

I am the President of 2-1-1 Big Bend, Inc., a private, nonprofit organization that operates several human service hotline programs. My agency answers calls from both of the Hopeline and Lifeline national hotline numbers and has done so for several years. We have extensive experience working with the management of both organizations.

Although the Hopeline (KBHC) staff had admirable ambitions, their ability to effectively manage and develop the Hopeline Network was lacking in many ways, especially as I compare their performance with that of the National Suicide Prevention Lifeline. The Lifeline Network has performed very well and in a most professional manner, in contrast to the Hopeline's less professional and less effective style.

Lifeline communicates exceedingly well with the crisis centers in its Network, provides excellent professional and technical assistance, distributes Network call statistics to its crisis network on a monthly basis, supports training opportunities and disseminates high quality research applications related to suicide lethality assessment to its members. The KBHC Hopeline Network performed none of these functions on any consistent basis during its entire existence.

I am extremely pleased that my agency is a member of the 273-TALK Lifeline Network and support its position to manage the Hopeline 1-800-SUICIDE number, formerly managed by KBHC.