



The Difference Between Dialing 988 and or GCAL (1-800-715-4225) for Georgia Crisis System Stakeholders:

988 is an easy-to-remember number to provide people who need crisis services, but callers may be directed to call centers out of state. As of September 2023, 95% percent of calls are answered in state.

GCAL is best for guaranteeing Georgia-based services, for example, coordinating mobile crisis, local referral resources, and locating open crisis or detox beds across the state.

Someone to talk to



Call, Text or Chat 988

- Easy-to-remember number to provide individuals and families in need of services
- Will be marketed widely
- Available 24/7 nationwide for **phone calls, texts, and chat via 988lifeline.org**

Call GCAL (1-800-715-4225)

- To access local referral services and resources
- Available 24/7 in Georgia

Someone to respond



Call, Text or Chat 988

- Mobile crisis is available statewide but will likely need to be routed and coordinated through multiple call centers

Call GCAL (1-800-715-4225)

- Direct access to mobile crisis statewide
- Direct coordination with local 9-1-1/EMS as appropriate
- Local outpatient community provider response

Somewhere to go for crisis care



Call, Text or Chat 988

- Access to crisis system, but may be routed to out-of-state call centers without access to Georgia's treatment bed capacity
- Additional community services may need to be coordinated through multiple call centers:
 - Crisis stabilization units
 - Crisis service center
 - Peer wellness respite
 - Detox and Substance Use Disorder (SUD) treatment
 - Inpatient beds
 - Outpatient crisis

Call GCAL (1-800-715-4225)

- Immediate access to live treatment bed board capacity
- Direct connections with community services:
 - Crisis stabilization units
 - Crisis service center
 - Peer wellness respite
 - Detox and Substance Use Disorder (SUD) treatment
 - Inpatient beds
 - Outpatient crisis