



# 988 Frequently Asked Questions

## What is 988?

- [988](#) is the new, easy-to-remember three-digit number for calls (multiple languages), text, or chat (English only) that connects people to the existing National Suicide Prevention Lifeline (Lifeline), where compassionate, accessible care and support is available for anyone experiencing mental health-related distress. The chat feature will be available through the Lifeline's [website](#).

## When will 988 launch in Colorado?

- On July 16, 2022, Colorado will join the rest of the United States in beginning to use the 988 dialing code.

## How will 988 calls be routed?

- 988 calls will continue to be routed to Lifeline call centers across the country based on a person's area code from the phone they are calling from. Colorado is actively engaged with the Substance Abuse and Mental Health Services Administration, the Federal Communications Commission, and partners across the country to determine the appropriate solutions for call routing. This situation is not unique to Colorado. The Behavioral Health Administration (BHA) recognizes that many people in Colorado do not have a phone number with a Colorado area code. We want to ensure a safe, immediate connection to local resources and support. While Colorado works to build 988 staffing capacity and address call routing, we will continue to promote our statewide crisis line at 1-844-493-8255 or text TALK to 38255.

## How is Colorado marketing 988?

- Colorado will not publicly market 988 until the summer of 2023. In the short term, Colorado is looking to strengthen and expand the current Lifeline crisis center infrastructure and capacity to ensure trained crisis counselors are available to quickly respond to 988 via call (multiple languages), text or chat (English only). [Rocky Mountain Crisis Partners](#) is Colorado's local Lifeline call center. Rocky Mountain Crisis Partners is currently hiring remote and in-person call center specialist positions for 988.

## What is the BHA's role in 988?

- The BHA is supporting the logistics and implementation of 988 services in Colorado, including administration of the Colorado 988 Enterprise Board. The 988 Enterprise Board was created last year with the passage of [new legislation](#) to impose a 988 surcharge on telephone service users to help fund the Lifeline call center.
- The BHA is also tasked with measuring and monitoring staffing levels, answer rates, and other capacity-related activities.

## What is the BHA's long term goal for 988?





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- The BHA's vision is to build a robust crisis care response system across the country that links callers to community-based providers who can deliver a full range of crisis care services, if needed (like mobile crisis teams or stabilization centers).

