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**

Keep reading
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.

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

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

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

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

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.

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.

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

“SAMHSA” is the Substance Abuse and Mental Health Services Administration, the federal agency in charge of overseeing the 988 Lifeline.
Timeline Source: 988lifeline.org/by-the-numbers