#)

The Terry Wise Story: A Suicide Attempt Survivor

The Terry Wise Story: A Suic...

(1 item remaining) Waiting for http://www.suicidepreventionlifeline.org/Default.aspx...

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www.suicidepreventionlifeline.org