February 2025 988 Monthly Data Report

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1. Please acknowledge that you have read the directions by selecting "I have read the directions." *

   ☐ I have read the directions.

2. What Crisis Center are you reporting data for? *

   Buckelew Programs
   Contra Costa Crisis Center
   Crisis Support Services of Alameda County
   Didi Hirsch Mental Health Services
   Family Service Agency of the Central Coast
   Felton Institute
   Kern County Behavioral Health and Recovery Services
   Kings View–Central Valley Suicide Prevention Hotline
   Santa Clara County
   StarVista
   United Behavioral Health dba Optum
   WellSpace Health

3. What is your name? *

4. What is your email address? *

5. What month are you reporting data for? *

- January
- **February**
- March
- April
- May
- June
- July
- August
- September
- October
- November
- December

6. What year are you reporting data for? *

- **2025**
- 2026

7. Please select all of the services that your center currently provides: *

- ☐ State queue texts
- ☐ State queue chats
- ☐ National backup texts
- ☐ National backup chats
- ☐ None of the above (i.e. calls only)

Category II: General Contact, Risk, and Response Questions

8. **How many unique individuals contacted your center?**

[Data Dictionary](#)

[   ]

9. **How many contacts were low risk?**

Additional Guidance

[Data Dictionary](#)

[   ]

10. **How many contacts were moderate risk?**

Additional Guidance

[Data Dictionary](#)

[   ]

11. **How many contacts were high risk?**

Additional Guidance

[Data Dictionary](#)

[   ]

12. How many contacts were imminent risk?

Additional Guidance

[Data Dictionary](#)

[   ]

13. How many contacts at imminent risk were provided a referral?

Additional Guidance

[Data Dictionary](#)

[   ]

14. How many contacts at imminent risk were connected to a referral?

Additional Guidance

[Data Dictionary](#)

[   ]

15. How many contacts were in substance use disorder crisis?

Additional Guidance

[Data Dictionary](#)

[   ]

16. How many contacts in substance use disorder crisis were provided a referral?

[Data Dictionary](#)

17. How many contacts in substance use disorder crisis were connected to a referral?

[Data Dictionary](#)

18. How many contacts were in mental health crisis?

[Data Dictionary](#)

19. How many contacts in mental health crisis were provided a referral?

[Data Dictionary](#)

20. How many contacts in mental health crisis were connected to a referral?

[Data Dictionary](#)

21. How many contacts were experiencing both a substance use disorder crisis and a mental health crisis?
Data Dictionary

[ ]

22. How many contacts experiencing both a substance use disorder crisis and a mental health crisis were provided a referral?
Data Dictionary

[ ]

23. How many contacts experiencing both a substance use disorder crisis and a mental health crisis were connected to a referral?
Data Dictionary

[ ]

24. How many suicide risk assessments were completed for first-person suicide crisis contacts?
The value reported for this question should equal the sum of the values reported for questions 9, 10, 11, and 12.
Additional Guidance
Data Dictionary

[ ]

25. How many contacts involved suicide attempts in progress?

Data Dictionary

26. How many contacts resulted in mobile crisis outreach referrals?

Data Dictionary

27. How many contacts resulted in a transfer to 911?

Data Dictionary

28. How many of your center's contacts were transferred from 911 this month?

Data Dictionary

29. How many contacts had a Self-Reported Intent (SRI) that started at 1 and ended at 1?

Data Dictionary

30. <mark>How many contacts had an SRI that started at 1 and ended above 1?</mark>

[Data Dictionary](#)

[   ]

31. <mark>How many contacts had a higher SRI at the end of the communication than at the start of the communication?</mark>

[Data Dictionary](#)

[   ]

32. <mark>How many contacts had a lower SRI at the end of the communication than at the start of the communication?</mark>

[Data Dictionary](#)

[   ]

Do you have any comment regarding the answers of this category?

[   ]

Category III: Staffing Questions

33. How many staff members who answer 988 Network calls, texts, and/or chats does your Crisis Center currently employ?
The figure should represent staff at the end of the month.
    [Data Dictionary](#)

    [   ]

34. How many staff members who do not answer 988 Network calls, texts, and/or chats does your Crisis Center currently employ?
The figure should represent staff at the end of the month.
    [Data Dictionary](#)

    [   ]

35. How many new staff members who answer 988 Network calls, texts, and/or chats were hired by your Crisis Center?
The figure should represent staff at the end of the month.
    [Data Dictionary](#)

    [   ]

36. How many new staff members who do not answer 988 Network calls, texts, and/or chats were hired by your Crisis Center?
The figure should represent staff at the end of the month.
    [Data Dictionary](#)

    [   ]

37. How many call center volunteers currently work at your Crisis Center?

The figure should represent the workforce at the end of the month.

Data Dictionary

[   ]

38. How many new volunteers started at your Crisis Center?

The figure should represent the workforce at the end of the month.

Data Dictionary

[   ]

39. How many positions at your Crisis Center were vacant for a week or more?

Data Dictionary

[   ]

40. How many organizations did your Crisis Center enter into a formal written/interorganizational agreement with (e.g., memorandum of understanding [MOU], memorandum of agreement [MOA])?

Data Dictionary

[   ]

41. How many calls were answered by Crisis Center staff?

The figure should represent staff at the end of the month.

[Data Dictionary](#)

42. How many calls were answered by volunteers?

The figure should represent the workforce at the end of the month.

[Data Dictionary](#)

43. How many STATE QUEUE chats were answered by Crisis Center staff?

The figure should represent staff at the end of the month.

[Data Dictionary](#)

44. How many STATE QUEUE chats were answered by volunteers?

The figure should represent the workforce at the end of the month.

[Data Dictionary](#)

45. How many STATE QUEUE texts were answered by Crisis Center staff?

The figure should represent staff at the end of the month.

[Data Dictionary](#)

[   ]

46. How many STATE QUEUE texts were answered by volunteers?

The figure should represent the workforce at the end of the month.

[Data Dictionary](#)

[   ]

Do you have any comment regarding the answers of this category?

[   ]

Category IV: Demographic Questions

47. How many people served were 1–4 years old?

[Data Dictionary](#)

[   ]

48. <mark>How many people served were 5–14 years old?</mark>

[Data Dictionary](#)

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49. <mark>How many people served were 15–17 years old?</mark>

[Data Dictionary](#)

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50. <mark>How many people served were 18–24 years old?</mark>

[Data Dictionary](#)

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51. <mark>How many people served were 25–34 years old?</mark>

[Data Dictionary](#)

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52. <mark>How many people served were 35–44 years old?</mark>

[Data Dictionary](#)

53. How many people served were 45–54 years old?

Data Dictionary

54. How many people served were 55–64 years old?

Data Dictionary

55. How many people served were 65–74 years old?

Data Dictionary

56. How many people served were 75–84 years old?

Data Dictionary

57. How many people served were 85 or older?

Data Dictionary

58. How many people served had unknown ages?

Data Dictionary

[   ]

59. How many men were served?

Data Dictionary

[   ]

60. How many women were served?

Data Dictionary

[   ]

61. How many transgender men were served?

Data Dictionary

[   ]

62. How many transgender women were served?

Data Dictionary

[   ]

63. How many nonbinary/genderqueer people were served?
    Data Dictionary

    [ ]

64. How many people with an unlisted gender identity were served?
Contacts can be recorded as 'unlisted gender identity' if they self-identify with a gender identity that is not established in Questions 59, 60, 61, 62, or 63.
    Data Dictionary

    [ ]

65. How many people with an unknown gender identity were served?
    Data Dictionary

    [ ]

66. How many people served identified as straight or heterosexual?
    Data Dictionary

    [ ]

67. How many people served identified as gay?
    Data Dictionary

    [ ]

68. How many people served identified as lesbian?

Data Dictionary

[ ]

69. How many people served identified as bisexual?

Data Dictionary

[ ]

70. How many people served identified as an unlisted sexual orientation? Contacts can be recorded as 'unlisted sexual orientation' if they self-identify with a sexual orientation that is not established in Questions 66, 67, 68, or 69.

Data Dictionary

[ ]

71. How many individuals served had an unknown sexual orientation?

Data Dictionary

[ ]

72. How many individuals served were American Indian/Alaska Native?

Data Dictionary

[ ]

73. How many individuals served were Asian American?

Data Dictionary

74. How many individuals served were Black/African American?

Data Dictionary

75. How many individuals served were Native Hawaiian/Pacific Islander?

Data Dictionary

76. How many individuals served were Latinx/Chicanx/Hispanic?

Data Dictionary

77. How many individuals served were White?

Data Dictionary

78. <mark>How many individuals served had more than one race?</mark>
[Data Dictionary](#)

[ ]

79. <mark>How many individuals served had another race not listed?</mark>
Contacts can be recorded as "unlisted race" if they self-identify with a race that is not established in Questions 72 through 78.
[Data Dictionary](#)

[ ]

80. <mark>How many individuals served had an unknown race?</mark>
[Data Dictionary](#)

[ ]

Do you have any comment regarding the answers of this category?

[ ]

Category V: [STATE QUEUE] Call Contact Questions

81. How many incoming calls were received?

[Data Dictionary](#)

[   ]

82. How many incoming calls were answered?

[Data Dictionary](#)

[   ]

83. How many incoming calls related to 988 services were answered?

[Data Dictionary](#)

[   ]

84. How many incoming calls unrelated to 988 services were answered?

[Data Dictionary](#)

[   ]

85. How many incoming calls were disconnected?

[Data Dictionary](#)

[   ]

86. What was the average speed, in seconds, in which calls were answered?

Data Dictionary

[ ]

87. How many calls were answered in 60 seconds?
The reported value for this question should not exceed the value reported for Question 82.

Data Dictionary

[ ]

88. How many calls were answered in 20 seconds?
The reported value for this question should not exceed the value reported for Question 82 or Question 87.

Data Dictionary

[ ]

89. How many calls were answered in 15 seconds?
The reported value for this question should not exceed the value reported for Question 82, Question 87, or Question 88.

Data Dictionary

[ ]

90. <mark>How many incoming calls were rolled over to a backup center?</mark>

The reported value for this question should not exceed the value reported for Question 85.

Data Dictionary

[   ]

91. <mark>How many callers had ever had suicidal ideation?</mark>

Data Dictionary

[   ]

92. <mark>How many callers had made one or more suicide attempts in the past?</mark>

Data Dictionary

[   ]

93. <mark>How many callers were exposed to mental health awareness messages (billboards, commercials, campaigns, etc.) that promoted 988?</mark>

Data Dictionary

[   ]

94. <mark>How many calls resulted in emergency rescue with law enforcement?</mark>

Data Dictionary

[   ]

95. How many calls resulted in emergency rescue without law enforcement?

Data Dictionary

[   ]

96. How many callers serve or did serve in the military or armed forces?

Data Dictionary

[   ]

97. How many calls answered were in English?

Data Dictionary

[   ]

98. How many calls answered were translated from Spanish?

Data Dictionary

[   ]

99. How many callers were eligible for follow-up?

Additional Guidance

Data Dictionary

[   ]

100. How many callers were offered follow-up?

Additional Guidance?

[Data Dictionary](#)

[   ]

101. How many callers accepted follow-up?

Additional Guidance

[Data Dictionary](#)

[   ]

102. How many callers received follow-up attempts?

Additional Guidance

[Data Dictionary](#)

[   ]

103. How many callers were followed up with within three days?

Additional Guidance

[Data Dictionary](#)

[   ]

104. How many callers were confirmed to be connected to a mental health referral service(s)?
[Data Dictionary](#)

105. How many callers were confirmed to be connected to another referral service(s)?
[Data Dictionary](#)

Do you have any comment regarding the answers of this category?

Category VI: [STATE QUEUE] Call Referral Questions

106. How many suicide crisis calls resulted in referrals to services provided by your Crisis Center?
[Data Dictionary](#)

107. How many suicide crisis calls resulted in referrals to current treatment providers?

[Data Dictionary](#)

[   ]

108. How many suicide crisis calls resulted in outpatient or community mental health referrals?

[Data Dictionary](#)

[   ]

109. How many suicide crisis calls resulted in crisis/mobile outreach referrals?

[Data Dictionary](#)

[   ]

110. How many suicide crisis calls resulted in crisis stabilization services referrals?

[Data Dictionary](#)

[   ]

111. How many suicide crisis calls resulted in withdrawal management or substance use treatment referrals?

[Data Dictionary](#)

[   ]

112. How many suicide crisis calls resulted in emergency room (self/family transport) referrals?
[Data Dictionary](#)

113. How many suicide crisis calls resulted in peer-run or peer support services referrals?
[Data Dictionary](#)

114. How many suicide crisis calls resulted in other social service referrals? 'Other social service referrals' are defined as providing a help-seeker with information related to a social service or other service that does not meet the categories established in Questions 106 through 113.
[Data Dictionary](#)

115. How many suicide crisis calls resulted in disaster referrals?
[Data Dictionary](#)

116. How many suicide crisis calls resulted in the caller not wanting a referral?
[Data Dictionary](#)

117. How many suicide crisis calls resulted in a referral not being offered?
Additional Guidance
Data Dictionary

[ ]

118. How many suicide crisis calls were made by a veteran and referred to the Veterans Crisis Line?
Data Dictionary

[ ]

Do you have any comment regarding the answers of this category?

[ ]

Category VII: [STATE QUEUE] Text Contact Questions

119. How many incoming STATE QUEUE texts were receieved?
Data Dictionary

[ ]

120. How many incoming STATE QUEUE texts were answered?
Data Dictionary

121. How many incoming STATE QUEUE texts related to 988 services were answered?
Data Dictionary

122. How many incoming STATE QUEUE texts unrelated to 988 services were answered?
Data Dictionary

122b. How many incoming STATE QUEUE texts were disconnected?
Data Dictionary

123. What was the average speed, in seconds, that STATE QUEUE texts were answered?
Data Dictionary

124. <mark>How many STATE QUEUE texts were answered in 20 seconds?</mark>
The reported value for this question should not exceed the value reported for Question 119 or Question 120.
   Data Dictionary

   [   ]

125. <mark>How many STATE QUEUE texts were answered in 15 seconds?</mark>
The reported value for this question should not exceed the value reported for Question 119, Question 120, or Question 124.
   Data Dictionary

   [   ]

126. <mark>How many STATE QUEUE texters had ever had suicidal ideation?</mark>
   Data Dictionary

   [   ]

127. How many STATE QUEUE texters had made one or more suicide attempts in the past?
   Data Dictionary

   [   ]

128. How many STATE QUEUE texters were exposed to mental health awareness messages (billboards, commercials, campaigns, etc.) that promoted 988?

Data Dictionary

[   ]

129. How many STATE QUEUE texts resulted in emergency rescue that involved law enforcement?

Data Dictionary

[   ]

130. How many STATE QUEUE texts resulted in emergency rescue that did not involve law enforcement?

Data Dictionary

[   ]

131. How many STATE QUEUE texters serve or previously served in the military or armed forces?

Data Dictionary

[   ]

132. How many STATE QUEUE texters were eligible for follow-up?

Data Dictionary

[   ]

133. How many STATE QUEUE texters were offered follow-up?

[Data Dictionary](#)

134. How many STATE QUEUE texters accepted follow-up?

[Data Dictionary](#)

135. How many STATE QUEUE texters did Crisis Center responders attempt to follow up with?

[Data Dictionary](#)

136. How many STATE QUEUE texters received follow-up within three days?

[Data Dictionary](#)

137. How many STATE QUEUE texters were confirmed to be connected to a mental health referral service(s)?

[Data Dictionary](#)

138. How many STATE QUEUE texters were confirmed to be connected to another referral service(s)?
Data Dictionary

[   ]

Do you have any comment regarding the answers of this category?

[   ]

Category VIII: [STATE QUEUE] Text Referral Questions

139. How many suicide crisis STATE QUEUE texts resulted in referrals to services provided by your Crisis Center?
Data Dictionary

[   ]

140. How many suicide crisis STATE QUEUE texts resulted in referrals to current treatment providers?
Data Dictionary

[   ]

141. How many suicide crisis STATE QUEUE texts resulted in outpatient or community mental health referrals?

Data Dictionary

[   ]

142. How many suicide crisis STATE QUEUE texts resulted in crisis/mobile outreach referrals?

Data Dictionary

[   ]

143. How many suicide crisis STATE QUEUE texts resulted in crisis stabilization services referrals?

Data Dictionary

[   ]

144. How many suicide crisis STATE QUEUE texts resulted in withdrawal management or substance use treatment referrals?

Data Dictionary

[   ]

145. How many suicide crisis STATE QUEUE texts resulted in emergency room (self/family transport) referrals?

Data Dictionary

[   ]

146. How many suicide crisis STATE QUEUE texts resulted in peer-run or peer support services referrals?
Data Dictionary

147. How many suicide crisis STATE QUEUE texts resulted in other social service referrals?
'Other social service referrals' are defined as providing a help-seeker with information related to a social service or other service that does not meet the categories established in Questions 139 through 146.
Data Dictionary

148. How many suicide crisis STATE QUEUE texts resulted in disaster referrals?
Data Dictionary

149. How many suicide crisis STATE QUEUE texts resulted in the help-seeker not wanting a referral?
Data Dictionary

150. How many suicide crisis STATE QUEUE texts resulted in a referral not being offered?
[Data Dictionary](#)

151. How many suicide crisis STATE QUEUE texts were made by an identified veteran and referred to the Veterans Crisis Line?
[Data Dictionary](#)

Do you have any comment regarding the answers of this category?

Category IX: [STATE QUEUE] Chat Contact Questions

152. How many incoming STATE QUEUE chats were received?
[Data Dictionary](#)

153. How many incoming STATE QUEUE chats were answered?

Data Dictionary

[   ]

154. How many incoming STATE QUEUE chats related to 988 services were answered?

Data Dictionary

[   ]

155. How many incoming STATE QUEUE chats unrelated to 988 services were answered?

Data Dictionary

[   ]

155b. How many incoming STATE QUEUE chats were disconnected?

Data Dictionary

[   ]

156. What was the average speed, in seconds, that STATE QUEUE chats were answered?

Data Dictionary

[   ]

157. <mark>How many STATE QUEUE chats were answered in 20 seconds?</mark>

The reported value for this question should not exceed the value reported for Question 153.

Data Dictionary

[ ]

158. <mark>How many STATE QUEUE chats were answered in 15 seconds?</mark>

The reported value for this question should not exceed the value reported for Question 153 or Question 157.

Data Dictionary

[ ]

159. <mark>How many STATE QUEUE chat users had ever had suicidal ideation?</mark>

Data Dictionary

[ ]

160. <mark>How many STATE QUEUE chat users had made one or more suicide attempts in the past?</mark>

Data Dictionary

[ ]

161. How many STATE QUEUE chat users were exposed to mental health awareness messages (billboards, commercials, campaigns, etc.) that promoted 988?

Data Dictionary

[   ]

162. How many STATE QUEUE chats resulted in emergency rescue with law enforcement?

Data Dictionary

[   ]

163. How many STATE QUEUE chats resulted in emergency rescue without law enforcement?

Data Dictionary

[   ]

164. How many STATE QUEUE chat users serve or did serve in the military or armed forces?

Data Dictionary

[   ]

165. How many STATE QUEUE chat users were eligible for follow-up?

Data Dictionary

[   ]

166. How many STATE QUEUE chat users were offered follow-up?

Data Dictionary

[   ]

167. How many STATE QUEUE chat users accepted follow-up?

Data Dictionary

[   ]

168. How many STATE QUEUE chat users received follow-up attempts?

Data Dictionary

[   ]

169. How many STATE QUEUE chat users received follow-up within three days?

Data Dictionary

[   ]

170. How many STATE QUEUE chat users were confirmed to be connected to a mental health referral service(s)?

Data Dictionary

[   ]

171. How many STATE QUEUE chat users were confirmed to be connected to another referral service(s)?

Data Dictionary

[   ]

Do you have any comment regarding the answers of this category?

[   ]

Category X: [STATE QUEUE] Chat Referral Questions

172. How many suicide crisis STATE QUEUE chats resulted in referrals to services provided by your Crisis Center?

Data Dictionary

[   ]

173. How many suicide crisis STATE QUEUE chats resulted in referrals to current treatment providers?

Data Dictionary

[   ]

174. How many suicide crisis STATE QUEUE chats resulted in outpatient or community mental health referrals?

[Data Dictionary](#)

[   ]

175. How many suicide crisis STATE QUEUE chats resulted in crisis/mobile outreach referrals?

[Data Dictionary](#)

[   ]

176. How many suicide crisis STATE QUEUE chats resulted in crisis stabilization services referrals?

[Data Dictionary](#)

[   ]

177. How many suicide crisis STATE QUEUE chats resulted in withdrawal management or substance use treatment referrals?

[Data Dictionary](#)

[   ]

178. How many suicide crisis STATE QUEUE chats resulted in emergency room (self/family transport) referrals?

[Data Dictionary](#)

[   ]

179. How many suicide crisis STATE QUEUE chats resulted in peer-run or peer support services referrals?
Data Dictionary

[ ]

180. How many suicide crisis STATE QUEUE chats resulted in other social service referrals?
'Other social service referrals' are defined as providing a help-seeker with information related to a social service or other service that does not meet the categories established in Questions 172 through 179.
Data Dictionary

[ ]

181. How many suicide crisis STATE QUEUE chats resulted in disaster referrals?
Data Dictionary

[ ]

182. How many suicide crisis STATE QUEUE chats resulted in the chat user not wanting a referral?
Data Dictionary

[ ]

183. How many suicide crisis STATE QUEUE chats resulted in a referral not being offered?
[Data Dictionary](#)

184. How many suicide crisis STATE QUEUE chats were made by an identified veteran and referred to the Veterans Crisis Line?
[Data Dictionary](#)

Do you have any comment regarding the answers of this category?

Category XI: [NATIONAL BACKUP] Text Contact Questions

185. How many incoming NATIONAL BACKUP texts were received?
[Data Dictionary](#)

186. How many NATIONAL BACKUP texts were answered?

Data Dictionary

[   ]

186b. How many NATIONAL BACKUP texts were disconnected?

Data Dictionary

[   ]

187. What was the average speed, in seconds, that NATIONAL BACKUP texts were answered?

Data Dictionary

[   ]

188. How many NATIONAL BACKUP texts were answered in 20 seconds?
The reported value for this question should not exceed the value reported for Question 185 or Question 186.

Data Dictionary

[   ]

189. How many NATIONAL BACKUP texts were answered in 15 seconds?
The reported value for this question should not exceed the value reported for Question 185, Question 186, or Question 188.

Data Dictionary

[   ]

190. How many NATIONAL BACKUP texters had ever had suicidal ideation?

Data Dictionary

191. How many NATIONAL BACKUP texters had made one or more suicide attempts in the past?

Data Dictionary

192. How many NATIONAL BACKUP texters were exposed to mental health awareness messages (billboards, commercials, campaigns, etc.) that promoted 988?

Data Dictionary

193. How many NATIONAL BACKUP texts resulted in emergency rescue with law enforcement?

Data Dictionary

194. How many NATIONAL BACKUP texts resulted in emergency rescue without law enforcement?

Data Dictionary

195. How many NATIONAL BACKUP texters serve or did serve in the military or armed forces?

[Data Dictionary](#)

[ ]

196. How many NATIONAL BACKUP texters were eligible for follow-up?

[Data Dictionary](#)

[ ]

197. How many NATIONAL BACKUP texters were offered follow-up?

[Data Dictionary](#)

[ ]

198. How many NATIONAL BACKUP texters accepted follow-up?

[Data Dictionary](#)

[ ]

199. How many NATIONAL BACKUP texters received follow-up attempts?

[Data Dictionary](#)

[ ]

200. How many NATIONAL BACKUP texters received follow-up attempts in three days?

[Data Dictionary](#)

201. How many NATIONAL BACKUP texters were confirmed to be connected to a mental health referral service(s)?

[Data Dictionary](#)

202. How many NATIONAL BACKUP texters were confirmed to be connected to another referral service(s)?

[Data Dictionary](#)

Do you have any comment regarding the answers of this category?

Category XII: [NATIONAL BACKUP] Text Referral Questions

203. How many suicide crisis NATIONAL BACKUP texts resulted in referrals to services provided by your Crisis Center?
[Data Dictionary](#)

204. How many suicide crisis NATIONAL BACKUP texts resulted in referrals to current treatment providers?
[Data Dictionary](#)

205. How many suicide crisis NATIONAL BACKUP texts resulted in outpatient or community mental health referrals?
[Data Dictionary](#)

206. How many suicide crisis NATIONAL BACKUP texts resulted in crisis/mobile outreach referrals?
[Data Dictionary](#)

207. How many suicide crisis NATIONAL BACKUP texts resulted in crisis stabilization services referrals?
[Data Dictionary](#)

208. How many suicide crisis NATIONAL BACKUP texts resulted in withdrawal management or substance use treatment referrals?
[Data Dictionary](#)

_____

209. How many suicide crisis NATIONAL BACKUP texts resulted in emergency room (self/family transport) referrals?
[Data Dictionary](#)

_____

210. How many suicide crisis NATIONAL BACKUP texts resulted in peer-run or peer support services referrals?
[Data Dictionary](#)

_____

211. How many suicide crisis NATIONAL BACKUP texts resulted in other social service referrals?
'Other social service referrals' are defined as providing a help-seeker with information related to a social service or other service that does not meet the categories established in Questions 203 through 210.
[Data Dictionary](#)

_____

212. How many suicide crisis NATIONAL BACKUP texts resulted in disaster referrals?

[Data Dictionary](#)

[   ]

213. How many suicide crisis NATIONAL BACKUP texts resulted in the texter not wanting a referral?

[Data Dictionary](#)

[   ]

214. How many suicide crisis NATIONAL BACKUP texts resulted in a referral not being offered?

[Data Dictionary](#)

[   ]

215. How many suicide crisis NATIONAL BACKUP texts were made by an identified veteran and referred to the Veterans Crisis Line?

[Data Dictionary](#)

[   ]

Do you have any comment regarding the answers of this category?

Category XIII: NATIONAL BACKUP Chat Contact Questions

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216. How many incoming NATIONAL BACKUP chats were received?
Data Dictionary

217. How many NATIONAL BACKUP chats were answered?
Data Dictionary

217b. How many NATIONAL BACKUP chats were disconnected?
Data Dictionary

218. ==What was the average speed, in seconds, that NATIONAL BACKUP chats were answered?==

[Data Dictionary](#)

[   ]

219. ==How many NATIONAL BACKUP chats were answered in 20 seconds?==

The reported value for this question should not exceed the value reported for Question 216 or Question 217.

[Data Dictionary](#)

[   ]

220. ==How many NATIONAL BACKUP chats were answered in 15 seconds?==

The reported value for this question should not exceed the value reported for Question 216, Question 217, or Question 219.

[Data Dictionary](#)

[   ]

221. ==How many NATIONAL BACKUP chat users had ever had suicidal ideation?==

[Data Dictionary](#)

[   ]

222. ==How many NATIONAL BACKUP chat users had made one or more suicide attempts in the past?==

[Data Dictionary](#)

[   ]

223. How many NATIONAL BACKUP chat users were exposed to mental health awareness messages (billboards, commercials, campaigns, etc.) that promoted 988?

[Data Dictionary](#)

[   ]

224. How many NATIONAL BACKUP chats resulted in emergency rescue that involved law enforcement?

[Data Dictionary](#)

[   ]

225. How many NATIONAL BACKUP chats resulted in emergency rescue that did not involve law enforcement?

[Data Dictionary](#)

[   ]

226. How many NATIONAL BACKUP chat users serve or did serve in the military or armed forces?

[Data Dictionary](#)

[   ]

227. How many NATIONAL BACKUP chat users were eligible for follow-up?

[Data Dictionary](#)

[   ]

228. How many NATIONAL BACKUP chat users were offered follow-up?

[Data Dictionary](#)

[   ]

229. How many NATIONAL BACKUP chat users accepted follow-up?

[Data Dictionary](#)

[   ]

230. How many NATIONAL BACKUP chat users received follow-up attempts?

[Data Dictionary](#)

[   ]

231. How many NATIONAL BACKUP chat users received follow-up attempts within three days?

[Data Dictionary](#)

[   ]

232. How many NATIONAL BACKUP chat users were confirmed to be connected to a mental health referral service(s)?

[Data Dictionary](#)

[   ]

233. How many NATIONAL BACKUP chat users were confirmed to be connected to another referral service(s)?

Data Dictionary

[   ]

Do you have any comment regarding the answers of this category?

[   ]

Category XIV: NATIONAL BACKUP Chat Referral Questions

234. How many suicide crisis NATIONAL BACKUP chats resulted in referrals to services provided by your Crisis Center?

Data Dictionary

[   ]

235. How many suicide crisis NATIONAL BACKUP chats resulted in referrals to current treatment providers?

Data Dictionary

[   ]

236. How many suicide crisis NATIONAL BACKUP chats resulted in outpatient or community mental health referrals?
[Data Dictionary](#)

[   ]

237. How many suicide crisis NATIONAL BACKUP chats resulted in crisis/mobile outreach referrals?
[Data Dictionary](#)

[   ]

238. How many suicide crisis NATIONAL BACKUP chats resulted in crisis stabilization services referrals?
[Data Dictionary](#)

[   ]

239. How many suicide crisis NATIONAL BACKUP chats resulted in withdrawal management or substance use treatment referrals?
[Data Dictionary](#)

[   ]

240. How many suicide crisis NATIONAL BACKUP chats resulted in emergency room (self/family transport) referrals?
[Data Dictionary](#)

[   ]

241. How many suicide crisis NATIONAL BACKUP chats resulted in peer-run or peer support services referrals?
Data Dictionary

[   ]

242. How many suicide crisis NATIONAL BACKUP chats resulted in other social service referrals?
'Other social service referrals' are defined as providing a help-seeker with information related to a social service or other service that does not meet the categories established in Questions 234 through 241.
Data Dictionary

[   ]

243. How many suicide crisis NATIONAL BACKUP chats resulted in disaster referrals?
Data Dictionary

[   ]

244. How many suicide crisis NATIONAL BACKUP chats resulted in the chat user not wanting a referral?
Data Dictionary

[   ]

245. How many suicide crisis NATIONAL BACKUP chats resulted in a referral not being offered?

[Data Dictionary](#)

[   ]

246. How many suicide crisis NATIONAL BACKUP chats were made by an identified veteran and referred to the Veterans Crisis Line?

[Data Dictionary](#)

[   ]

Do you have any comment regarding the answers of this category?

[   ]

Category XV: Monthly SAMHSA Agenda Update Questions

Did any events or circumstances occur during the reporting period that adversely affected your Crisis Center's ability to respond to incoming 988-specific calls, chats, and/or texts? These may include, but are not limited to, issues related to staffing, gaps in service, technological challenges, or the volume of calls/chats/texts received. If so, please provide a brief description. *

Did any sentinel events (i.e., deaths by suicide) occur during the reporting period for your 988 program? If so, please provide a brief description, including the date(s) of the event(s). *

Did any notable successes occur for your Crisis Center's 988 program during the reporting period? These may include, but are not limited to, help-seeker stories, key performance indicators being met, service expansion, successes related to staffing, responsiveness to calls/chat/texts, effective referrals and/or follow-ups, important trainings, and/or community partnerships/outreach. If so, please provide a brief description. *

(untitled)

Attestation

Once you press submit, your survey will be completed and you will be unable to edit your responses. *

☐ I declare that all information in this survey is true and correct to the best of my knowledge and belief