On July 16, the County of Santa Clara Behavioral Health Services Department (BHSD) transitioned to the new national three-digit suicide prevention lifeline number, 988. The new number is a quicker and more direct way to get support in times of need. Callers with 408, 650, and 669 area codes dial 988\* to get compassionate support and connection to local crisis service.

If a person is experiencing any of the following, a call to 988\* should be made either by that person or on the person’s behalf:

* Mental health or substance use crisis.
* Mental health distress, including thoughts of suicide.
* They just need to talk.

988\* is free and available 24/7 for anyone. The line provides interpretation for more than 200 languages and includes services for the hearing- and visually-impaired. Trained counselors answer all calls to give needed support. Calls are anonymous and confidential – information will not be shared unless in-person assistance is needed.

\*Those who have phone area codes other than 408, 650, and 669 can call 1-800-704-0900, and press 1, to receive the same support in Santa Clara County.

In step with launching 988, BHSD is also making non-crisis service access easier. Those looking for mental health and substance use treatment services can call one number: 1-800-704-0900. Anyone can call this number for:

* Referrals to mental health and/or substance use treatment services.
* General information about BHSD services.
* To make a grievance or appeal a filing.

Just like 988, the County BHSD line is free and available 24/7 in more than 200 languages. Trained and licensed mental health and substance use treatment professionals answer all calls.