



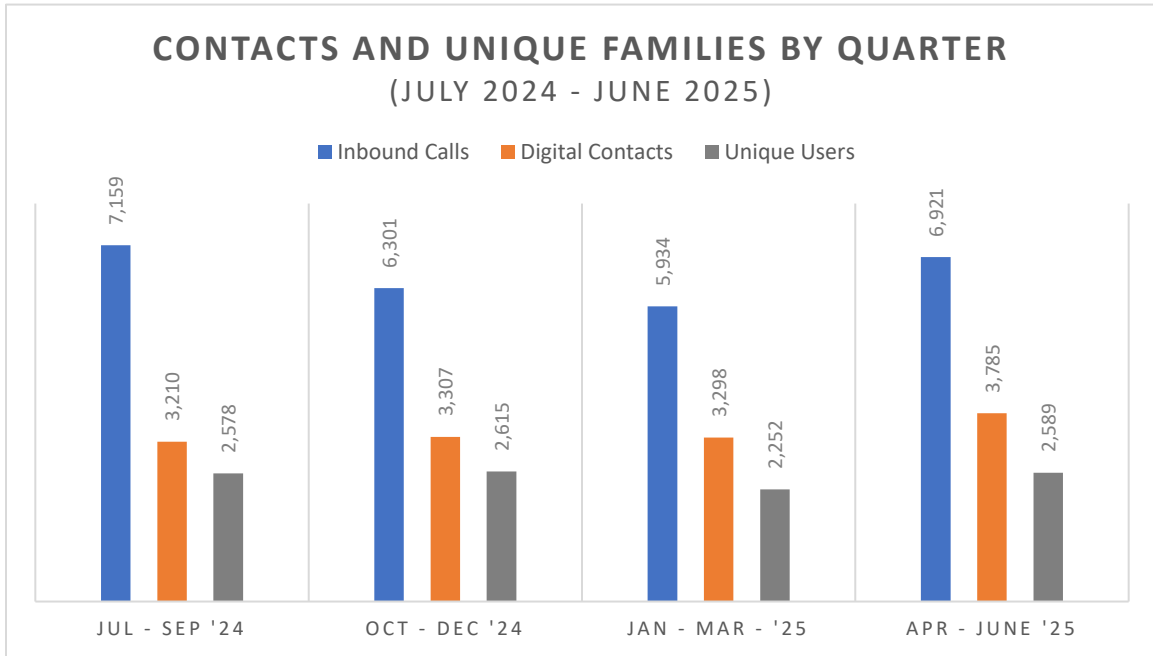
**988 NE Suicide and Crisis Lifeline  
Fiscal Year 2025  
Summary Report**

August 1, 2025

If you have questions about this report, please contact  
Kyle Kinney at (402) 498-1970.

**FY2025 (July 1, 2024 – June 30, 2025)**

In FY 2025, **26,315** calls and **13,600** digital contacts were made to 988 NE. This represents a **12%** increase in contacts to the 988 NE Suicide & Crisis Lifeline since the first year of operation. Overall, **11,775** unique users contacted 988 NE in FY 2025, with **10,034** contacting the Crisis Line for the first time.



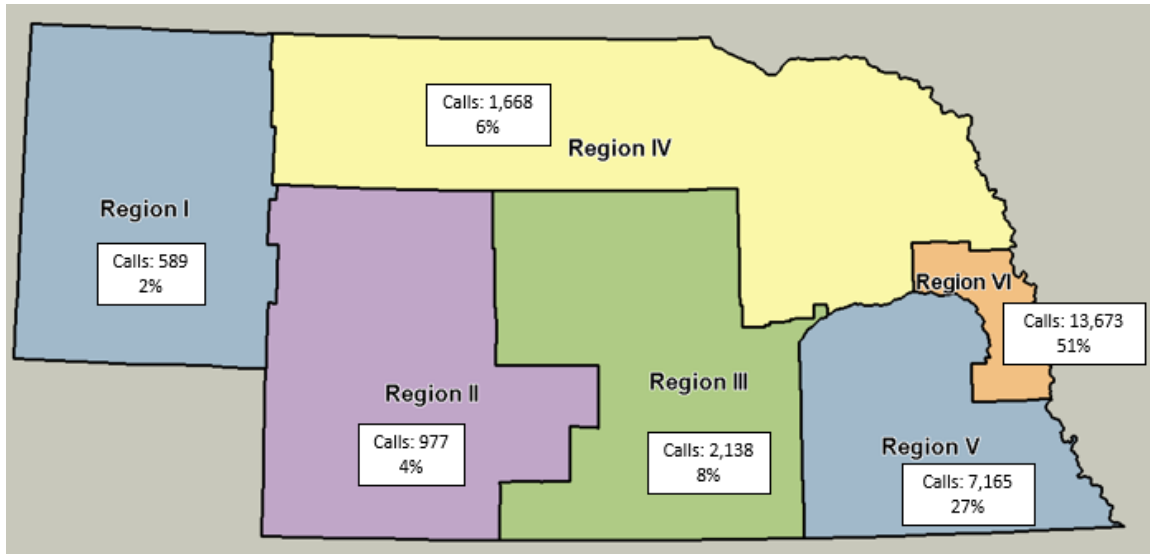
### Monthly Phone Service Levels

Month	Calls Presented	Calls Answered	Adj. Ans Rate	ASA	Abandon	Abandon %	Abandon <10s	Short Aband % of Abandons	Avg. Talk (mins)
Jul	2220	2055	93.50%	0:10	165	7.40%	22	13.30%	14:42
Aug	2422	2256	94.90%	0:10	166	6.90%	45	27.10%	14:13
Sep	2517	2327	94.20%	0:10	190	7.50%	46	24.20%	15:02
Oct	2189	2040	96.20%	0:10	149	6.80%	68	45.60%	15:50
Nov	2015	1876	95.10%	0:10	139	6.90%	43	30.90%	16:04
Dec	2097	1969	96.10%	0:10	128	6.10%	49	38.30%	15:47
Jan	1965	1851	96.46%	0:09	114	5.80%	46	40.35%	15:51
Feb	1832	1674	93.80%	0:10	158	8.60%	47	29.70%	15:43
Mar	2137	1996	95.70%	0:09	141	6.60%	51	36.20%	15:27
Apr	2038	1877	95.04%	0:11	161	7.90%	63	39.10%	15:27
May	2319	2088	92.40%	0:14	231	10.00%	59	25.50%	15:34
Jun	2564	2297	91.80%	0;14	267	10.40%	63	23.60%	14:34

### Monthly Digital Service Levels

Month	Chat Offered	Chat Answered	Chat Answer Rate	Text Offered	Text Answered	Text Answer Rate	Total Digital Offered	Total Digital Answered	Digital Answer Rate
Jul	296	250	84.5%	898	747	83.2%	1194	997	83.5%
Aug	327	281	85.9%	565	481	85.1%	892	762	85.4%
Sep	539	444	82.4%	585	479	81.9%	1124	923	82.1%
Oct	503	415	82.5%	637	516	81.0%	1140	931	81.7%
Nov	461	370	80.3%	622	532	85.5%	1083	902	83.3%
Dec	488	423	86.7%	596	518	86.9%	1084	941	86.8%
Jan	477	403	84.5%	517	454	87.8%	994	857	86.2%
Feb	515	440	85.4%	503	418	83.1%	1018	858	84.3%
Mar	794	638	80.4%	492	427	86.8%	1286	1065	82.8%
Apr	534	467	87.5%	531	483	91.0%	1065	950	89.2%
May	612	514	84.0%	615	549	89.3%	1227	1063	86.6%
Jun	774	653	84.4%	719	612	85.1%	1493	1265	84.7%

The highest share of calls in FY24 came from Region VI with **51%**, Region V with **27%**, and Region III with **8%**. **7%** of calls to 988 NE came from outside Nebraska. Since the transition to 988 NE, calls have come from **92** unique Nebraska counties or **99%** of counties.

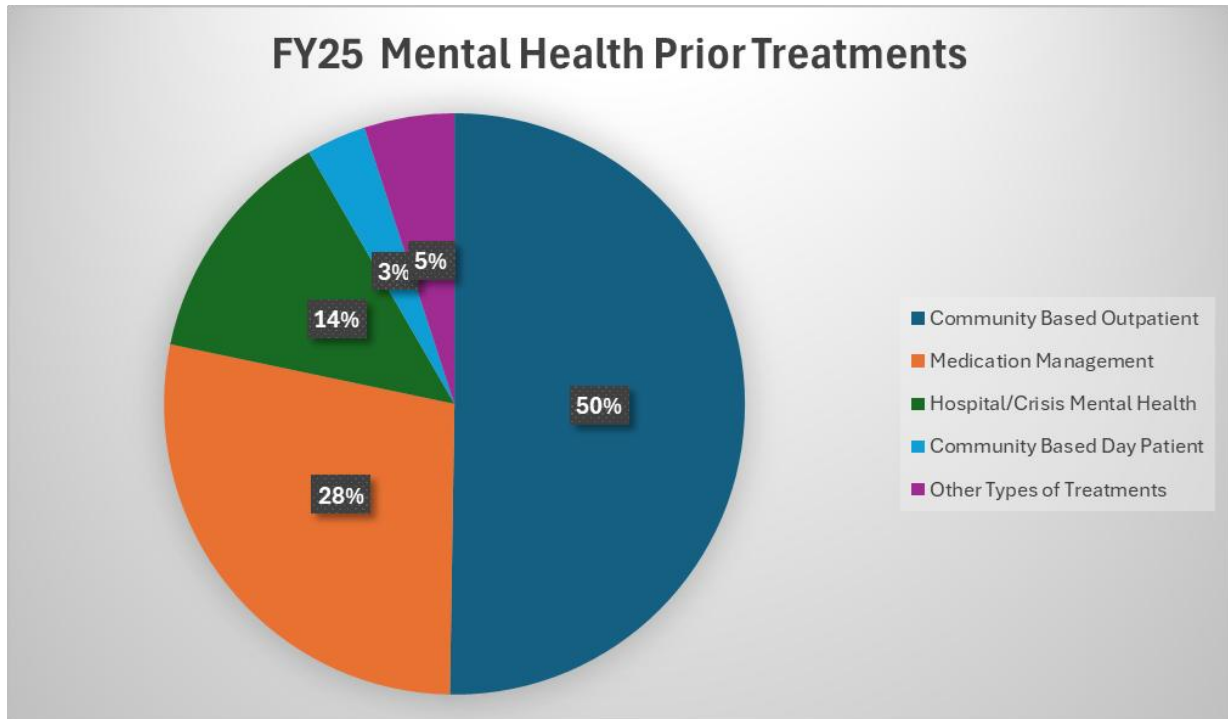


\* N = 26,697 calls from Nebraska (487 Region Unknown)  
 \* N = 1,977 calls from out-of-state

### FY2025 Summary

- In addition to receiving **26,315** calls and **13,600** digital contacts, 988 NE Counselors made **5,974** outbound calls to families in FY2025. Follow up calls were for the purpose of determining whether additional assistance and/or referrals were needed.
- Calls came from **11,775** unique users with **10,034** users contacting the Crisis Line for the first time.
- **75%** of callers to 988 NE were adults calling about themselves, **4%** were third parties calling about someone else, and **15%** overall callers were children.
- Of calls where insurance information was available, **32%** of callers were covered by Medicaid and **13%** of callers were covered by Medicare, while **24%** were covered by Private Insurance. **25%** reported having no insurance coverage.
- **35%** of users of 988 NE reached out with concerns about Suicide as their primary reason for calling. **30%** of users were reaching out due to Suicide Ideation.

- Before calling 988 NE for assistance, **33%** report having received prior Mental Health Treatment. The most common previous interventions for callers were **Community Based Outpatient** services, **Medication Management**, and **Hospital/Crisis Mental Health**. Of those reporting prior Mental Health Treatment, **76%** were within 3 months of calling 988 NE.



## Referrals and Service Navigation

988 NE Crisis Counselors provided **10,002** service referrals to **7,028** callers in FY 2025.

Requested Referral Types Q4*	Number	Percent
<b>Mental Health</b>	<b>1,398</b>	<b>38%</b>
<b>Substance Abuse</b>	<b>1,035</b>	<b>28%</b>
<b>Basic Needs</b>	<b>501</b>	<b>14%</b>
<b>Non-Therapeutic Supports</b>	<b>314</b>	<b>9%</b>
<b>Legal and Court Services</b>	<b>126</b>	<b>3%</b>
<b>Benefits</b>	<b>81</b>	<b>2%</b>
<b>Parent Education and Support</b>	<b>66</b>	<b>2%</b>
<b>Health Care</b>	<b>58</b>	<b>2%</b>
<b>Child Development and Support</b>	<b>53</b>	<b>1%</b>
<b>Education</b>	<b>1</b>	<b>0%</b>

\*Multiple services can be requested/suggested during calls

Suggested Referral Types Q4*	Number	Percent
<b>Mental Health</b>	<b>1,930</b>	<b>30%</b>
<b>Non-Therapeutic Supports</b>	<b>1,649</b>	<b>26%</b>
<b>Child Development and Support</b>	<b>747</b>	<b>12%</b>
<b>Substance Abuse</b>	<b>745</b>	<b>12%</b>
<b>Basic Needs</b>	<b>632</b>	<b>10%</b>
<b>Legal and Court Services</b>	<b>268</b>	<b>4%</b>
<b>Parent Education and Support</b>	<b>166</b>	<b>3%</b>
<b>Benefits</b>	<b>150</b>	<b>2%</b>
<b>Health Care</b>	<b>72</b>	<b>1%</b>
<b>Education</b>	<b>10</b>	<b>0%</b>

\*Multiple services can be requested/suggested during calls

Mental Health Support referrals include programs such as Adult, Adolescent, and Child Therapy, Inc., Arbor Family Counseling, Lasting Hope Recovery, and the Douglas County Community Mental Health Center.

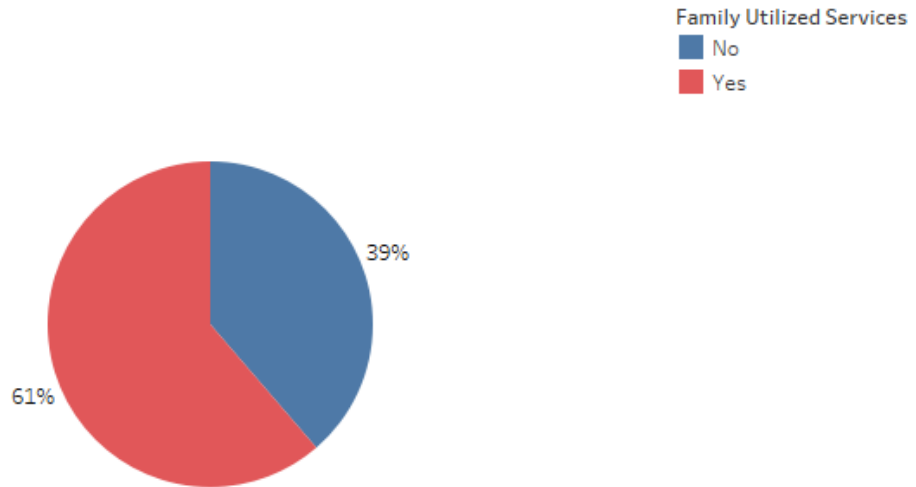
Examples of Child Development & Support referrals include Boys & Girls Club, Youth Emergency Services, Inc., Community Action Partnerships, and TeamMates.

Callers in crisis were not the only ones requesting referrals and information from 988 NE. Approximately **4%** of calls in FY 2025 were made on behalf of individuals by professionals, including mental health workers, educators, and public safety personnel.

During follow-up calls, Crisis Counselors attempt to support resource and service utilization by enquiring if specific referrals were utilized by the 988 NE users, and if utilized, were effective. Due to the difficulty in reaching users when attempting follow-up calls, results were often unknown. For users where service navigation was able to be

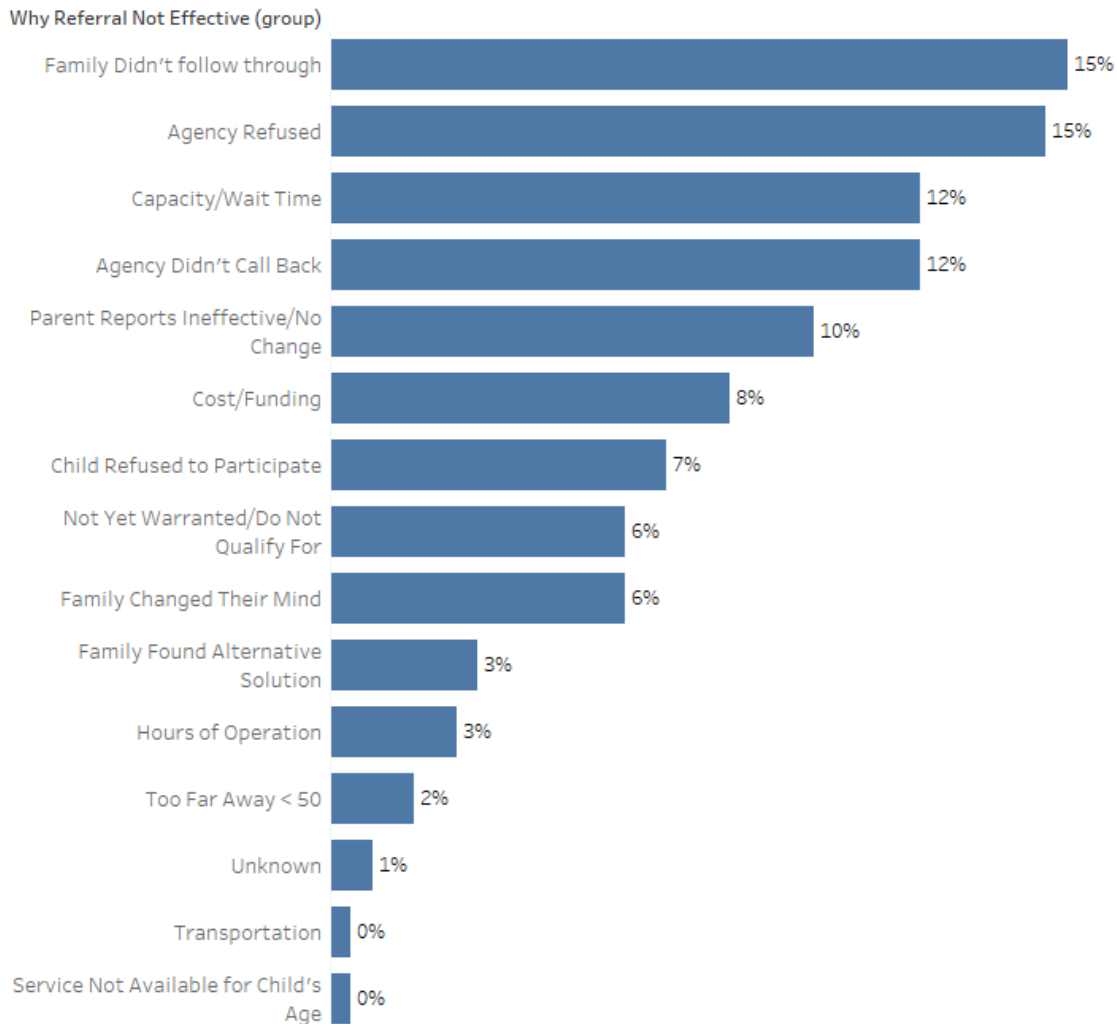
discussed, users had utilized resources **61%** of the time with **39%** having not yet utilized referrals.

### Utilized Services Excluding Unknown



Of those callers who utilized a referral, **74%** reported that it was unknown if the referral was effective. Follow-up calls typically occur within 24-72 hours of the crisis contact, which largely contributes to the lack of known effectiveness a referral had for a 988 NE user. For users that reported that their referrals were not effective, **15%** of families said they didn't follow through on the referral and **15%** of callers said the agency refused to help.

### Why was referral not effective?



### Caller Resolutions

The goal for contacts made to the 988 NE Suicide & Crisis Lifeline is to achieve the least restrictive resolutions to their crisis, ideally over the phone through de-escalation techniques, safety planning, involving third-party contacts who can increase safety, etc. Additional resolutions when a resolution cannot be achieved via initial phone call are

available when appropriate, such as Mobile Crisis Response (MCR) activation. During FY 2025, **324** MCR activations occurred in Nebraska through 988 NE. Response modalities varied based upon caller request and resource availability with the majority occurring in the community or via phone.

Mobile Crisis Response:

MCR Offers	MCR Declines	MCR Activations
901	577	324

Response Modality	Community	Phone	Telehealth	Facility
	151	167	6	0

Location	Region 6	Region 5	Region 4	Region 3	Region 2	Region 1	Out of State
	155	103	10	40	4	6	6

Age	Adult	Youth
	298	26

At times, users of 988 NE are unable to de-escalate or safety plan and are at imminent risk of harming self or others. In FY 2025, **2.78%** of inbound contacts resulted in emergency services intervention. **There were zero known critical incidents of suicide completion.**

Emergency Interventions:

Emergency Interventions		Percentage of contacts resulting in emergency intervention	Percentage of contacts not resolved by phone (emergency intervention + MCR)
905		2.78%	5.53%
Voluntary	Involuntary		
204	701		

	Region 6	Region 5	Region 4	Region 3	Region 2	Region 1	Other	Nebraska
Emergency Interventions by Region	361	244	55	115	48	26	56	849
Percentage	39.9%	27.0%	6.1%	12.7%	5.3%	2.9%	6.2%	93.8%

During FY2025, the 988 NE Suicide and Crisis Lifeline surpassed **67,024** calls and **27,654** digital contacts for a total of **87,398**. The count of unique families exceeded **16,182**. Contacts have come from **92** counties, covering **99%** of the state’s counties, leaving only McPherson County without an identified contact.