



Montgomery County Emergency Service

988 SUICIDE & CRISIS LIFELINE Local Network Center

IMPACT REPORT

2025



WHAT IS 988?

988 is a **simple, convenient three-digit number** that offers an **immediate resource available 24/7 through a network of more than 200 local crisis contact centers** that can handle thousands of contacts each day. 988 is a key part of a broader vision for reimagined crisis care in the United States that is built through federal, state, tribal, local, and community partnerships. The vision is that everyone has: **Someone to contact. Someone to respond. A safe place for help.**

WHO CAN CALL?

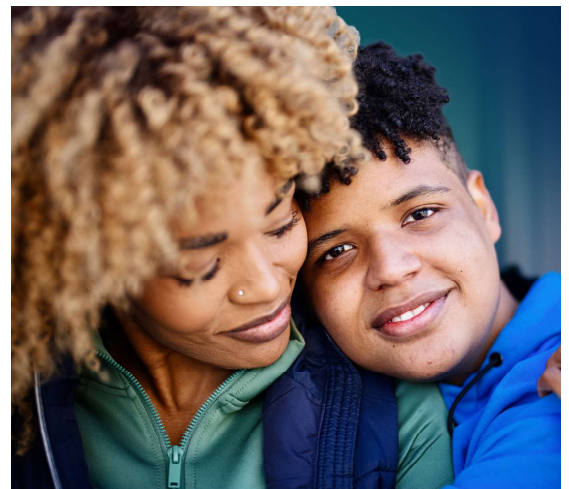
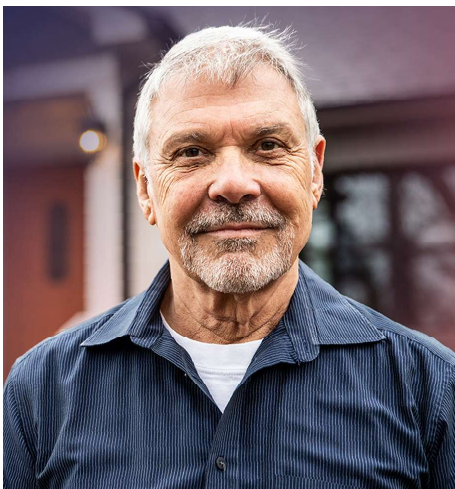
In addition to **thoughts or feelings of suicide**, 988 responds 24/7 to calls, chats, or texts from **anyone who needs support for mental health, suicide, and/or substance use problems**. Other reasons include emotional distress, anxiety, depression, mental illness, loneliness, trauma, bullying, stress, relationship troubles, or **just needing someone to talk to**.

There is no reason too big or too small to reach out to 988.

WHAT DOES 988 DO?

The 988 Suicide & Crisis Lifeline is a national hotline offering **one-on-one support for mental health, suicide, and substance use-related problems for anyone 24/7**. No matter where you are in the United States, you can **call or text the number 988** or chat online at 988lifeline.org and connect with a skilled, compassionate crisis counselor.

988 | SUICIDE & CRISIS
LIFELINE



OUR HISTORY OF 988

MCES has been part of the National Suicide and Crisis Lifeline Network since 2013. MCES joined the 988 system because it aligns closely with our behavioral health crisis services mission to build better tomorrows. The 988 Call Center is a program of our state licensed Crisis Intervention Department and is fully integrated with our local hotline and crisis center services.

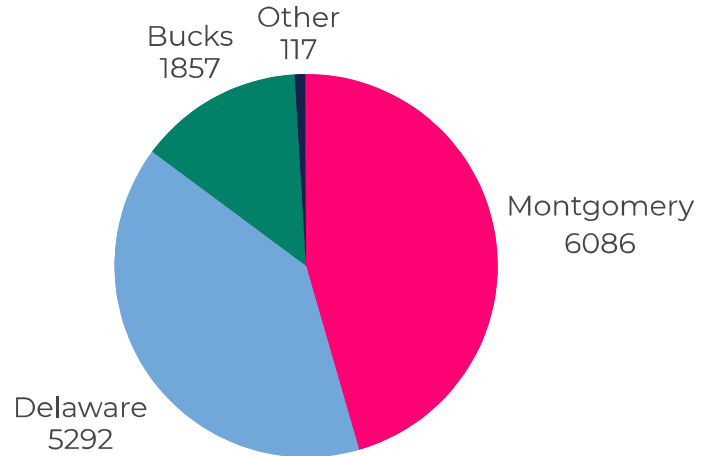
MCES is one of fourteen 988 call centers in Pennsylvania, which collectively provide 988 coverage to every county in the state. In 2022, MCES became a 988 Call Center for both Montgomery and Delaware Counties. We also serve as the back-up call center for Bucks and Northumberland Counties.

2025 ACCOMPLISHMENTS

- The MCES Call Center, **established as a separate entity in 2024**, completed its **first full year of operations in 2025**. As a separate unit, the call center enables 988 staff to focus exclusively on 988 calls
- **Answered 10.2% of total calls routed to Pennsylvania 988 centers**
- MCES continues to **increase dedicated 988 staff** to respond to the majority of incoming 988 calls and free MCES crisis staff to deal with other crisis center responsibilities
- **Developed a comprehensive supplemental training for 988 counselors** to enhance performance and quality of crisis counseling services
- MCES has received an **increasing number of calls from older adults** which it targeted through tabling events and other outreach in the past two years.
- **Collaborated with the Delaware County Office of Mental Health** to meet the needs of county callers affected by the **closure of Taylor Hospital, Crozer Chester Medical Center, and the CCMC crisis center**
- Established a **working relationship with Bucks County's 988 call center through Lenape Valley Foundation**, including supporting incoming calls from help seekers residing in Bucks County as well as sharing information on 988 best practices
- Staff utilized **warm hand-off procedures to mobile crisis services throughout the United States to provide less-invasive emergency responses and minimize the use of 911**
- The call center expanded its capability to directly meet the needs of LGBTQ+ youth callers after federal funding for the 988 "Option 3" program ended by providing dedicated training and resources to crisis center staff
- Staff continued to develop a **unique online directory of county, state, and national resources used by 988 staff** to assist with the wide range of personal and human services needs we encounter
- Expanded its contractual relationship with the 988 Lifeline's Administrator, Vibrant Emotional Health, by **signing on to document service members, veterans, and their families (SMVF) calls to 988** and by engaging in activities to **enhance understanding of serving this population**
- MCES call center's **average speed to answer calls was significantly faster than state average** (8.5 and 22 seconds)

WHO WE SERVE

13,352
CALLS
ANSWERED

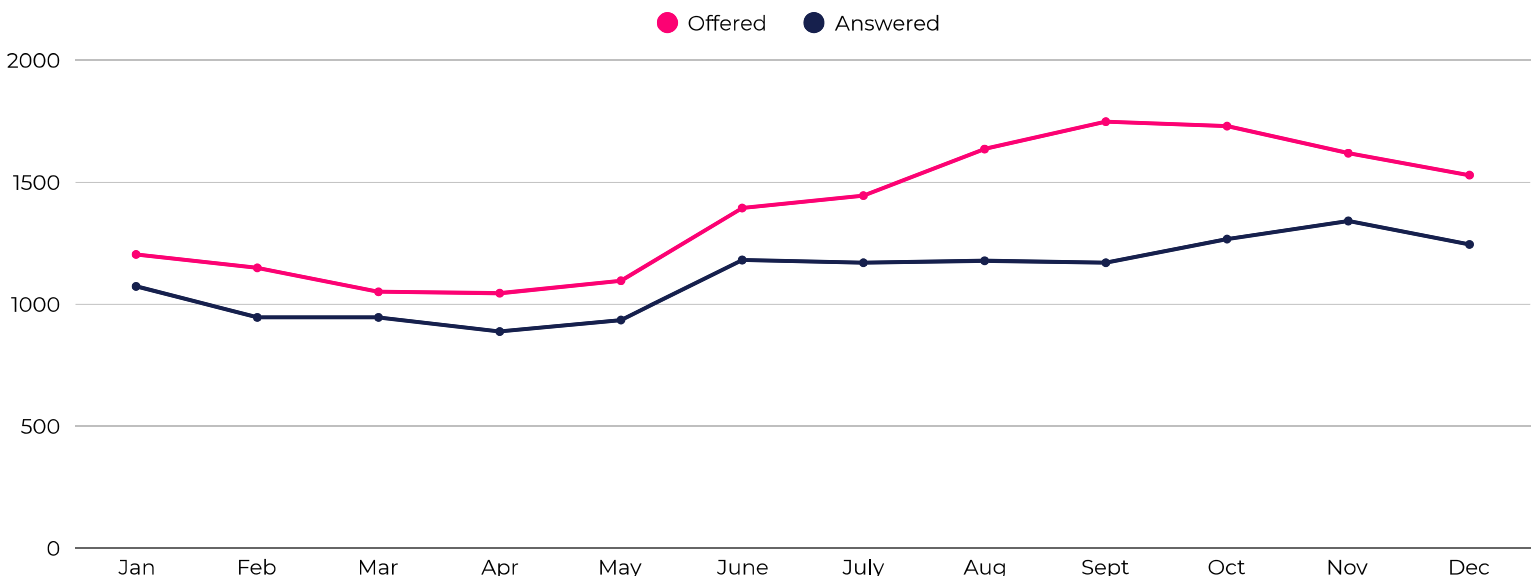


ANSWER RATES BY COUNTY

Montgomery	94%
Delaware	94%
Bucks	95%
Overall	80%

CALLS
ANSWERED IN
AN AVERAGE
OF **8.5**
SECONDS

2025 CALL VOLUME



Note: calls not answered by the MCES 988 Lifeline call center are re-routed to back up centers throughout the United States. No 988 call goes unanswered!

