

988

**SUICIDE
& CRISIS
LIFELINE**



- Timeline
- What is 988?
- Frequently Asked Questions
- How will it work
- Next Steps
- Recommendations?

Timeline

August 2019

FCC, in consultation with SAMHSA, the Department of Veterans Affairs, and the North American Numbering Council—released a report recommending the use of 988 as the 3-digit code for the National Suicide Prevention Lifeline.

July 16, 2020

Federal Communications Commission formally designated 988 as a nationwide 3-digit number for mental health crisis and suicide prevention services.

October 2020

National Suicide Hotline Designation Act signed into law.

February 1, 2021 to September 30, 2021

ND-DHS awarded a 988 planning grant.

April 30, 2022 to April 29, 2024

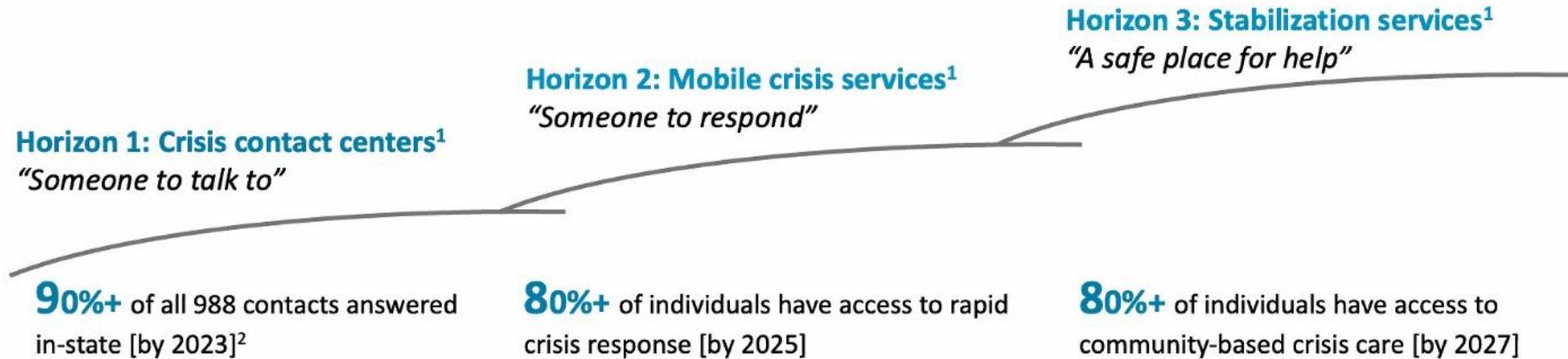
ND-DHS awarded a 988 implementation grant.

July 16, 2022

The 988 number went live nationwide

The vision of 988 is to have behavioral health crisis services available in communities across the nation, similar to 911 for medical emergencies.

988 Vision



Underlying principles

*Provide individuals experiencing **suicidal, mental health, and substance use crises**, and their loved ones, with caring, accessible, and high-quality support*

*Ensure **integrated services are available** across the crisis care continuum, supported through strong partnerships (e.g., State, Territorial, Tribal, Federal)*

*Provide “**health first**” responses to behavioral health crises and ensure connection with appropriate levels of care*

*Integrate **lived experiences of peers** and support for populations at high risk of suicide, such as Veterans, LGBTQ, BIPOC, youth, & people in rural areas*

*Advance **equitable access to crisis services** for populations at higher risk of suicide, with a focus on Tribes and Territories*

1. Inclusive of intake, engagement, and follow-up

2. Proportion may differ with chat/text vs. calls; “contacts answered” is defined as connected with a trained responder

What is 988?

- 988 three-digit emergency number for behavioral health crises
- If you or someone you know is struggling or in crisis, help is available. Call or text [988](tel:988) or chat 988lifeline.org
- Accessible 24/7, anywhere in the US

FAQ

S

Is 988 available for substance use crisis?

The Lifeline accepts calls, texts, and chats from anyone who needs support for a suicidal, mental health and/or substance use crisis.

FAQ

S

How is 988 different than 911?

988 was established to improve access to crisis services in a way that meets our country's growing suicide and mental health-related crisis care needs. 988 provides easier access to the Lifeline network and related crisis resources, which are distinct from the public safety purposes of 911 (where the focus is on dispatching Emergency Medical Services, fire and police as needed).

FAQ

S

Will the Suicide Lifeline 1-800 number go away?

Moving to 988 does not mean the [1-800-273-8255](https://www.18002738255.org/) number goes away. After July 16, 2022, using either number will get people to the same services. In the end, 988 is an easier-to-remember way to access a strengthened and expanded network of crisis call centers.

FAQ

S

How should I refer to this new number?

It's important to understand that 988 will connect people to more than just a "suicide" line, it will be a service for anyone who is suicidal or experiencing a mental health- and/or substance use-related crisis. It's important we don't call this only a "suicide" lifeline, but instead refer to it as the **988 Suicide & Crisis Lifeline**.

FAQ

S

What languages will 988 services be available in?

The Lifeline currently provides live crisis center calling services in English and Spanish and uses Language Line Solutions to provide translation services in over 250 additional languages. Text and chat are currently available in English only.

Future state of how 988 will fit with other resources

	988 Suicide and Crisis Lifeline (replaces the 1-800 suicide prevention line & 211 crisis line; although all numbers will direct callers to the same place)	211	911
Who contacts	Individuals experiencing suicidal, mental health and/or substance use crisis	Individuals looking for help meeting basic needs like housing, food, transportation and healthcare	Individuals experiencing an emergency
Who answers	Crisis Support Specialists (trained in crisis intervention)	Resource Specialists (trained in local community resources)	Emergency Dispatchers (trained to assist callers through emergencies)
What is offered	Emotional support to de-escalate situation and may refer/dispatch to mobile behavioral health crisis support	Information and referrals	Obtain information in order to dispatch the right responders to the right location, may provide instruction until responders arrive

The suicide hotline and 211 for crisis will temporarily remain as active and all calls will continue to be answered by the central call center (FirstLink).

How does 988 work?

An individual calls or texts 988 or chats [Lifeline \(988lifeline.org\)](https://988lifeline.org)



FirstLink answers calls and texts locally
Provides suicide risk assessment, de-escalation, support
(Chat is answered by National Lifeline staff)



If needed, FirstLink connects to the local Human Service Center
mobile crisis team.
HSC's mobile crisis teams are currently available at all 8 locations.
This process is unchanged from pre-988 transition.

Next Steps

Build capacity for 988 response

- SAMHSA grant
- Other?

Let people know!

- Develop comprehensive communication plan
- Transition 211 crisis marketing to 988 crisis marketing



Ideas?

Recommendations?

Questions?

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