

988 Update: Press 3 Option Ending July 17

Fact Sheet - 07/2025

Starting July 17th, 2025, the 988 Suicide & Crisis Lifeline will no longer include the “Press 3” option to connect directly with an LGBTQ+ affirming counselor. This change is part of a federal decision, affecting all states. However, **help is still available to all Vermonters**. The 988 Suicide and Crisis Lifeline is available to everyone—including LGBTQIA+ individuals and anyone who would have previously used the “Press 3” option. This fact sheet explains what’s changing, what’s staying the same and where people can continue to get support.



What is changing with the 988 Lifeline?

- Starting July 17, 2025, the 988 Suicide & Crisis Lifeline will no longer have the 'Press 3' option. The 'Press 3' option connected callers directly to LGBTQIA+ youth services.
- The federal government officially announced the end of the “Press 3” option in June 2025.
- This change applies to all states nationwide.



Why is ‘Press 3’ ending?

- The “Press 3” option began as a pilot program in 2022, funded by the federal government.
- As of June 2025, the federal funding for the program has ended, and the pilot is not being renewed.



What will remain as an option for help seekers?

- **988 is not going away.** Anyone can call, text, or chat 988 to talk with a trained counselor. They are kind, respectful, and here to help—no matter who you are.
- LGBTQIA+ callers will still receive affirming, respectful support when they contact 988.
- The options to “Press 1” for Veterans and “Press 2” for Spanish speakers will stay the same.



Resources for LGBTQIA+ Vermonters

National Resources

- **The Trevor Project**
24/7 crisis intervention and suicide prevention for LGBTQ youth
Website: thetrevorproject.org
Hotline: 1-866-488-7386 (TrevorLifeline)
Text: START to 678678
- **Trans Lifeline**
Peer support hotline for transgender people
Website: translifeline.org
Hotline: 877-565-8860
- **SAGE National LGBT Elder Hotline**
Support for older LGBTQIA+ people
Website: LGBTagingCenter.org
Hotline: 877-360-LGBT (5428)

Vermont Resources

- **Pride Center of Vermont**
Provides community support, education, and resources statewide
Website: pridecentervt.org
Phone: (802) 860-7812
- **Outright Vermont**
Youth-led organization focused on supporting LGBTQ youth
Website: outrightvt.org
Email: info@outrightvt.org
Phone: (802) 860-7812 **Outright Vermont staff respond to inquiries during the office hours listed below**
Hours: Tuesday – Friday, 10:00am - 4:00pm
Note: Outright Vermont responds to inquiries during these hours.

Suicide is preventable, and help is available. If you or someone you know is thinking about suicide, you can call or text 988 to reach the [988 Suicide and Crisis Lifeline](https://988lifeline.org) and be connected with a trained crisis counselor. Using the 988 Lifeline is free. When you call, text, or chat the 988 Lifeline, your conversation is confidential. Talking with someone can help save your life.

To get help, give help, and join Vermont's suicide prevention efforts, visit FacingSuicideVT.com.