

# Not Sure When to Use 988?

Some of the feelings people who contact 988 have:



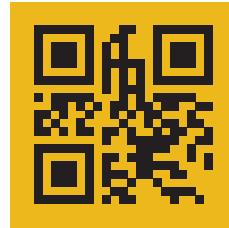
## Reasons people might reach out:

- Thoughts of Suicide
- Alcohol or Drug Concerns
- Worrying about Someone Else
- Eating and Body Image Issues
- Relationship Issues
- General Anxiety
- Abuse
- Trauma
- Loneliness
- Insomnia or Problems Sleeping
- Trouble Thinking Clearly
- Intense Mood Changes

# We Hear You

988 is a direct connection to compassionate and accessible care

When you call, text, or chat 988 you are connected to trained counselors that are part of the 988 Suicide and Crisis Lifeline network.



11/2024



# 988 Crisis Lifeline

A Crisis Resource  
for New York



# Frequently Asked Questions

## What Is 988?

988 is the three-digit number that connects people to the 988 Suicide and Crisis Lifeline. This service is for anyone who is:

- suicidal
- experiencing a mental health or substance use-related crisis
- experiencing any kind of emotional distress

## What is the difference between 988 and 911?

988 provides easy access to the 988 Suicide and Crisis Lifeline network and related crisis resources. This is different from 911, where the focus is on dispatching Emergency Medical Services, fire, and police as needed. The goal of 988 is to meet the country's growing suicide and mental health-related crisis care needs.

## Does it cost money to use 988?

Contacting 988 is a free service.



# Learn the Warning Signs of Suicide:

## Look for the **FACTS**:

**F**EEELINGS - Hopelessness, excessive worry, burdensomeness, rejection, worthlessness

**A**CTIONS - Impulsiveness, self-harm, increased drug or alcohol use, giving away possessions, looking for a way to die such as saving up pills, gaining access to a gun, or searching online

**C**HANGES - Particularly in the presence of other warning signs; changes in attitude, moods, behaviors, or social connection; sudden change in sleep or eating habits

**T**HREATS - Specific or vague statements or any expression of death or suicide; can be written, spoken, activity on social media, or non-verbal threats

**S**ITUATIONS - Life changes that cause the person to be overwhelmed, unprepared, or triggered, such as personal loss, connection to death, bullying or abuse, failures, or getting in trouble

# What Happens When I Contact 988?



You **CALL** 988.

You **TEXT** 988.

You **CHAT** 988.

You will be greeted and asked if you need dedicated services for Veterans, Spanish speakers, or LGBTQ+ youth/young adults.

Your contact is routed to an official Lifeline crisis center nearby.

Your contact is routed to an official Lifeline crisis center based on your IP address.

A trained behavioral health crisis counselor will talk with you.

The counselor will:

- Listen to you.
- Understand how your problem is affecting you.
- Provide personal support.
- Get you the help you need.

Follow-up services may be offered.