

**About the National Suicide Prevention Lifeline**

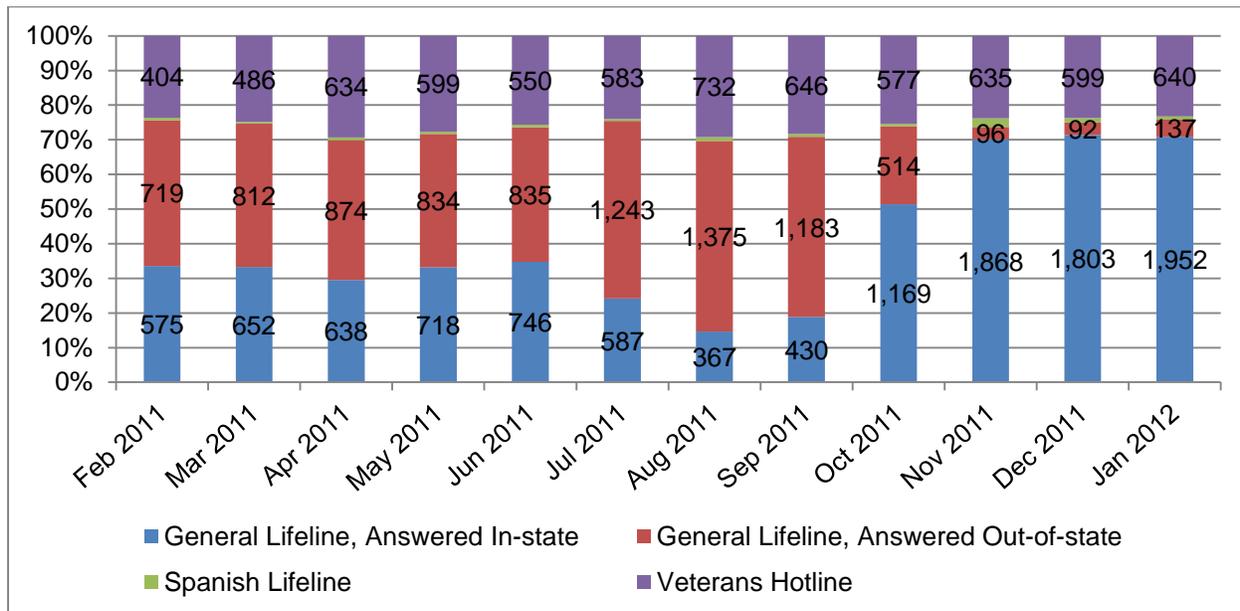
The National Suicide Prevention Lifeline (1-800-273-TALK), a project funded by the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA), is a network of crisis centers that are located in communities across the country. Calls are routed to the nearest available center of the 153 centers that are currently participating in the Lifeline network.

**History in North Carolina**

From February 2010 through June 2010, the Lifeline had two crisis centers in North Carolina participating in the network: the CARE-LINE (Raleigh, NC) and REAL Crisis Intervention (Greenville, NC). In June 2011, due to budget cuts, the state-operated CARE-LINE closed, and as a result, the number of Lifeline calls from North Carolina that were answered out of state increased significantly. During the summer of 2011 REAL Crisis Intervention was granted additional state funding, and as of October 2011, REAL has been answering calls from the entire state of North Carolina.

**Call Volume**

The graph below summarizes Lifeline call volume from North Carolina over the last 12 months. On average, 25% of Lifeline calls from North Carolina are to the Veterans Hotline (press 1 option) operated by the Department of Veterans Affairs. The percentage of callers answered out of state has been minimal since November 2011.



	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Jul 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011	Dec 2011	Jan 2012
Lifeline (in-state)	575	652	638	718	746	587	367	430	1,169	1,868	1,803	1,952
Lifeline (out-of-state)	719	812	874	834	835	1,243	1,375	1,183	514	96	92	137
Spanish Lifeline	13	10	18	15	16	13	27	19	17	66	32	25
Veterans Hotline	404	486	634	599	550	583	732	646	577	635	599	640
<b>Total</b>	<b>1,711</b>	<b>1,960</b>	<b>2,164</b>	<b>2,166</b>	<b>2,147</b>	<b>2,426</b>	<b>2,501</b>	<b>2,278</b>	<b>2,277</b>	<b>2,665</b>	<b>2,526</b>	<b>2,754</b>