



## CALL LOG

The National Suicide Prevention Lifeline is asking participating crisis centers to complete Call Logs on as many Lifeline calls as possible.

### Step 1

- Be sure that the call came in on one of the Lifeline lines.
- Complete **Section 1** *only if all of the following are true:*
  - You have given the caller appropriate referral and resource information,
  - The caller is stable enough to answer questions,
  - The call is about to end, and
  - In your opinion, asking the questions will probably not make the caller uncomfortable or upset or destabilize him/her. **Please remember that we rely on and respect your judgment as a trained crisis counselor.**

### Step 2

- During or immediately after the call, complete **Section 2** for all calls.

### Section 1 (Ask caller these questions after reviewing instructions above)

“Before we end, I’d like to ask you some questions, if I may. Here at the National Suicide Prevention Lifeline we’re asking callers a few simple questions. Your answers will help us better meet the needs of our callers. None of this information will identify you in any way. Also, this is completely voluntary; in other words, whether you want to answer the questions is up to you. Even if you decide not to answer the questions, you’re welcome to call us back any time you want.” *Pause for a moment in case the caller has a question. Then continue.*

“Is it OK if I ask you the questions?” *Pause for response from caller.*

- No. “That’s fine, thank you anyway. And thank you for calling the National Suicide Prevention Lifeline. Is there anything else I can do for you today?”
- Yes. “Thanks. OK, here’s the first question:”
- Decided not to ask the above question because caller was not stable enough.

*Caller does not have to answer every question. Check “No Answer” for any unanswered questions*

**1. “Which telephone number did you use to make this call?”** *(If the caller doesn’t know, read the first two phone numbers. Skip this question if a Spanish line was used.)*

- 1-800-273-TALK (8255)
- 1-800-SUICIDE
- Other
- Don’t know
- Check here if caller prefers not to answer

**2. “Would you mind telling me how old you are?”** *Pause for caller’s response. Record response on Call Log and then say, “OK, thank you.” Go to next question.*

- \_\_\_\_\_
- Check here if caller prefers not to answer

**3. “How did you hear about this telephone number?”** *Pause for caller’s response(s). Record response(s) on Call Log and then say, “OK, thank you.” Go to next question.*

- |  |   |
|--|---|
| <input type="radio"/> Bus/train/billboard  | <input type="radio"/> Phone Book                                  |
| <input type="radio"/> Health/Mental Health Professional                                    | <input type="radio"/> Print media (e.g. magazine, newspaper)      |
| <input type="radio"/> Religious leader   | <input type="radio"/> Friend/relative                             |
| <input type="radio"/> Radio or TV  | <input type="radio"/> Other: _____                                |
| <input type="radio"/> Internet   | <input type="radio"/> Don’t know (Go to #4)                       |
| <input type="radio"/> Promotional materials (e.g. pens, magnets, brochures, posters, etc.) | <input type="radio"/> Check here if caller prefers not to answer. |

**4. “Have you ever served in the U.S. military?”**

- Yes
- No
- Check here if caller prefers not to answer.

“There are only a couple of more questions:”

**4A.** *(If yes, ask: “Are you currently in the military?”) Note: “currently in the military” can mean that the caller is Active Duty, in the National Guard, or in the Reserves.)*

- Yes
- No
- Check here if caller prefers not to answer.



**5. "Are you Hispanic or Latino?"**

- Yes
- No
- Check here if caller prefers not to answer

**6. "Which of the following best describes you? You can select more than one."** (Read the following list, pausing briefly after each item to allow the caller to respond.)

- American Indian or Alaska Native (If yes, please go to #7)
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White
- Check here if caller prefers not to answer

**7A.** (Ask only if the person has indicated he/she is American Indian or Alaska Native):

**"You said you're an American Indian/Alaskan Native. Are you currently living on an Indian reservation?"**

- Yes
- No
- Check here if caller prefers not to answer

**7B.** (If the person indicates he/she does live on a tribal reservation, then ask) **"Would you mind telling me the name of the reservation?"**

- \_\_\_\_\_
- Check here if caller prefers not to answer

Record response on Call Log and then say, "Thank you very much for answering these questions. And thank you for calling the National Suicide Prevention Lifeline. Is there anything else I can do for you today?"

**Section 2 (Complete after hanging up, even if Section 1 is blank)**

**1. Date (MM/DD/YY)**

___	___	/	___	___	/	___	___
⓪	⓪		⓪	⓪		⓪	⓪
①	①		①	①		①	①
②	②		②	②		②	②
③	③		③	③		③	③
④	④		④	④		④	④
⑤	⑤		⑤	⑤		⑤	⑤
⑥	⑥		⑥	⑥		⑥	⑥
⑦	⑦		⑦	⑦		⑦	⑦
⑧	⑧		⑧	⑧		⑧	⑧
⑨	⑨		⑨	⑨		⑨	⑨

**2. Time (HH:00) (e.g. 02:00 or 10:00)**

___	___	:	0	0	<input type="radio"/> AM
⓪	⓪				<input type="radio"/> PM
①	①				
②	②				
③	③				
④	④				
⑤	⑤				
⑥	⑥				
⑦	⑦				
⑧	⑧				
⑨	⑨				

**3. Call came in on one of the Spanish lines**

- Yes
- No

**4. Gender**

- Male
- Female
- Unable to determine

**5. Calling For**

- Friend
- Parent
- Patient
- Self
- Sibling
- Son/daughter
- Spouse/Significant Other
- Other \_\_\_\_\_

**6. What prompted call (select all that apply)**

- Abuse/Violence
- Death of a family member/friend
- Disaster/post-disaster needs  
Specify disaster \_\_\_\_\_
- Family problem with parents or children
- Financial problems
- Homelessness issues
- Information/materials request
- Loneliness
- Mental illness/emotional problem
- Military-related issues
- Physical illness
- Relationship problems with friends/partners
- Sexual orientation issues
- Substance abuse/addiction
- Suicide attempt in progress
- Suicidal intent
- Suicidal thoughts
- Other: \_\_\_\_\_



**7. Is the caller currently in mental health and/or substance abuse treatment?**

- Yes
- No
- Don't know

**8. Has the caller ever attempted suicide?**

- Yes
  - No
  - Don't know
- If Yes:**
- Once
  - More than once
  - Don't know how many times

**9. Please indicate the type of referrals given by counselor to caller (please check all that apply)**

- Current treatment providers
- Outpatient/community mental health
- Crisis/mobile outreach
- Crisis stabilization services
- Detoxification/substance abuse treatment
- Emergency room (self/family transport)
- Peer run or peer support services
- Other social service
- Caller did not want referrals

**10. Crisis/Emergency Intervention**

- Not needed
- Needed but unable to dispatch
- Dispatched (if yes, please check one option below)
  - Crisis/mobile outreach
  - Law enforcement
  - Ambulance
  - Other

**11. Did the caller agree to a follow-up call by crisis center?**

- Yes
- No
- Not applicable

*Note to the Crisis Counselor: Thank you for taking the time to gather this information. We will use it to track which populations Lifeline is reaching and to report trends to all participating crisis centers. We also hope to use the information to more effectively promote Lifeline to potential callers and to help us develop crisis counselor training that will be helpful to you and your coworkers.*

**For hard copies only: Please give completed Call Logs to your supervisor.**

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 0930-xxxx. Public reporting burden for this collection of information is estimated to average 3 minutes per caller per year, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to SAMHSA Reports Clearance Officer, 1 Choke Cherry Road, Room 7-1044, Rockville, Maryland, 20857.