Since the launch in July 2022, there has been a lot of false information about 988 being shared on the Internet. These are the important facts about 988 in New York that everyone should know.

- **988 and 911 are separate services** with separate contact centers.

- **988 does not have the ability to track callers' geographic location**

- **988 is for more than just suicidal crises.** It is for any problem a person is having that causes them distress.

- **988 offers free and confidential emotional support.** You will be connected to a trained counselor who will talk with you and offer you support if you choose to accept it.

- **You do not need to provide personal information** when you call 988. The counselor may ask for information, but you can decline to share if you don’t feel comfortable doing so.

- **988 is not the 911 for mental health.** Rather than immediately sending services to you, **988 provides emotional support from trained crisis counselors.**

- **Currently, less than 2% of calls to 988 require police to be involved.** This typically happens when there is imminent risk to someone’s life.

- **80% of calls to 988 are resolved over the phone.** The other 20% usually require agreed-upon mobile crisis or other follow-up services.

- The people answering the 988 texts, chats, and calls are **trained crisis counselors that receive extensive training and supervision**, including how to respond to a crisis.

**Call 988  Text 988  Chat at 988lifeline.org/chat**