



SUICIDE & CRISIS
LIFELINE

What happens when you contact 988?



Here is what you can expect when making a call to the 988 Lifeline.

Step 1 of 5 First, you'll hear a message that gives you service selection options. Listen to the pre-recorded message (mp3). (add to PPT)

Step 2 of 5 We'll play some hold music while you are connected to a counselor with our Spanish-language, LGBTQI+ services, or your local 988 Lifeline contact center. For veterans, the phone will ring until a counselor can answer your call.

Step 3 of 5 A counselor will say hello and introduce themselves.

Step 4 of 5 Your skilled counselor will ask you if you are safe.

Step 5 of 5 After they ask about your safety, your counselor will listen to you, understand how your problem is affecting you, provide support, and share any resources that may be helpful.



Here is what you can expect when texting the 988 Lifeline.

Step 1 of 7 When you send a text to 988, you will be given options to connect with a counselor from the Veterans, Spanish-language, LGBTQI+ service, or the main 988 Lifeline.

Step 2 of 7 When you text "next" you will be accepting our Terms of Service.

Step 3 of 7 You will then need to complete a brief survey to help your counselor understand how they can best support you.

Step 4 of 7 You'll receive a "wait" message with optional questions while we connect you to a counselor.

Step 5 of 7 Your counselor will say hello and introduce themselves.

Step 6 of 7 Your skilled counselor will ask if you are safe.

Step 7 of 7 After they ask about your safety, they will be calm and comforting, listen to you, and provide support. They may also share helpful resources.

<https://988lifeline.org/get-help/what-to-expect/>



Unfortunately, the 988 Lifeline does not have the same capabilities as 911 to be reached by phone call or text without telephone or cellular service. However, some smartphones can access the internet using WiFi even when the phone is not activated through a service plan, this can allow someone to call, text, or chat (<https://988lifeline.org/>) the 988 Lifeline using the internet.

If someone does not have access to a cell phone, but does have access to a computer or web browser, we recommend they use our chat service by visiting <https://988lifeline.org/>.