Hello, I would like to comment on the implementation of a three-digit number for the National Suicide Prevention Lifeline. As a counselor at a Lifeline network call center, I know that it is vital to create a three-digit number, but also that it cannot be the same as 2-1-1. The folks at 2-1-1 call centers do amazing work, but only 25% of those centers are suicide prevention trained. Our center’s training contains around 120 hours of material, to be able to meet caller’s needs as they are in suicidal crises. It would be a grave mistake to just assume that 2-1-1 centers could be just as specified in their care and just as prevention-focused as the already existing Lifeline network. Please, I implore you to consider the 9-8-8 or 6-1-1 alternatives.

Thank you,

Nathan Lichtman