

988: Just the Facts



Office of
Mental Health

Since the launch in July 2022, there has been a lot of false information about 988 being shared on the Internet. **These are the important facts about 988 in New York that everyone should know.**



988 and 911 are separate service with separate contact centers.



988 is not the 911 for mental health. Rather than immediately sending services to you, **988 provides emotional support from trained crisis counselors.**



988 does not have the ability to track callers' geographic location



Currently, **less than 2% of calls to 988 require police to be involved.** This typically happens when there is imminent risk to someone's life.



988 is **for more than just suicidal crises.** It is for any problem a person is having that causes them distress.



80% of calls to 988 are resolved over the phone. The other 20% usually require agreed-upon mobile crisis or other follow-up services.



988 offers **free and confidential emotional support.** You will be connected to a trained counselor who will talk with you and offer you support if you choose to accept it.



The people answering the 988 texts, chats, and calls are **trained crisis counselors that receive extensive training and supervision, including how to respond to a crisis.**



You **do not need to provide personal information** when you call 988. The counselor may ask for information, but you can decline to share if you don't feel comfortable doing so.



Call 988



Text 988



Chat at 988lifeline.org/chat