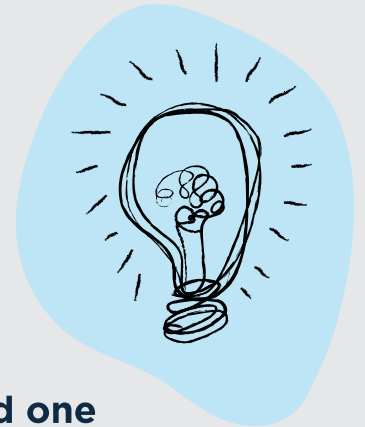


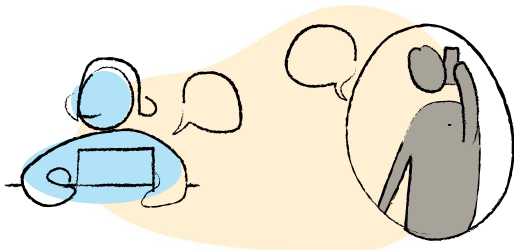
988

988 is now the three-digit dialing code connecting people to the 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline), where **confidential, compassionate, accessible care** and **support** are available for anyone experiencing mental health-related crisis – whether that is thoughts of suicide, mental health or substance use crisis or any other kind of emotional distress.

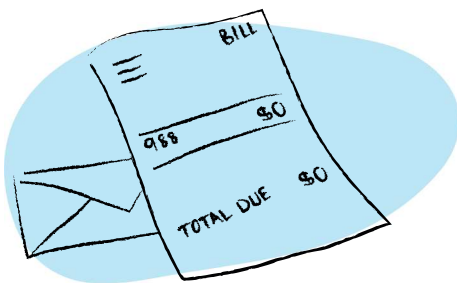


Call or text 988 or chat at 988Lifeline.org if you or a loved one are in any type of emotional distress.

Did you know?



Unlike 911 where the focus is to collect information and dispatch emergency services, **988 is the intervention for most contacts.** Trained crisis counselors answer and provide support, resolving most crises over the phone and **reducing the need for an in-person response.** According to SAMHSA, fewer than 2% of Lifeline calls require life-saving connection to emergency services like 911.



The support and services provided by the 988 crisis counselors are provided **free of charge.**

As demand grows for mental health support, the impact of the Lifeline has grown, too. Since it was created in 2005, the Lifeline has received over **23 million calls.**

2005

1-800 number for the National Suicide Prevention Lifeline launched **50,466 calls**

2007

426,692 calls

2010

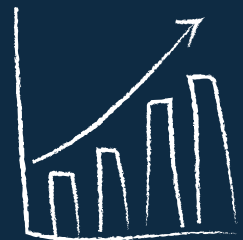
699,364 calls

2013

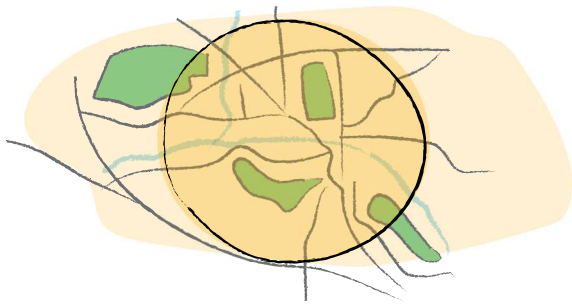
Chat services start to be offered by select call centers. | **1,412,172 calls**

2015

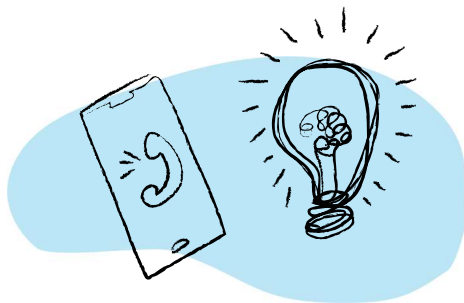
2,047,717 calls



Did you know?



The 988 Lifeline **does not currently have any capabilities to directly "trace" callers**, chat or text users. In fact, the 988 Lifeline routes callers to the nearest network call center using the caller's area code. This may mean you're connected to a call center not located in the state you are physically in, however, you are still able to connect to a trained crisis counselor for support over-the-phone.



The 10-digit National Suicide Prevention Lifeline number **transitioned to the 988 Suicide & Crisis Lifeline on July 16, 2022**. The new easy-to-remember nationwide number connects people in need to the Lifeline network of around **200 crisis call centers across the US**.

The 988 Lifeline is already helping more people get support during a mental health or suicide crisis. Learn more about this resource, and how to get involved to advocate for policies and funding that supports a full system of mental health crisis care in every community at nami.org/988.

2017

National Suicide Hotline Improvement Act was introduced in 2017 and passed in 2018 to study the feasibility of a three-digit number. | **2,177,714 calls**

2018

New data shows that suicide rates increased 30% between 2000–2018. **2,337,747 calls**

2019

FCC issues report recommending 988 and National Suicide Hotline Designation Act was introduced in Congress to establish the three-digit number. | **2,295,366 calls**

2020

The National Suicide Hotline Designation Act passes the Senate and House unanimously and is signed into law. Lifeline begins answering texts. **2,392,790 calls**

2021

2,565,402 calls

2022

988 became available nationwide for people to call, text or chat during a mental health crisis to connect to the Lifeline network. In the first full month of operations (Aug. 2022), Lifeline contacts increased 45% over August 2021.

2023 AND BEYOND

SAMHSA estimates total contacts (calls, texts, chats) to the Lifeline could reach **7.6 million** by July 2023 in the first full year of 988 implementation.

Every person experiencing a mental health crisis deserves a mental health response.