

988

SUICIDE & CRISIS LIFELINE



988: The Suicide and Crisis Lifeline

Starting on July 16, 2022, everyone across the United States will be able to dial the 3-digit code 988 to connect to the National Suicide and Crisis Lifeline. The 988 dialing code will be available nationwide for calls (multiple languages), text, or chat (English only).

This 3-digit number offers a memorable, easy path to access services. The Lifeline offers free, confidential support to people in suicidal crisis or mental health-related distress 24 hours a day, 7 days a week, across the U.S.

Memorize the new 988 Suicide and Crisis Lifeline number and share it with family, friends, and colleagues. We don't always know the problems that people around us are struggling with – even those very close to us. Sharing the news about 988 and its services might save a life or lift a burden. Here are a few facts you should know about the 988 Lifeline.

Reminder to Members of ESI EAP: If you are a member of ESI EAP, you have 24/7/365 access to a helpline and to an online self-help portal to access counseling, coaching, and a wide array of benefits and resources to help you address problems, grow, and thrive both at home and at work. However, while your EAP provides in-the-moment help for any mental health issues you may face, if you or someone you love is feeling suicidal or facing an immediate or life-threatening mental health or substance abuse crisis, then 988 – or in some cases 911 – are the best resources to use.



TotalCare EAP
Public Safety EAP
Educators' EAP
Higher Ed EAP
HealthCare EAP
Union AP

What happens when you call?

“When calling 988, callers first hear a greeting message while their call is routed to the local Lifeline network crisis center (based on the caller's area code). A trained crisis counselor will answer the phone, listen to the caller, understand how their problem is affecting them, provide support, and share resources if needed. If the local crisis center is unable to take the call, the caller will be automatically routed to a national backup crisis center. The Lifeline provides live crisis center phone services in English and Spanish and uses Language Line Solutions to provide translation services in over 250 additional languages for people who call 988.”

How is 988 different from 911?

988 was established to improve access to crisis services in a way that meets our country's growing suicide and mental health-related crisis care needs. 988 will provide easier access to the Lifeline network and related crisis resources, which are distinct from the public safety purposes of 911 (where the focus is on dispatching Emergency Medical Services, fire and police as needed).

Will the 1-800-273-8255 go away when we switch to 988?

Moving to 988 does not mean the 1-800-273-8255 number goes away. After July 16, 2022, using either number will get people to the same services. In the end, 988 is an easier-to-remember way to access a strengthened and expanded network of crisis call centers.

Scan the QR Code with your device to explore your EAP benefits!

