



Important Update on the Transition of the Be Well Crisis Helpline:

Since 2020, Mental Health America of Indiana has proudly administered the Be Well Crisis Helpline, launched by FSSA to offer Hoosiers free mental health resources during the COVID-19 pandemic. Our dedicated crisis specialists have played a crucial role in aiding those grappling with increased stress and anxiety during these challenging times and beyond.

With the establishment of the 988 Suicide Crisis Lifeline in 2022 and the subsequent expansion of Indiana's crisis response infrastructure, the Be Well Crisis Helpline, initiated during the pandemic, will conclude its services on June 30, 2024.

From July 1, 2024, individuals seeking mental health support through the 211 service will be directed to the 988 Suicide & Crisis Lifeline. Indiana 211 navigators are trained to guide callers in crisis or in need of emotional support to the 988 Lifeline.

We are grateful to FSSA and the Division of Mental Health and Addiction for their partnership and thankful for the opportunity to have supported thousands of Hoosiers through the Be Well Crisis Helpline.

Important Transition Details:

- Effective July 1, 2024: Indiana residents seeking mental health support should contact the 988 Suicide & Crisis Lifeline. This service will replace the Be Well Helpline and provide a direct, simplified access point for help.
- Training and Preparation: Our Indiana 211 navigators have been extensively trained to refer individuals in crisis or those needing support directly to the 988 Lifeline.
- We are asking for the Hoosier mental health community to help spread the word on the transition.

HELP IS AVAILABLE 24/7/365

211

maintains a comprehensive database of community resources and provides information and referrals for essential needs like:

- Food
- Housing and shelter
- Utility assistance
- Health care services
- Government services

211

Contact for information and community resources: call, text or online

Whole person care

Warm handoff

988

Contact for suicide intervention and crisis support: call, text or chat

988 offers a direct connection to compassionate, accessible care and support from trained crisis specialist for anyone experiencing:

- Thoughts of suicide
- Mental health crisis
- Substance use crisis
- Emotional distress