

# 9-8-8 Suicide Prevention Hotline

## The Lifeline & 988

988 has been designated as the new three-digit dialing code that will route callers to the National Suicide Prevention Lifeline (now known as the 988 Suicide & Crisis Lifeline), and is now active across the United States.

When people call, text, or chat 988, they will be connected to trained counselors that are part of the existing Lifeline network. These trained counselors will listen, understand how their problems are affecting them, provide support, and connect them to resources if necessary.

## History & Structure

The 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States.

The Lifeline is comprised of a national network of over 200 local crisis centers, combining custom local care and resources with national standards and best practices.

The 988 Suicide & Crisis Lifeline is a leader in suicide prevention and mental health crisis care. Since its inception, the Lifeline has engaged in a variety of initiatives to improve crisis services and advance suicide prevention for all, including innovative public messaging, best practices in mental health, and groundbreaking partnerships.

The U.S. Substance Abuse and Mental Health Services Administration (SAMHSA) and Vibrant Emotional Health launched the Lifeline on January 1, 2005. Vibrant Emotional Health, the administrator of the grant, works with its partners, the National Association of State Mental Health Program Directors (NASMHPD), National Council for Behavioral Health, and others, to manage the project, along with Living Works, Inc., an internationally respected organization specializing in suicide intervention skills training.

The 988 Suicide & Crisis Lifeline is independently evaluated by a federally-funded investigation team from Columbia University's Research Foundation for Mental Hygiene. The Lifeline receives ongoing consultation and guidance from national suicide prevention experts, consumer advocates, and other stakeholders through the Lifeline's Steering Committee, Consumer/Survivor Committee, and Standards, Training and Practices Committee.

# Think Simplicity Implementation

All clients with Think Simplicity now have access to, and are able to use the 988 dialing code. All calls, when dialing 9-8-8 will route to the 988 Suicide & Crisis Lifeline.

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