

# **The Lifeline:** ***With Help Comes Hope***

- National toll-free
- SAMHSA-funded
- 24/7 service
- Free and confidential
- Trained workers
- Low-cost method of reaching people in need



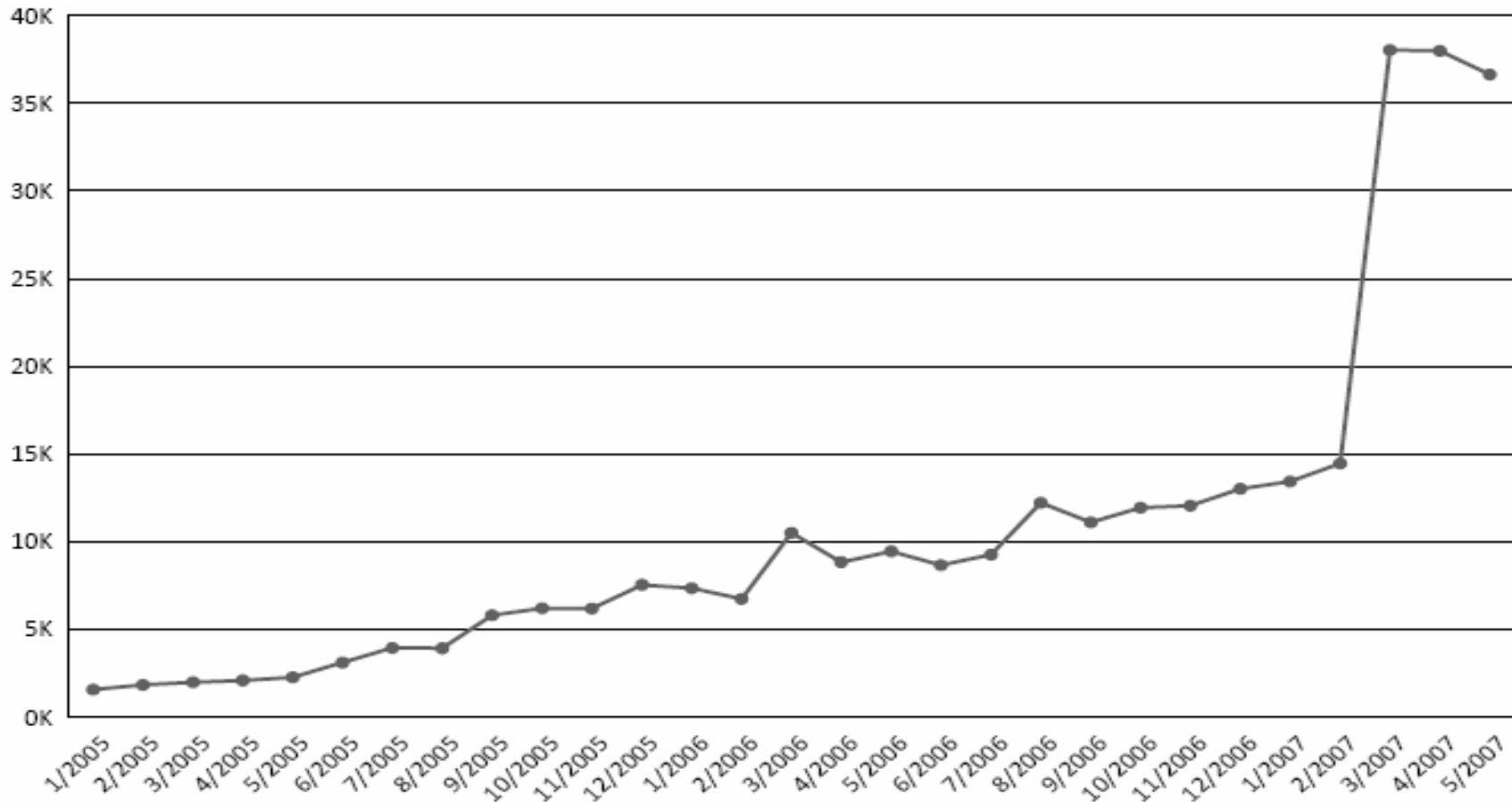
# How the Lifeline Works

- Callers dial **800-273-TALK**
- Callers are connected to closest center
- Crisis workers listen, assess, and link/refer callers to services, as needed
- Extensive back-up system ensures all calls are answered



# Lifeline Call Volume

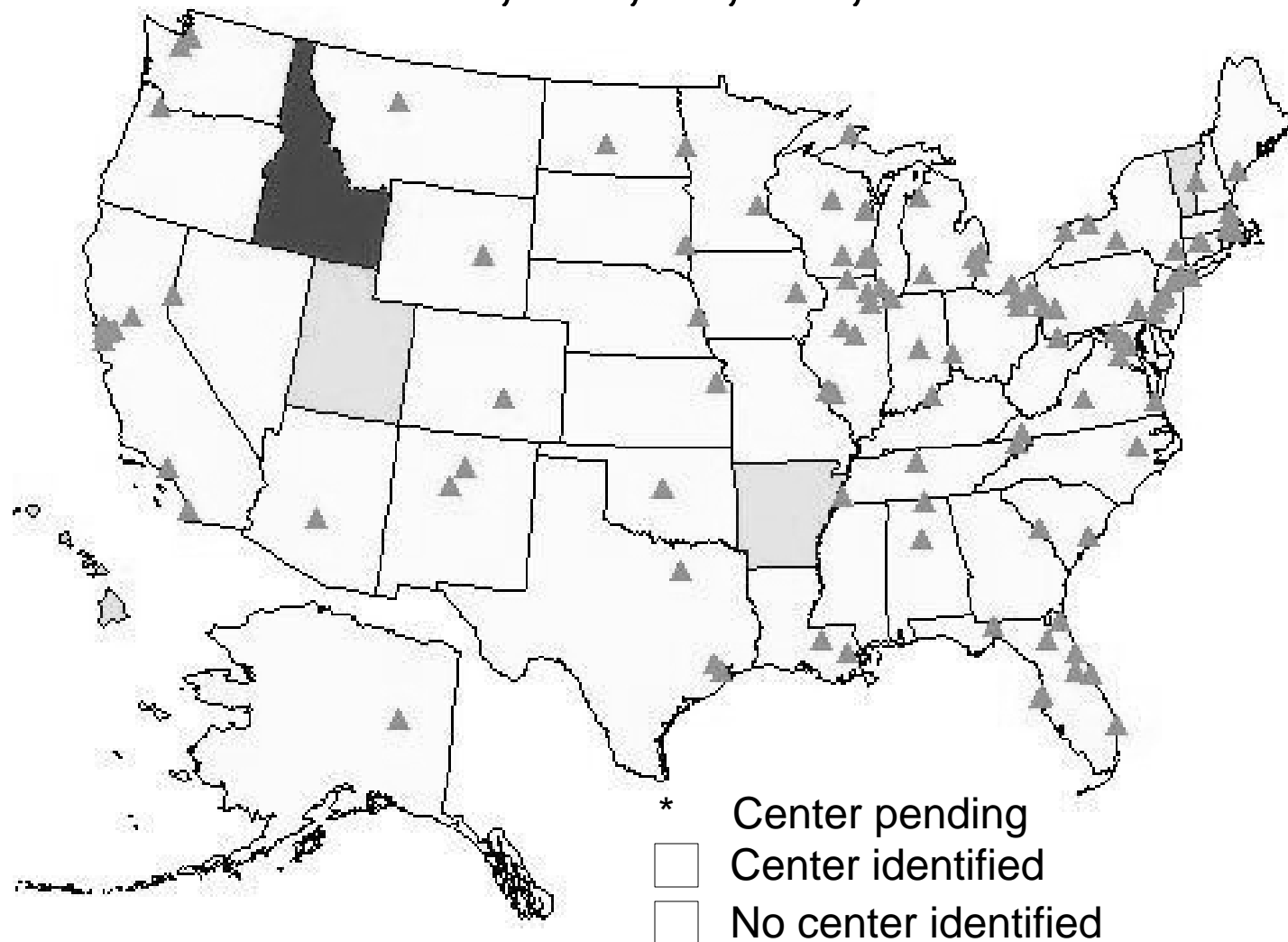
Calls\* per month: January 2005 – May 2007



\* Includes calls to 800-SUICIDE as of 2/22/07

# States Not Represented in Lifeline Network

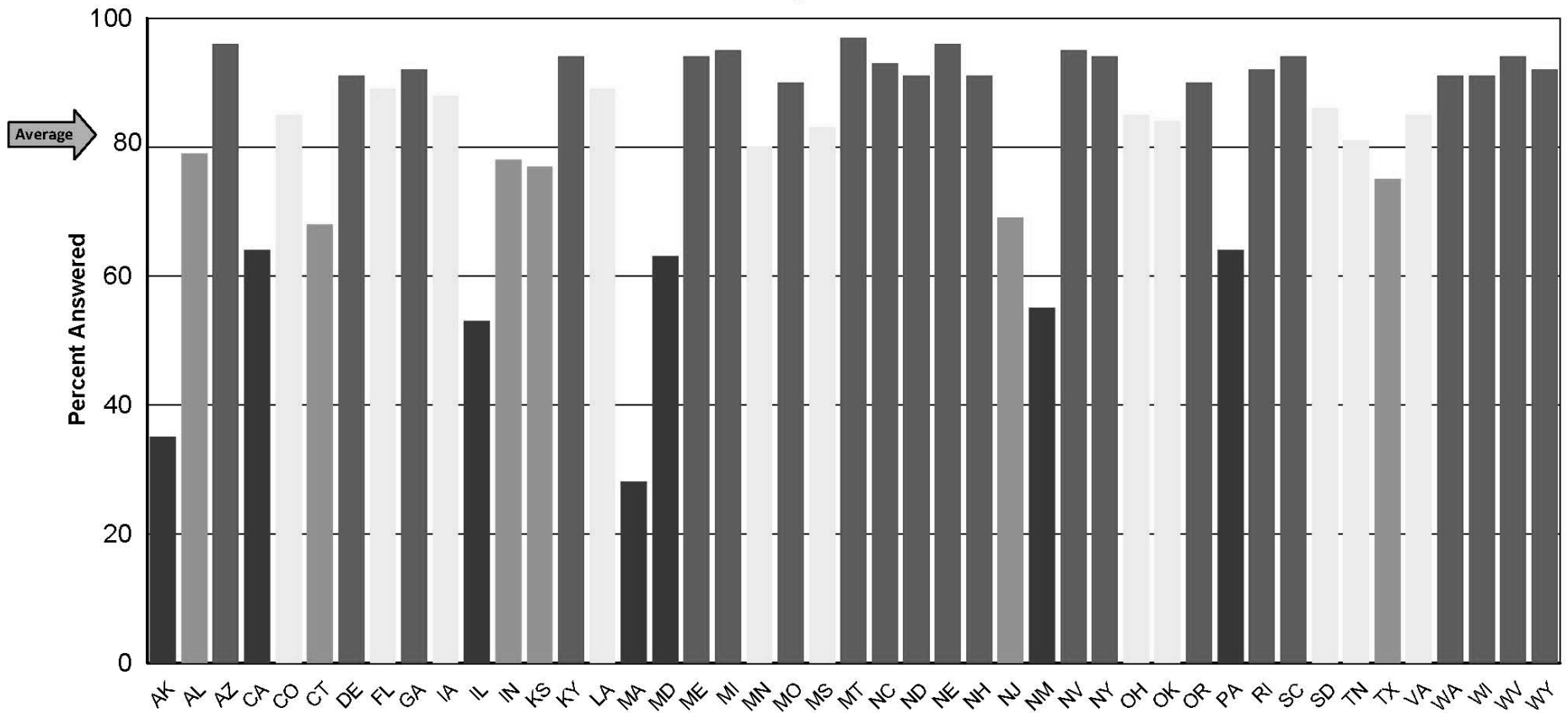
AR\*, HI\*, ID, UT, VT



# States with Low Lifeline Call Retention

## AK, CA, IL, MA, MD, NM

90% and above
  80% to 89%
  66% to 80%
  Less than 66%



# The VA Hotline

## 1-800-273-TALK

*Allows individuals to call the Lifeline and press 1 to be connected with a call center operated out of the VA Medical Center in Canandaigua, NY or one of five specified back-up centers*



# 1-800-273-TALK

Press 1

Press 2

**Canandaigua**

MEDICAL CENTER

Finger Lakes  
Region, NY

**2-1-1**

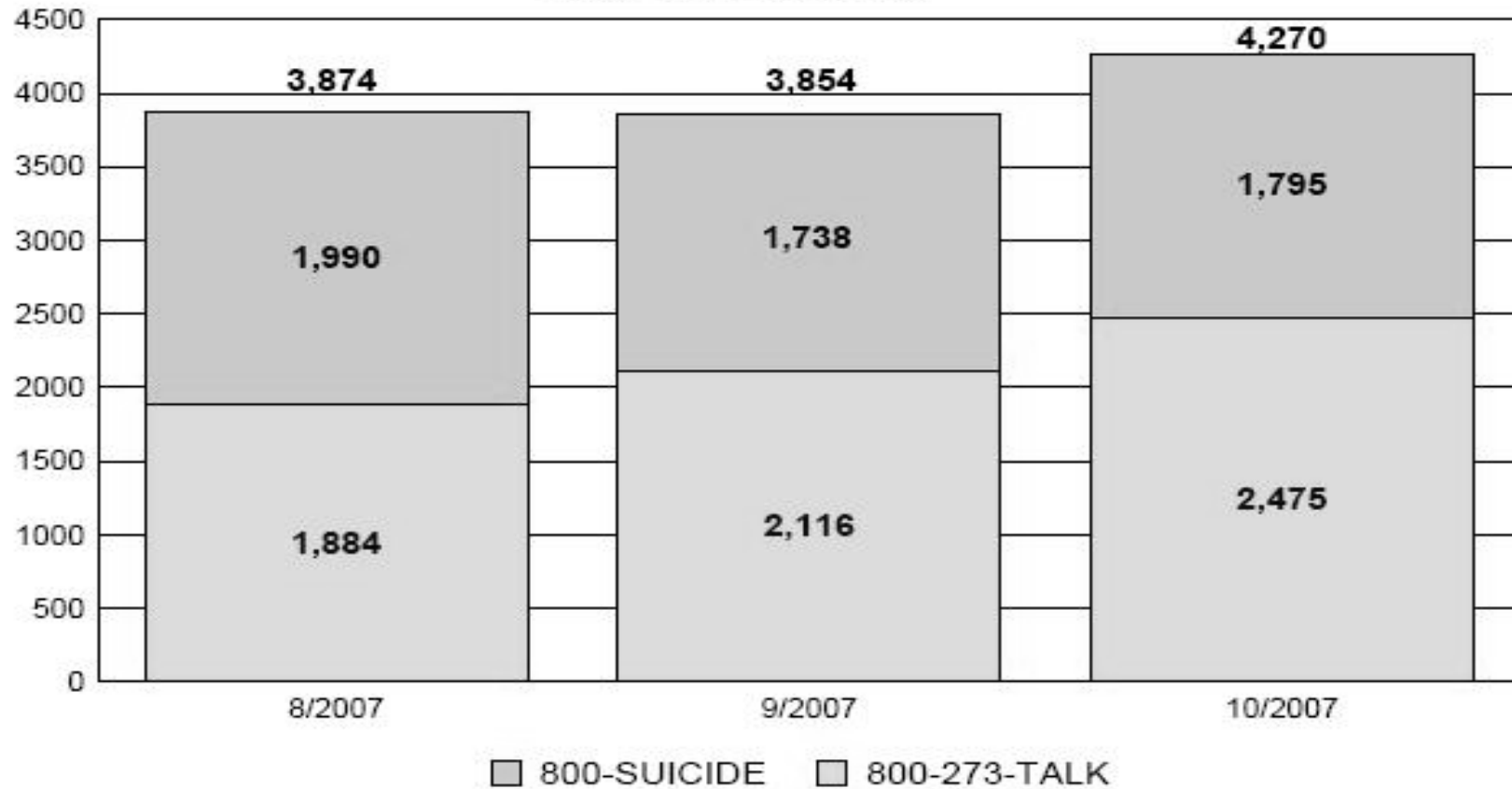
Get Connected.  
Get Answers.

**LIFELINE  
SPANISH  
SUBNETWORK**

**VA BACK-UP CENTERS**  
BHL (GA), BHR (MO),  
211 InfoLine (CT), LifeNet (NY)



# Callers to Lifeline Pressing “1”





# For More Information

[www.SuicidePreventionLifeline.org](http://www.SuicidePreventionLifeline.org)

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