Pennsylvanians will soon have a new, easier way to connect to mental or behavioral health crisis services. Dialing 988 will connect callers directly to the National Suicide Prevention Lifeline.

**How will 988 help?**

**Trained professionals are waiting to listen**

Trained 988 counselors located at 13 PA crisis call centers can immediately provide phone-based support and/or connections to local resources. If needed, the counselor can:

- Activate a mobile mental health crisis team that will arrive on site.
- Provide therapeutic interventions.
- Make referrals for outpatient services or transportation for further evaluation.

**Phone-based intervention has proven highly effective**

Between 80-90 percent of calls are resolved through conversations with call center staff, without further intervention.

**988 keeps lines open for anyone experiencing crisis**

By directing cases to 988 when a mental or behavioral health crisis isn’t life threatening, the response provided by public services, such as law enforcement and EMS, can be reserved for situations in which lives are endangered.

**When will 988 be implemented?**

July 16, 2022 — People who call, text, or chat with 988 will be connected to the National Suicide Prevention Lifeline. The existing Lifeline phone number (1-800-273-8255) will remain available.

**Who can use the new number?**

988 can be used by anyone who needs support for a suicidal, mental or behavioral health, and/or substance use crisis — no matter where they are or where they live. Lifeline services are available 24 hours a day, seven days a week at no cost to the caller.

**What happens when you call 988?**

- The caller dials 988.
- The caller is routed to a local 988 call center.

**Press “1” to reach the Veteran Crisis Line**

**Press “2” to reach the Spanish sub-network**

If not answered within 60 seconds, the call is routed to one of PA’s three regional 988 call centers.

If a regional call center is unavailable, the call is routed to the national backup network.

**Number of 2020 calls received by the National Suicide Prevention Lifeline by Pennsylvania Residents**

[76,000]