

What is 988?



FAQs

988 is the new designated three-digit dialing code that routes callers to the National Suicide Prevention Lifeline. While some areas may currently be able to connect to the Lifeline by dialing 988, this dialing code will be available to everyone across the United States starting on **July 16, 2022**. When people call, text, or chat 988, they connect to trained counselors in the existing National Suicide Prevention Lifeline network. Boystown trained counselors will listen, understand problems, provide support, and connect people to resources if necessary.



Q: Is 988 like 911?

A: 988 will serve as America's first three-digit crisis number dedicated to mental health and as an alternative to 911 for mental health-related crises. For example, if someone is having suicidal thoughts, if someone is experiencing delusions, or if someone is displaying severe symptoms of a mental health condition, 988 can provide a specialized, mental health response that will save lives.

An individual in crisis, their family member, or even a bystander will be able to immediately reach a trained crisis counselor who can provide phone-based triage, support, and local resources. If needed, the counselor can activate a mobile crisis team to deescalate; provide brief therapeutic interventions, and refer for services.

Q: What will happen to the current Lifeline phone number? Is it going away?

A: No. The current Lifeline phone number (1-800-273-8255) will always remain available to people in distress or suicidal crisis, even after 988 launches nationally. 988 will be an easier way to access a crisis call centers, but both numbers will be fully operational.

Q: Is the Lifeline available in different languages? What about those who are deaf?

A: There is a Spanish-speaking crisis line, 1-888-624-9454. Those who are deaf or hard of hearing should use their preferred relay service or dial 711 then 1-800-273-8255.

Q: Am I going to be talking to someone in my area?

A: In Nebraska, our call center partner is BoysTown in Omaha.



Q: Why should I trust the Lifeline?

A: The Lifeline's national network of over 200 crisis centers has been in operation since 2005 and has proven to be effective. More than 20.5 million people have been helped by the Lifeline. It is the counselors at these local crisis centers who answer the contacts the Lifeline receives every day. Numerous studies have shown that callers feel less suicidal, less depressed, less overwhelmed and more hopeful after speaking with a Lifeline counselor.

Q: Why should I call the Lifeline/988?

A: Suicide is most often preventable. For every person who dies by suicide, 280 people seriously consider suicide but do not kill themselves. Over 90% of people who attempt suicide go on to live out their lives.

#988Lifeline



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988
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