



# WHAT TO KNOW ABOUT 988, THE NEW MENTAL HEALTH CRISIS HOTLINE

The 988 Suicide and Crisis Lifeline (Lifeline) launched nationwide on July 16, 2022. Similar to calling 911 for medical emergencies, people in emotional distress or suicidal crisis can dial the three-digit code 988.

## ABOUT 988

The Lifeline was launched in 2005 and has received more than 20 million calls from people in distress. There are several ways to reach a trained counselor:



**Call 988**



**Text 988**



**Chat online at  
988lifeline.org/chat**

## WHY IS THERE A NEW PHONE NUMBER?

Experts worried that the former 1-800-273-8255 Lifeline number was difficult to remember during a crisis, so a three-digit dialing code was launched nationwide. It's a new number, but not a new service.

## WHO SHOULD CALL?

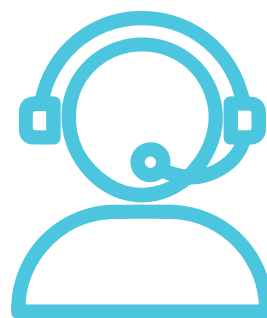
**Anyone experiencing a mental health or substance use crisis can call 988.** Counselors are trained in handling various mental health issues, including self-harm, addiction and suicidal ideation.



**You can also call on behalf of someone else.** Counselors can offer guidance on helping a friend or loved one navigate a mental health emergency.

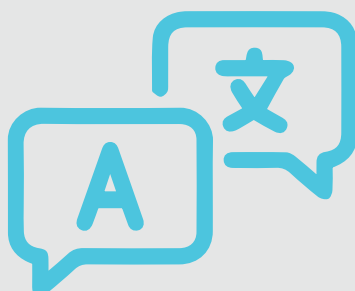
## WHAT HAPPENS WHEN YOU CALL?

You'll be connected to one of about 200 local call centers. Trained counselors will listen, provide support, connect you to community resources or dispatch emergency services if necessary. If local call centers are busy, you'll be automatically directed to a national backup center. Someone will answer.



## WHAT LANGUAGES ARE AVAILABLE?

Live phone services are available in English and Spanish. Also, 988 uses translation services to support over 250 languages.



Text and chat are currently available in English.

Help is one call away, so spread the word about 988. This new three-digit dialing code could provide immediate support during one's darkest hour.

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