What is 988?

The 988 Suicide and Crisis Lifeline offers free, 24/7 access to a counselor who is trained to support people experiencing mental health distress, suicidal crisis, or substance use crisis. If you are worried about someone who might need crisis support you can also dial 988. Services are available in English and Spanish and translation to over 250 languages.

What happens when you contact 988?

A trained crisis counselor will respond to your call or text. The counselor will listen, ask questions to understand how problems are affecting you, provide support, and share resources that might be helpful.

Does calling the Lifeline really help?

Several studies have shown that most Lifeline callers are significantly more likely to feel less depressed, less suicidal, less overwhelmed, and more hopeful after speaking to a Lifeline counselor.

Is 988 the same as 911?

I’m worried first responders will be dispatched if I call 988.

988 is separate from 911. First responders are not automatically dispatched if you contact the Lifeline. The primary goal of the Lifeline is to provide support for people in crisis or distress in a way that is helpful and person-centered. Some safety or health issues may warrant a response from law enforcement or Emergency Medical Services (namely when a suicide attempt is in progress). Currently, fewer than 2% of Lifeline calls require connection to an emergency service like 911.

Can I access the Veterans Crisis Line by dialing 988?

Yes! Veterans and their families can access the Veterans Crisis Line by dialing 988 and pressing 1 or texting 838255.

To learn more about the 988 Suicide and Crisis Lifeline and suicide prevention visit:

http://988lifeline.org/chat

Information drawn from SAMHSA: https://SAMHSA.gov