

Zero Suicide and Certified Community Behavioral Health Clinics

A Crosswalk of Requirements



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In March 2023, the Substance Abuse and Mental Health Services Administration (SAMHSA) released the updated [Certified Community Behavioral Health Clinic \(CCBHC\) Certification Criteria](#) in compliance with the statutory requirements outlined under Section 223 of the Protecting Access to Medicare Act of 2014. Organizations working toward CCBHC certification can use the Zero Suicide framework to help them meet the requirements for suicide-specific care.

This resource includes the relevant SAMHSA criteria, the applicable elements of Zero Suicide and a list of resources that can provide more information or tools.

CCBHC Criteria	Zero Suicide	Available Zero Suicide Resources
Program Requirement 1: Staffing		
<p>1.c.1 “At orientation and annually thereafter, the CCBHC must provide training on risk assessment; suicide and overdose prevention and response.”</p>	<ul style="list-style-type: none"> ☑ All staff are trained according to their role in the suicide care of all individuals served. ☑ Training should include the policies, procedures and workflows associated with the staff member’s role. 	<ul style="list-style-type: none"> ■ Train section of the Zero Suicide Toolkit ■ Suicide Care Training Options ■ Thinking Through Appropriate Staff Trainings
Program Requirement 2: Availability and Accessibility of Services		
<p>2.b.1 “All people new to receiving services [...] receive a preliminary triage, including risk assessment, to determine acuity of needs.”</p> <p>2.c.2 “A description of the methods for providing a continuum of crisis prevention, response, and postvention services shall be included in the policies and procedures of the CCBHC and made available to the public.”</p>	<ul style="list-style-type: none"> ☑ All individuals in care are screened for suicide risk at every encounter. ☑ Careful attention is paid to the transition between care providers for individuals at risk of suicide. ☑ 24/7 crisis services are used to augment care. ☑ There are suicide-specific policies and procedures. 	<ul style="list-style-type: none"> ■ Identify section of the Zero Suicide Toolkit ■ Transition section of the Zero Suicide Toolkit ■ Role of Crisis Services ■ MOU example

CCBHC Criteria	Zero Suicide	Available Zero Suicide Resources
<p>2.c.4 “The CCBHC maintains a working relationship with local hospital emergency departments (EDs). Protocols are established for CCBHC staff to address the needs of people receiving services from the CCBHC in psychiatric crisis who come to those EDs.”</p>	<ul style="list-style-type: none"> ☑ Organizations create relationships with other community providers (e.g., psychiatric facilities, EDs) and develop formalized memorandums of understanding (MOUs) to coordinate care for individuals at risk of suicide. 	<ul style="list-style-type: none"> ■ Transition section of the Zero Suicide Toolkit ■ MOU example
<p>2.c.5 “Protocols, including those for the involvement of law enforcement, are in place to reduce delays for initiating services during and following a behavioral health crisis.”</p>	<ul style="list-style-type: none"> ☑ The referring organization maintains responsibility for the individual (e.g., answering questions, providing medication refills) until they are transitioned to their next provider. ☑ The referring organization provides caring contacts and follow-up after discharge until the individual is connected to care. 	<ul style="list-style-type: none"> ■ Transition section of the Zero Suicide Toolkit ■ Inpatient Mental Health ■ Caring Contacts examples
<p>2.c.6 “Following a psychiatric emergency or crisis, in conjunction with the person receiving services, the CCBHC creates, maintains, and follows a crisis plan to prevent and de-escalate future crisis situations, with the goal of preventing future crises.”</p>	<ul style="list-style-type: none"> ☑ Every individual at risk of suicide is collaboratively engaged in safety planning and lethal means safety counseling. 	<ul style="list-style-type: none"> ■ Collaborative Safety Plan

CCBHC Criteria	Zero Suicide	Available Zero Suicide Resources
Program Requirement 3: Care Coordination		
<p>3.c.2 “The CCBHC has partnerships that establish care coordination expectations with programs that can provide inpatient psychiatric treatment.”</p>	<ul style="list-style-type: none"> ☑ Organizations create relationships with other community providers (e.g., psychiatric facilities, EDs) and develop formalized MOUs to coordinate care for individuals at risk of suicide. 	<ul style="list-style-type: none"> ■ Transition section of the Zero Suicide Toolkit ■ MOU example
<p>3.c.5 “The CCBHC has care coordination partnerships establishing expectations with inpatient acute-care hospitals in the area served by the CCBHC and their associated services/facilities[.] The CCBHC will make and document reasonable attempts to contact all people receiving CCBHC services who are discharged from these settings within 24 hours of discharge. For all people receiving CCBHC services being discharged from such facilities who are at risk for suicide or overdose, the care coordination agreement between these facilities and the CCBHC includes a requirement to coordinate consent and follow-up services with the person receiving services within 24 hours of discharge, and continues until the individual is linked to services or assessed to be no longer at risk.”</p>	<ul style="list-style-type: none"> ☑ Careful attention is paid to the transition of individuals at risk of suicide between providers of care. ☑ The period after an individual is discharged from inpatient psychiatric care and connected to outpatient care is a vulnerable time for people who are at risk for suicide. ☑ Caring outreach including rapid referral and follow-up within 24-48 hours after discharge help close the gap of care. 	<ul style="list-style-type: none"> ■ Transition section of the Zero Suicide Toolkit ■ Safe Care Transitions for Suicide Prevention ■ Follow-up Matters ■ Best Practices in Care Transitions for Individuals With Suicide Risk

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Program Requirement 4: Scope of Services		
<p>4.c.1 “The CCBHC provides or coordinates with telephonic, text, and chat crisis intervention call centers that meet 988 Suicide & Crisis Lifeline standards for risk assessment and engagement of individuals at imminent risk of suicide[.] Services provided must include suicide prevention and intervention.”</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Providing a full range of crisis services can reduce involuntary hospitalizations and suicides when paired with mental health follow-up care. <input checked="" type="checkbox"/> Services address suicide directly. 	<ul style="list-style-type: none"> <input type="checkbox"/> Role of Crisis Services <input type="checkbox"/> Engage section of the Zero Suicide Toolkit
<p>4.d.3 “The initial evaluation [...] includes [...] an assessment of whether the person receiving services is a risk to self or to others, including suicide risk factors.”</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> All individuals in care are screened for suicide risk at every encounter. <input checked="" type="checkbox"/> An evidence-based screening tool is used across the organization. 	<ul style="list-style-type: none"> <input type="checkbox"/> Identify section of the Zero Suicide Toolkit <input type="checkbox"/> Screening for Suicide Risk <input type="checkbox"/> Assessing and Managing Suicide Risk (AMSR) Training <input type="checkbox"/> The Practical Art of Suicide Assessment



CCBHC Criteria	Zero Suicide	Available Zero Suicide Resources
<p>4.d.4 “A comprehensive evaluation is required for all people receiving CCBHC services [and] shall include [...] an assessment of imminent risk, including suicide risk.”</p>	<ul style="list-style-type: none"> ☑ A suicide risk assessment is required when someone screens positive for suicide risk. ☑ All staff members use a standardized assessment tool or process to gather relevant information to fully assess an individual’s suicide risk and create a plan to address that risk. 	<ul style="list-style-type: none"> ■ Assessing Suicide Risk
<p>4.e.2 “The CCBHC develops an individualized treatment plan[.] The plan shall support care in the least restrictive setting possible. Shared decision making is the preferred model for the establishment of treatment planning goals. All necessary releases of information shall be obtained and included in the health record as a part of the development of the initial treatment plan.”</p>	<ul style="list-style-type: none"> ☑ Treatment and support of people with suicide risk should be carried out in the least restrictive setting. 	<ul style="list-style-type: none"> ■ Least Restrictive Care: Stepped-care Model
<p>4.e.3 “The CCBHC uses the initial evaluation, comprehensive evaluation, and ongoing screening and assessment of the person receiving services to inform the treatment plan and services provided.”</p>	<ul style="list-style-type: none"> ☑ Individuals who screen positive for suicide risk are assessed and their level of risk is determined (i.e., risk formulation) to inform treatment decisions (e.g., recommend for hospitalization, include in a suicide care pathway). ☑ Individuals at risk of suicide are placed on a suicide care pathway that guides their treatment. 	<ul style="list-style-type: none"> ■ Engage section of the Zero Suicide Toolkit ■ Zero Suicide Care Pathway Guide

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<p>4.f.1 “The CCBHC or the DCO must provide evidence-based services using best practices [...] with tailored approaches for adults, children, and families. [...] In the event specialized or more intensive services [...] are required [...] the CCBHC makes them available through referral or other formal arrangements with providers.”</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Suicide-specific, evidence-based treatments are provided to individuals at risk of suicide in a context-aware, person-centered, trauma-informed manner. <input checked="" type="checkbox"/> Individuals with suicide risk receive interventions and treatments that directly address suicidal thoughts and behaviors. 	<ul style="list-style-type: none"> <input type="checkbox"/> Treat section of the Zero Suicide Toolkit <input type="checkbox"/> Direct Care: Interventions and Treatments That Directly Address Suicidality
<p>4.f.2 “Treatments are provided that are appropriate for the phase of life and development of the person receiving services, specifically considering what is appropriate for children, adolescents, transition-age youth, and older adults, as distinct groups for whom life stage and functioning may affect treatment. When treating children and adolescents, CCBHCs must provide evidenced-based services that are developmentally appropriate, youth-guided, and family/caregiver-driven.”</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Caregivers and family with a child at risk of suicide are engaged in treatment. 	<ul style="list-style-type: none"> <input type="checkbox"/> Zero Suicide Toolkit for Children’s Hospitals
<p>4.h.1 “Targeted case management should include supports for people deemed at high risk of suicide, particularly during times of transitions such as from a residential treatment, hospital emergency department, or psychiatric hospitalization.”</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Individuals at risk of suicide are engaged and treated in the least restrictive environment. 	<ul style="list-style-type: none"> <input type="checkbox"/> Transition section of the Zero Suicide Toolkit <input type="checkbox"/> Engage section of the Zero Suicide Toolkit <input type="checkbox"/> Least Restrictive Care: Stepped-care Model <input type="checkbox"/> Zero Suicide Care Pathway Guide

CCBHC Criteria	Zero Suicide	Available Zero Suicide Resources
<p>4.j.1 “The CCBHC is responsible for directly providing, or through a DCO [Designated Collaborating Organization], peer supports, including peer specialist and recovery coaches, peer counseling, and family/caregiver supports. Peer services may include: peer-run wellness and recovery centers; youth/young adult peer support; recovery coaching; peer-run crisis respites; warmlines; peer-led crisis planning; peer navigators to assist individuals transitioning between different treatment programs and especially between different levels of care; mutual support and self-help groups; peer support for older adults; peer education and leadership development; and peer recovery services. Potential family/caregiver support services that might be considered include: community resources education; navigation support; behavioral health and crisis support; parent/caregiver training and education; and family-to-family caregiver support.”</p>	<p><input checked="" type="checkbox"/> Lived experience including peer supports is foundational for implementation of all elements of Zero Suicide.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Lived Experience <input type="checkbox"/> Lived Experience Leadership and Peer Support Services webinar
Program Requirement 5: Quality and Other Reporting		
<p>5.a.1 “Collect, report, and track encounter, outcome, and quality data, including, but not limited to, data capturing: [...] (5) screening, prevention, and treatment; (6) care coordination; [...] (9) outcomes of people receiving services.”</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Suicide death and suicide attempt data is collected, reviewed and analyzed, and results are used for CQI efforts. <input checked="" type="checkbox"/> Process measure outcomes (e.g., screening, assessing, care pathway) are collected, reviewed and analyzed, and results are used for CQI efforts. 	<ul style="list-style-type: none"> <input type="checkbox"/> Data (from Improve section of the Zero Suicide Toolkit) <input type="checkbox"/> Zero Suicide Data Dashboard

CCBHC Criteria	Zero Suicide	Available Zero Suicide Resources
<p>5.b.1 “The CCBHC develops, implements, and maintains an effective, CCBHC-wide continuous quality improvement (CQI) plan for the services provided.”</p>	<ul style="list-style-type: none"> ☑ Use of the organizational self-study highlights areas of suicide care that are working well and areas that need improvement. ☑ CQI is done through a “Just Culture” lens, focusing on systems change and not blaming individual staff. ☑ All points of suicide care (e.g., identification, engagement, transition, treatment) are included in CQI processes. 	<ul style="list-style-type: none"> ■ Zero Suicide Organizational Self-study ■ CQI section of the Zero Suicide Toolkit
<p>5.b.2 “The CQI plan is to be developed by the CCBHC and addresses how the CCBHC will review known significant events including, at a minimum: (1) deaths by suicide or suicide attempts of people receiving services.”</p>	<ul style="list-style-type: none"> ☑ There is a formal review process guided by “Just Culture” principles after any suicide deaths or suicide attempts. ☑ The results of the reviews focus on system errors instead of individual errors. 	<ul style="list-style-type: none"> ■ Guide to Co-developing a Restorative Just and Learning Culture
<p>Program Requirement 6: Organizational Authority, Governance, and Accreditation</p>		
<p>6.b.1 “CCBHC governance must be informed by representatives of the individuals being served by the CCBHC in terms of demographic factors such as geographic area, sex, disability, age, and in terms of health and behavioral health needs. The CCBHC will incorporate meaningful participation from individuals with lived experience of mental and/or substance use disorders and their families, including youth.”</p>	<ul style="list-style-type: none"> ☑ Lived experience including peer supports is foundational for implementation of all elements of Zero Suicide. 	<ul style="list-style-type: none"> ■ Lived Experience ■ Lived Experience Leadership and Peer Support Services webinar

Curated Resources for CCBCs



Launching Zero Suicide

Wondering where to start?

- Explore the [Zero Suicide Toolkit](#).
- View the toolkit adaptations for [Indian Country](#) and [Children's Hospitals](#).
- Join the [Zero Suicide listserv](#).
- Learn about the history of the [Zero Suicide movement](#).
- Share our videos with staff: [Aspire to Zero](#) and [Voices of Zero Suicide](#).

Recorded webinars:

- [Getting Started With Zero Suicide](#)
- [Getting Further With Zero Suicide](#)
- [Zero Suicide Data Strategies](#)

Learn more:

- Read the [Evidence Base](#) section on the Zero Suicide website for supporting research.
- Explore the [Suicide Prevention Resource Center](#) and the [Centers for Disease Control and Prevention](#) for more resources.
- Visit [Zero Suicide at EDC](#) for upcoming training opportunities.

Outcome stories of CCBHCs that have implemented Zero Suicide:

- [Aspire Indiana](#)
- [Betty Hardwick Center](#)
- [The Mental Health Center of Greater Manchester](#)



Lead Element

Lead system-wide culture change committed to reducing suicides.

Key tasks include:

- Form a multidisciplinary [implementation team](#) to coordinate and monitor the work. The [Work Plan Template](#) will help your team organize and prioritize activities.
- Complete an [Organizational Self-study](#) every one to two years.
 - » [Organizational Self-study Companion Guide](#)
- Communicate the importance of Zero Suicide implementation to staff/stakeholders.
 - » [What Is Zero Suicide?](#) (handout)
 - » [Sample Letter to Staff Announcing Adoption of Zero Suicide Approach](#)
 - » [Zero Suicide Readiness](#)
 - » [Northeast Kingdom Human Services Board Presentation Example](#)
- Establish policies to support your efforts:
 - » [Burrell Behavioral Health Zero Suicide Policy](#)
 - » [Clackamas County Suicide Safer Care Policy](#)

Resources on including *lived experience*:

- [Lived Experience](#)
- [Special Considerations for Telling Your Own Story: Best Practices for Presentations by Suicide Loss and Suicide Attempt Survivors](#)
- [Lived Experience Leadership and Peer Support Services](#) (webinar)

Resources on developing a “*Just Culture*”:

- [Suicide Care Insights — “Just Culture”](#) (video)
- [Guide to Co-developing a Restorative Just and Learning Culture](#)
- [Essential Role of Leadership in Developing a Safety Culture](#)
- [Now Matters Now](#) (includes printable language poster)

Resources on developing **postvention** policies and practices:

- [Suicide Prevention Resource Center: Postvention](#)
- [A Manager's Guide to Suicide Postvention in the Workplace](#)
- [Johns Hopkins Caring the Caregivers: RISE Program](#)

Resources on how Zero Suicide **aligns** with other health care initiatives:

- [Zero Suicide and CCBHCs](#)
- [National Strategy for Suicide Prevention](#)
- [Zero Suicide and Accreditation Standards](#)

Resources on **liability** and **funding** concerns:

- [Financing Suicide Prevention in Health Care Systems](#)
- [Suicide Risk Assessment: Reducing Liability and Improving Outcomes](#)



Improve Element

Improve policies and procedures through continuous quality improvement.

Review key concepts:

- [Continuous Quality Improvement](#)
- [Zero Suicide Results](#)
- Data Collection
 - » [Data Elements Worksheet](#)
 - » [Data Dashboard](#)
- Critical Incident Review
 - » [Framework for Conducting a Root Cause Analysis and Action Plan](#)

Learn from Zero Suicide **implementers**:

- Explore [Outcome Stories](#) to learn about the impact of Zero Suicide on process and outcome measures, and [Journey Stories](#) to share insights, successes and lessons learned.
- Read [Zero Suicide Breakthrough Series: Outcomes and Recommendations](#) to learn about how states and organizations can partner effectively for safer suicide care.
- Listen to the [Zero Suicide: Exploring Data and Evaluation](#) podcasts.
- View [Hope Network Process for Fidelity Improvement](#) and [Pathway Quality Review Form](#).



Train Element

Train a competent, confident, and caring workforce.

*Resources for training **all staff** appropriate for their role:*

- [Thinking Through Appropriate Staff Trainings](#)
- [Suicide Prevention and the Clinical Workforce: Guidelines for Training](#)
- [Institute for Family Health Suicide Prevention Training Policy](#)
- [Suicide Care Training Options](#) (matrix)
- [Hope Network Trainings Overview and Expectations](#)
- [Burrell Behavioral Health Supportive Care Pathway Training](#)

*Evaluate staff **competence and confidence**:*

- [Zero Suicide Workforce Survey](#) includes:
 - » [Sample Letter to Staff About Zero Suicide Workforce Survey](#)
 - » [Workforce Survey Rollout Tips](#)
 - » [Zero Suicide Workforce Survey Sample Results Report](#)
 - » [Assessing Workforce Readiness to Provide Comprehensive Suicide Care](#)



Identify Element

Identify individuals with suicide risk via comprehensive screening and assessment.

Review key concepts:

- [Screening](#)
- [Assessment](#)
- [Risk Formulation](#)

*Resources to help establish **screening** and **assessment** practices:*

- Policy example: [988 Suicide & Crisis Lifeline Suicide Safety Policy](#)
- [Overcoming Resistance to Zero Suicide](#)
- [Suicide Screening and Assessment](#)
- [Hope Network CSSRS Conversational Guide](#)
- [Hope Network Screening Guide Frequency](#)



Engage Element

Engage all individuals at risk of suicide using a suicide care management plan.

*For resources on **Collaborative Safety Planning** and **Lethal Means Safety**, visit:*

- [Patient Safety Plan Template](#) (Stanley-Brown)
- [Safety Planning for Youth Suicide Prevention](#) (self-paced training)
- [Safety Plan mobile app](#)
- [Crisis Response Planning for Suicide Prevention](#) (video)
- [Counseling on Access to Lethal Means](#) (self-paced training)
- [Means Matter](#)
- [Prairie View Safety at Home handout](#)

To learn about the *suicide care pathway*, visit:

- [Care Pathway Guide](#) for CCBHCs
- Examples of care pathways
 - » [Children’s Hospital of Philadelphia Clinical Pathway for Youth](#)
 - » [Clinical Pathways in Primary and Behavioral Health \(Institute for Family Health\)](#)
- Patient education sheets: [Adding a Pathway to Your Treatment Plan](#) and [Prairie View Patient Welcome Letter](#)
- Lived experience videos
 - » [Diana’s Story](#)
 - » [Lived Experience: What It Is and How to Include It](#)
- Modifying Your Electronic Health Record [Part 1](#) and [Part 2](#) (videos)

Examples from Zero Suicide *implementers*:

- [Burrell Behavioral Health Supportive Care Pathway FAQ](#)
- [Burrell Behavioral Health Supportive Care Pathway Flowchart](#)
- [Prairie View Missed Appointment Procedures](#)
- [Northeast Kingdom Human Services Pathway](#)
- [Hope Network Instructions for Crisis Programs](#)
- [Hope Network Workflow Example](#)
- [Hope Network Suicide Prevention Brochure](#)
- [Burrell Behavioral Health Care Pathway Crisis Follow-up](#)



Transition Element

Transition individuals through care with warm hand-offs and supportive contacts.

*Resources to support **design and delivery** of suicide care transitions:*

- [Best Practices in Care Transition for Individuals With Suicide Risk](#)
- [Safe Care Transitions for Suicide Prevention](#)
- [Memorandum of Understanding Between Inpatient and Outpatient](#)
- [Follow-up Matters](#)
- [Care Transitions Podcast Series](#)
- [Guidelines for Integrated Suicide-related Crisis and Follow-up Care in Emergency Departments and Other Acute Settings](#)
- [The Return on Investment of Post Discharge Follow-up Calls for Suicidal Ideation or Deliberate Self-harm](#)

*Examples of **care transitions** strategies:*

- [Centerstone Caring Letter](#)
- Examples of Caring Contacts from [Hopewell](#), [Netcare](#), [Chickasaw Nation](#) and the [Community Counseling Center](#)
- [Hope Network Caring Contact Sample Language](#)



Treat Element

Treat suicidal thoughts and behaviors using evidence-based treatments.

- [Treatments and Brief Interventions for Suicide-specific Care](#) (matrix)
- [Least Restrictive Suicide Care](#) (video and information)
- [Evidence-based Psychological Treatments](#) (video)
- [Suicide-specific Brief Interventions](#) (video)
- [Making It Matter With Micro-interventions](#) (self-paced training)



Sustaining Zero Suicide

Zero Suicide is a **continuous quality improvement** framework that supports sustainability and a Just Culture.

Zero Suicide is focused on sustainability:

- [National Action Alliance for Suicide Prevention’s Care Transitions: Outpatient Healthcare Self-assessment](#)
- Review how Zero Suicide aligns with accreditation standards:
 - » [Zero Suicide: Meeting Accreditation Standards](#)
 - » [Suicide Prevention and Health Care Accreditation: A Panel With the Commission on Accreditation of Rehabilitation Facilities](#)
 - » [Certified Community Behavioral Health Clinics \(SAMHSA\)](#)
 - » [Federally Qualified Health Centers and the Health Center Program \(Rural Health Information Hub\)](#)

Zero Suicide emphasizes a “Just Culture”:

- [Inconvenient Truths in Suicide Prevention: Why a Restorative “Just Culture” Should Be Implemented Alongside a Zero Suicide Framework](#)
- [Guide to Co-developing a Restorative and “Just Culture”](#)



Zero Suicide References

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