

Help is a phone call or a text away...

Video Course Session 13

988

provides some information about what to expect when someone calls or texts 988 when experiencing a mental health or substance use crisis, or emotional distress.

IN CRISIS?

If you are experiencing a medical emergency or safety emergency requiring law enforcement, EMS, or fire, call 911.

If you are experiencing a mental health, suicide, or substance use crisis, or any other emotional distress, call or text 988 or chat online at 988lifeline.org/chat.



CALL 988

[Tap to call](#)



TEXT 988

[Tap to text](#)



CHAT 988

[Tap to chat](#)



VideoPhone

[Tap to videophone](#)

You Are Not Alone

Whether you're in distress or just want to talk about something on your mind, call or text 988 or chat at 988lifeline.org anytime you need help. If you are worried about someone else, reach out to 988 and a local, trained crisis specialist at one of Missouri's 988 centers will help you navigate the situation.

For free, confidential support, no matter what the situation is, reach out to 988. Whether you call, text, or chat, we want you to reach out in whatever way is most comfortable for you.

Click on a county on the map to learn which of Missouri's 988 centers you could be connected to. Missouri's crisis specialists are available to talk to you anytime you need it. We are here to help.

For the Missouri Coverage Map Visit

www.missouri988.org/get-help/

DeafLEAD is the state text and chat center.

Provident Behavioral Health is the state backup call center.

What to Expect When You Call the 988 Suicide & Crisis Lifeline

The 988 Suicide & Crisis Lifeline is available 24/7 to offer you free and confidential support whenever you need it.

When you call 988, you will hear an automated greeting message that will prompt you to make a selection. **You can either stay on the line for a crisis specialist, press one for the Veterans' Crisis Line, press two for the Spanish network, or press three to speak with a gender-affirming crisis specialist.** 988 offers crisis support in English and Spanish, as well as translation services in over 250 languages. After you've made your selection, you will hear music while being quickly routed to a trained crisis specialist in Missouri. The crisis specialist will answer the phone, introduce themselves, and listen to you to understand what you are experiencing and how it's affecting you. They will work with you to address your immediate needs, offer support, and connect you to local resources.

SPECIALIZED SERVICES

Press 1 – Veterans

Press 2 – Spanish-speaking

Press 3 – LGBTQ+ affirming

Press 0 to bypass the introduction message and connect directly with a local crisis center

What to Expect When You Text the 988 Suicide & Crisis Lifeline

- Send any message to 988 to start a text conversation.
- A similar process occurs when you text 988. When you send a text to 988, you will be asked to complete a short survey to share what you are experiencing. Texting 988 will start a real-time conversation with a local crisis specialist ready to assist you. Once you are connected, the crisis specialist will work with you to understand what you are going through and how it's affecting you. They will work with you to address your immediate needs, offer support, and share resources that may be helpful. Texting is available in English and Spanish.

What to Expect when You Chat with the 988 Suicide & Crisis Lifeline

Visit 988lifeline.org/chat. Fill out the pre-chat survey, and click submit to begin.

- Chat is available in English and Spanish through the 988 Suicide & Crisis Lifeline's website at 988lifeline.org/chat. When you chat 988, you will be prompted to complete a short survey to share what you are experiencing. You will then be connected to a crisis specialist who will work with you to understand what is affecting you, offer support, and share local resources.

What to Expect when You Videophone with the 988 Suicide & Crisis Lifeline

Chat with an ASL-fluent crisis specialist via videophone at <https://988lifeline.org/help-yourself/for-deaf-hard-of-hearing/>

- Available 24/7, the 988 videophone allows individuals who identify as Deaf, DeafBlind, DeafDisabled, Hard of Hearing, Late-Deafened, or any American Sign Language (ASL) user to connect directly to ASL-Fluent 988 crisis specialists. You can dial 988 on your videophone or access it here.
- Once connected, follow the prompts. You will be asked to answer some questions regarding your situation and what you are experiencing. Our crisis specialists will work with you to understand what is affecting you, offer support, and share local resources.

Some Reasons to reach out

- Thoughts of suicide
- Emotional distress
- Substance use
- Worried about someone else
- Trauma
- General anxiety or depression
- Feeling lonely or hopeless
- Relationship or family problems
- Distress around sexual orientation
- Financial or job stress
- Trouble thinking clearly

Free & Confidential Support

We provide free and confidential support to people in crisis—for any reason, at any time—24 hours a day. Our trained crisis specialists offer non-judgmental support and comfort to anyone struggling.

Highly Trained Staff

If you or someone you know is experiencing a mental health, suicide, or substance use crisis, call or text 988, or chat online at 988lifeline.org/chat. You can also reach out to 988 if you are worried about someone you know. Crisis specialists are trained to be sensitive to your individual and cultural needs. They can provide support to Veterans, Service members, and their families, Spanish-speaking individuals, the deaf and hard of hearing community, LGBTQ+ individuals, youth, and more. They are available to hear about life's struggles, support your safety, discuss ways to help you cope, and connect you to resources. Whether you're in distress or just want to talk about something on your mind, we're here to help. No matter the type of crisis you or someone you know is experiencing, we hope that you will reach out to 988 anytime you need support.

A Safe Space

988 is a safe space to talk about suicide and other struggles you may be experiencing. Your safety is important to us. A crisis specialist will listen to you to understand what you are experiencing and how it's affecting you, collaborate with you on a plan to keep you safe, and provide resources.

Help Others

Do you know someone in crisis?

If someone you know is in crisis, a friend, family member, or loved one – but you don't know what to do – reach out to 988 for support to get them the help they need. Crisis specialists are available to help you navigate the situation and get them connected to resources.



Be the lifeline

Missouri Suicide Prevention Plan

Missouri continues to have a higher suicide rate compared to the national average. The Missouri Suicide Prevention Plan is intended to help Missourians prevent and lower the risk of suicide in their family and community. Learn about how you can help here.

To learn more visit: www.flipsnack.com/8DABEFBBD9/mspn-prevention-state-plan-booklet-2024-2028-fv1824/full-view.html

Missouri 988 Task force

The 988 Task Force is guiding the development of the 988 Suicide & Crisis Lifeline in Missouri. The implementation of 988 will increase access to life-saving services and reduce the stigma surrounding suicide and mental health conditions.

The 988 task force meets monthly to address planning topics.

Resources

Keep Informed on the Latest Crisis Services in Missouri and Beyond!

Visit: www.missouri988.org/blog-2/

For Upcoming Events

Visit: www.missouri988.org/get-involved/

Video Course Session 13 — Review Questions

1. When should 988 be utilized?
2. Is 988 available in any language besides English?
3. What specialized services can you access by pressing 1 when calling 988?