



## Crisis Call Numbers Comparison Chart

Questions	988* *800-273-TALK will route here	LACDMH Helpline (800) 854-7771	911
<b>When should I call?</b>	Anyone can call/text this number if they or someone they know are having a mental health, substance use or suicidal crisis and need support over the phone or through online chat (988lifeline.org)	Anyone can call this number if they or someone they know need non-crisis mental health referrals or need emotional support.	Anyone experiencing a life-threatening emergency or in any situation that requires immediate assistance from the police, fire department or ambulance.
<b>Can I call this number even if I don't have a mental health emergency and just need to speak to someone for mental/emotional support?</b>	Yes	Yes	No
<b>When are services offered?</b>	24/7	24/7	24/7
<b>What services are offered?</b>	Crisis counseling; connections to services; connection to in-person field response by a mental health team.	Referrals to mental health services; emotional support.	Dispatching of first responder services (law enforcement, fire departments, emergency medical services).
<b>Who answers the calls?</b>	Trained mental health crisis counselors.	Trained mental health staff including trained active listeners on the emotional support line.	911 Dispatchers
<b>Can this number provide in-person response in the field?</b>	Yes. Through coordination with LACDMH Help Line staff, field response teams that include mental health professionals and peer workers can be dispatched.	Yes, Help Line staff can dispatch field response teams that include mental health professionals and peer workers.	Yes, dispatchers can deploy first responder units (including law enforcement, firefighter, emergency medical services). If available, co-response teams (which include a law enforcement officer and a mental health professional) will be deployed for calls involving mental health.
<b>When will in-person response be dispatched?</b>	If situation escalates or not stabilized through phone/text/chat, mental health teams will be dispatched.	If situation escalates or not stabilized through phone, will dispatch mental health teams.	Depending on severity of situation, may deploy first responder teams or refer to LACDMH Help Line for mental health team.
<b>Who will be responding when the situation requires an in-person response?</b>	Psychiatric mobile response teams, which are teams of trained mental health professionals and peers.	Psychiatric mobile response teams, which are teams of trained mental health professionals and peers.	First responders such as law enforcement, fire department, EMS, co-response teams (mental health professional and law enforcement)

<b>Will law enforcement be involved in the in-person response?</b>	No, unless there is an immediate risk of safety to the caller or to the public, then the caller will be connected with first responders such as law enforcement or emergency medical services.	No, unless there is an immediate risk of safety to the caller or to the public, then the caller will be connected with first responders such as law enforcement or emergency medical services.	Yes. May dispatch co-response teams (1 law enforcement officer + 1 mental health professional) when available.
<b>Will my location automatically shared when I call?</b>	No.	No.	Yes.
<b>If I have an out of county cell phone number and call this number, will I have access to L.A. County services?</b>	If you are in L.A. County but using an out-of-County cell phone area code, you will reach the 988 call center corresponding to your phone's area code. However, you can provide your location to be connected to L.A. County services in your area.	Yes. You will reach L.A. County Help Line staff.	Your call will be geolocated and you will be connected to dispatchers closest to your physical location.