



## SUMMARY OF FINDINGS

In March 2015, the National Council for Behavioral Health asked its 2300 members to participate in a critical and time sensitive survey of crisis programs.

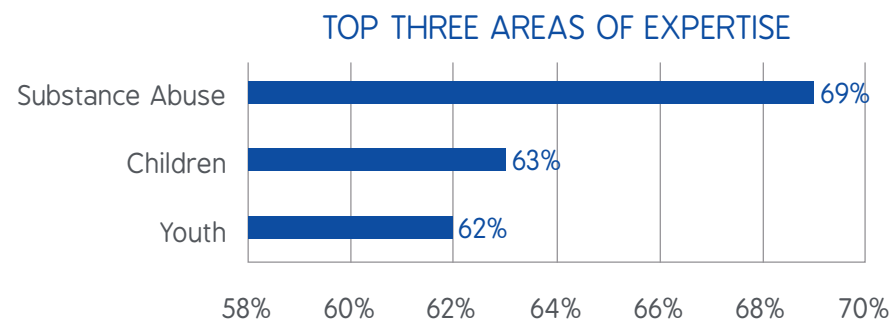
The survey had two main goals: to collect information and learn more about the crisis services provided in the United States and to learn about the needs of the community mental health center programs that provide crisis services.

In the end, 666 organizations completed the survey.

## ABOUT RESPONDING ORGANIZATIONS

- Responses obtained from all 50 states, the District of Columbia, Puerto Rico and Micronesia.
- 65% of programs are run by non-faith-based, non-profit organizations.
- 45% of program budgets were under \$500,000 annually.
- 77% of programs report receiving state funding with this funding being the main source for 45% of programs.
- 55% of programs report no funding level changes in past year.

Respondents provided an average of six responses regarding program expertise. Overall, no one area of expertise received a total response over 70%. The highest was addiction at 69% and lowest was services for American Indians/Native Americans, at 12%.



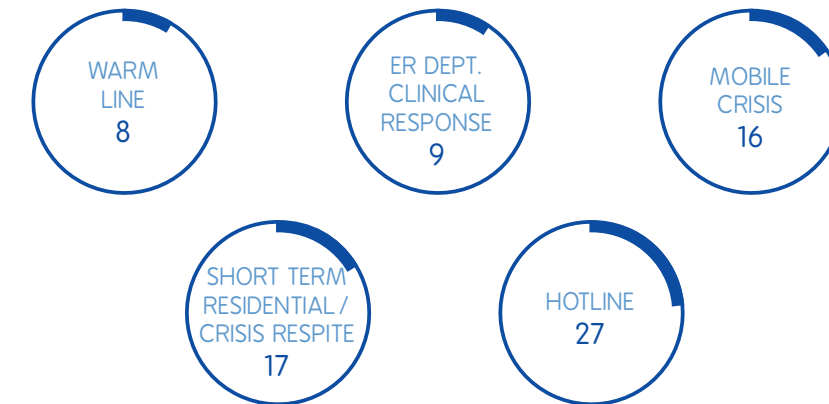
## ABOUT CRISIS SERVICES

The survey included the following crisis programs and received the following responses.

CRISIS SERVICES OFFERED	YES (n)	(%)
Hotline	513	66
Mobile Crisis	393	55
Clinical Response	307	42
Short-Term Residential/Crisis Respite	267	38
Alternate Crisis Response or Diversion	262	38
Warm Line	247	31

CRISIS SERVICES OFFERED	YES (n)	(%)
24/7 Walk-In Center	192	27
23-hour Observation/Crisis Stabilization	129	19
Level 1 Sub-Acute Crisis Stabilization	95	14
Level 1 Acute Care Psychiatric Inpatient	88	13
Chat Crisis Line	64	9
Peer Respite	60	9
Text Crisis Line	33	5

## Top Five Most Common Solo Crisis Services Offered



Respondents (n=88) that offer only one crisis program most often offer a crisis hot line (n=27) followed by a short-term residential/crisis respite (n=17) and mobile crisis services (n=16). No respondents listed a text crisis line or a level 1 acute psychiatric inpatient program as a stand-alone program offered by their organization.

- 55% of crisis programs have been in place 16 years or longer
- 28% of warm lines are peer run
- Most crisis programs most often list the 'county' as its service area
- All crisis program report serving 250 or fewer unduplicated individuals most often (mean: 76%, range 49-92%).

**AVAILABILITY OF CRISIS SERVICES**

PROGRAM	DAILY (%)	24 / 7 (%)
Warm Line	77	71
Hotline	94	92
Chat Line	70	72
Text Line	60	37
ER Clinical Response	92	86
Mobile Crisis	86	74

## TOP FIVE MOST OFFERED CRISIS SERVICES

