



988 Fact Sheet

Starting July 16, 2022, when calling 988, callers first hear a greeting message while their call is routed to the local Lifeline network crisis center (based on the caller's area code). A trained crisis counselor will answer the phone, listen to the caller, understand how their problem is affecting them, provide support, and share resources if needed. If the local crisis center is unable to take the call, the caller will be automatically routed to a national backup crisis center. The Lifeline provides live crisis center phone services in English and Spanish and uses Language Line Solutions to provide translation services in over 250 additional languages for people who call 988.



The 988 dialing code will be available nationwide for anyone who needs suicide or mental health-related crisis support



Moving to 988 **does not mean the 1-800-273-8255 number goes away.** After July 16, 2022, using either number will get people to the same services.



It's important to understand that **988 will connect people to more than just a "suicide" line**, it will be a service for anyone who is suicidal or experiencing a mental health- and/or substance use-related crisis.



There are ongoing efforts to improve cultural competency training for Lifeline crisis counselors. Counselors have access to culturally specific tools, resources and trainings.



Text will be available through 988 and chat is available through the Lifeline's website: suicidepreventionlifeline.org/chat. **Users will be connected to a Lifeline crisis center via chat or text.**



People contacting 988 **are not required to provide any personal data to receive services.** SAMHSA recognizes the importance of privacy and the network system has several safeguards to address those concerns.



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