



## 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.

