

Through its 24/7 toll-free number, the Lifeline seamlessly connects persons across the United States to local crisis centers. In 2019, 170 independently operated, local centers are part of our network. In partnership with these centers, the Lifeline answered a record 2.2 million+ calls in 2018. Lifeline's national back-up centers answer calls when local centers are unable to answer.

The Lifeline is funded by SAMHSA and administered by Vibrant Emotional Health.



## One National Number For Easy Access

One number can connect people in crisis to help at any time, anywhere in the U.S., and can be shared on a variety of communications platforms.

**12,000,000+** Calls Answered since 2005

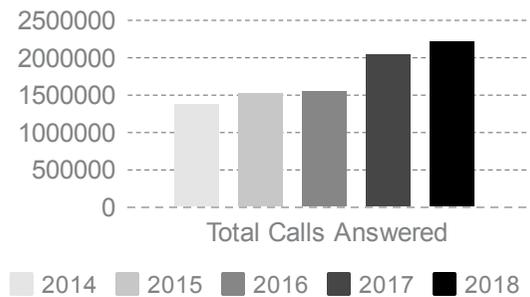
1 in 4 callers are in suicidal distress



**Lifeline Serves Millions of Veterans & Service Members**

In 2018, the Lifeline served 600,000+ veterans & active service members. We connect these individuals to the Veterans Crisis Line, which has served over 3.5 million callers since 2007.

## The Lifeline Reaches Americans in Crisis



## The Lifeline Works

Independent evaluations demonstrate that Lifeline centers are effective in reducing emotional distress and suicidality.



## National Best Practices

Lifeline's national standards for assessment and intervention are shared across the country.



## Reductions in Health Burdens

Lifeline centers divert callers from unnecessary law enforcement, emergency, and hospital services. Our follow-up models return Medicaid investment dollars two-fold.

## Local Call Centers Are Under-Resourced

Some states, U.S. Territories and centers lack the necessary resources to answer all calls locally. This increases the number of calls re-routed to one of Lifeline's national back-up centers. In 2018, 21% of all Lifeline calls (excluding calls to the Veterans Crisis Line and Lifeline's Spanish language line) were answered out-of-state. When callers are re-routed, their wait times increase and they receive fewer linkages to the best local care.

