



# 988 Lifeline's First Year: A Network of Hope

**988** SUICIDE & CRISIS LIFELINE


The Biden-Harris Administration has invested nearly **\$1 billion into the 988 Lifeline**, strengthening and expanding the **state, territory, and tribal** crisis care response system.

## Since July 2022:

The 988 Lifeline has answered nearly **5 Million contacts** — nearly **2 million more** than the previous 12 months.

More contacts have been answered.

**TEXTS: ↑1135%**   **CHATS: ↑141%**   **CALLS: ↑46%**

The average speed to answer decreased from **2 minutes 39 seconds to 41 seconds.** 

There are **more than 200+** local and state-run call centers with crisis counselors supporting people in need, sharing resources and making community connections.

I searched on Google to locate information on how to peacefully die by suicide. However, the first search result I found was information on 988. I decided to reach out to 988 and am so thankful that I was connected with the assistance and guidance I needed, instead of the assistance I originally searched for.

He called because he was about to attempt suicide. He was heartbroken, crying, devastated. And he felt that he couldn't take the pressure of being a provider. By the end of the call, he thanked me and said that he wouldn't be alive if it wasn't for our services and resources.



**Deyanira Carceres**, Spanish Bilingual Program Coordinator, Didi Hirsch Mental Health Services

## Expanding Lifesaving Services

- Added **Spanish text and chat services**, expanding upon the existing Spanish call specialized service.
- Added **specialized services for LGBTQI+ youth and young adults.**
- In the coming months, developing **video phone services** to better serve deaf and hard of hearing individuals.

I'm here for whatever you need. If you need to cry? You need to breathe? You need to scream? I'm even okay with that, just let me know so I can take my headset off first. That usually gets a laugh out of people who are feeling overwhelmed.



**Ya-Shi Duhon**, Qualified Mental Health Professional Supervisor, Integral Care

**Anyone can text or call 988 or chat 988lifeline.org. To reach 988 specialized services:**

**1**

**PRESS 1** to reach the Veterans Crisis Line, text 988 (or 838255 directly), or chat [988Lifeline.org](https://988Lifeline.org).

**2**

**PRESS 2** to reach Spanish speaking counselors, text "AYUDA" to 988, or chat [linea988.org](https://linea988.org) or [988Lifeline.org](https://988Lifeline.org).

**3**

**PRESS 3** to reach counselors trained to meet LGBTQI+ youth and young adults needs, text "PRIDE" to 988, or chat [988Lifeline.org](https://988Lifeline.org).

### Need Support Now?

If you or someone you know is struggling or in crisis, help is available. Text or call 988 or chat [988Lifeline.org](https://988Lifeline.org).