

988 Coming to Illinois

The Illinois Department of Human Services/Division of Mental Health (IDHS-DMH) plans to launch 988, a national three-digit dialing code for the Lifeline and for calls. On July 16, **individuals experiencing a crisis or any other kind of emotional distress- whether that is related to suicide, mental health and/or substance use crisis can dial 988 for support. The Lifeline provides information and support to concerned family, friends, and caregivers.**

988 is a direct access point to compassionate care by trained professionals. IDHS-DMH's vision for 988 includes partnering with the six existing Lifeline call centers in Illinois, as well as building upon the existing crisis care continuum into a robust system that links callers to community-based providers who can deliver a full range of crisis care services.

988 is just the beginning, and not the final solution.

How does it work?

Currently, all callers have access to the National Suicide Prevention Lifeline (NSPL) network by dialing 800-273-8255.

Beginning, July 16, 2022, 988 will be launched as the three-digit dialing code. 988 will be a direct access point, providing greater access to life-saving services and compassionate care.

At the beginning of the call, callers have the option to select the Veterans Crisis Line or the Spanish language Crisis Line. If the caller with an Illinois area code does not select either of those options, they will be routed to an Illinois Lifeline Call Center. If after 3 minutes, the call is not answered by a live person, the caller is routed to the NSPL backup affiliate network, which includes call centers that operate in other states.

What to Expect from 988?

Calls placed to 988 will follow the same methods described above. In the coming months, text and chat services will be available for users. Callers who are connected with the Illinois Lifeline will receive specialized, individualized support by trained call takers trained in suicide prevention, de-escalation and stabilization, and resources.

What is the difference between 988, 911, 211/311, and other local hotlines?

988:

- Suicide prevention and mental health crisis lifeline
- Specialized intervention by trained call takers with advanced training in de-escalation and clinical suicide prevention
- Confidential, free, and available 24/7/365
- Eventually, 988 call centers will function as access points to statewide community-based crisis

911:

- Emergency line for public safety emergencies, medical emergencies, and law enforcement
- Provides limited de-escalation or emotional support; staffed with public safety answering point dispatch workers
- If the public safety or medical emergency is pertaining to someone who has a mental health condition, or appears to be experiencing a mental health crisis, a crisis intervention team (CIT) trained officer with basic training in mental health crises may be available through 911 dispatch
- Free, and available 24/7/365

211/311:

- Resource support line that links callers to resources related to quality of life (housing, food, other important services)
- Ability to transfer callers to the Lifeline Line
- Free, and available 24/7/365
- 311 is specific to Chicago and Cook County, while 211 is available in approximately half of other Illinois counties

Local mental health/substance use crisis hotlines:

- Resource for people who need help getting into behavioral health services
- Various hours of operation, according to the hotline's capacity
- Provides screening, assessment and referrals to helpful services

Illinois Warm Line: (1-866-359-7953):

- Free phone support for anyone living in Illinois to include emotional support, recovery education, self-advocacy support, and referrals
- Staffed by Certified Recovery Support Specialist (CRSS)
- Not a crisis line, rather, works with callers to address aspects of their wellness by identifying triggers, developing action plans, and learning what is necessary to maintain wellness
- Free, available Mon- Sat, 8 a.m.-8 p.m.

FAST FACTS

- **The 988 number will be available for calls on July 16, 2022.** Until then, those in crisis should continue to use 1-800-273-8255, which will continue to function even after the transition.
- 988 is confidential, free, and available 24/7/365, connecting those experiencing any type of emotional distress, including mental health, substance use, or suicidal crisis.
- Research shows that suicide hotlines save lives. The adoption of an easy-to-remember number, that will later include text and chat, is vital in beginning to resolve mental health crises.
- 988 is a direct connection to compassionate, accessible care and support for anyone experiencing mental health related distress., including family, friends, and/or caregivers.
- 988 services will be available in Spanish, along with interpretation services in over 150 languages through the National Suicide Prevention Lifeline.





Warning Signs of Suicide

TALK

If a person talks about:

- Killing themselves
- Feeling hopeless
- Having no reason to live
- Being a burden to others
- Feeling trapped
- Unbearable pain

BEHAVIOR

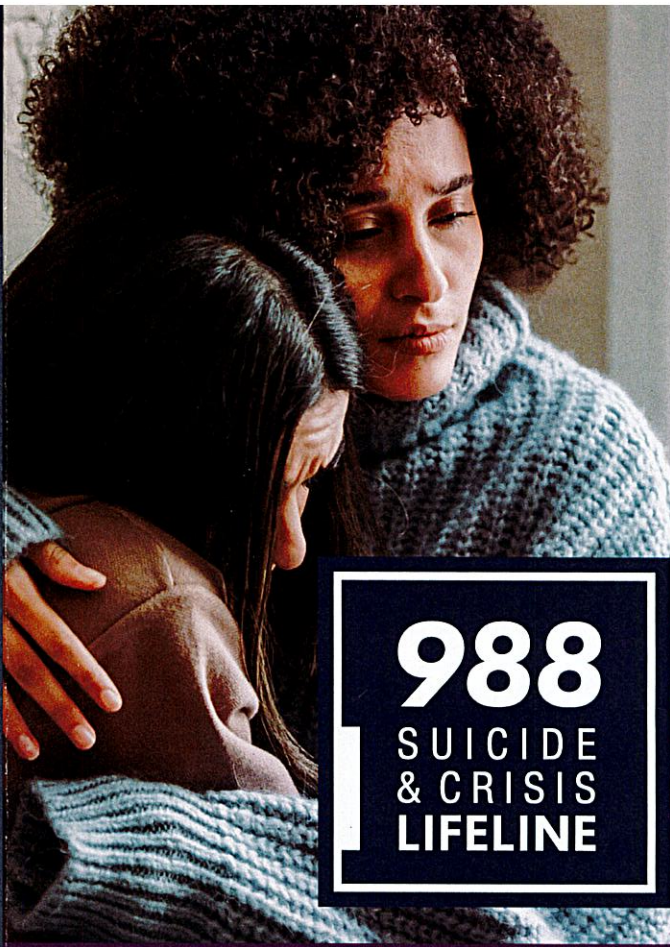
Behaviors that may signal risk, especially if related to a painful event, loss or change:

- Increased use of alcohol or drugs
- Looking for a way to end their lives, such as searching online for methods
- Withdrawing from activities
- Isolating from family and friends
- Sleeping too much or too little
- Visiting or calling people to say goodbye
- Giving away prized possessions
- Aggression
- Fatigue

MOOD

People who are considering suicide often display one or more of the following moods:

- Depression
- Anxiety
- Loss of interest
- Irritability
- Humiliation/Shame
- Agitation/Anger
- Relief/Sudden Improvement



988
SUICIDE
& CRISIS
LIFELINE

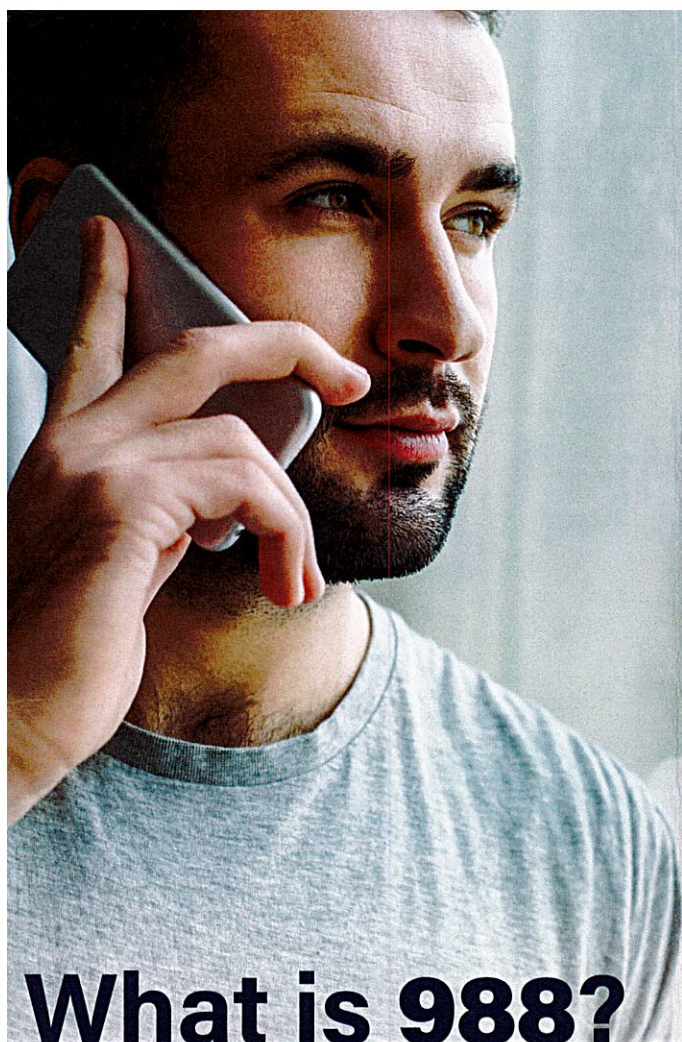
**HOLD ON
TO HOPE.**
WE'RE HERE TO HELP.

CALL 988

for 24/7, free and
confidential support from
trained crisis counselors.

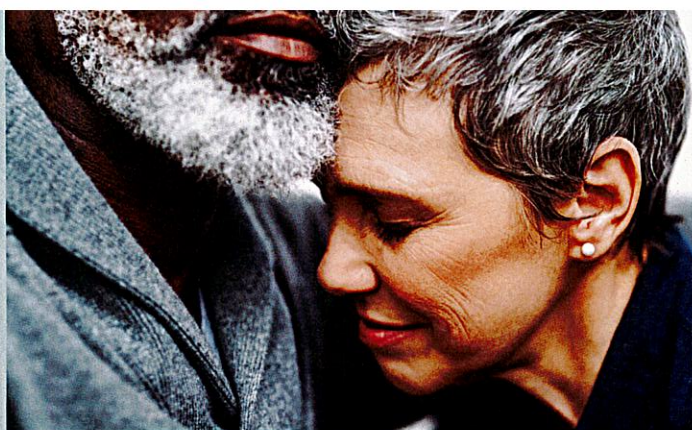
 **Veterans
Crisis Line**
DIAL 988 then PRESS 1

 **IDHS**
ILLINOIS DEPARTMENT
OF HUMAN SERVICES



What is 988?

988 is more than just an easy-to-remember number—it's a direct connection to compassionate, accessible care and support for anyone experiencing mental health-related distress, along with concerned family, friends and/or caregivers.



3 ways to access 988



**CALL
988**



**TEXT
988**



**CHAT
988**

988lifeline.org/chat

When should I call, text or chat 988?

Anyone could be struggling with suicide. If you or someone you know is having thoughts of suicide or experiencing a mental health or substance-use crisis, 988 provides a connection to free, 24/7 confidential support.

- Thoughts of suicide
- Emotional distress
- Feelings of hopelessness
- Substance-use
- Trauma or loss
- Community unrest or Covid-19 related stress

What happens when I call 988?

- At the beginning of the call, callers have the option to select the Veterans Crisis Line or the Spanish language Crisis Line.
- If the caller does not select either of these options, they will be routed to an official Life Line Call Center based on their area code or IP address.
- A trained behavioral health crisis counselor will talk with you.
- The counselor will:
 - Listen to you
 - Understand how your problem is affecting you
 - Provide personal support
 - Give you the help you need, and may include in-person support from a Mobile Crisis Response Team.
- Follow up services may be offered.
- A call to 988 does NOT automatically facilitate a police response.



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 there may be additional support provided to you depending on your individual situation.

The goal of 988 is to meet the country's growing suicide and mental health-related crisis care needs.