

# Not Sure When to Use 988?

Some of the feelings people who contact 988 have:

“I feel alone”

“I don’t feel like myself”

“I need to talk”

“I’m overwhelmed”

Reasons people might reach out:

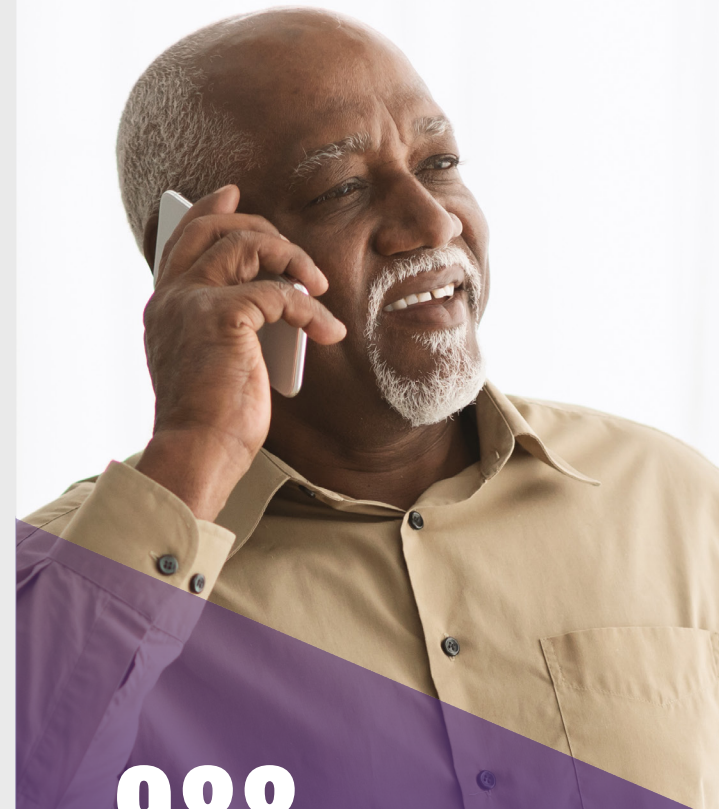
- Thoughts of Suicide
- Addiction
- Worrying about Someone Else
- Eating and Body Image Issues
- Relationship Issues
- General Anxiety
- Covid-19 Stress
- Abuse
- Trauma
- Loneliness
- Insomnia or Problems Sleeping
- Trouble Thinking Clearly
- Intense Mood Changes

# 988 is More than a Number

It’s a direct connection to compassionate and accessible care.

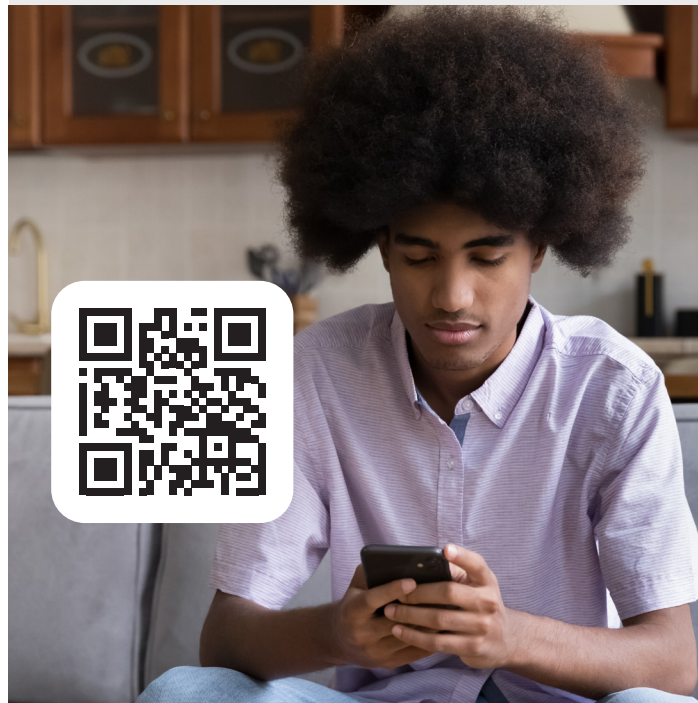
When you call, text, or chat 988 you are connected to trained counselors that are part of the National Suicide Prevention Lifeline network.

*There is hope.*



# 988 Crisis Lifeline

*A New Crisis Resource  
for New York*



Office of  
Mental Health

**988** SUICIDE & CRISIS  
LIFELINE

# Frequently Asked Questions

## What Is 988?

988 is the new three-digit number that connects people to the National Suicide Prevention Lifeline. This service is for anyone who is:

- suicidal
- experiencing a mental health or substance use-related crisis
- experiencing any kind of emotional distress

## What is the difference between 988 and 911?

988 provides easy access to the National Suicide Prevention Lifeline network and related crisis resources. This is different from 911, where the focus is on dispatching Emergency Medical Services, fire, and police as needed. The goal of 988 is to meet the country's growing suicide and mental health-related crisis care needs.

## Does it cost money to use 988?

Contacting 988 is a free service.

Talk with us.



Learn the **WARNING SIGNS of Suicide:**

## Look for the FACTS:

**F**EEELINGS - Hopelessness, excessive worry, burdensomeness, rejection, worthlessness

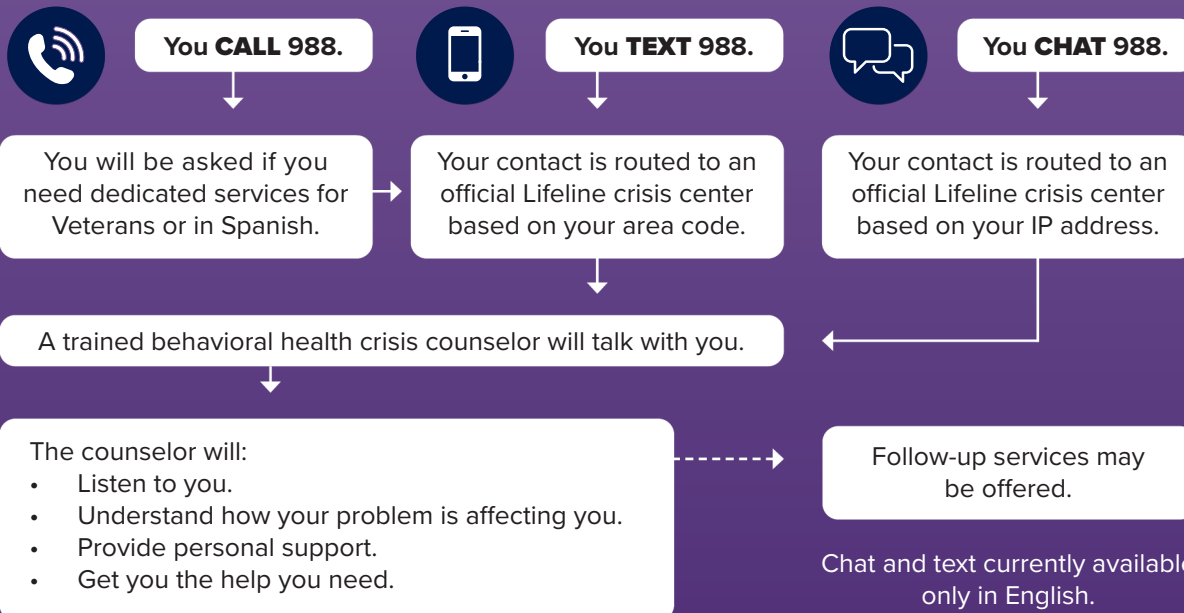
**A**CTIONS - Impulsiveness, self-harm, increased drug or alcohol use, giving away possessions, looking for a way to die such as saving up pills, gaining access to a gun, or searching online

**C**HANGES - Particularly in the presence of other warning signs; changes in attitude, moods, behaviors, or social connection; sudden change in sleep or eating habits

**T**HREATS - Specific or vague statements or any expression of death or suicide; can be written, spoken, activity on social media, or non-verbal threats

**S**ITUATIONS - Life changes that cause the person to be overwhelmed, unprepared, or triggered, such as personal loss, connection to death, bullying or abuse, failures, or getting in trouble

## What Happens When I Contact 988?



Chat and text currently available only in English.