



Since 2005, the SAMHSA-funded Lifeline, administered by MHA-NYC, has seamlessly connected persons in each state to local crisis centers through its 24/7 toll-free number.

National back-up centers answer calls that local centers are unable to answer.



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.

10,430,970 Calls Answered

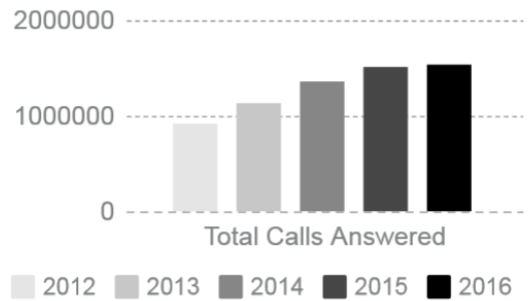
1 in 4 callers are in suicidal distress



Lifeline Serves Millions of Veterans & Service Members

Lifeline centers serve approximately 300,000 veterans annually, and connect veterans & service members to the Veterans Crisis Line, which has served over 2.8 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.

Centers Are Under-Resourced

Some states lack resources to answer calls locally causing national back-up centers to answer approximately 30% of all calls. This leads to longer wait times and fewer links to the best local care in those states.

