

988 Suicide and Crisis Lifeline

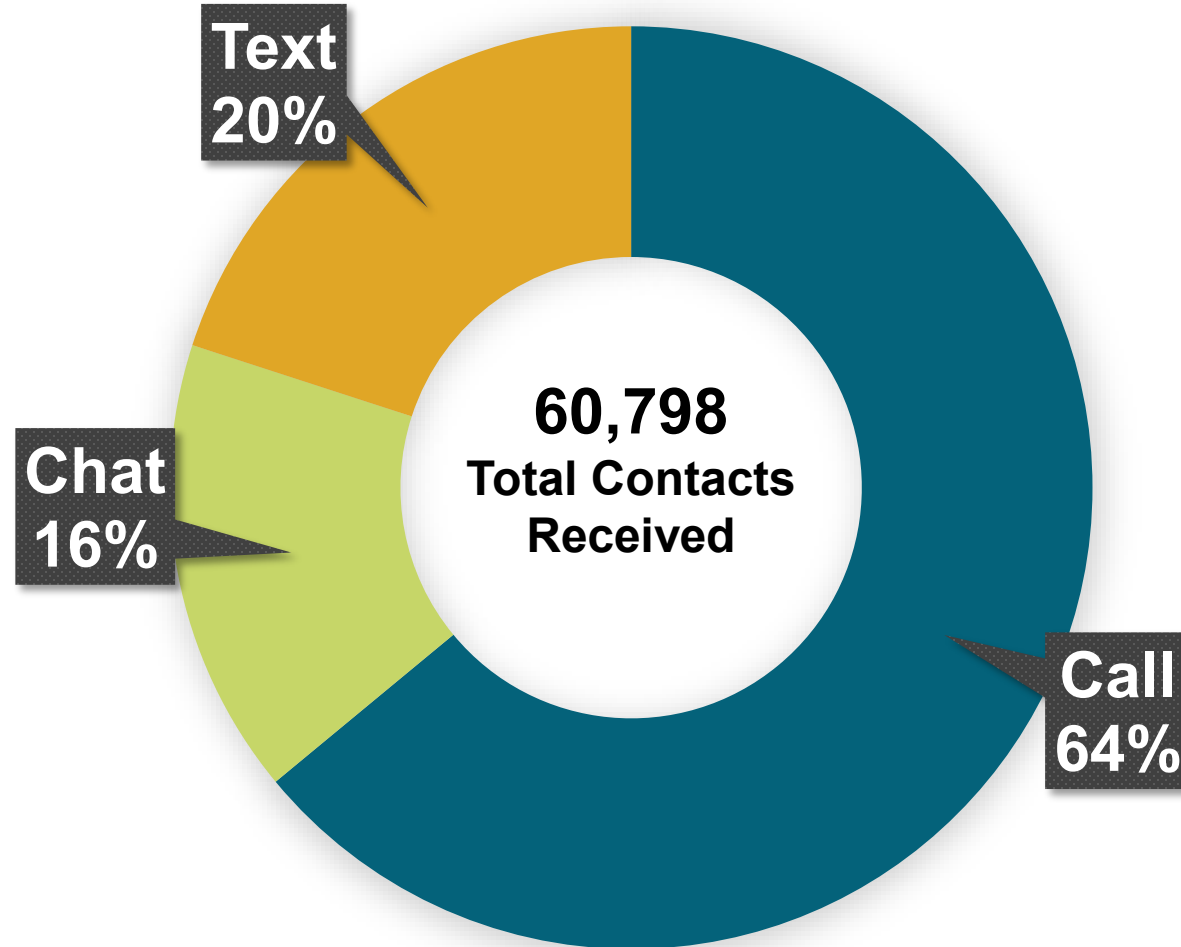
Julie Maas, LMSW, Suicide Prevention Director



What is 988?

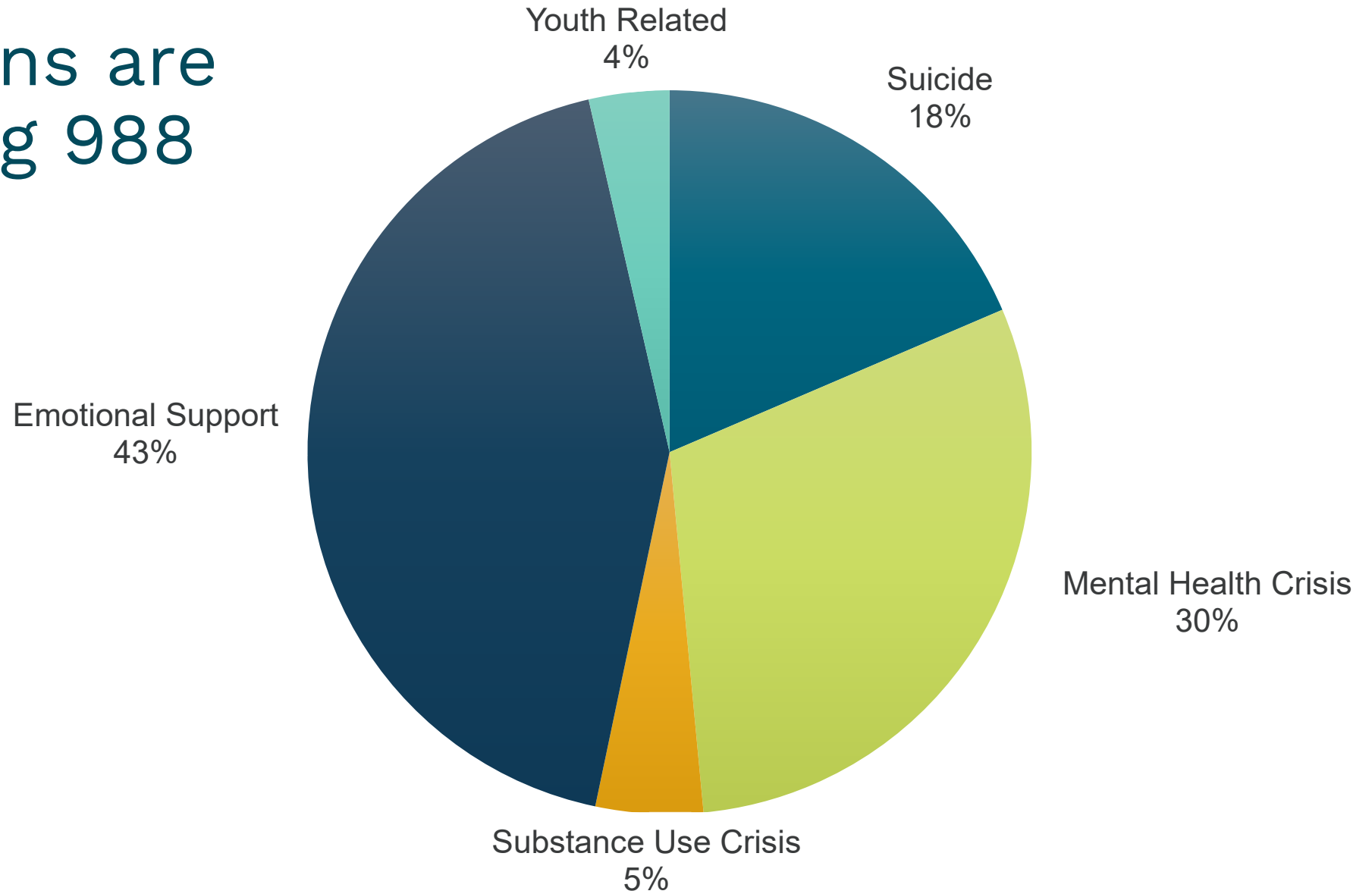
- ▶ A **simple**, convenient three-digit number that connects individuals in need of support with lifeline counselors.
- ▶ A network of more than 200 local crisis contact centers that can handle thousands of contacts each day.
- ▶ Not just for suicide-related crises. Trained counselors provide support for:
 - ▶ Substance use disorder
 - ▶ Economic worries
 - ▶ Relationships
 - ▶ Depression
 - ▶ Mental and physical illness
 - ▶ Loneliness

Total 988
Contacts
received
in SFY26*

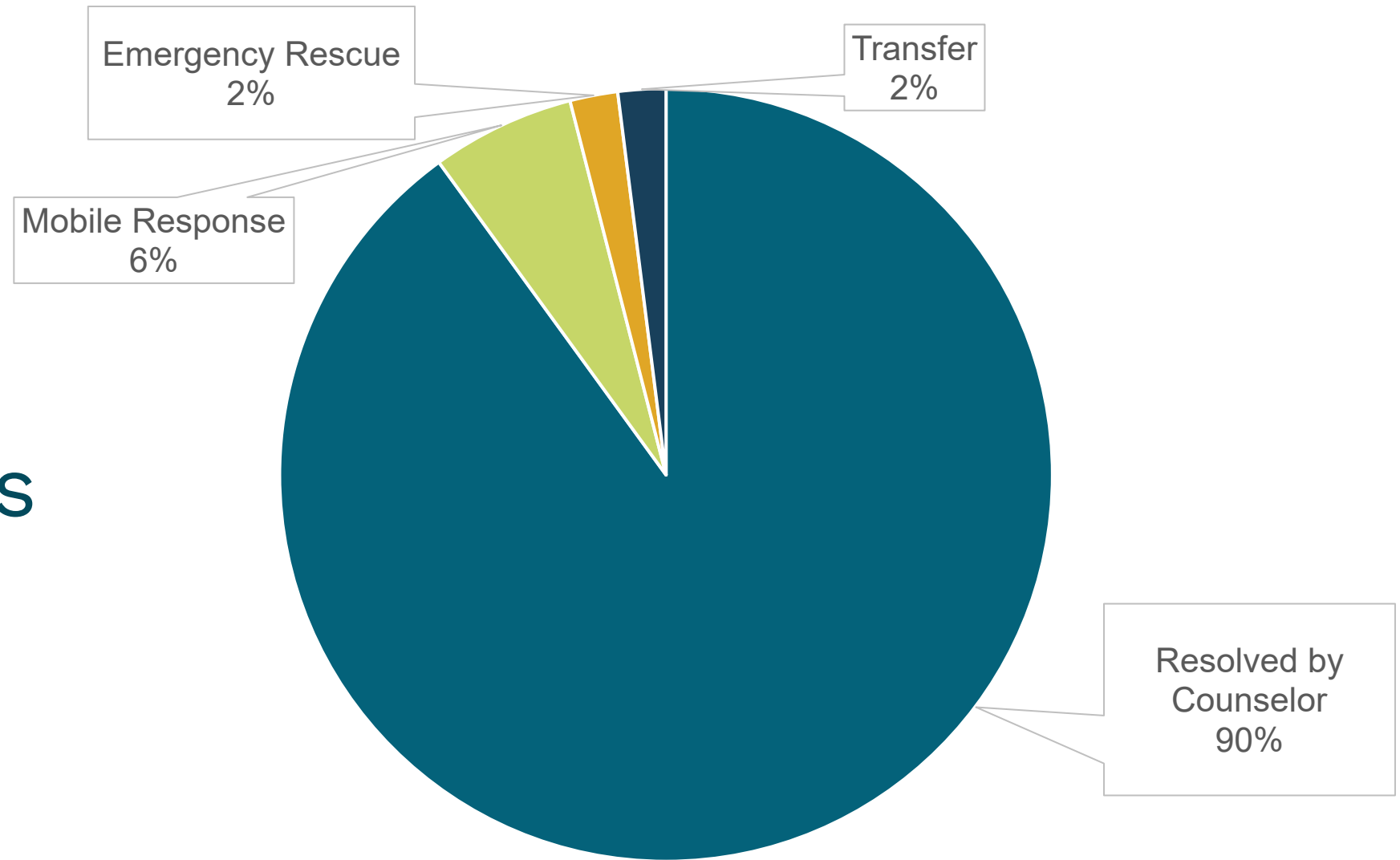


*SFY26 includes July 2025-April 2026

Why Iowans are Contacting 988

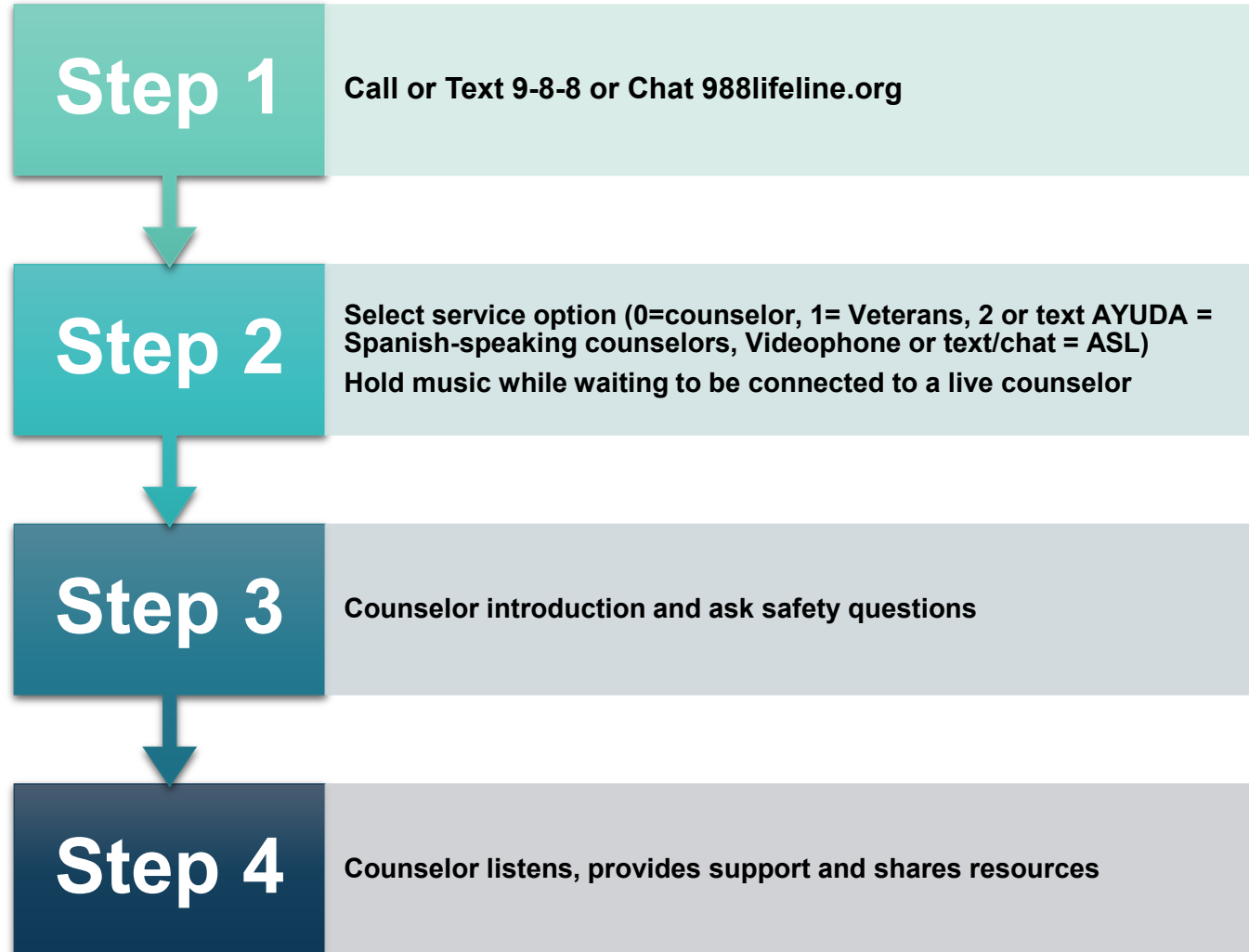


988 Outcomes




- Resolved by Counselor
- Mobile Response
- Emergency Rescue
- Transfer

What to Expect When Contacting 988



Common Questions



Does the 988 Lifeline trace the location of people who call, text, or chat?

- ▶ 988 Counselors know the phone number or IP address.
 - Personal information is not required to receive support

- ▶ 988 Counselors try to gather information if it is needed to:
 - Save lives
 - Connect to ongoing support
 - Evaluate 988 Services

- ▶ Connection to 911 in rare instances because of concerns about immediate risk to life.

Which
number
to use:
988 or 911

988



Mental Health
& Substance Use
Support



Suicide Prevention
& Crisis
De-escalation



Connection
to Local Care
& Treatment
Resources

**WHOLE-
PERSON
CARE**

911



Medical
Emergency



Fire



Crime in Progress



Life-Threatening
Situations

988 | SUICIDE & CRISIS
LIFELINE

Thank you!

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