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Two years since launch of Dial 988 then Press 1, Veterans Crisis Line is supporting more Veterans than ever

Since 988 launch, the Veterans Crisis Line has had a 22.7% increase in calls, with more than two million calls, texts, and chats answered in last two years

WASHINGTON — Two years ago, [the launch of Dial 988 then Press 1](#) made it easier than ever for Veterans and their loved ones to access lifesaving support via the U.S. Department of Veterans Affairs' Veterans Crisis Line. In these past two years, VCL has answered more than 1,638,138 calls, representing a 22.7% increase in calls per day since the launch. This means that more Veterans than ever are getting the support they need from caring, qualified responders during times of crisis.

Dial 988 then Press 1 provides an easy-to-remember number to quickly connect Veterans, service members, and their loved ones to the Veterans Crisis Line's lifesaving services. Since the launch of the shortened number, VCL has maintained an average speed to answer of 9.17 seconds. In addition to the increase in calls answered, VCL has also received a 76.7% increase in texts and 27.5% increase in chats per day over the same two years.

“Our Veterans Crisis Line has been providing Veteran-centered support for nearly two decades, and two years ago we made it even easier for Veterans in crisis and their loved ones to reach out for help by launching Dial 988 then Press 1,” said **VA Secretary Denis McDonough**. “One Veteran lost to suicide is one too many. We’re supporting more Veterans than ever through the 988 initiative and will not rest in our continued efforts to spread the word that this resource is available and saves lives.”

The two-year anniversary of the 988 Suicide and Crisis Lifeline marks a major milestone for [President Biden's Unity Agenda](#) and efforts to prevent suicide deaths for Veterans and all Americans by ensuring they have access to free, confidential support in times of crisis. Since launching in July 2022, more than ten million total calls, texts, and chats to 988 have been answered, including 1,179,129 calls answered by VCL via Dial 988 then Press 1.

This year, the two-year anniversary of Dial 988 then Press 1 coincides with the [2024 VA/DOD Suicide Prevention Conference](#) in Portland, Oregon. This biannual event — a major platform for advancing the Biden-Harris Administration's [Reducing Military and Veteran Suicide](#) public health strategy — will bring together over 2,000 VA and DOD care team members, leaders, allies and subject matter experts from across the country

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to share leading-edge research, evidence-based clinical and community approaches, and improved data methods.

Ensuring every Veteran and their loved ones know how to reach VCL in their time of need, as well as continuing to advance broader efforts to prevent Veteran suicide, are top VA priorities. Today, more than 1,000 responders — many of whom are Veterans themselves — ensure that every Veteran has somebody to call for support in time of crisis.

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If you're a Veteran in crisis or concerned about one, contact the Veterans Crisis Line to receive 24/7 confidential support. You don't have to be enrolled in VA benefits or health care to connect. To reach responders, [Dial 988 then Press 1](#), chat online at VeteransCrisisLine.net/Chat, or text [838255](#).