

988

**SUICIDE
& CRISIS
LIFELINE**



**TOO MANY PEOPLE
ACROSS THE U.S.
EXPERIENCE
SUICIDAL, MENTAL
HEALTH AND/OR
SUBSTANCE USE
CRISIS WITHOUT THE
SUPPORT AND CARE
THEY NEED**

In 2020
there was approximately
one death by suicide
every 11 minutes

In 2020
for people aged 10–14 and
25–34 years, suicide was the
second leading cause of death

From April 2020 to 2021
over 100,000 people died from
drug overdoses



DEATHS BY SUICIDE, 2020

12th

**leading cause of death
in New York**

2nd leading

cause of death for ages 10-34

4th leading

cause of death for ages 35-54

9th leading

cause of death for ages 55-64

18th leading

cause of death for ages 65+

Suicide Death Rates

	Number of Deaths by Suicide	Rate per 100,000 Population	State Rank
New York	1,723	8.28	49
Nationally	48,344	14.21	

DRUG OVERDOSE MORTALITY, 2020

In 2020, New York State's rate of drug overdose mortality was 25.4%, an increase from the previous year's rate of 18.2%

Opioid related overdose deaths increased by 44% from the past year (an average of nearly 12 resident deaths every day in 2020)

The regions with the highest ED visits and hospitalizations for opioid related overdoses were the five NYC boroughs, Suffolk County, Nassau county, Monroe County, Erie County, and Onondaga County

988 Builds Directly on the Existing National Suicide Prevention Lifeline

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2001

Congress appropriates funding for suicide prevention hotline; SAMHSA awards competitive grant to establish a network of local crisis centers

2007

SAMHSA and VA partner to establish 1-800-273-TALK as access point for the **Veterans Crisis Line (VCL)**

2015

Disaster Distress Helpline was incorporated into Lifeline cooperative agreement

2020

Lifeline began incorporating **texting** service capability in select centers

2021

SAMHSA/VA/FCC are responsible for submitting multiple **988 reports to Congress**

2022

988 transition complete
July 16, 2022

2005

National Suicide Prevention Lifeline (Lifeline) was launched with number 1-800-273-TALK

2013

Lifeline began incorporating **chat service** capability in select centers

2020

FCC designates 988 as new three-digit number for suicide prevention and mental health crises

2020

National Hotline Designation Act signed into law, incorporating 988 as the new Lifeline and VCL number

2021

State 988 funding opportunity released, and states are responsible for submitting **planning grants to Vibrant**

What happens when you chat with the Lifeline?

(<https://988lifeline.org/chat/>)

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FIRST, YOU ARE PROVIDED WITH A PRE-CHAT SURVEY

THEN, YOU WILL SEE A WAIT TIME MESSAGE WHILE BEING CONNECTED TO A COUNSELOR. DURING THIS TIME, YOU CAN ACCESS THE HELPFUL RESOURCES SECTION

IF THE WAIT IS LONGER THAN EXPECTED, PEOPLE CAN CHOSE TO CALL OR TEXT THE LIFELINE AT 988. THE BUSIEST TIME FOR ONLINE CHATTING IS USUALLY BETWEEN 10:00 PM EST AND 2:00 AM EST

ONCE CONNECTED TO A COUNSELOR, THEY WILL LISTEN TO YOU, UNDERSTAND HOW YOUR PROBLEM IS AFFECTING YOU, PROVIDE SUPPORT, AND SHARE RESOURCES THAT MAY BE HELPFUL

Chat options are currently only available in English

The Lifeline chat software provider ensures all communications are securely encrypted

Helpful Resources

Explore these resources while you wait.

[Get Resources for Yourself](#)

[Get Resources for Someone Else](#)

[Read Stories of Hope & Recovery](#)

[#BeThe1To](#)

Your conversations are free and confidential.



Chatting with the Lifeline

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PRE-CHAT SURVEY

Zip Code: *

Name/Alias: *

Age: *

Do you identify as transgender? *

- Yes
- No
- I'm not sure
- Decline to answer

Do you have thoughts of suicide? *

- Yes - Current (within the past 24 hours)
- Yes - Recent Past (within the past two months)
- No

What is your gender identity (how do you define yourself)? *

- Girl/Woman
 - Boy/Man
 - Genderqueer
 - Genderfluid
 - Non-binary
 - Third gender
 - Two spirit
 - Gender nonconforming
 - Agender
 - I'm not sure what my gender identity is (Questioning)
 - Decline to answer
 - A gender not listed here
- Please clarify

What is your main concern? *

- Addictions
 - Anxiety
 - Bullying
 - Depression
 - Discrimination
 - Eating Disorder
 - Family Issues
 - Financial Issues
 - Problems in School
 - Relationship Issues
 - Physical, Sexual, and/or Emotional Abuse
 - Physical Health
 - Self Harm
 - Sexuality
 - Someone else's safety
 - Violence
 - Other
- Please clarify

On a scale of 1-5: How upset are you? *

- | | | | | |
|---|---|---|---|--|
| <input type="radio"/>
1 = I'm doing OK | <input type="radio"/>
2 = A little upset | <input type="radio"/>
3 = Moderately upset | <input type="radio"/>
4 = Very upset | <input type="radio"/>
5 = Extremely upset |
|---|---|---|---|--|

Your crisis counselor may request to check in with you after this conversation. At what phone number or email address may we reach you? (Optional)

Survey is used to improve efficiency, so counselors can support the person as soon as their conversation starts

What Happens When You Call the Lifeline?

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FIRST, YOU WILL HEAR AN AUTOMATED MESSAGE TELLING YOU THAT YOU HAVE REACHED THE NATIONAL SUICIDE PREVENTION HOTLINE. IT WILL GIVE YOU ADDITIONAL OPTIONS WHILE YOUR CALL IS ROUTED TO YOUR LOCAL LIFELINE NETWORK CENTER.

- **Press 1** to connect with the **Veterans Crisis Line**
- **Press 2** to connect with the **Spanish Subnetwork**
- **Remain on the line** and be connected to a **local crisis center** (based on your area code); if local crisis center is unable to answer, the caller is routed to a national backup center

YOU WILL THEN HEAR BACKGROUND MUSIC WHILE WAITING TO GET CONNECTED TO A SKILLED, TRAINED CRISIS WORKER

A TRAINED CRISIS WORKER WILL ANSWER THE PHONE

THE CRISIS WORKER WILL LISTEN TO YOU, UNDERSTAND HOW YOUR PROBLEM IS AFFECTING YOU, PROVIDE SUPPORT, AND GET YOU THE HELP YOU NEED

Live crisis center phone services are provided in **English** and **Spanish**. Additionally, Language Line Solutions can be used to provide **translation services in over 250 additional languages**.

The lifeline serves teletype (TTY) users either through their preferred relay services or by dialing 711 then 1-800-273-8255. It is in the process of expanding to video phone service to better serve deaf or hard of hearing individuals

Lifeline Center calls are free and confidential, and we're available 24/7.



What Happens When You Text the Lifeline?

YOU WILL TEXT A MESSAGE TO "988"

NEXT, YOU WILL RECEIVE TWO MESSAGES-- A DIRECT LINK TO VETERANS CRISIS LINE AND A LINK TO TERMS AND SERVICES

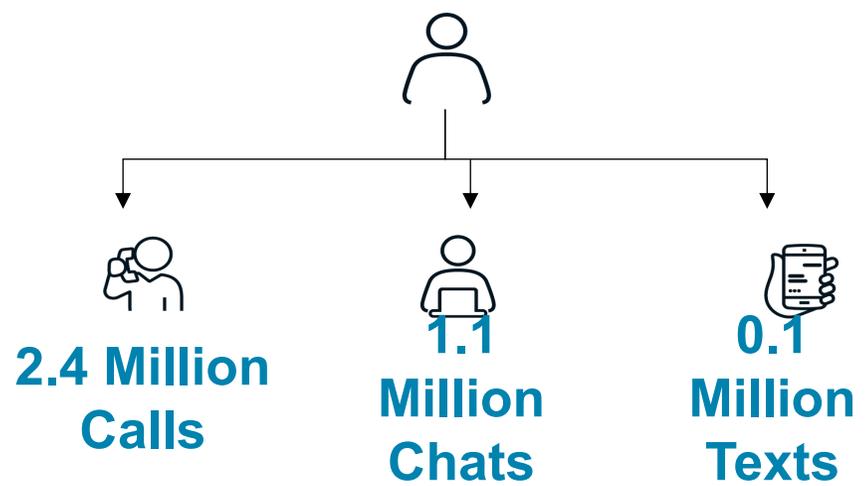
ONCE YOU ACCEPT THE TERMS AND SERVICES, YOU REPLY "YES" TO THE MESSAGE AND YOU WILL BE CONNECTED TO A CRISIS WORKER, WHO WILL WORK WITH YOU

Welcome to the 988 Suicide and Crisis Lifeline. If you are a Veteran or Military Service Member, you may text the Veterans Crisis Line directly at [838255](tel:838255)

We're here to help. If you'd like to accept our Terms of Service ([bit.ly/ourtos](https://www.fcc.gov/lifeline-consumers)) and be connected with a counselor, please reply YES.

Although the lifeline is a free service, standard data rates from telecommunication mobile carriers may apply to those who text to lifeline. Please refer to: <https://www.fcc.gov/lifeline-consumers> if monetary assistance might be needed

Texting options are currently only available in English. SAMHSA is working with the Lifeline administrator in order to establish a Spanish texting option in the future.



PLAYBOOKS:

- Holistic view of readiness for implementation of 988 for states, territories, tribes
 - For states, territories, tribes, crisis contact centers, public safety answering points (PSAPs), behavioral health providers
- Created with partners across critical sectors
 - Co-sponsorship group
- Published on NASMHPD Website
 - <https://www.nasmhpd.org/content/988-implementation-guidance-playbooks>



Local Crisis Centers

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Call **1-888-NYC-Well**
Text **WELL to 65173**
Chat **nyc.gov/nycwell**

24/7/365, NYC Well is here for New Yorkers.

#NYCWELL Thrive NYC 

NYC WELL: COVERS NYC RESIDENTS, PLANNING TO EXPAND SERVICES WITH 988 ROLLOUT



LONG ISLAND
Crisis Center
It's OK to ask for help.

LONG ISLAND CRISIS CENTER: BELLMORE, NY

(516) 679-1111



response

RESPONSE: STONY BROOK, NY

(631) 751 7500

Thank you!



And you can email questions to us at

988Team@samhsa.hhs.gov