



Crisis Contact Center

Minimum Expectations

FOR THE 988 SUICIDE & CRISIS LIFELINE

- ❑ Available on-demand, 24/7/365
- ❑ Free to contact
- ❑ Offer support to people in any kind of crisis or to a 3rd party concerned for another person
- ❑ Screens each contact for suicide
- ❑ Provide crisis counseling/emotional support, safety assessment and safety planning, crisis counseling and prevention planning
- ❑ Follow-up for suicidal and homicidal help contacts
- ❑ Offer direct service referrals, warm hand-offs and linkages to care

Other Preferred Practice Elements

FOR THE 988 SUICIDE & CRISIS LIFELINE

- ❑ Offer follow up care services and linkage to community resources
- ❑ Technology capacity to directly dispatch MCTs
- ❑ Able to receive and divert appropriate calls from 911

An Overview of 988

The 988 Suicide & Crisis Lifeline and other behavioral health lines offer crucial support through free and easily accessible support for people in crisis or seeking support. SAMSHA's 2025 National Guidelines identify three categories of crisis contact lines:

988 Suicide & Crisis Lifeline: Offers 24/7 call, text, and chat access to trained crisis counselors who can help people experiencing crisis.

**Alaska has one 988 Suicide and Crisis Lifeline member center- Careline Crisis Services, Inc.- which is contracted to provide 988 services in Alaska through June 2026.*

SAMSHA also identified other kinds of behavioral health lines that are not part of the 988 Lifeline network but still support the crisis continuum through crisis counseling, connection and wellness resources:

- Other Behavioral Health Crisis Hotlines
- Peer-Operated Warmlines
- Other Behavioral Health Emotional Support Lines

988 in Alaska

988 can be reached in one of three ways: call, text, or chat.

Calls to 988 are now geo-routed by the caller's location instead of by their area code. Calls and texts originating in Alaska are automatically directed to the Alaska 988 Suicide & Crisis Lifeline member center. The caller's location is not identifiable to the crisis contact center.

If the local call center is unable to respond to calls, texts or chats in a timely manner these are routed to a national back-up center.

What's Next?

988 is well-established in Alaska, with some of the [highest rate of use in the nation](#). Alaska partners are working to ensure 988 is integrated into a well-coordinated behavioral health system.

Ongoing focused work and partnerships are in process to increase:

- Integration of 988 into individual safety and/or care plans.
- Infrastructure to make it easier for 988, facilities and community providers to coordinate or make referrals.
- Continued diversion of appropriate calls from 911.