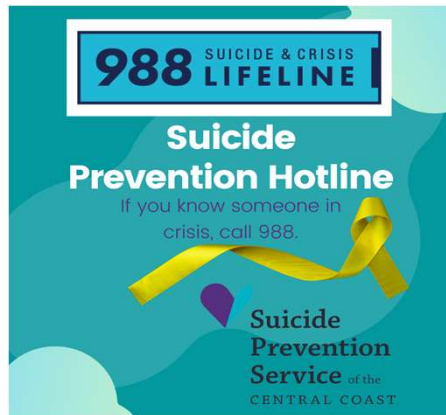


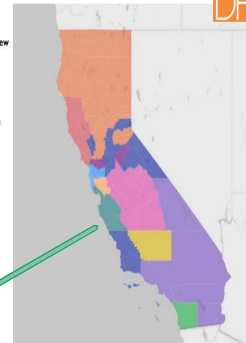


Suicide Prevention Service is a program of Family Services Agency of the Central Coast



CA 988 CRISIS CENTERS

- 1 Buckleup 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



Andrea Tolaio
Program Director
Tolaio.a@fsa.cc.org
831-459-9373



Research has found that suicide crisis hotlines were effective in filling a crucial need in the efforts to prevent suicide. Suicide hotlines are now thought of as a key part of the mental health system of care for people in crisis.



Responders (staff and volunteer) receive 50+ hours of SPS Responder Training (**Synchronous and Asynchronous**) and are required to **complete/pass on-going, new and timely 988 Crisis Lifeline training requirements (emerging/best practices).**

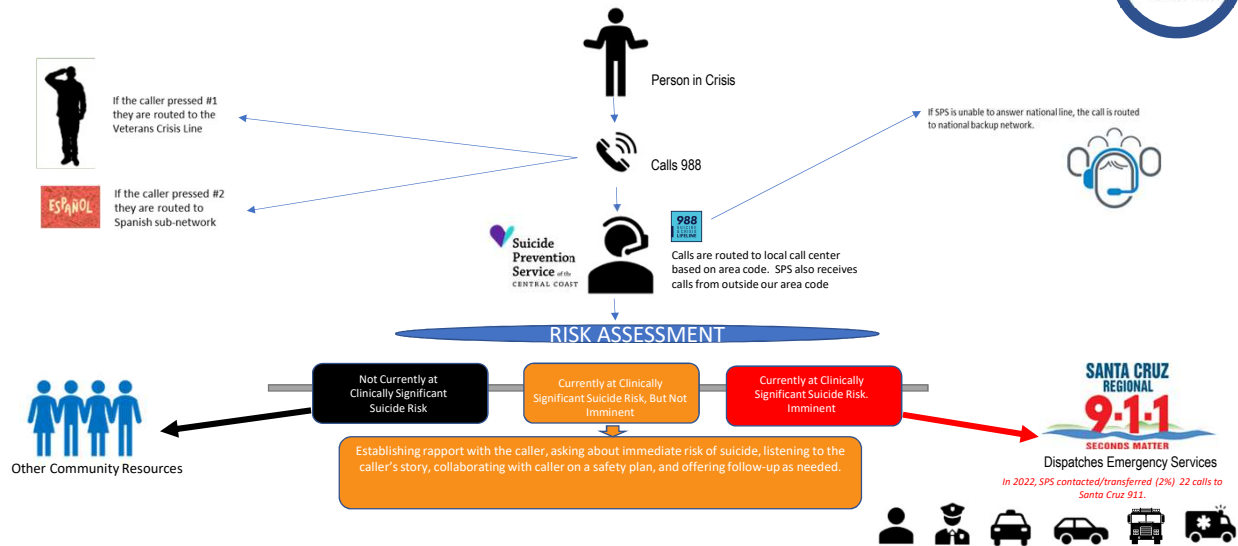


POLICY NOTE: The Lifeline Suicide Safety Policy (2022)

The lifeline uses an established model of call flow that includes establishing rapport with the caller, asking about immediate risk of suicide, listening to the caller's story, collaborating with caller on a safety plan, and offering follow-up as needed.

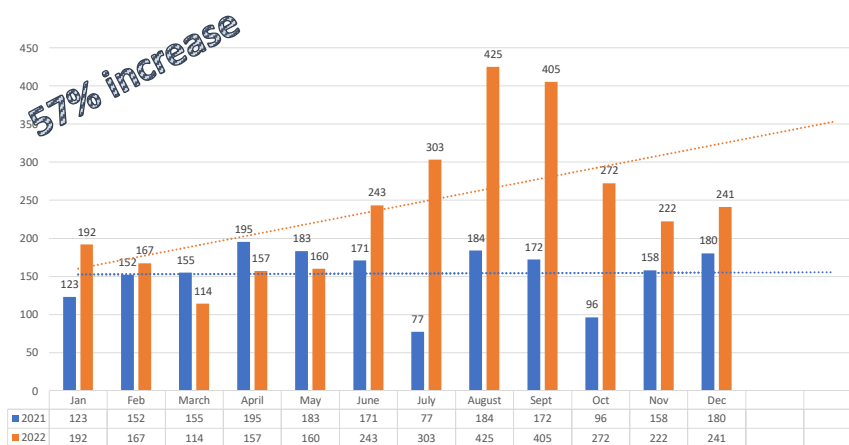
What happens when someone calls 988?

TODAY



Suicide Prevention Service Program Suicide & Crisis Lifeline Santa Cruz County

Calls Answered Callers that are engaged with a Responder.
2021 (1,846) vs 2022 (2,901)

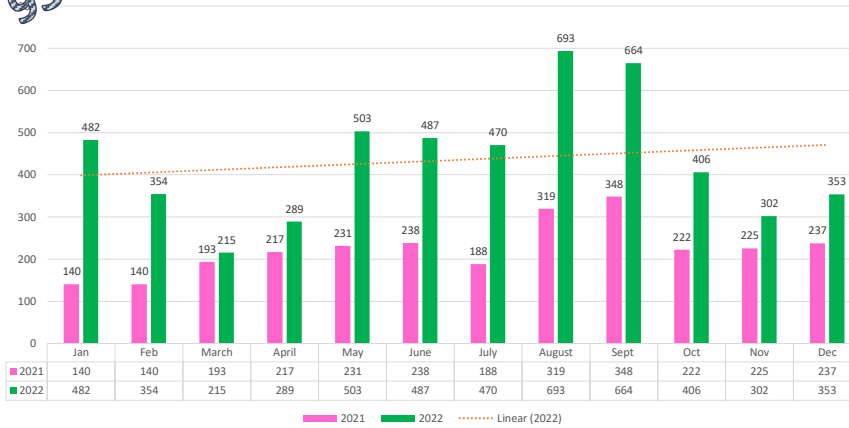




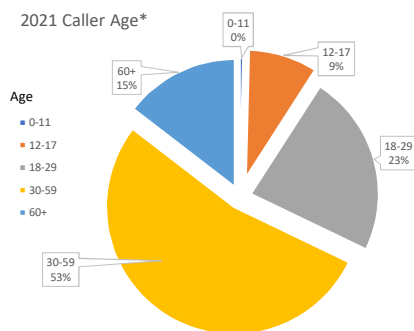
Suicide Prevention Service Program
Suicide & Crisis Lifeline
Santa Cruz County
In-Coming Calls
2021 (2,698) vs 2022 (5,218)



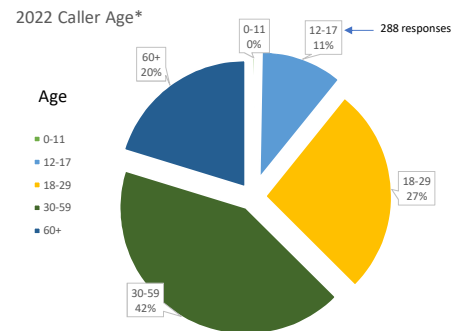
93% increase



Suicide Prevention Service Program
Suicide & Crisis Lifeline
Santa Cruz County
Caller Ages



* Calls are anonymous. Percentage based on number of responses (1,443 responses).



* Calls are anonymous. Percentage based on number of responses (1,846)



What's going on for our younger callers?



"With the divorce and them fighting all the time, don't want my parents to know about my self-harming and suicidal thoughts."

Relationships

- Parents
- Partners
- Friends



Bullying Abuse Negligence



Responder Call Report: She has been abused by her mom her whole life and stated that the mom's ex boyfriend use to abuse her. The mom would frequently hit X with objects I gathered the necessary info as a mandated reporter. We created a safety plan as X agreed to stay safe for tonight

Responder Call Report: Stephanie believes that it was her fault that her stepdad touched her inappropriately, and wanted to kill herself by cutting herself

Hopelessness Helplessness Feeling Alone



Psychological Pain Perceived Burden

Ambivalence "others would be better off without them"



Responder Call Report: Feels trapped in a conservative town that is racist and homophobic. He said he was part of the LGBTQ+ community so this would directly impact him

Responder Call Report: Has taken a handful of pills already and has more in the bottle she plans to take if her Dad is unwilling to help her.



Suicide Prevention Service Program Suicide & Crisis Lifeline (2022) RESPONDER HOURS ON THE LIFELINE



Responders are trained to talk comfortably and calmly, use active listening, assess risk, connect to emergency services if a person is at imminent risk.

* Based on best available data

Resources



Flyers/Posters/Stickers



Training and Classes



Social Media



Support Groups



Suicide Prevention Service Program Suicide & Crisis Lifeline Education and Outreach Suicide Loss Survivors Support Groups



What's
NEW
What's
NEXT

- Offering TEXT/CHAT beginning July 2023
- Introducing new Suicide Prevention Awareness Training (1-hr) for the general public, parents, businesses, schools, community groups and partners.
- PR/Social Media Campaigns
- Increased collaboration with schools and Santa Cruz County 211 and 911 partners.
- Increasing Lifeline staffing/coverage.
- Continuing Education and 988 certified training for Responders

Andrea Tolaio
Program Manager
Tolaio.a@fsa-cc.org
831-459-9373 ext 36

THANK YOU!!