

Get the Facts:

Your Guide to Understanding the Launch of 988 in Western New York



Nationwide Access, Local Support: The 988 Suicide and Crisis Lifeline is a national hotline supported by a network of crisis centers across the country. [Crisis Services](#) serves as the network center for all 988 calls made within the eight WNY counties, including Erie, Chautauqua, Cattaraugus, Allegany, Orleans, Genesee, Niagara and Wyoming.

The National Suicide Prevention Lifeline is now the 988 Suicide and Crisis Lifeline: However, the National Suicide Lifeline phone number (1-800-273-8255) will always remain available to people in emotional distress or suicidal crisis. Even after the launch of 988, the number will remain operational.

The Lifeline Works: The National Suicide Prevention Lifeline is funded by SAMHSA and has been administered by Vibrant Emotional Health since it began in 2005. Since the Lifeline began in 2005, it has served as an invaluable resource, helping thousands of people overcome suicidal crisis or mental health-related distress every day. With the transition to 988, these life-saving services will be even easier to reach.

Confidential, Free and 24/7: Anyone, anywhere who is experiencing a mental health, substance abuse or suicidal crisis can dial 988 and connect with trained crisis counselors.

988 Is Not 911: While 911 is an emergency service that triages and dispatches immediately, 988 provides immediate support by a trained crisis counselor and connections to various levels of intervention services based on the caller's needs. All interactions with 988 are voluntary and anonymous.

Any Phone, Any Where: 988 access is available through every land line, cell phone, and voice-over internet device in the United States. If you call from a WNY area code, you will reach a skilled Crisis Services hotline counselor.

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Here for You & Those You Care About: Anyone can use 988 if they are having thoughts of suicide, mental health or substance use crises, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support

Apoyo En Su Idioma: 988 services are available in over 150 languages, including Spanish, and interpretation services for Deaf and Hard of Hearing users.

Call, Text or Chat: If you prefer not to call, you can text 988 instead. You can also chat with a counselor by visiting www.988lifeline.org.

Should I Call 988 or Crisis Services' 24-Hour Hotline? The 988 Suicide and Crisis Lifeline offers support for anyone experiencing a suicidal, mental health or substance abuse crisis in WNY. We still encourage **Erie County** providers and community members to contact Crisis Services' 24-Hour Hotline (716-834-3131) directly. This ensures immediate local access to our hotline counselors and connection to our organization's various crisis response services including suicide prevention and emergency mental health crisis response, as well as support for survivors of domestic violence, sexual assault and elder abuse. Whichever line you call, our trained counselors are available to provide individualized assistance around-the-clock.

24-Hour Hotline Information for Other WNY Counties:

Niagara County Crisis Services: 716-285-3515

Chautauqua County Mental Health Hotline: 1-800-724-0461

Genesee County: 585-344-1421 (Daytime) • 585-283-5200 (Afterhours)

Wyoming and Orleans Counties Crisis Line: 585-283-5200

Allegany County Crisis Hotline: 1-888-448-3367

Cattaraugus OGH 24-Hour Crisis Hotline: 1-800-339-5209

Additional Resources to Explore:

[SAMHSA's 988 Partner Toolkit](#)

[NYS Office of Mental Health's 988 Information Page](#)

[988 Suicide and Crisis Lifeline's Website](#)

[NYS 988 Updates and Education Newsletter](#)

988 IS A NATIONAL SERVICE PROVIDED LOCALLY BY:



100 River Road Drive | Suite 300 | Buffalo, NY 14207

24-Hour Crisis Hotline: 716-834-3131

Administrative Line: 716-834-2310

www.crisisservices.org



**NYS OFFICE OF MENTAL HEALTH IS RESPONSIBLE FOR THE FINANCIAL SUPPORT,
OVERSIGHT AND EXECUTION OF 988 FOR NEW YORK STATE**