The new 3-digit phone number for the National Suicide Prevention Lifeline

To use: Call or text 9-8-8, or chat online at 988lifeline.org. All available 24/7.

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Advancement in Missouri’s Crisis Services by Crisis Episode

Crisis centers are charged with the monumental task of providing life-saving services to those in their communities. Their counselors are responsible for responding to individuals in crisis, resolving or stabilizing high-risk situations, connecting people to appropriate resources, and following up with those contacts.

With 988 implementation quickly approaching, these centers need additional funding to meet the increased capacity and develop the necessary infrastructure that is currently lacking.

For more information, please contact:
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MO Lifeline Centers
Behavioral Health Response • Burrell Behavioral Health
CommCARE Inc. Compass Health • DeafLEAD • Ozark Center
Provident Behavioral Health

With 988 becoming a major piece of Missouri’s crisis care system, we expect to see a decrease in:
• Emergency Medical Services
• Law Enforcement Dispatch & Intervention
• Containment & Arrests
• Hospitalizations

988 will divert individuals in crisis away from law enforcement, emergency, and hospital resources, reducing the burden on these systems.

*A majority of individuals are helped over the phone.
988 will aid Americans in receiving rapid access to suicide prevention and mental health support through connection with trained crisis counselors. Missouri’s 7 Lifeline centers will handle all state contacts made to 988. Crisis counselors will address immediate needs, make referrals for ongoing care, and offer follow-up services. The goal of Missouri’s 988 Task Force is to improve access to services for individuals with urgent mental health needs as well as suicide-related crises.

In the first year of implementation, Missouri is expected to receive approximately 172,022 calls. The estimated cost for call volume alone in the first year is approximately $11,181,430.

Investment in early intervention crisis services like 988 will improve outcomes for individuals in crisis and decrease utilization of expensive and overburdened resources.