



STATE OF WASHINGTON  
**DEPARTMENT OF HEALTH**

Prevention and Community Health  
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October 20, 2024

**SUBJECT: Informative - Georouting of Calls to the 988 Suicide and Crisis Lifeline**

Greetings Honorable Tribal Leaders, Partners, and Professionals –

We are informing you of a new service called georouting that will direct [988 Suicide & Crisis Lifeline](#) calls to crisis centers based on a help-seeker's general location instead of by area code. Georouting will make it easier to reach the [Native & Strong Lifeline](#), Washington's crisis line for Indigenous people.

Following the guidelines of [Chapter 43.376 RCW](#), the [Washington State Centennial Accord of 1989](#), and the [DOH Consultation and Collaboration Procedure](#) the 988 network activated georouting on September 17, 2024, for T-Mobile and Verizon. Later this fall, the 988 network will activate georouting for AT&T, with smaller carriers to follow. Calls will route by area code until each carrier enables georouting. Texts to 988 will still route by area code and online chat messages will route by ZIP code.

Previously, only people who called 988 from a Washington area code would hear the option to press 4 for the Native & Strong Lifeline. With georouting, anyone physically located in Washington using a phone with service from a carrier that has enabled georouting will hear the Native & Strong Lifeline option. Our [fact sheet](#) has more information.

If you have any comments or questions, please contact 988 Program Supervisor, Elaina Perry, at [Elaina.Perry@doh.wa.gov](mailto:Elaina.Perry@doh.wa.gov) or 360-764-0191, or Office of Tribal Public Health and Relations (OTPHR) Executive Director, Candice Wilson-Quatz'tenant, at [Candice.Wilson@doh.wa.gov](mailto:Candice.Wilson@doh.wa.gov) or 360-819-7626.

Sincerely,

Michele Roberts MPH, MCHES  
Assistant Secretary  
Division of Prevention and Community Health

Cc: Allen Christensen, Office of Healthy and Safe Communities Director, WA-DOH  
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