



SAN JOSE POLICE DEPARTMENT

TRAINING BULLETIN

TO: ALL DEPARTMENT PERSONNEL

FROM: Anthony Mata
Chief of Police

SUBJECT: 9-8-8 NATIONAL SUICIDE
PREVENTION LIFELINE

DATE: July 13, 2022

Bulletin# 2022-017

Beginning July 16, 2022, [“9-8-8” will be the new phone number for the National Suicide Prevention Lifeline \(link\)](#). The public will be able to call or text 9-8-8 to reach trained counselors prepared to provide support to those in emotional distress or mental health crisis. The current Lifeline phone number (1-800-273-8255) will also remain available after 9-8-8 is launched.

The implementation of 9-8-8 is not intended to replace 9-1-1 calls. Rather, it is an additional service provided to the public for mental health support. 9-8-8 may transfer calls it receives to the Police Department’s Communications Division when a law enforcement response is necessary (e.g., imminent risk of suicide, medical emergency, violent crime in progress). The Communications Division is working with the Santa Clara County Crisis Center to develop protocols for transferring incoming 9-1-1 calls to and/or conferencing with 9-8-8. However, until these policies are worked out there is no change in how 9-1-1 calls are processed.

A handwritten signature in black ink, appearing to read "A. Mata".

Anthony Mata
Chief of Police

AM:SD