

FREQUENTLY ASKED QUESTIONS

Is 988 only for suicide-related crises?

No. In addition to thoughts or feelings of suicide, 988 responds 24/7 to calls, chats, or texts from anyone who needs support for mental health, suicide, and/or substance use problems. Other reasons include emotional distress, anxiety, depression, mental illness, loneliness, trauma, bullying, stress, relationship troubles, and just needing someone to talk with.

If I contact 988, will police or emergency services show up?

988 counselors work to keep you safe and provide support in the least restrictive manner possible. For most people, a counselor is able to work with you on the call, text, or chat to de-escalate your situation. If there is an immediate physical safety threat, the 988 counselor will contact 911 to help.

Can I call 988 for or about someone else?

Yes, 988 crisis counselors provide caring support and resources for family, friends, caregivers, and advocates who reach out about another person they are concerned about.

Does contacting 988 really help?

Yes, numerous studies have shown that most people who contact 988 are significantly more likely to feel less depressed, less suicidal, less overwhelmed, and more hopeful after speaking to a 988 crisis counselor.



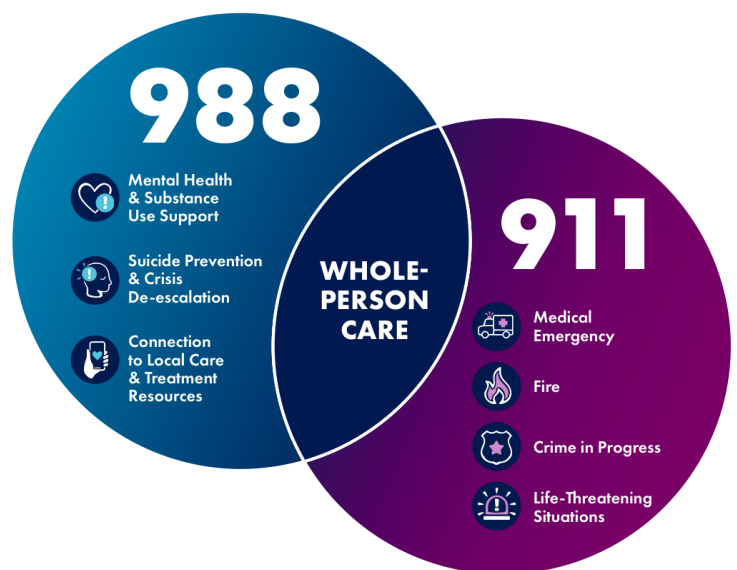
**DISCOVER MORE
988 FAQs**

YOU HAVE OPTIONS

- **To reach a crisis counselor:**
Call 988 and **press 0** to bypass the menu options
- **To reach the Veterans Crisis Line:**
Call 988 and **press 1**
- **To reach Spanish-speaking counselors:**
Call 988 and **press 2**, text **"AYUDA"** to 988, or chat linea988.org
- **To reach a counselor in ASL:**
Videophone (VP) or **text 988**, or chat 988Lifeline.org

988 & 911

KNOW WHICH NUMBER TO USE TO GET THE RIGHT SUPPORT



No Judgment. Just Help.

When you call, text, or chat 988 a skilled, caring counselor will listen to you and talk through your situation — no matter what you're going through.

Email 988 questions to:
[988Team@
samhsa.hhs.gov](mailto:988Team@samhsa.hhs.gov)