



**Mental Health FIRST AID**

from NATIONAL COUNCIL FOR MENTAL WELLBEING

**988** SUICIDE & CRISIS  
**LIFELINE**

## What is 988?

988 is the new, easy to remember three-digit dialing code connecting people to the [988 Suicide & Crisis Lifeline](#) (formerly known as the National Suicide Prevention Lifeline), where support from trained crisis counselors is available 24/7 nationwide for anyone experiencing a mental health or substance use crisis or any other emotional distress.

The 988 Suicide & Crisis Lifeline, administered by Vibrant Emotional Health and the Substance Abuse and Mental Health Services Administration (SAMHSA), is active across the United States as of July 16, 2022.

## THREE WAYS TO ACCESS SUPPORT:



**Call 988**



**Text 988**



**Chat [988lifeline.org/chat](https://988lifeline.org/chat)**

*The pre-existing Lifeline number, 800-273-8255 (TALK), will continue to function indefinitely. If a life-threatening crisis is underway (such as a suicide attempt in progress), call 911.*

Numerous studies have shown that most **988 SUICIDE & CRISIS LIFELINE** callers feel significantly less depressed, less suicidal, less overwhelmed and more hopeful after speaking to a Lifeline crisis counselor.

**98%**

More than **98%** of Lifeline interactions are resolved without involving 911.

## What do I need to know about 988?

- When you call 988, your call gets routed to a local Lifeline network crisis center based on your area code. If the local crisis center is unable to take the call, you'll be automatically routed to a national backup crisis center.
- Trained crisis counselors help you through the crisis, and if appropriate, connect you with resources in their community.
- Veterans, active military and their families can call 988 and press option 1. This process is the same as it has been in the past for Veterans; however, it's now simpler with the shortened 988 number.
- When you reach out to 988, the Lifeline crisis counselor who responds to you will know your phone number if you call/text, or your IP address if you use chat. Beyond that, they will not know who you are or where you are located. You are not required to provide any personal information to receive support from the 988 Suicide & Crisis Lifeline.
- Currently, text and chat functionality are only available in English. Phone service is available in English and Spanish, with translation services available in 250 additional languages.
- The long-term vision of 988 is to expand access to comprehensive crisis care services, offering people someone to talk to, someone to come to them and somewhere to go, as needed.
- Similar to how the 911 infrastructure developed over many years, the capacity of 988 to deploy mobile mental health crisis teams in the near term will be based on each community's current crisis care infrastructure.
- Establishment of the 988 number was an important first step, and although much work remains, 988 is already expanding access to services. The Suicide & Crisis Lifeline saw a 45% increase in overall Lifeline volume (calls, texts, chats) in August 2022 compared to August 2021.

## How does 988 compare to 911?

- 988 was established to improve access to crisis services in a way that specifically meets our country's growing needs related suicide and mental health crises.
- 988 provides easy access to the Lifeline, a network of over 200 local, independent and state-funded crisis centers and related resources equipped to help people in emotional distress. This objective is distinct from the public safety purposes of 911, where the focus is on dispatching emergency medical services, fire and police as needed.



**911**

**988**

<b>Nationwide network to route calls</b>	<input checked="" type="checkbox"/> <b>No</b> , calls to 911 only go to the single public safety answering point in any specified area. There is no backup network or other routing to ensure calls are answered.	<input checked="" type="checkbox"/> <b>Yes</b> , calls to 988 are routed through a central administrator to regional crisis centers and, if needed, a national backup network to ensure calls are answered quickly.
<b>Assistance available via text</b>	<input checked="" type="checkbox"/> <b>No national backup network</b>	<input checked="" type="checkbox"/> <b>Yes</b>
<b>Assistance available via chat</b>	<input checked="" type="checkbox"/> <b>No</b>	<input checked="" type="checkbox"/> <b>Yes</b>
<b>Call centers with trained professionals</b>	<input checked="" type="checkbox"/> <b>Yes</b>	<input checked="" type="checkbox"/> <b>Yes</b>
<b>Provide de-escalating emotional support via phone, text or chat</b>	<input checked="" type="checkbox"/> <b>Yes</b> , via dispatch until EMS personnel arrive	<input checked="" type="checkbox"/> <b>Yes, the contact is the intervention</b>
<b>Provide referrals to community-based resources</b>	<input checked="" type="checkbox"/> <b>Yes</b>	<input checked="" type="checkbox"/> <b>Yes</b>
<b>Capacity to dispatch mobile emergency response personnel</b>	<input checked="" type="checkbox"/> <b>Yes</b>	<input checked="" type="checkbox"/> <b>Not in all locations</b>
<b>Capacity to provide emergency care</b>	<input checked="" type="checkbox"/> <b>Yes</b> , throughout the dispatch and transport process	<input checked="" type="checkbox"/> <b>Not in all locations</b>
<b>Capacity to connect to ongoing treatment</b>	<input checked="" type="checkbox"/> <b>No</b>	<input checked="" type="checkbox"/> <b>Yes</b> , by providing referrals to local treatment providers, although the capacity of that local system may be limited.
<b>Funding through fees assessed on phone bills</b>	<input checked="" type="checkbox"/> <b>Yes</b> , well established	<input checked="" type="checkbox"/> <b>No</b> , not yet well established

## References

- Substance Abuse and Mental Health Services Administration (SAMHSA). (n.d.). *988 Suicide & Crisis Lifeline*. <https://www.samhsa.gov/sites/default/files/988-factsheet.pdf>.
- Substance Abuse and Mental Health Services Administration (SAMHSA). (2022, Sept. 2). *988 Frequently Asked Questions*. <https://www.samhsa.gov/find-help/988/faqs#about-988>.
- The National Council for Mental Wellbeing. (2022, July 13). *988 Implementation and Future Priorities*. <https://www.thenationalcouncil.org/resources/988-implementation-and-future-priorities>.

# Suicide Prevention Resources 2024

## Crisis Call & Text Lines: 988

- **Crisis Text Line:** Text KY to 741741
- **Suicide & Crisis Lifeline:** Call 988
- **Veterans Crisis Line:** Call 988 then press 1

## Warmlines (Early intervention before crisis):

- [www.warmline.org](http://www.warmline.org)
- **Peer2Peer Regional Warmline:** 1-833-626-1490

## LGBTQI+ Suicide Prevention Lifelines:

- **The Trevor Project:**
  - **TrevorText:** text START to 678-678
  - **TrevorLifeline:** call 1-866-488-7386
  - **TrevorChat:**  
[thetrevorproject.org/webchat](http://thetrevorproject.org/webchat)
- **Trans Lifeline:**
  - Call 1-877-565-8860
- **Crisis Text Line:**
  - Text TALK to 741741 for English
  - Text AYUDA to 741741 for Spanish
- **SAGE LGBT Elder Hotline:**
  - 1-877-360-LGBT (5428)
- **The LGBT National Hotline:**
  - 1-888-843-4564

## Community Resources

- **MyKY.info:** <https://myky.info/#/> or **MyIndiana.info:** <https://myindiana.info/>
- **Finding Providers in the Community (affordable & low-cost providers):**
  - [louisville.thrivingcampus.com](http://louisville.thrivingcampus.com)
- **Spalding Collective Care Center**
  - Provides free individual, family, and group therapy rooted in an evidence-based manualized treatment model (The Kniffley Racial Trauma Therapy Model).
  - **Address:** 851 S 4th St, Louisville, KY 40203 (Located on Spalding University Campus)
  - **Phone:** (502) 792-7011
- **Louisville Seminary Counseling Center (LSCC)**
  - The initial session fee for all clients is \$20. Counseling fees are then established with your individual therapist. Counseling is provided on a sliding fee scale based upon income and ability to pay. Our fees range from \$10-\$65 per fifty-minute session. Financial Assistance is available on an as-needed basis.
  - **Address:** 1044 Alta Vista Road, Louisville, Kentucky, 40205 (Located on Louisville Presbyterian Seminary Campus)
  - **Phone:** (502) 895-3411
- **The Community Mental Health Project**
  - Free mental health counseling for anyone traumatized by any form of toxic stress, including: community and domestic violence, racism, and divorce
  - To schedule an appointment:
    - **Phone:** (502) 901-0100
    - **Online form:** <https://trchub.itfrontdesk.com/>
- **Seize the Awkward**
  - Information on warning signs/clues and tips for engaging in conversations about mental health (before, during, and after).
  - <https://seizetheawkward.org/>

## **Center for Promoting Recovery & Resilience**

*A people-powered, relationship driven, evidence-based,  
and nationally networked center focused on  
creating organizations and communities equipped to  
help children and families heal from trauma.*

The Center for Promoting Recovery and Resilience (CPRR), founded in 2012 by funds from the Substance Abuse and Mental Health Services Administration, partners directly with local and regional mental health agencies across 17 counties in the Louisville, KY and Southern Indiana region to provide screening, assessment, and trauma-focused, evidence-based interventions for children and their families. CPRR has a commitment to serve children that reflect the diversity of the Kentuckiana region—urban, suburban, and rural from all economic and cultural backgrounds.

### **To access direct care services, please contact our partners:**

Seven Counties Services	(502) 589-1100
Home of the Innocents	(502) 596-1000
Family & Children's Place	(502) 893-3900
Family Ark	(812) 284-1760

In addition to direct services, CPRR works with partner organizations and the community to offer awareness, education, training, and consultation to help individuals and organizations be more trauma-informed and trauma-responsive.

### **To learn more about our other services, please contact us:**

[CPRRKent@louisville.edu](mailto:CPRRKent@louisville.edu) or (502) 852-6725

# What To Do If You Think a Person Is Having Suicidal Thoughts

You cannot predict death by suicide, but you can identify people who are at increased risk for suicidal behavior, take precautions, and refer them for effective treatment.

**Ask** the person directly if he or she (1) is having suicidal thoughts/ideas, (2) has a plan to do so, and (3) has access to lethal means:

- “Are you thinking about killing yourself?”
  - “Have you ever tried to hurt yourself before?”
  - “Do you think you might try to hurt yourself today?”
  - “Have you thought of ways that you might hurt yourself?”
  - “Do you have pills/weapons in the house?”
- This *won't* increase the person's suicidal thoughts. It *will* give you information that indicates how strongly the person has thought about killing him- or herself.

- Take seriously all suicide threats and all suicide attempts. A past history of suicide attempts is one of the strongest risk factors for death by suicide.
- There is no evidence that “no-suicide contracts” prevent suicide. In fact, they may give counselors a false sense of reassurance.

**Listen and look** for red flags for suicidal behavior, indicated by the mnemonic:

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## IS PATH WARM?

**I**deation—Threatened or communicated  
**S**ubstance abuse—Excessive or increased

**P**urposeless—No reasons for living  
**A**nxiety Agitation/Insomnia  
**T**rapped—Feeling there is no way out  
**H**opelessness

**W**ithdrawing—From friends, family, society  
**A**nger (uncontrolled)—Rage, seeking revenge  
**R**ecklessness—Risky acts, unthinking  
**M**ood changes (dramatic)

**Act.**

- If you think the person might harm him- or herself, do not leave the person alone.
- Say, "I'm going to get you some help."
- Call the National Suicide Prevention Lifeline, 1-800-273-TALK. You will be connected to the nearest available crisis center. Or...
- Go to SAMHSA's Mental Health Services Locator ([www.mentalhealth.samhsa.gov/databases/](http://www.mentalhealth.samhsa.gov/databases/)) or Substance Abuse Treatment Facility Locator (<http://dasis3.samhsa.gov>).

## Assessing Suicide Risk: Initial Tips for Counselors

NATIONAL  
**SUICIDE  
PREVENTION  
LIFELINE**

**1- 800-273-TALK (8255)**

[suicidepreventionlifeline.org](http://suicidepreventionlifeline.org)



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Substance Abuse and Mental Health Services Administration  
[www.samhsa.gov](http://www.samhsa.gov)