

Dear Crisis Center Director,

Attached please find a copy of the long-anticipated Call Log for the National Suicide Prevention Lifeline. Beginning on **(date)**, the Call Log must be completed—at least partially—for every call that comes in through Lifeline (1-800-273-TALK, 1-800-SUICIDE, or the Spanish line).

We will host webinars (on **dates/times**) to facilitate training your center staff and volunteers on how to use the Call Log. These webinars will be recorded and posted on the Members-Only site for your reference and review. We will send you details on how to access the scheduled webinars in the near future.

There are three options for completing and submitting Call Logs. We ask that you select only one option for your center:

1. Complete and submit an online call log for each Lifeline call at <http://www.suicidepreventionlifeline.org/nsplcalllog/>.

OR

2. Export compatible data from your own software system and submit it to the Lifeline on a quarterly basis. This is only an option for centers whose database fields closely match the attached Call Log. If this describes your center, please contact Jessica Haas (jhaas@mhaofnyc.org) to review and compare your data collection system to the Call Log.

OR

3. Complete the attached form by hand for each Lifeline call. Please contact Brooke Sweet (bsweet@mhaofnyc.org) if you prefer this option. We will send you copies of the form as well as stamped self-addressed envelopes. Telephone workers should give completed forms to their supervisors and all forms should be collected and mailed to Lifeline at the end of each month.

The questions in Section 1 should only be asked at the end of the call if the telephone worker feels the caller is stable enough to respond. We rely on and respect the telephone worker's judgment as a trained crisis counselor. Counselors should complete Section 2 immediately after each Lifeline call; these items do not require asking the caller questions.

If you have any questions please contact Brooke Sweet at bsweet@mhaofnyc.org or (212) 614-5785.

Warm regards,



John Draper, Ph.D.
Project Director