The 988 Suicide & Crisis 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 made up of a network of over 200 independently owned and operated local centers.

To reach the Lifeline, call 988 or chat at 988lifeline.org.

We’ll play a little music while we connect the caller to a skilled, trained crisis counselor.

A trained crisis counselor at a local center will answer the phone. This person will listen to the caller, work to understand what the caller is experiencing, provide support, and collaborate with the caller on ways to feel better and connect with any needed help or resources.

The Lifeline is funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and administered by Vibrant Emotional Health.

The Lifeline network was designed to connect callers with local crisis centers, by using a phone system that routes calls based on the caller’s phone number.

When someone uses the Lifeline chat via https://988lifeline.org/chat/ they’ll first complete a short survey letting the crisis counselor know a little about their current situation, and then see a wait-time message while they are connected to a crisis counselor.

When someone texts 988, they will complete a short survey letting the crisis counselor know a little about their current situation.

A trained crisis counselor will answer the chat, converse with the chatter to understand how their problem is affecting them, provide support, and share resources that may be helpful.

They will then be connected with a trained crisis counselor who will interact with them to understand what the texter is experiencing, provide support, and connect them with any needed help or resources.

When someone calls 988, they will hear our automated greeting message that features additional options:

- If the caller does not press a prompt, they are routed to their local crisis center
- If the local center is unable to answer, the call is routed to our national backup network
- If the caller presses “1” they are routed to the Veteran Crisis Line
- If the caller presses “2” they are routed to the Spanish sub-network

To learn more about the Lifeline, please visit: www.988lifeline.org