

Annual Report 2021



Suicide Prevention & Crisis Services

Hope starts here...

Our Mission

Our mission is to provide high quality suicide prevention, intervention and postvention services that bring help, hope, and healing to those in crisis, and to reduce the impact of suicide upon the communities we serve.

Crisis Supports provided at Suicide Prevention & Crisis Services

916.368.3111- Suicide Prevention Crisis Line

800.273.TALK- National Suicide Prevention Lifeline

1.800.SUICIDE- Suicide Prevention Hotline

530.885.2300- Suicide Prevention Crisis Line

916.773.3111- Suicide Prevention Crisis Line

916.645.8866- Suicide Prevention Crisis Line

916.681.2907-Maternal Support Line

Foresthill Bridge Hotlines- Placer County

Crisis Chat- www.suicideprevention.wellspacehealth.org

Crisis Text – text HOPE to 916.668.iCAN

Program & Services

24hr Suicide Prevention Crisis Lines

WellSpace Health holds the privilege of operating the region’s primary Suicide Prevention Crisis Line, as well as several regional and national Suicide Prevention Crisis Lines. Nationally accredited by the American Association of Suicidology and a vital member of the National Suicide Prevention Lifeline network, these hotlines serves callers from throughout California and beyond. We answer calls 24 hours a day, 365 days a year from people of all ages who are experiencing depression, hopelessness, isolation, desperation, and sometimes considering suicide as an end to their pain. The Crisis Center also receives calls that involve emergency rescue, such as a suicide in progress, or someone standing alone, desperate, and hopeless on the Foresthill Bridge.

A person does not have to be suicidal to talk with one of our counselors. Many of our callers are third parties who are concerned about a friend or loved one who is suicidal. We are here to listen and understand, and to offer information and resources as needed. The Crisis Lines are staffed by

extensively trained, carefully selected volunteers and paid staff who not only understand how a suicidal person reaches such despair, but also effectively help the individual experience hope once again.

Chat & Text

Chat and Text services are available to individuals seeking help through this unique outreach platform. Carefully screened and trained counselors are available to chat or text with people experiencing mental health crisis, emotional distress, or suicidal thoughts and are accessible 24/7.

POSTVENTION:

Support for Survivors of Suicide Loss

The Crisis Lines and Crisis Center provide postvention support and information to those who have experienced the tragedy of a suicide loss. This postvention support comes in the forms of informational outreach brochures on suicide loss, 24/7/365 crisis line availability, and up to 30 days of private follow up calls providing empathetic bereavement support. Compassionate and understanding staff are available 24 hours a day who understand this loss, when needed most- right where you are.

Emergency Department Follow Up Suicide Prevention

The Crisis Center staff provides critical follow up support via phone calls for up to 30 days to patients upon discharge from nearly all local emergency departments in the region, including Sutter, Dignity, and UC Davis Medical Centers. This effective means of critical follow up is an innovative form of suicide postvention to individuals who are at a higher risk of re-attempts and re-admission for suicide after a suicidal admission to the Emergency Department.

Community Education & Outreach

WellSpace Health's Suicide Prevention program offers customized workshops on evidence-based QPR (Question, Persuade, Refer), Suicide Awareness, Lethality Assessment, and Crisis Intervention to meet the specific needs of many groups and agencies throughout the region including: high schools, colleges, therapists, hospitals, non-profits, law enforcement agencies, social workers, domestic violence centers, other crisis lines, professionals, faith organizations, and more.

QPR (Question, Persuade, Refer) Suicide Prevention Training

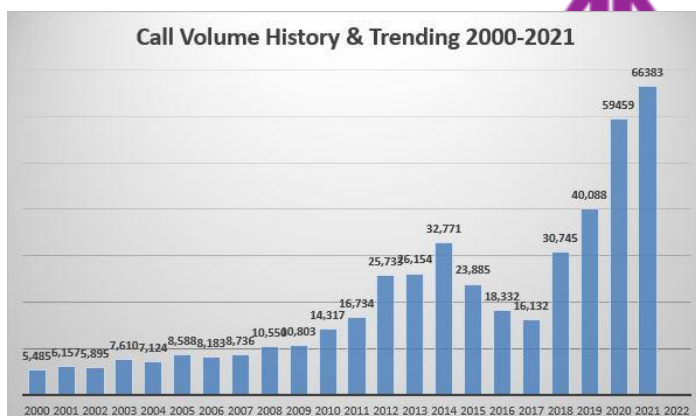
WellSpace Health offers 2hr QPR trainings online to train and equip people in the community to learn to recognize and estimate suicide risk, and become more effective at helping people at risk of suicide. QPR is an evidence-based training, developed by Dr. Paul Quinnett.

Crisis Response

Crisis Center staff is called to respond to suicide deaths in the community- sometimes in a school setting, agency, college, family, or group that has experienced a suicide loss and is in need of survivor support, crisis response, outreach materials, and grief support.

National Accreditation

Suicide Prevention & Crisis Services invites an outside expert accreditation body (American Association of Suicidology) to examine and scrutinize its service delivery, policies and procedures, management, and outcomes through a site examination. WellSpace was awarded 5 year Accreditation status (highest level possible) and achieved a highly favorable scoring and evaluation report with minimal recommendations for improvement. Our staff and leadership are proud of this accomplishment.



Program Outcomes

Suicide Prevention Crisis Line

Through its **24hr Suicide Prevention Crisis Lines**, the crisis center handled 66,476 calls in 2021 from individuals in suicidal crisis or emotional distress. The crisis center team also responded to an amazing **12,863 crisis chat & text contacts** in 2021 with a stellar answer rate of 95%.

Call volume continues to rise annually. Despite the increase in call volume, our answer rate remains high, steadily holding at between 85-95%. This is outstanding compared to national answer rates, such as Texas, where some go as low as 39%.

Notably, 2,462 of these calls (3.7%) were assessed to be at **imminent risk of suicide**, 2,376 (5%) were **HIGH RISK of Suicide**, 458 (.07%) were identified to be a **Suicide in Progress**, having already begun their suicide attempt at the time of the call. Additionally, 13,193 of callers (20%) were rated to be at **moderate risk of suicide**, and 29,536 calls (44%) **involved current thoughts of suicide**.

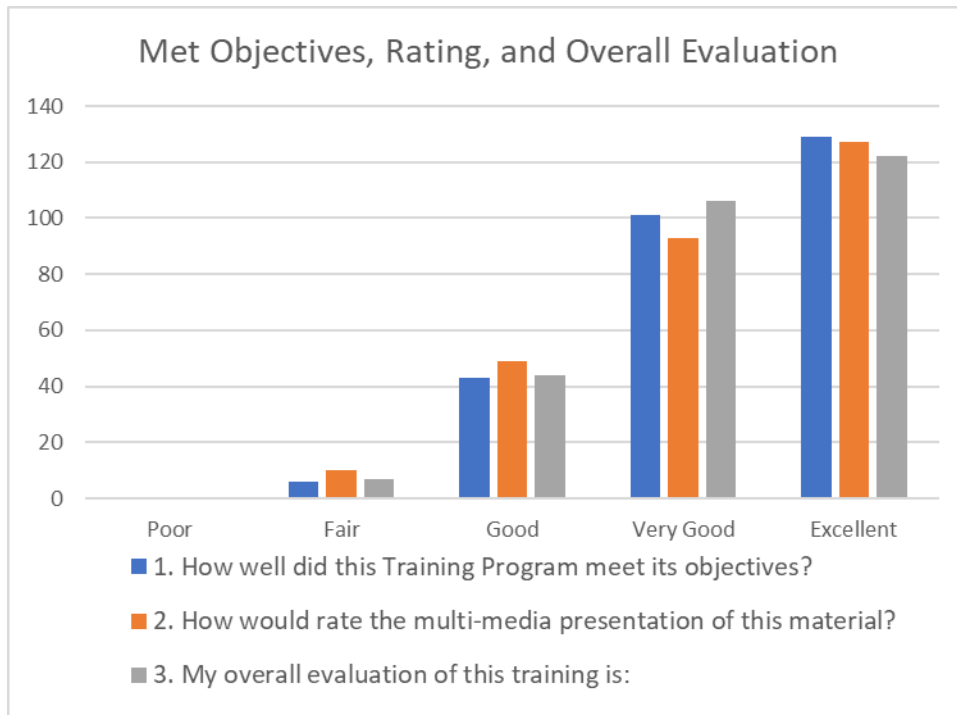
Of those high/imminent risk/SIP calls, only about 1-2% end in calls to 911/EMS- with our staff providing the least intrusive, most collaborative level of emotional support and intervention to suicidal callers and reducing unnecessary hospitalizations and minimizing use of 911 to only those calls clearly indicated. Third Party calls about someone currently suicidal totaled 4,419

(7%) in 2021, and 960 calls provided support to our active military, veterans, and their family members.

The crisis center also made 7,128 Follow Up calls to individuals at high risk of suicide, and 917 Emergency Department Follow Up calls to patients discharged from Sutter Emergency Departments following a suicide attempt or suicidal crisis. Not all calls to our crisis center involve suicide- 1,345 calls were people seeking information or assistance. The crisis center also serves as a bridge, linking callers to local community-based services. Over **23,923 referrals were made to other community service providers** for our callers, including therapists, county agencies, law enforcement, substance abuse treatment, parenting classes, family resource centers, food/shelter/basic needs, support groups, legal help, and more. All this was made possible through funding from Sacramento County, Placer County, the National Suicide Prevention Lifeline, statewide subcontracts, MSHA, hospitals, and private donations.

QPR Training Outcomes

A broad range of individuals throughout the region were trained in evidence-based QPR (Question, Persuade, Refer) suicide prevention training in 2021. This 2-hour evidence-based online training was offered to the community and to our volunteers and staff at no cost (*normally \$29.99 per person online). In 2021, a total of 83 individuals were effectively trained in QPR and felt better able to help someone in suicidal crisis as a result.



Postvention

Emergency Department Follow Up

WellSpace Health's ED Follow Up (EDFU) Suicide Prevention program provided 30 days of follow up to 143 patients discharged from Sutter Medical Centers in 2021, totaling 912 phone follow up contacts. Over 97% of these were contacted within 24 hours of discharge from the ED. Over 30% of participants experienced additional suicidal thoughts post-discharge, yet through our intervention and support 99% of those stayed safe from suicide and followed a comprehensive and collaborative safe plan. Through the EDFU program patients were provided with emotional support, linkages to community resources, evidence-based assessment and intervention in each call, and free 24-hour access to our confidential crisis lines and crisis chat and texting services. This outreach service also reduces the considerable shame and stigma that is often experienced following a hospitalization for suicide, in addition to saving lives and reducing needless emergency department admissions.

WellSpace Health's Suicide Prevention program has provided an excellent effective model for other centers to follow nationally in Emergency Department Follow Up and the state of CA (MHSOAC) is looking to make it a statewide recommendation for all counties to provide, building upon our pilot and leadership.

Funding Sources

- **County of Sacramento**
- **County of Placer**
- **National Suicide Prevention Lifeline**
- **Didi Hirsch Mental Health Center (subcontract via DHCS)**
- **Sutter Medical Center**
- **Dignity Health**
- **Private donors**





For more information about **Suicide Prevention & Crisis Services**, please contact the
Business Line at (916)368-3118