



# 988 SUICIDE & CRISIS LIFELINE

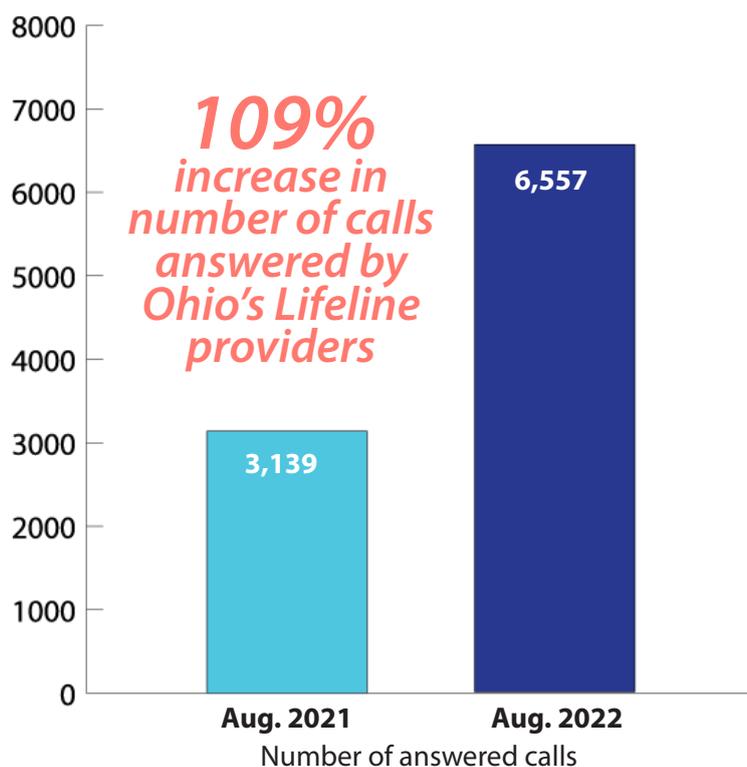
September 2022

## 988 By the Numbers

Beginning on July 16, 2022, the National Suicide Prevention Lifeline (1-800-273-8255) transitioned to the 988 Suicide & Crisis Lifeline. The easy-to-remember, three-digit number, 988, builds on the existing National Suicide Prevention Lifeline, and all 988 call specialists receive thorough suicide prevention and crisis intervention training based on best practices. Ohioans who are experiencing a mental health or addiction crisis, and their family members, are able to call, chat, or text the 988 number in order to reach a trained 988 Call Specialist who can offer help and support.

## Call Demand

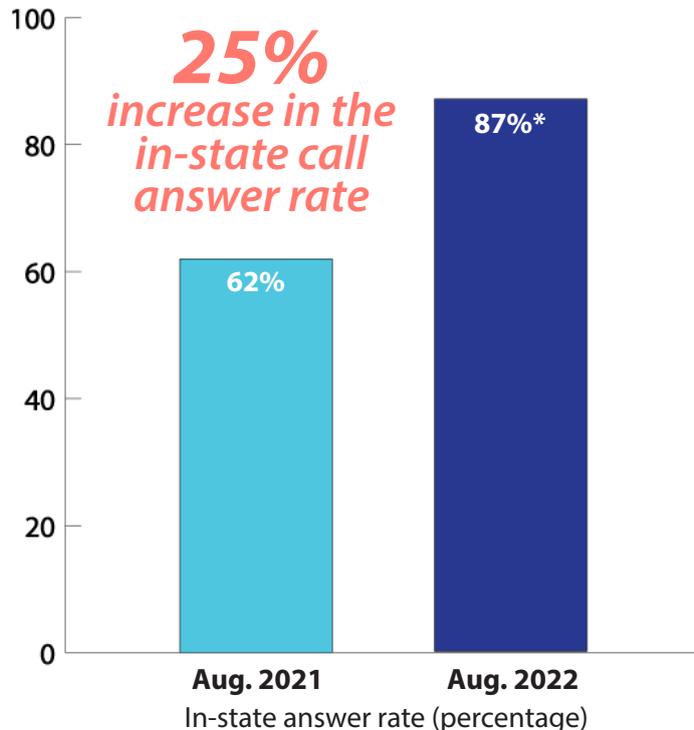
988 is more than an easy-to-remember number — it is a direct connection to a compassionate person trained to provide support to anyone in distress. Ohio has nineteen 988 Lifeline providers who are actively answering calls in Ohio. [View Ohio Lifeline Coverage Map.](#)



As 988 becomes a well-known resource and stigmas around asking for help reduce, calls are expected to increase as more Ohioans are connecting with crisis resources in Ohio.

## Local Response

Because of Ohio's work to prepare for the launch of 988 in July 2022, Ohio has successfully increased the percentage of Lifeline calls being answered in-state. Ohio has a three-tier backup answering structure so that calls to 988 are answered locally by a call specialist in their region of the state. On average, the speed to answer rate in Ohio is 26 seconds, compared to 36 seconds nationally.



In-state answer rate (percentage)

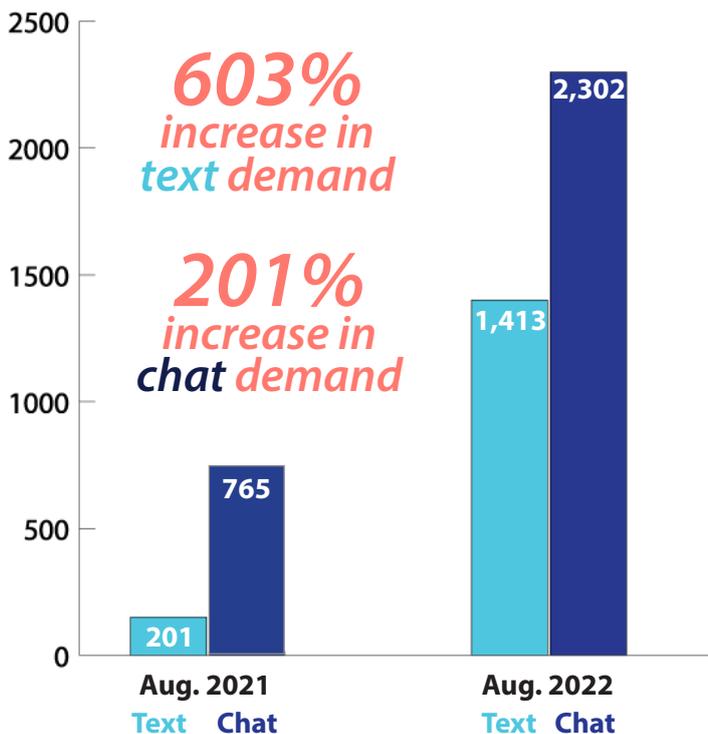
\*Other calls are answered by a back-up provider.



Over the last 18 months, Ohio expanded the number of the state's Lifeline call centers from 12 to 19, ensuring Ohioans in all 88 counties have access to coverage and support.

## Text and Chat

Ohioans also have access to call specialists by texting 988 or through chat at [988lifeline.org/chat](https://988lifeline.org/chat).



"Thank you for answering and letting me get my feelings out. Sometimes I just need to be heard."  
— 988 caller

