



**Struggling with emotional and mental health?**  
Call or text 988.

## **When should I call or text 988?**

Whenever you need someone to talk to or are worried about someone. Never worry about if a situation is “serious enough” to call— our trained crisis workers can help whether it’s an everyday challenge or a crisis. You can also chat on [988lifeline.org](https://988lifeline.org).

## **Does 988 share my information with anyone?**

No. 988 is safe and confidential. HIPAA privacy laws protect any personal information you give us. We do not share information about you with family members, law enforcement, immigration, or anyone else. Crisis workers will only call 911 if someone is in immediate danger.

## **Who is 988 for?**

Everyone. You can call for yourself or someone you’re worried about, no matter what the struggle is. In fact, we hope you call or text 988 before a situation escalates. The earlier you reach out for help, the easier it is to work through the challenges you’re up against.

## Who answers 988 calls and texts?

Caring, trained crisis workers who help people through all types of challenges. If talking on the phone or texting isn't enough, they're trained to help you figure out if you need someone to come visit you or a safe place to go. Depending on what kind of help you would like, they can send teams of trained mental health professionals to meet with you for free or offer safe places you can go to get help (called crisis centers).

## Do 988 crisis workers call the police or law enforcement?

Sometimes people don't ask for help because they worry police or law enforcement will be called and someone will go to jail. This should not be the reason you don't get help. Experts throughout the state are working very hard to make sure people get the services they need, instead of ending up in jail. It is rare for police or law enforcement to become involved when someone calls or texts 988.

## Do I need an ID or proof of citizenship to use 988?

988 is confidential. You don't need identification or documentation to call. The crisis worker will ask for your name because it helps them get to know you, but you don't have to give your real name if you don't want to.

