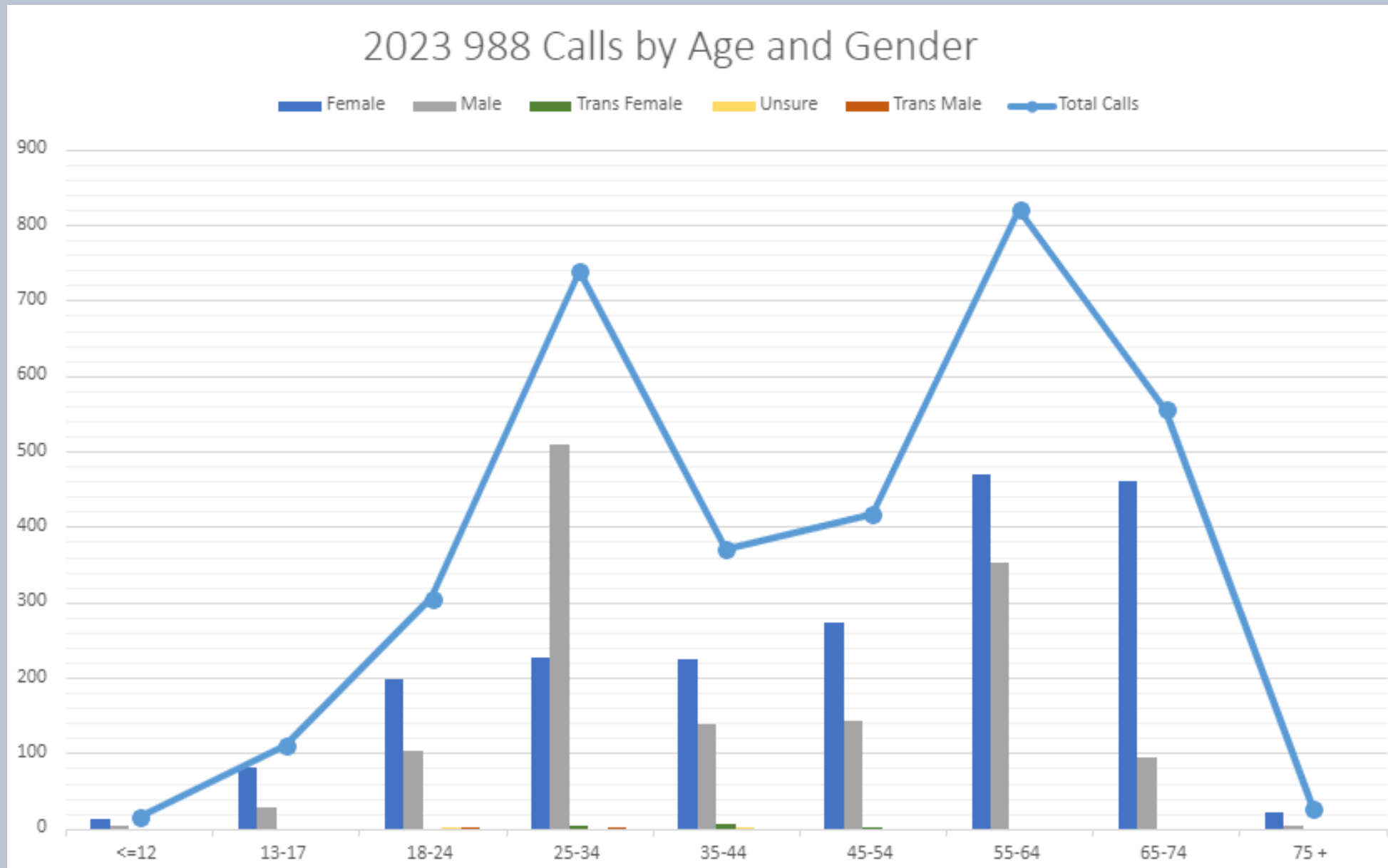


# 988 CALL CENTER

988 WAS DESIGNED TO IMPROVE ACCESS TO CRISIS SERVICES IN A WAY THAT MEETS OUR COUNTRY'S GROWING PREVENTION TO SUICIDE AND MENTAL HEALTH RELATED NEEDS. WITH THE LAUNCH OF THE 3 DIGIT 988 NUMBER, THE NAME ALSO CHANGED FROM THE NATIONAL SUICIDE PREVENTION LIFELINE TO THE 988 SUICIDE AND CRISIS LIFELINE.



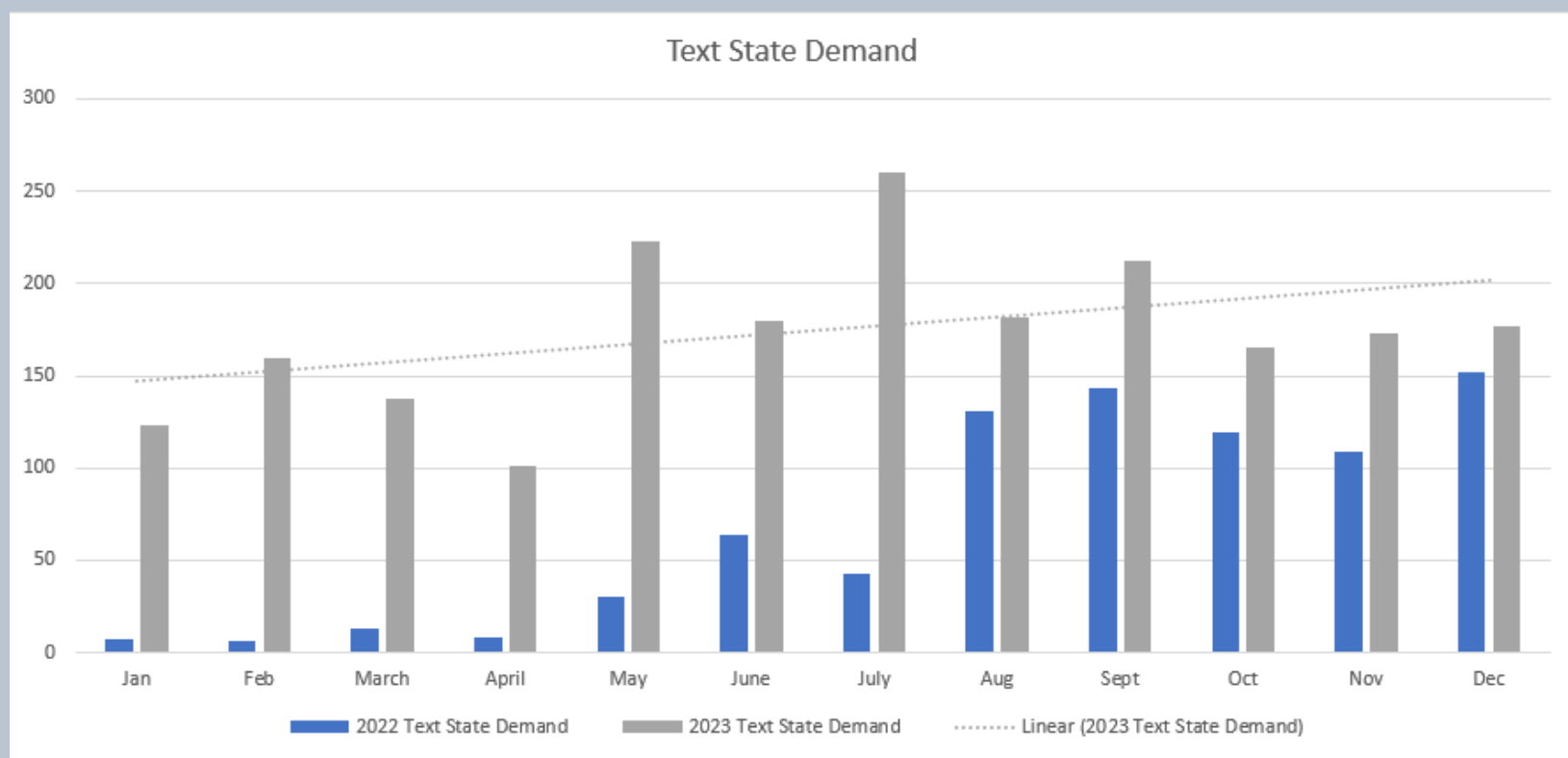
Due to the anonymity of the 988 program, all of the information that we gather on the Lifeline Data forms are self-report. What we have been able to glean, is a strong presence in the age groups 25-34 for males and 55-64 for female callers. The 55-64 age group also presented with the most call volume for 2023. In terms of gender, we do see a higher number of callers identifying as female.

YTD Calls Statewide  
**9071**

In 2023 the State Received  
**63%**  
More Calls

YTD Text Statewide  
**1917**

YTD Chats Statewide  
**2088**



You can see the statewide demand for accessing support via both Chat & Text has grown substantially from 2022 to 2023. While this mode of accessing support tends to be more popular among younger Vermonters, it is accessed by all age groups. Similar to increased demands we've seen for calls into 988, Chat & Text utilization continues to grow. We are working to ensure Vermont's 988 workforce is adequately staffed & funded to meet these increasing demands.

**NORTHWESTERN COUNSELING & SUPPORT SERVICES**  
*we're here for you*



**NKHS**  
Northeast Kingdom Human Services

