



Substance Abuse and Mental Health  
Services Administration

5600 Fishers Lane • Rockville, MD 20857  
www.samhsa.gov • 1-877-SAMHSA-7 (1-877-726-4727)



To efficiently correspond with the SAMHSA FOIA Office during the COVID-19 public health emergency, we request that you communicate with us by email at [@samhsa.gov](mailto:@samhsa.gov).

If you do not have access to email or choose not to use it, you can continue to send correspondence to the FOIA Office mailing address provided in this letter. However, this correspondence may be significantly delayed due to the pandemic.

**January 20, 2023**

*Sent via Email*

Mr. Tim Reiersen  
[@proton.me](mailto:@proton.me)

Dear Mr. Reiersen:

This is the final response to your Freedom of Information Act (FOIA) [/Privacy Act] request dated August 15, 2022. Your request pertaining to information regarding the Suicide Prevention Lifeline has been assigned request number 08152022S168. Please refer to this number on any future correspondence.

Please be advised your request was submitted to the 988 team for processing. Based on the response received from this office it has determined that the records you are seeking does not require a search of documents. Therefore, I am including the direct response below and closing the files on this request.

After careful review, it has been determined that all records requested belong to Vibrant Emotional Health, the 988 Lifeline Administrator, a SAMHSA grantee. Therefore, SAMHSA does not have any federal records to provide for this request.

1. All public agency records relating to the application and approval, or disapproval, of Crisis Text Line, Inc. as a service provider (backup or otherwise) to the 988 Suicide & Crisis Lifeline (formerly known as the National Suicide Prevention Lifeline) (“988 Lifeline”).
2. All public agency records of communications between Crisis Text Line, Inc. and SAMHSA
3. All public agency records of communication between SAMHSA and Vibrant Emotional Health relating to Crisis Text Line, Inc.

Mr. Tim Reiersen

4. A list or other public agency records identifying the current backup providers to the 988 Lifeline

If you have any questions or are not satisfied with the processing and handling of this request, you may contact the Substance Abuse and Mental Health Services Administration (SAMHSA) FOIA Officer and/or the Office of Government Information Services (OGIS):

SAMHSA FOIA Officer  
Farrah Monroe-Cook  
Government Information Specialist  
Executive Correspondence and Support Branch  
5600 Fishers Lane  
Rockville, MD 20857  
[@samhsa.gov](mailto:@samhsa.gov)

OGIS  
National Archives and Records Admin  
8601 Adelphi Road  
College Park, MD 20740-6001  
202-741-5770 (phone)  
1-877-684-6448 (toll-free)  
202-741-5769 (fax)  
[@nara.gov](mailto:@nara.gov) (email)

You have the right to appeal this determination. Your appeal can be submitted by email or in the U.S. Department of Health and Human Services FOIA and Appeal Portal within 90 days from the date of this letter to:

Carol Maloney  
Deputy Agency Chief FOIA Officer  
U.S. Department of Health and Human Services  
Office of the Assistant Secretary for Public Affairs  
Email: [@hhs.gov](mailto:@hhs.gov)  
Portal: <https://requests.publiclink.aspx>

Sincerely,

*Farrah Monroe-Cook*  
Farrah Monroe-Cook  
SAMHSA FOIA Officer