



BEFORE YOU OPEN THIS FOLDER

This folder was created to support you in the days and weeks ahead.

There is nothing inside that you need to read, decide, or do right now.

Some families open this folder immediately.

Some wait days or weeks.

Some return to it many times.

Some choose not to open parts of it at all.

All of those are okay.

There is no right order to read what's inside. There is no expectation to use every resource.

Please take only what feels helpful to you, and leave the rest.

Grief affects everyone differently. You may feel overwhelmed, numb, focused, or unsure of what you need. Whatever you are experiencing in this moment is valid.

This folder will be here when—and if—you are ready.



988 | SUICIDE & CRISIS LIFELINE

The 988 Suicide & Crisis Lifeline offers skilled, compassionate help for mental health and substance use problems for anyone at any time.



Text 988



Call 988



Chat 988lifeline.org

WHAT IS 988

- A simple, convenient three-digit number
- An immediate resource available 24/7
- A network of more than 200 local crisis contact centers that can handle thousands of contacts each day

988 is a key part of a broader vision for reimagined crisis care in the United States that is built through federal, state, local, and community partnerships. The vision is that everyone has: **Someone to contact. Someone to respond. A safe place for help.**

WHAT TO EXPECT WHEN CONTACTING 988

- You'll be given some options to select the service that meets your needs
- Your counselor will ask some questions to first make sure you are safe
- You'll get one-on-one, judgment-free support

REAL 988 FEEDBACK

“Last night I was not well. My support system was not available and **this service brought me around and helped me get through what I thought was the end.** This was the first time I had the courage to call and **the counselor was kind, calm, and patient.** Thank you from the bottom of my heart.”

“In a moment of supreme vulnerability and when I felt like I had no one else, I called 988 and was proven so wrong. The man I spoke with was **absolutely amazing, supportive, comforting, trustworthy and helped me so much.** It means so much to have a stranger care and listen when you feel like there is no one around.”

FREQUENTLY ASKED QUESTIONS

Is 988 only for suicide-related crises?

No. In addition to thoughts or feelings of suicide, 988 responds 24/7 to calls, chats, or texts from anyone who needs support for mental health, suicide, and/or substance use problems. Other reasons include emotional distress, anxiety, depression, mental illness, loneliness, trauma, bullying, stress, relationship troubles, and just needing someone to talk with.

If I contact 988, will police or emergency services show up?

988 counselors work to keep you safe and provide support in the least restrictive manner possible. For most people, a counselor is able to work with you on the call, text, or chat to de-escalate your situation. If there is an immediate physical safety threat, the 988 counselor will contact 911 to help.

Can I call 988 for or about someone else?

Yes, 988 crisis counselors provide caring support and resources for family, friends, caregivers, and advocates who reach out about another person they are concerned about.

Does contacting 988 really help?

Yes, numerous studies have shown that most people who contact 988 are significantly more likely to feel less depressed, less suicidal, less overwhelmed, and more hopeful after speaking to a 988 crisis counselor.



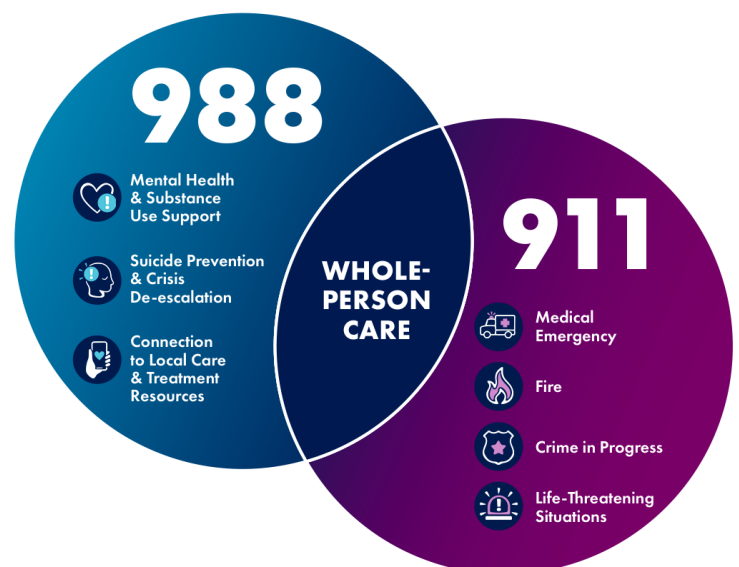
**DISCOVER MORE
988 FAQs**

YOU HAVE OPTIONS

- **To reach a crisis counselor:**
Call 988 and **press 0** to bypass the menu options
- **To reach the Veterans Crisis Line:** Call 988 and **press 1**
- **To reach Spanish-speaking counselors:**
Call 988 and **press 2**, **text "AYUDA"** to 988, or **chat linea988.org**
- **To reach a counselor in ASL:**
Videophone (VP) or **text 988**, or **chat 988Lifeline.org**

988 & 911

KNOW WHICH NUMBER TO USE TO GET THE RIGHT SUPPORT



No Judgment. Just Help.

When you call, text, or chat 988 a skilled, caring counselor will listen to you and talk through your situation — no matter what you're going through.

Email 988 questions to:

**988Team@
samhsa.hhs.gov**

THREE STEPS TO ACCESSING CARE

1. If you have insurance: Contact your insurer. Ask about your coverage and whether they have a network of preferred providers for you to use.

If you don't have insurance: Each state has funding to provide treatment for people without insurance coverage. Find where to call for information about payment for services at: [samhsa.gov/sites/default/files/ssa-directory.pdf](https://www.samhsa.gov/sites/default/files/ssa-directory.pdf)

2 Review the websites of the providers and see if they have the [five signs of quality treatment](#) detailed below.

3 Call for an appointment. If they can't see you or your family member [within 48 hours](#), find another provider. One indicator of quality is the ability to get an appointment quickly. Many programs offer walk-in services. Look for programs that can get you or a family member into treatment quickly.

TREATMENT LOCATORS

Substance Use and Mental Health Treatment Locator:

findtreatment.samhsa.gov/
1-800-662-HELP (4357)
1-800-487-4899 (TTY)

Alcohol Treatment Navigator:

alcoholtreatment.niaaa.nih.gov/

FIVE SIGNS OF QUALITY TREATMENT

You can use these questions to help decide about the quality of a treatment provider and the types of services offered. Quality programs should offer a full range of services accepted as effective in treatment and recovery from substance use disorders and should be matched to a person's needs.

- 1. Accreditation:** Has the program been licensed or certified by the state? Is the program currently in good standing in the state? Are the staff qualified? Good quality programs will have a good inspection record and both the program and the staff should have received training in treatment of substance use and mental disorders and be licensed or registered in the state. Does the program conduct satisfaction surveys? Can they show you how people using their services have rated them?
- 2. Medication:** Does the program offer FDA approved medication for recovery from alcohol and opioid use disorders? At this point in time, there are no FDA approved medications to help to prevent relapse from other problem substances.
- 3. Evidence-Based Practices:** Does the program offer treatments that have been proven to be effective in treating substance use disorders including medication management therapies, such as motivational therapy, cognitive behavioral therapy, drug and alcohol counseling, education about the risks of drug and alcohol use, and peer support? Does the program either provide or help to obtain medical care for physical health issues?
- 4. Families:** Does the program include family members in the treatment process? Family members have an important role in understanding the impact of addiction on families and providing support.
- 5. Supports:** Does the program provide ongoing treatment and supports beyond just treating the substance issues? For many people addiction is a chronic condition and requires ongoing medication and supports. Quality programs provide treatment for the long term which may include ongoing counseling or recovery coaching and support, and helps in meeting other basic needs like sober housing, employment supports, and continued family involvement.

FOR A DRUG OR ALCOHOL USE EMERGENCY, CALL 911 OR GO TO THE NEAREST EMERGENCY ROOM

KEY DIFFERENCES BETWEEN

988 & 911

Knowing when and how to communicate the distinctions between 988 and 911 is critical.

People may not always know when to reach out for behavioral health support versus emergency services.

988

A Resource for Behavioral Health Crises

911

A Response System for Medical, Fire, or Police Emergencies

DESCRIPTION

The 988 Lifeline connects people with counselors who are trained to provide emotional support, crisis de-escalation, and local resources, without relying on law enforcement or emergency medical intervention unless necessary.

911 is the primary contact for medical emergencies, fire, crimes in progress, or other situations requiring immediate physical intervention. Although 911 is highly effective for emergencies involving physical harm, it is not specialized to manage behavioral health crises.

KEY FEATURES



Skilled, Caring Support 24/7:

988 counselors are trained to provide emotional and mental health support and crisis intervention.



Minimal Law Enforcement

Intervention: Most crises are managed without involving law enforcement, reducing the likelihood of escalated responses.



Connection to Local Resources:

People are referred to local mental health and/or substance use treatment services for follow-up care, ensuring continuity of support.



Immediate Intervention for Physical

Danger: 911 dispatches police, fire, or EMS to address urgent threats to life or safety.



Law Enforcement Involvement:

Law enforcement officers are typically dispatched in crises involving potential violence or criminal activity.

Summary: Both 988 and 911 provide critical support but focus on different crisis types. 988 specializes in behavioral health crises and offers crisis counseling and emotional de-escalation; 911 addresses physical dangers needing police, fire, or EMS. Understanding the distinction is essential to ensuring the appropriate response and care.

SAFETY PLANS WORK

There is Hope.



- 1** Write 3 warning signs that a crisis may be developing.

- 2** Write 3 internal coping strategies that can take your mind off your problems.

- 3** Who/What are 3 people or places that provide distraction?
(Write name/place and phone numbers)

_____	Phone _____
_____	Phone _____
_____	Phone _____

- 4** Who can you ask for help? (Write name/place and phone numbers)

_____	Phone _____
_____	Phone _____
_____	Phone _____

- 5** Professionals or agencies you can contact during a crisis:

Clinician _____ Phone _____

Local Urgent Care or Emergency Department:

Address _____ Phone _____

Text or call 988 or chat 988lifeline.org

- 6** Write out a plan to make your environment safer.
(Write 2 things)



988
SUICIDE & CRISIS
LIFELINE

Not feeling like yourself?
We're here to help.



CALL OR TEXT

1-833-TLC-MAMA

National Maternal Mental Health Hotline

FREE

24/7

CONFIDENTIAL



Add the
Hotline to
your contacts



HRSA
Health Resources & Services Administration

HOW TO USE CRISIS TEXT LINE

CRISIS TEXT LINE |

Crisis Text Line serves anyone, in any type of crisis, providing access to free, 24/7 support and information via a medium people already use and trust: text.

How it Works

①



Text **HELLO** to **741741** from anywhere in the United States, 24/7. We will text about whatever is a crisis to you - addiction, anxiety, assault, bullying, depression, eating disorders, self-harm, and suicide.

②



The Crisis Counselor listens without judgment, invites you to share more, and helps you move from a hot moment to a cool calm. You'll text back and forth, sharing only what you feel comfortable.

③



After 2 automated responses, you'll connect with a live, trained volunteer Crisis Counselor who receives the text on their computer.

④



The goal of the conversation is help you find calm. That may mean sharing resources for you to check out for more help; sometimes it means listening.

⑤



It usually takes less than 5 minutes to connect you with a Crisis Counselor, maybe longer during busy times.

⑥



Conversations usually end when you and the Crisis Counselor feel comfortable that you're in a "cool," safe place, after 15 - 45 minutes.

Want to get more involved?

Go to crisistextline.org/volunteer to learn about more opportunities