

# 988 AND HOW IT WORKS

**988**  
CRISIS &  
SUICIDE  
PREVENTION  
LIFELINE

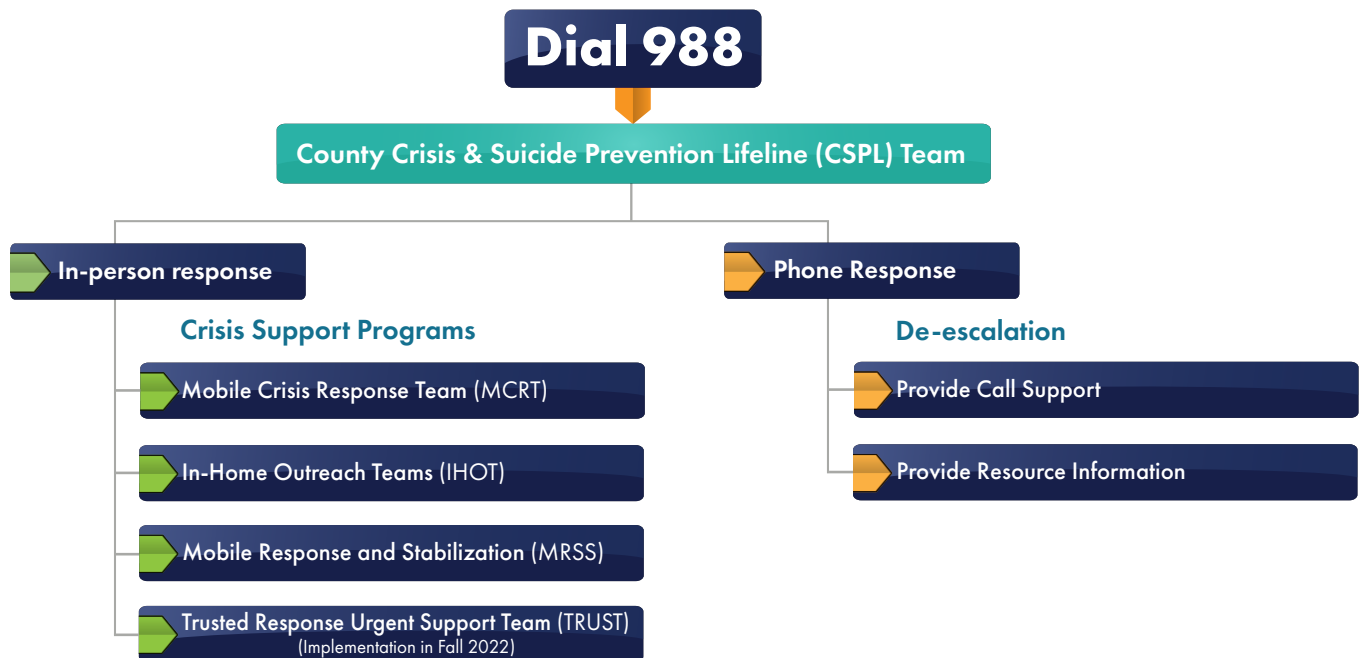
COUNTY OF  
SANTA CLARA

**988 is a direct connection to compassionate, accessible care and support for anyone experiencing mental health related distress** – whether it is thoughts of suicide, mental health or substance use crisis, or any other kind of emotional distress. As of July 2022, 988 will be the new three-digit number for the Crisis and Suicide Prevention Lifeline. People can also dial 988 if they are worried about a loved one who may need crisis support.

*Please note: people with area codes other than 408, 650, and 669 should dial 800-704-0900 and press 1 for these services.*

**The 988 dialing code is just a first step toward strengthening and transforming crisis care** in this country and our County of Santa Clara. It serves as a universal entry point so no matter where you live, you can reach a trained crisis counselor who can help.

## HOW 988 WORKS FOR COUNTY RESIDENTS AND THE SERVICES THEY CAN GET:



**Trained counselors will provide compassionate support to individuals in crisis.** Callers can also speak with a clinician who will screen and assess crisis situations over the phone and provide onsite support as needed. The lifeline is anonymous and confidential. Services may or may not involve law enforcement in emergencies.



**This service is free, 24/7, and available in 200+ languages.**

# ONE NUMBER – NON-CRISIS LINE

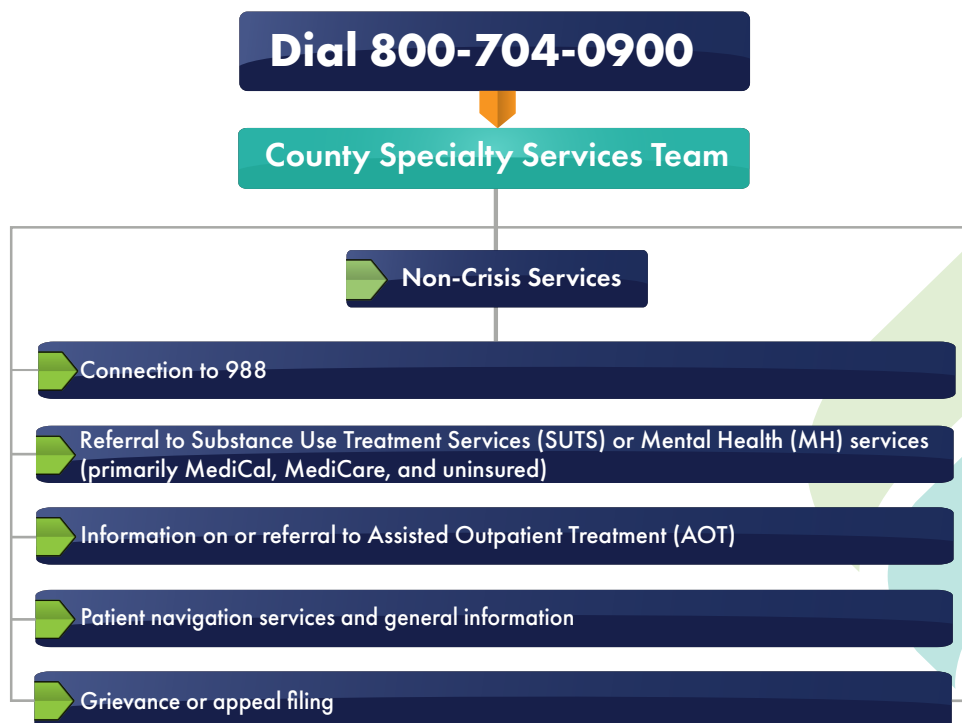
## 800-704-0900

**The Behavioral Health Services Department's (BHSD) one number, non-crisis line provides support for individuals and families who are struggling with mental illness and/or substance use.** As of July 2022, the mental health and substance use treatment services call centers (formerly Mental Health and Gateway Call Centers) will be available through this single number, called Behavioral Health Services Call Center.

Interpretation is available in other languages, and services for hearing and visually-impaired are available.

The non-crisis services are all accessible through the 800-704-0900 number. Calls are answered by health services representatives, licensed clinicians, and rehab counselors. Mental health professionals (LCSWs and LMFTs) and certified substance use counselors are available for complex and acute cases.

### HOW IT WORKS



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