



## The 9-8-8 Suicide & Crisis Lifeline

Marylanders can connect to a local behavioral health crisis call specialist through the 9-8-8 Suicide & Crisis Lifeline. People experiencing mental health or substance use crises can call or text 9-8-8, or chat online: [988Lifeline.org](https://988Lifeline.org).

### **What does this mean for Marylanders?**

When someone in Maryland calls 9-8-8, the call is routed based on the caller's area code. For those calls routed to Maryland, the call is answered by one of the strategically-located call centers. These centers provide phone-based support and information regarding local resources.

### **Who can call 9-8-8?**

Anyone in need of assistance with behavioral health-related problems.

### **What can people expect when they call 9-8-8?**

Callers will hear a greeting message while their call is routed to a Lifeline network crisis call center (based on the caller's area code)

- A trained crisis counselor will answer the phone, listen to the caller, understand how their problem is affecting them, provide support, and provide resources and interventions as needed
- If a Maryland crisis center is unable to take the call, the caller will be automatically routed to a national backup crisis center

- The Lifeline provides live crisis center phone services in English and Spanish and uses Language Line Solutions to provide translation services in over 150 additional languages for people who call 9-8-8
- Veterans can access the Veterans Crisis Line by calling 9-8-8 and pressing 1
- Press 2 for Spanish
- Press 3 for LGBTQ+ support (under 25 years old)

### What can someone expect during a chat or text?

- Texts and chats to 9-8-8 will also be routed to a Lifeline network crisis call center based on area code.
- A response to chats and texts will be given by a call center staff person

### Learn more:

- [988.maryland.gov](http://988.maryland.gov)

## Maryland's 9-8-8 Call Centers

