

Crisis Call Numbers Comparison Chart



VENTURA COUNTY
BEHAVIORAL HEALTH

Questions	Ventura County Crisis & Referral Line: 1-866-998-2243	988 800-273-TALK routes here*	911
When should I call?	Anyone can call this number if they or someone they know is experiencing a mental health crisis or needs a referral. Local Ventura County Behavioral Health staff will be available to respond.	Anyone can call/text this number if they or someone they know are having a mental health, substance use or suicidal crisis and need support over the phone or through online chat at 988lifeline.org. Mental health crisis counselors will be available to respond.	Anyone experiencing a life-threatening emergency or in any situation that requires immediate assistance from the police, fire department or ambulance. Call 911 and ask for a CIT Officer.
Can I call this number even if I don't have a mental health emergency and just need to speak to someone for mental/emotional support?	Yes	Yes	No
When are services offered?	24/7	24/7	24/7
What services are offered?	A full range of behavioral health information and referrals is available. If the individual is experiencing a mental health crisis, a local crisis support team may be dispatched.	Crisis counseling and connections to services provided by a regional call center.	Dispatching of first responder services (law enforcement, fire departments, emergency medical services). Emergency: Call 911 and ask for a CIT Officer.
Who answers the calls?	Ventura County Behavioral Health staff	Trained mental health crisis counselors	911 Dispatchers

***Note:** While 988 is the successor to the National Suicide Prevention Lifeline at 800-273-TALK (8255), the 10-digit number remains operational and will automatically route callers to the 988 Lifeline.

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Can this number provide in-person response in the field?	Yes, trained mental health staff will provide you with assistance and support on the phone. Staff are available to respond in person. Individuals and families are aided in creating the least restrictive plan for safety.	Yes. Through coordination with the Ventura County Crisis team, a mobile response team with trained mental health professionals can be dispatched.	Yes, dispatchers can deploy first responder units (Including law enforcement, firefighter, emergency medical services). You may ask for a CIT Officer.
When will in-person response be dispatched?	Ventura County Behavioral Health staff will be dispatched for in-person support when it is deemed necessary to ensure the safety of those involved.	Mental health staff will be dispatched for in-person support when it is deemed necessary to ensure the safety of those involved.	Depending on severity of situation, may deploy first responder teams or refer to the Ventura County Crisis Team at 1-866-998-2243 for mental health crisis.
Who will be responding when the situation requires an in-person response?	The VCBH Mobile Crisis Response Team, which includes trained mental health professionals. Individuals and families are aided in creating the least restrictive plan for safety.	The VCBH Mobile Crisis Response Team, which includes trained mental health professionals. Individuals and families are aided in creating the least restrictive plan for safety.	First responders such as law enforcement, fire department, EMS, or CIT Officer.
Will law enforcement be involved in the in-person response?	No, unless there is an immediate risk of safety to the caller or to the public, in which case the caller will be connected with first responders such as law enforcement or emergency medical services.	No, unless there is an immediate risk of safety to the caller or to the public, in which case the caller will be connected with first responders such as law enforcement or emergency medical services.	First responders such as law enforcement, fire department, EMS, or CIT Officer.

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Will my location automatically shared when I call?	No	No	Yes
If I have an out of county cell phone number and call this number, will I have access to Ventura County Behavioral Health services?	Yes, you will reach trained Ventura County Behavioral Health staff at 1-866-998-2243, County Crisis Team Staff.	If you are in Ventura County but using an out-of-County cell phone area code, you will reach the 988 call center corresponding to your phone's area code. However, you can provide your location to be connected to Ventura County services in your area.	Your call will be geolocated and you will be connected to dispatchers closest to your physical location.

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