

211 Mental Health Crisis



At the end of the phone line, there is a compassionate person saving a life, transforming a family, or changing a community...one phone call at a time.

The 211 contact center and 211ct.org are unique assets to Connecticut residents, our communities, and our many partners – serving as a “one stop shop” to help Connecticut residents make 1.8 million connections to services and benefits that meet their urgent needs and improve their lives.

Many crisis lines – all lead to 211. 211 offers 24/7/365 access to mental health assistance for Connecticut callers – including through 988, the new National Suicide Prevention Line exchange.

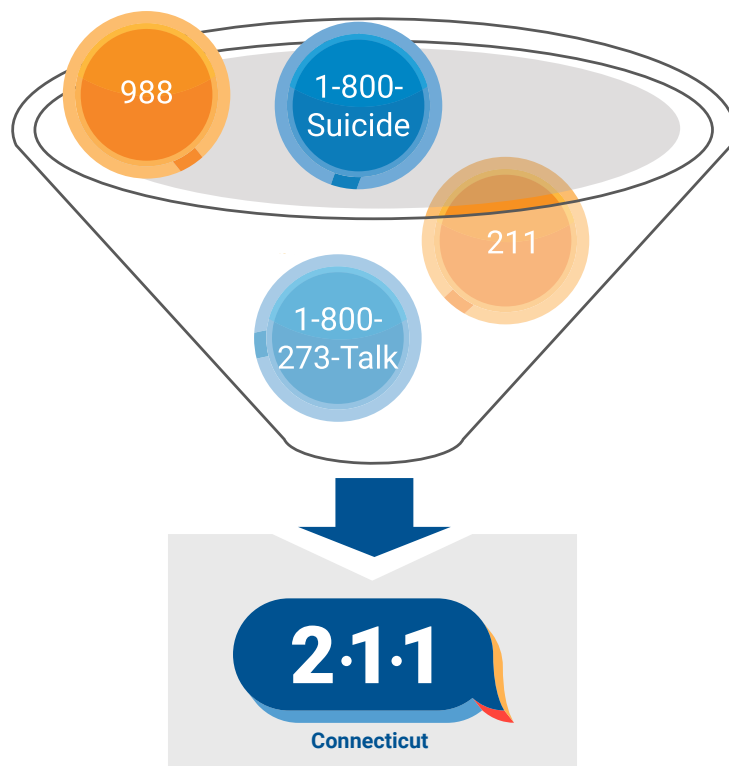
All crisis calls from multiple dialing codes go to our 211 Mental Health Crisis Team, funded by the Connecticut Department of Mental Health and Addiction Services and the Connecticut Department of Children and Families.

In FY22, the 211 Mental Health Crisis Team handled

146,754 crisis calls

A 16% increase over FY2021

Totaling 42% of all calls to 211.



211 Mental Health Crisis Services

- Mental health crisis support, service referrals, and connections to other crisis services, including warm lines and support groups.
- Crisis calls often include connection to basic needs (food, housing, utilities).
- Can **dispatch mobile crisis teams** for adults or youth when needed.

Quality Matters. Our highly-trained contact center staff are certified in suicide assessment, prevention and intervention. We are certified as a crisis center by the national authority – the American Association of Suicidology (AAS).



211 Mental Health Crisis needs adequate funding to support Connecticut residents in urgent need.

With the nationwide roll-out of 988, calls have increased, and will increase further with the introduction of crisis texting and chat in FY24.

211 Mental Health Crisis Results

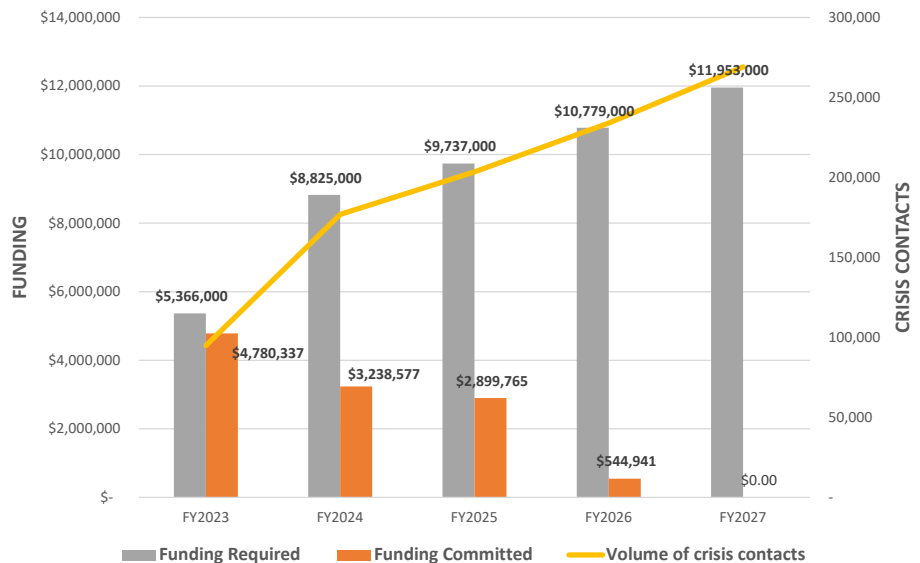
- **More than 146,000 calls answered in FY22; on average, 98% of calls were answered in 5 seconds.**
- **92% of callers reported that their state of crisis diminished** while talking with a 211 Mental Health Crisis specialist.
- **Less than 1% of crisis calls require escalation to 911 for active rescue or medical emergency.**
- The Federal Department of Health and Human Services **ranks 211 CT in the top three in the nation for call responsiveness.**

United Way of Connecticut is the 2022 winner of the AAS National Crisis Center Excellence Award.



A M E R I C A N
ASSOCIATION OF SUICIDOLOGY

Crisis Contacts and Resources



If you have questions or would like to discuss this fact sheet, please contact:

Amy Casavina Hall | United Way of Connecticut | 860-541-5828 or Amy.CasavinaHall@ctunitedway.org
For additional information, visit 211ct.org.