

988 FLORIDA LIFELINE

Providing 24/7 free and confidential support for those experiencing a behavioral health crisis.

Overview

As the single state authority for mental health and substance use services, the Department has managed a highly effective 988 program from its implementation in 2022 and continues evolving into a life-saving behavioral health crisis service.

The 988 Florida Lifeline is a **free** behavioral health support service, **available 24/7**, that connects Floridians experiencing suicidal thoughts, substance use disorder, mental health crises, or any other kind of emotional distress to a crisis counselor in their immediate area.

How does the Lifeline Work?

When you dial 988, your call will be answered by a crisis counselor. Their job is to listen and work with you on coping strategies, safety planning, and help connect you to appropriate care in your community.



Free and confidential support for individuals experiencing distress.















Access to Mobile Response Teams providing onsite crisis response services.





Triage assessment center for individuals experiencing a mental health or substance use disorder.


To reduce suicide, prevent crises from escalating, and ensure every Floridian has access to compassionate, life-saving care through a seamless, statewide network of support services.

Reasons to Reach Out

-  Thoughts of suicide
-  Feeling depressed
-  Postpartum depression
-  Anxiety
-  Loneliness
-  Bereavement support
-  Stress
-  Hopelessness
-  On another person's behalf
-  Substance use
-  Economic worries
-  Just need someone to talk to

 Served more than **144,981** individuals experiencing suicidal, substance use, and/or emotional distress. 

 Completed more than **64,519** referrals to local mental health services.

De-escalated **96%** of calls without the need for a higher-level intervention. 



Impact

Tracking data and outcomes is essential to measure effectiveness, improve crisis response services, and ensure individuals receive timely, appropriate care.

These insights help identify trends, allocate resources, strengthen local partnerships, and demonstrate the program's life-saving impact across Florida.

Data is for Fiscal Year 2024-2025.

Want to find out more?

Visit the website for more information like self-care tips, risk factors, and how to support someone in crisis.

