

WHAT IS 988?

988 is the new nationwide **three-digit number now available for suicide and mental health crisis, available to everyone in the U.S.**

This easy-to-remember number will route callers to the 988 Suicide and Crisis Lifeline network, where compassionate, accessible care and support are available for anyone experiencing a mental health-related emergency – whether that is thoughts of suicide, a mental health or substance use crisis or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support.

What to expect when you contact 988

The goal of the 988 Lifeline is to provide free, 24/7, confidential, immediate crisis intervention and support. Here's how it works:



- 1 If you call 988, **you'll hear a message that you've reached the Lifeline.** If you are a veteran, you can press "1" to reach the Veterans' Crisis Line or "2" to reach Spanish-speaking crisis counselors for the Lifeline.
- 2 If you don't select either option, or if you text or chat, **a trained crisis counselor will answer.** (For texters, you will be prompted to text 838255 if you want to reach the Veterans' Crisis Line.)
- 3 **Spanish crisis services are available for callers to 988,** and translation services are available in more than **150 additional languages.** TTY is available for deaf or hard-of-hearing callers by dialing 711 then 1-800-273-8255.
- 4 The counselor will engage you to **understand how your or loved one is impacted** and what help you might need.
- 5 The counselor will provide **support and share resources and referrals.**

* In some communities, the crisis line may be able to connect you to additional services or follow up with you to ensure you've connected with care (note: not all communities currently have this capacity).

Additional resources

There are additional resources if you are not experiencing a crisis, but seeking information, referrals and support:



NAMI Helpline (1-800-950-6264) is a free peer-support service providing information, resource referrals and support for people living with a mental health condition, their family members and caregivers, mental health providers and the public. While the NAMI Helpline allows you to speak with a peer who can connect you to NAMI resources, it is **not a hotline, crisis line, or a suicide prevention line.** It is available M-F from 10 A.M. to 10 P.M. ET.