

Crisis Chat: Online Emotional Support

Area(s) Served:

Nationwide

<http://www.crisischat.org>

Phone: 1-800-273-8255

Phone Extension: N/A

Contracted Provider: Not Applicable

Description:

Lifeline Crisis Chat is a service of the National Suicide Prevention Lifeline in partnership with CONTACT USA. It is the first service of its kind where crisis centers across the United States have joined together to form one national chat network that can provide online emotional support, crisis intervention, and suicide prevention services. The chat specialists are there to listen and support you through whatever difficult times you may be facing.

Visitors logging on to [chat](#) will interact with a chat specialist who will give them space to talk about what they are upset about, exploring feelings and thoughts associated with the crisis. Chat specialists will also assess for suicide risk and work collaboratively with the visitor to come up with a safety plan which addresses positive coping strategies and next steps. The specialists who answer chats have had thorough training in crisis and suicide intervention, as well as specific topics such as youth issues.

If you cannot reach a Lifeline Crisis Chat specialist, they recommend that you call 1-800-273-TALK (8255) for emotional support, or if you are in imminent danger, dial 9-1-1.