

YOU MATTER

Text. Call. Chat.

988 SUICIDE & CRISIS
LIFELINE



988 SUICIDE & CRISIS LIFELINE GENERAL AWARENESS

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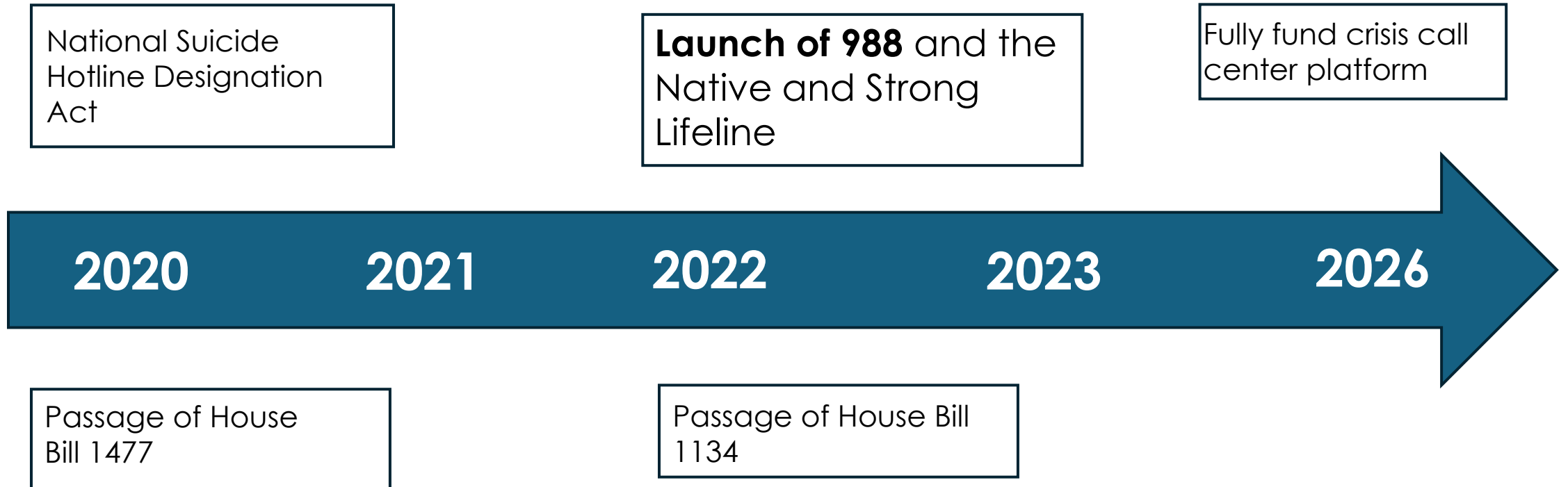
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Life can get

988
LIFELINE

Creation of 988 and Current Status



988 Suicide & Crisis Lifeline

- The 988 Suicide & Crisis Lifeline launched in July 2022.
- 988 is the three-digit dialing code for suicide prevention and crisis support.
- Call, text, or chat the 988 Lifeline to get support for:
 - Thoughts of suicide
 - Substance use concerns
 - Any type of emotional distress
 - A loved one who may be in need of crisis support
- The 988 Lifeline is free, confidential, and available 24/7/365.
- Interpretation services available in over 240 languages.



A green circle with two hands connected at wrists holding a small, rainbow heart in the center.



A person wearing a yellow sweater looking at a cell phone.



A person wearing a white tee-shirt in front of a laptop using sign language.

Specialized Lines

The 988 Lifeline has 4 specialized lines:

- **Veterans Crisis Line:** Call 988 and choose option 1, chat online, or text 838255
 - **Spanish Language Line:** Call, text, or chat 988 and choose option 2
 - **LGBTQIA+ Youth Line:** Call, text, or chat 988 and choose option 3
 - **Native and Strong Lifeline:** Call 988 and choose option 4.
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- You can also get support in American Sign Language (ASL) by:
 - Visiting the 988 Lifeline website
 - Clicking the “For Deaf & Hard of Hearing” link at the top of the page
 - Choosing “ASL Now”

Native and Strong Lifeline

- The Native and Strong Lifeline serves all Indigenous people who call 988 from a Washington area code and choose option 4.
- Native and Strong Lifeline counselors are Native tribal members or descendants. They are trained in crisis intervention and support, with special emphasis on cultural and traditional practices related to healing.
- This line is the first program of its kind in the U.S. dedicated to serving American Indian and Alaska Native people.
- The line is operated by Volunteers of America Western Washington.



A white square with an alternating blue, purple, and black border. Under the text are two pictures representing the Native & Strong Lifeline logo: a native peoples' symbol meaning two ears, one heart, and a feather with a black tip and a white body.

Crisis Counselor Training

Trained crisis counselors are ready to handle a variety of situations.

Each of Washington's 988 Lifeline crisis centers must meet the 988 Lifeline's minimum training requirements by providing trainings:

- Specific to crisis counseling
- Specific to internal systems
- That meet requirements around cultural humility and diversity, equity, and inclusion (DEI)

Example framework from a 988 Lifeline crisis center:

- Extensive New Hire Training Academy (18+ courses)
- Extensive RCL/988 Lifeline Crisis Triage Specialist's Onboard Training Program (20+ courses)
- Extensive Online Training Portal + virtual trainings + in-person trainings

Crisis counselors also participate in mock calls as preparation for working with help-seekers.



A person answers a headset in front of a computer screen.

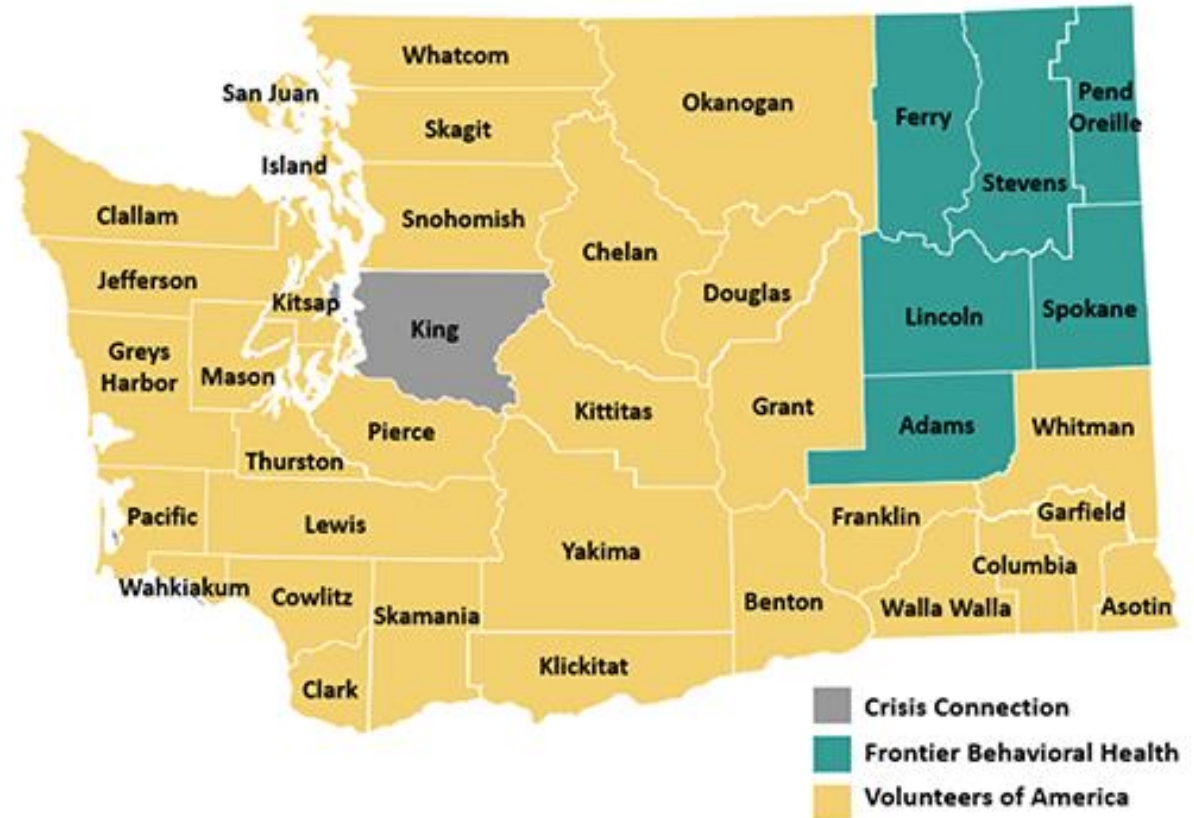
988 Lifeline Crisis Centers

In Washington, there are 3 crisis centers that answer 988 calls, texts, and chats:

- **Volunteers of America Western Washington (VOAWW):** Serves 32 counties and administers the Native and Strong Lifeline and the Native Resource Hub
- **Frontier Behavioral Health:** Serves Adams, Ferry, Lincoln, Pend Oreille, Stevens, and Spokane Counties
- **Crisis Connections:** Serves King County

Any calls that can't be answered by a Washington crisis center will be routed to another crisis center in Washington.

VOAWW and Crisis Connections both answer 988 texts and chats.



Map of Washington state that identifies primary coverage by each crisis center.

988 Funding

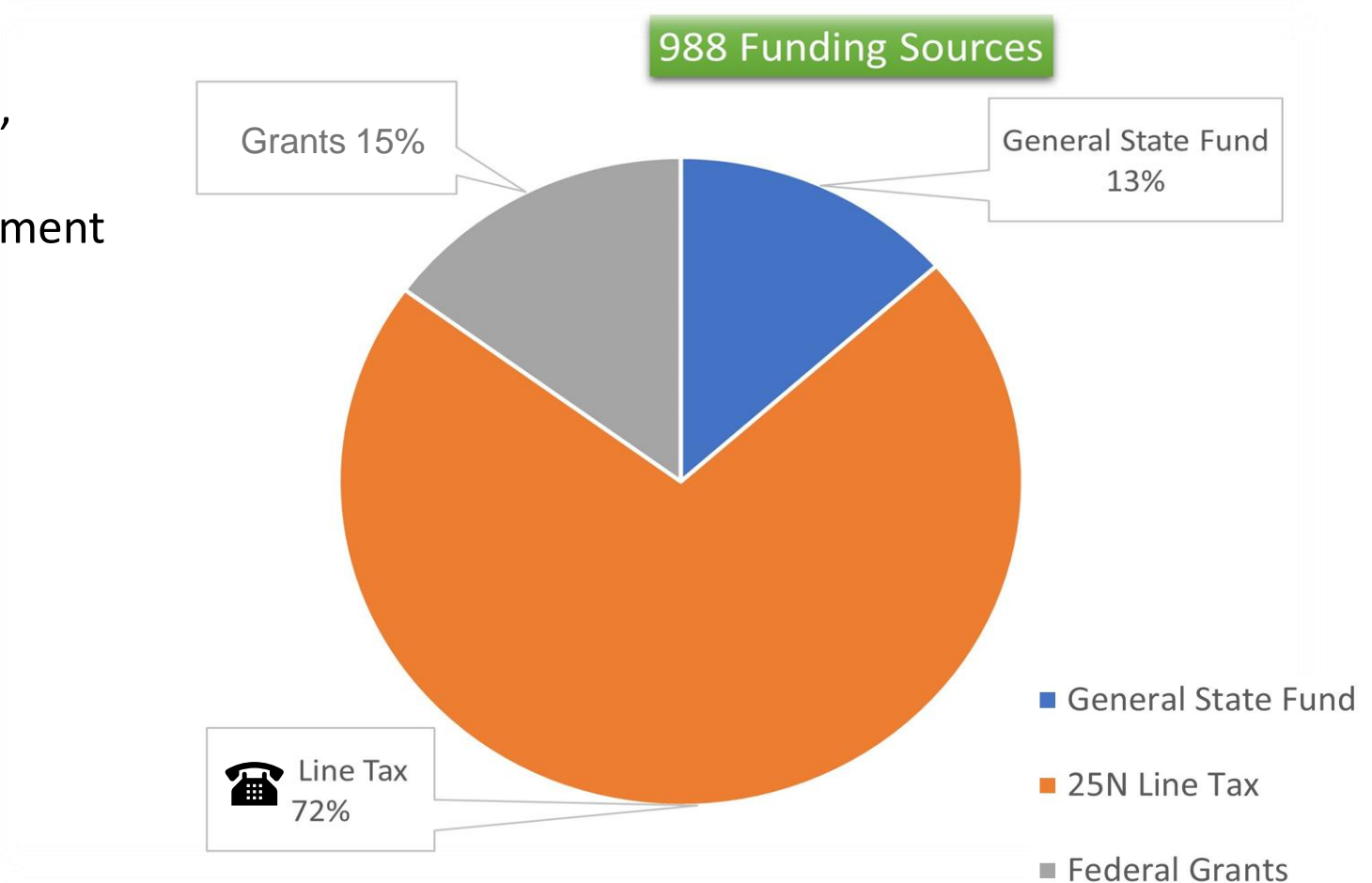
988 is a free service and there will never be a charge for contacting it.

State funds:

- A state tax – \$.40/month on every cell phone, landline, voice over internet protocol line
- State funds– funds the crisis centers to implement diversity, equity, and inclusion activities

Grant funds:

- Substance Abuse and Mental Health Services Administration grants
- National Association of State Mental Health Program Directors grant



Anyone Can Call 988

Some research indicates people are more likely to turn to trusted messengers such as a spouse/partner, parent, or sibling for help or advice during mental health struggles or crisis.



You



Family



Friends

A person wearing glasses looks at their smartphone while sitting on a bus.

Two people sitting together on a train have their hands clasped together on top of a cane.

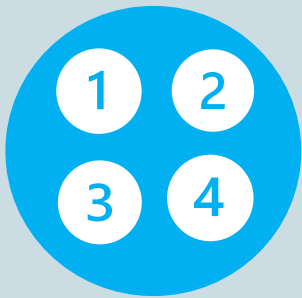
A person stands behind another person while holding on to their shoulders.

What to Expect When Contacting 988



An automated message tells you that you've reached 988 and offers some options.

[988 Greeting](#)



You can choose one of the prompts to reach a specialized line or stay on the line to be transferred to a crisis center.



If you've called the 988 Lifeline, you'll hear some music while you wait to be transferred.



A crisis counselor will pick up your call, text, or chat.



Crisis counselors will listen and provide support.



Crisis counselors can also share resources for longer-term support.

When You
Contact
988

You don't
have to say
**Who you are or
Where you are.**



You will get
support from a
trained **Crisis
Counselor.**

Call or text 988,
or chat
988Lifeline.org

There is Hope.



988 SUICIDE & CRISIS
LIFELINE

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Contacting 988

When you reach out to 988,
the 988 Lifeline crisis
counselor knows only your
phone number if you call or
text, or your IP address if you
use chat.

What you say about yourself
is your choice.

A white square with a person wearing a blue blazer with white tee-shirt.

Which Number Should I Use?

988

Suicide prevention & mental health crises



- Thoughts of suicide
- Feelings of anxiety
- Someone to talk to
- Substance use challenges

911

Medical & public safety emergencies



- Drug overdose or serious self-injury
- Unconsciousness
- Suicide attempt in progress
- Life-threatening event

211

Local services & resources



- Utility assistance
- Food
- Housing
- Health care
- Child care
- Elder care

Does the 988 Lifeline Contact 911?



More than 98% of 988 calls are handled without involving emergency services.

Calls will only be transferred to emergency services when a person is in immediate danger and the risk to their life can't be reduced during the conversation.

In these cases, the crisis counselor shares information with 911 that is crucial to saving a life. In most of these cases, the help-seeker consents to 911 involvement.

Questions?

If you feel *alone*

Resources

[Order Materials Here](#)

It's important to speak with one voice so everyone understands what the 988 Lifeline is and how it works.

- These toolkits contain social media shareables, video, print materials, radio ads, FAQs, messaging and communications to trusted messengers, and other marketing materials to promote the 988 Suicide & Crisis Lifeline.
- The toolkits are designed for communities and other partners.
- You can adapt these outreach materials and build upon them with community coalitions to meet the needs of their specific audiences.
- [988 Suicide & Crisis Lifeline - Call. Text. Chat. \(988lifeline.org\)](https://988lifeline.org)

[SAMHSA 988 Partner Toolkit](#)

[DOH Partner Toolkit](#)

[988 Trusted Messenger toolkit](#)

[Media Campaign Toolkit](#)

For questions about the 988 program at the Washington State Department of Health, please email 988ProgramInfo@doh.wa.gov or Elizabeth Emmet at elizabeth.emmet@doh.wa.gov.



A blue square with a pink circle that has a picture of a person wearing glasses and holding a mug and a yellow circle with a person holding a cell phone while looking at the screen.



A person wearing a cap is looking across a corn field with their hands resting on a pole.