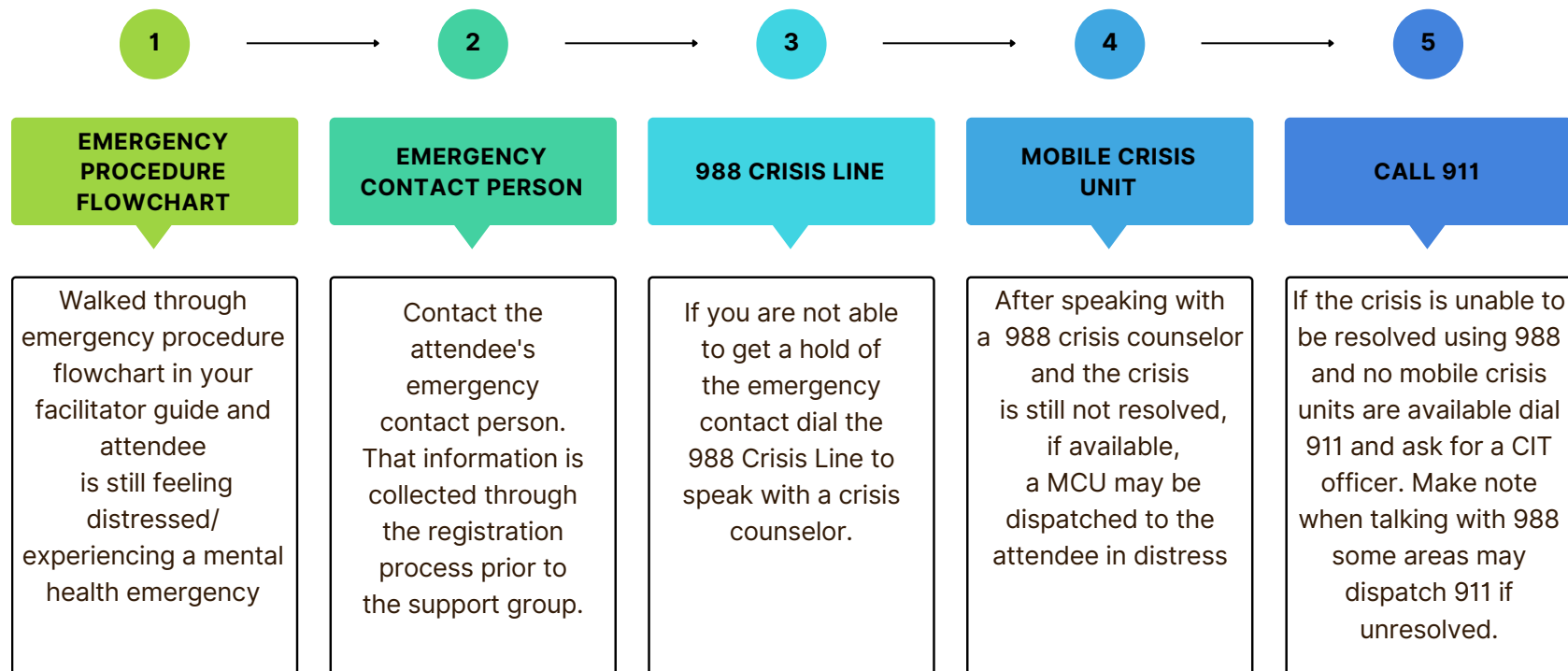


EMERGENCY RESPONSE FLOWCHART



For most 988 and their crisis counselors will be able to resolve the urgent needs of the majority of callers on the phone or via text or chat, reducing the need for an in-person response overall. Additionally, [SAMHSA](#), which oversees the 988 Suicide and Crisis Lifeline, states that, "Currently, fewer than 2% of Lifeline calls require connection to emergency services like 911."