



TWO YEARS OF GROWTH

988
SUICIDE & CRISIS
LIFELINE

In its first two years, 988 answered more than **10 million** texts, calls, and chats following the over \$1.5 billion Biden-Harris Administration total investment. Overall, since 2023:



TEXTS

↑ increased by 51%



CALLS

↑ increased by 34%



CHATS

↓ decreased by 21%



Of the 10 million contacts answered, nearly **1.7 million** were texts — an increasingly popular modality for contacting 988 with an increase of **51%** from 2023 to 2024.

Since last year's expansion of services for Spanish speakers, LGBTQI+ youth and young adults, and people who are Deaf or Hard of Hearing, 988 counselors have answered:

- About **20,000** Spanish-language chats and texts, in addition to the nearly **90,000** Spanish-language calls, a service that has been available since 2006,
- More than **475,000** LGBTQI+ youth and young adult texts, calls, and chats, and
- About **20,000** videophone contacts in American Sign Language (ASL).



A lot of 988 counselors have experience with crisis because they're human too, a lot of the people that answer those calls know what it's like to have a tough day because we've all been through it too.

Nicole Warren,
Crisis Contact Center Worker



What I would want to say right now to someone experiencing a mental health crisis is that crises are temporary. Reaching out for help can be more terrifying than the crisis itself, but when you're ready, we are here to support you in whatever way we can.

Tyler Hannsz,
Crisis Contact Center Worker

988 is made up of an expansive network of over **200 local- and state-funded crisis contact centers** located across the United States.

Of the 10 million contacts answered, almost **1.2 million calls were answered by the Veterans Crisis Line (VCL)** through 988's Press 1 option, one of the ways veterans, service members and their families can reach the VCL.