

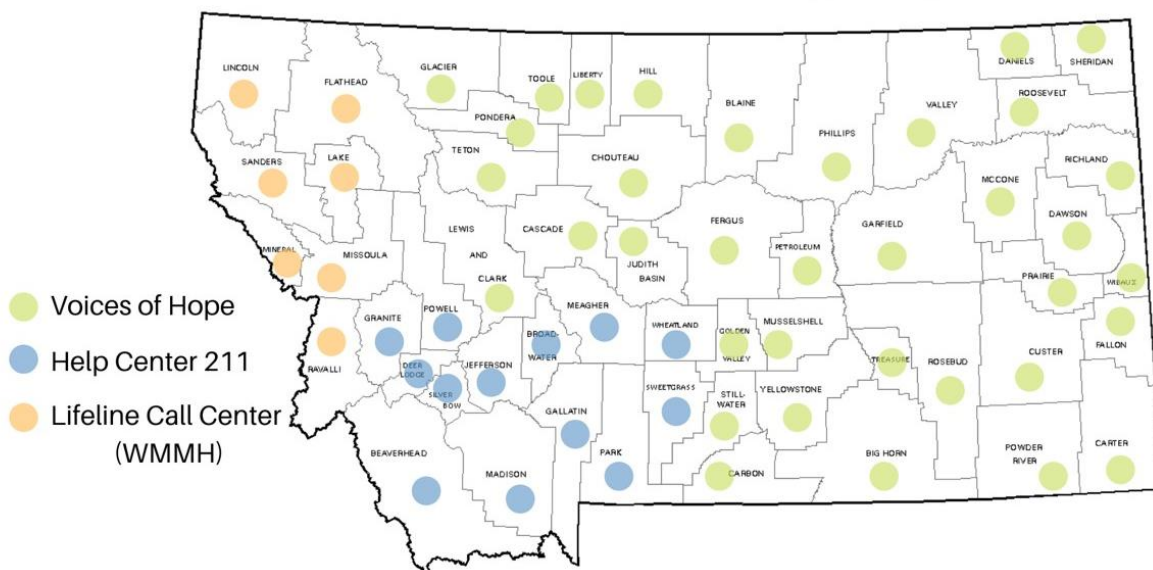
Starting on July 16, 2022, the current ten-digit Suicide Prevention Lifeline (1-800-273-TALK) will change over to 988. Much more than just a switch to an easier-to-remember number, it represents a holistic revision of the State’s suicide prevention and mental health crisis management system.

## Montana 988...

- provides free and confidential emotional support to people in suicidal crisis or emotional distress, 24 hours a day, 7 days a week, across Montana.
- All calls to the Montana Lifeline are answered by trained crisis workers at three regional call centers around the state.
- All Montana crisis centers are accredited, provide training for counselors, and disseminate best practices.
- Local counselors at crisis centers are familiar with community mental health resources that are part of the Montana 211 network.
- Montana’s Suicide Prevention and Mental Health Crisis Lifeline is an effective, life-saving safety net for those experiencing a mental health crisis, especially those with nowhere else to turn.

Montana 988 is part of the National Suicide Prevention Lifeline network. Calls made to 988 in Montana are routed to one of our three Lifeline call centers: Voices of Hope in Great Falls, The Help Center in Bozeman, and Western Montana Mental Health in Missoula. Together, they provide coverage to every county in Montana. Currently, Montana leads the nation in call handling rate with less than ten percent of calls made in Montana being routed to another call center in the network backup system.

## Lifeline Call Center Coverage Map



**Voices of Hope** - Big Horn, Blaine, Carbon, Carter, Cascade, Chouteau, Custer, Daniels, Dawson, Fallon, Fergus, Garfield, Glacier, Golden Valley, Hill, Judith Basin, Lewis and Clark, Liberty, McCone,

Musselshell, Petroleum, Phillips, Pondera, Powder River, Prairie, Richland, Roosevelt, Rosebud, Sheridan, Stillwater, Teton, Treasure, Toole, Valley, Wibaux, Yellowstone

**Help Center 211** - Beaverhead, Broadwater, Deer Lodge, Gallatin, Granite, Jefferson, Madison, Meagher, Park, Powell, Silver Bow, Sweetgrass, Wheatland

**Lifeline Call Center (WMMH)** - Flathead, Lake, Lincoln, Mineral, Missoula, Ravalli, Sanders

For more information, please go to: <https://dphhs.mt.gov/suicideprevention/988>

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**Video:**

CRISIS NOW MODEL

“The Promise of 988: Crisis Care for Everyone, Everywhere, Every Time”

<https://www.youtube.com/watch?v=M6BPxH09tqU>

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## **MT 988 Resources**

**DPHHS MT988 Webpage** <https://dphhs.mt.gov/suicideprevention/988>

**SAMHSA 988 Website** <https://www.samhsa.gov/find-help/988>

**Crisis Now** is led by the National Association of State Mental Health Program Directors (NASMHPD) and developed with the National Action Alliance for Suicide Prevention, the National Suicide Prevention Lifeline, the National Council for Mental Wellbeing, and RI International. <https://crisisnow.com/>

**National Guidelines for Behavioral Health Crisis Care: Best Practice Tool Kit:**

<https://www.samhsa.gov/sites/default/files/national-guidelines-for-behavioral-health-crisis-care-02242020.pdf>