



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

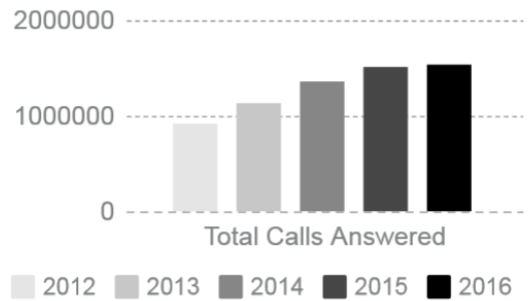
1 in 4 callers are in suicidal distress



**Lifeline Serves Millions of Service Members**

Lifeline centers serve approximately 300,000 veterans annually, and connect them 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.

