



## Not Sure When to Use 988?

Some of the feelings people who contact 988 have:



## Welcoming New York's Newest 988 Crisis Contact Centers

Two organizations have been awarded funding to establish new 988 Crisis Contact Centers in New York State. Vibrant Emotional Health will cover counties in the Capital Region while the Mental Health Association of Essex will cover New York's North Country counties. In the meantime, Contact Community Services of Syracuse will be providing coverage while the new centers are being developed.

Since the launch of 988, New York State has had 24/7 in-state coverage for all 62 counties.

## 988 Data Report: August 2022

New York's in-state answer rate was

**82%**

for August in 2022. This is

**↑ 4%**

from July 2022.

New York's 988 Crisis Contact Centers answered

**13,230 calls**

New York's 988 Crisis Contact Centers responded to

**100% of all 988 chats and texts**

received during July and August 2022.

Thank you to New York's 988 Crisis Contact Centers for their continuous hard work!

## Action Corner

How do **YOU** play a role? Look in this corner every newsletter to learn how you can take action and be involved in 988 in New York.

### THIS MONTH'S TASK: *It's Okay to Reach Out*

Now that 988 is live, it's important for people to know that it's a resource available to them. Encourage people to reach out to 988 when they need help. Here are some things you can do:

- If you or your organization distribute materials on mental health or suicide prevention, update any resources that still have the 10-digit National Suicide Prevention Lifeline number on them to reflect the change to 988.
- Download and share OMH's 988 infographics with your organization and community members. They can be found on [OMH's 988 webpage](#).

### 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

## Coping Tips

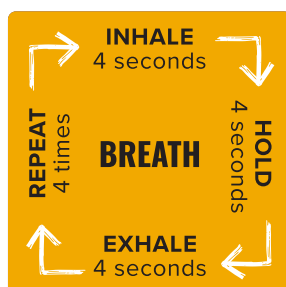
When you have coping strategies in your toolbox, they can help you work through everyday struggles. A new coping tip will be included in each newsletter for you to use and share with people you know.

### Just Breathe

How you breathe and use your breath can be a tool to reduce stress and anxiety.

Here's a simple breathing technique you can try anywhere.

### Try the Four Square Method:



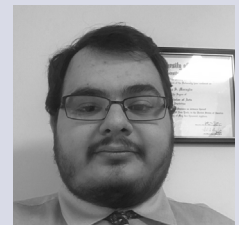
## 988: A New Way to Reach Out for Help

988 will change the way people in New York State access behavioral health care. The three-digit number gives people an easy way to receive emotional support for any mental health or substance use concern.

Cory Muraglio, a Long Island Regional Advocacy Specialist for the Office of Mental Health, says his mental health challenges never rose to the level of suicidal thoughts or self-harm, so he wouldn't have thought to call a suicide hotline. But 988 is different because it isn't just for suicide. "It's for mental health concerns in general," Cory says. **"Fewer people will end up having crises if, when they start to feel they need help, they can call a number and it doesn't have to wait until things have reached a breaking point."**

Cory uses his lived mental health experience to help other people successfully move through New York's public mental health system. He says unless people know what services exist, they can miss out on valuable resources they need. **"I really love that 988 is going to make people aware that these services exist and they can get help."**

He also hopes that people know that calling 988 is different than calling 911 for mental health emergencies. "You're not getting a dispatcher who's going to maybe direct you to a police officer. You can put that fear out of your mind...This is a place to call and talk to someone to get support."



CORY MURAGLIO



CELIA BROWN

Celia Brown is hopeful 988 will change the way New York responds to crises overall. Celia was one of the first peer specialists in New York and helped to create the Peer Specialist Civil Service title for the NYS Office of Mental Health. She uses her lived experience and advocacy in her role in OMH's New York City Field Office. "I think it might be a good start to do something different than what we have been doing for a long time. I see this as a way to help people in the community that have never heard of 988," she says.

Celia is excited for people to learn more about the service and have an alternative to dialing 911 when they are in emotional distress. "988 might be a better option for people. **It's another way to help people get what they need in terms of crisis or mental health services,**" she says.

Luis Lopez says 988 is helping New York reimagine the way crisis services are provided. Luis is the Director for Special Projects at the Center for Practice Innovations (CPI). He's been working in the behavioral health field since 1987 and considers himself a peer ally. "I'm very hopeful that people will get exactly what they need in the moment," he says. "Not every time they call for help are they going to end up in the ER or in a situation where more Law Enforcement is involved, which can be retraumatizing for individuals."



LUIS LOPEZ

He's urging people who need emotional support to reach out to 988. "Don't go in thinking that this is going to fail. **Try it, trust it, and see how it supports you.**"

## Need this Translated?

Español 中文 Русский বাংলা אידיש 한국어 العربي Kreyòl ayisyen Italiano Polski

Do you have more questions  
about 988 in New York?

Email [Crisis.Initiative@omh.ny.gov](mailto:Crisis.Initiative@omh.ny.gov)

New York's  
988 Web Page

