

988 Suicide and Crisis Lifeline



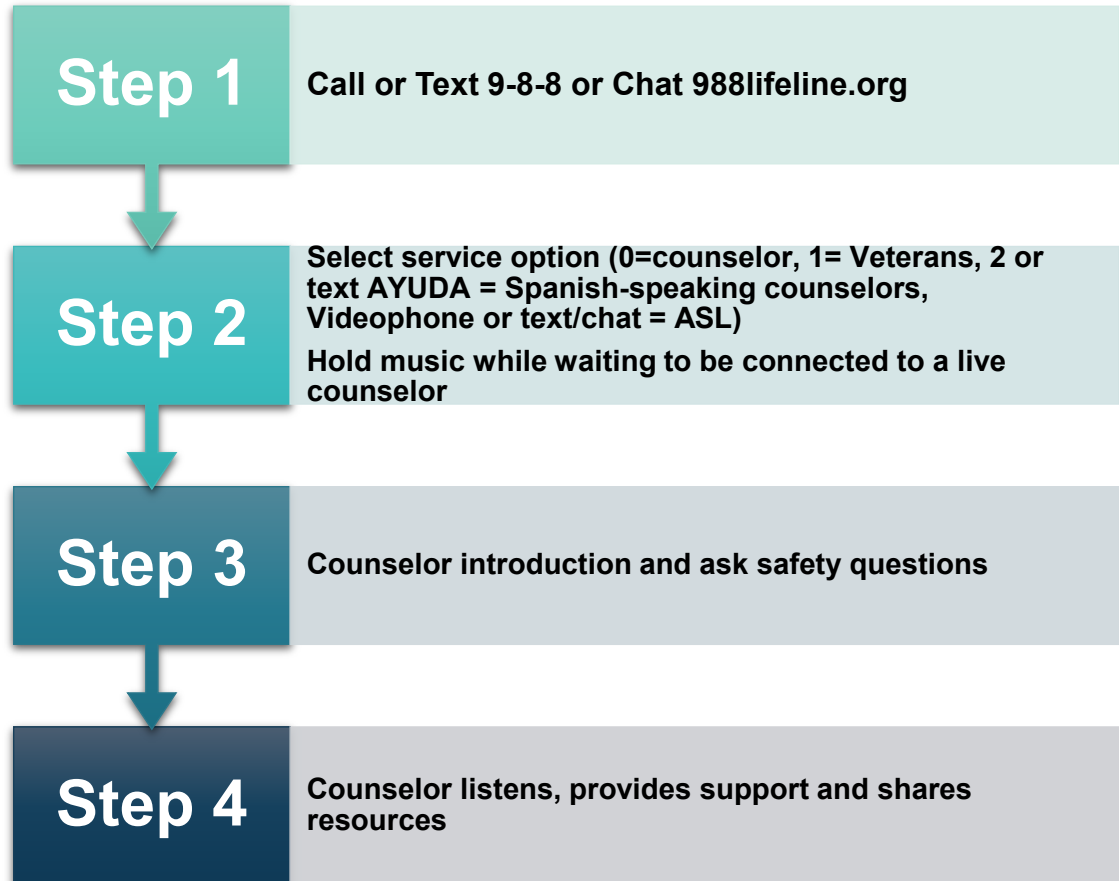
Health and
Human Services

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

What to Expect When Contacting 988

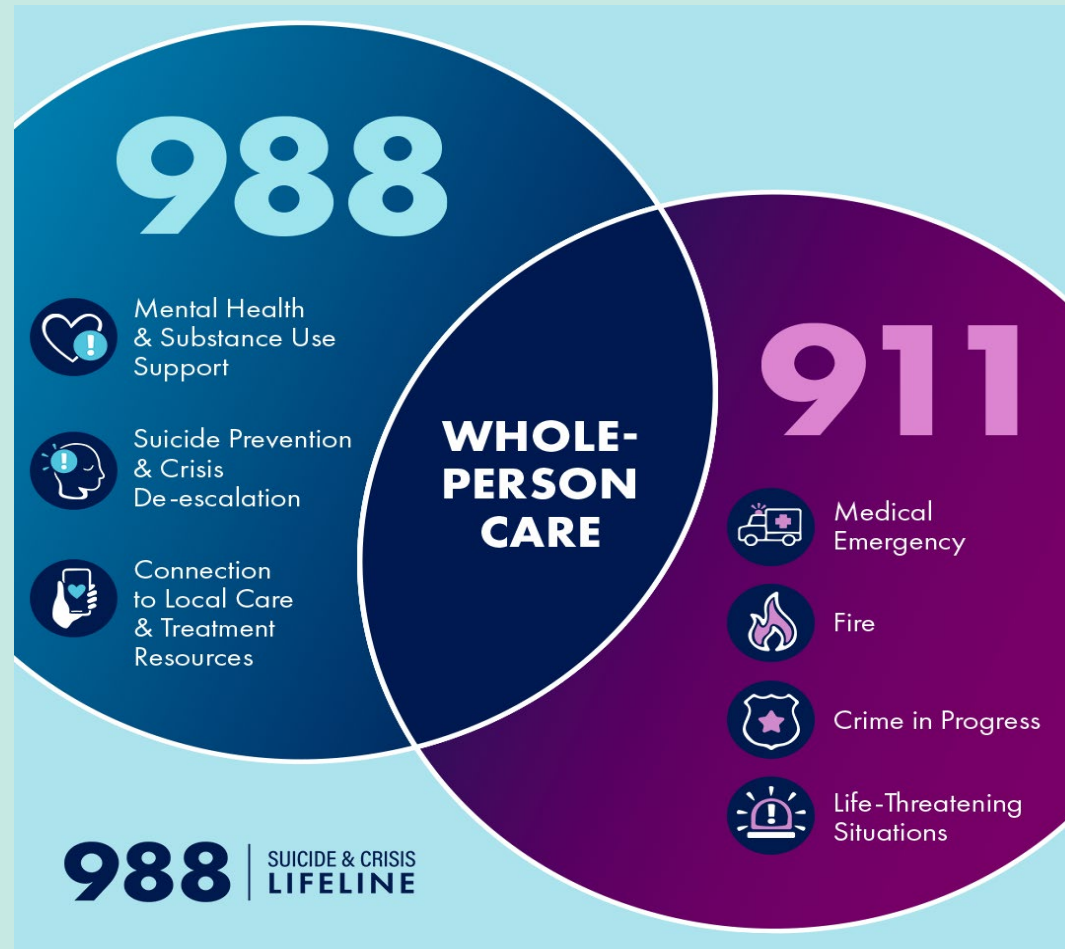



988: Common Questions

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



A close-up photograph of an olive branch with green olives and leaves, set against a bright, hazy background of a sunset or sunrise. The sun is partially obscured by the leaves, creating a warm, golden glow. The image is split vertically by a white diagonal line.

988 SUICIDE AND CRISIS LIFELINE DATA

May 2026

Source

- ▶ Data in this presentation comes from the Vibrant data system and monthly data submissions from 988 providers to Iowa HHS.
- ▶ Data for State Fiscal Year 2026 (SFY26) includes July 2025 – March 2026.
- ▶ Data accessed: May 2026

Total Contacts

988 Call Contacts in State Fiscal Year 2026* (SFY26*)



34,790

Routed In-
State



30,515

Answered In-
State



88%

In-State
Answer Rate

988 Chat/Text Contacts in SFY26*



19,730

Routed In-State



17,490

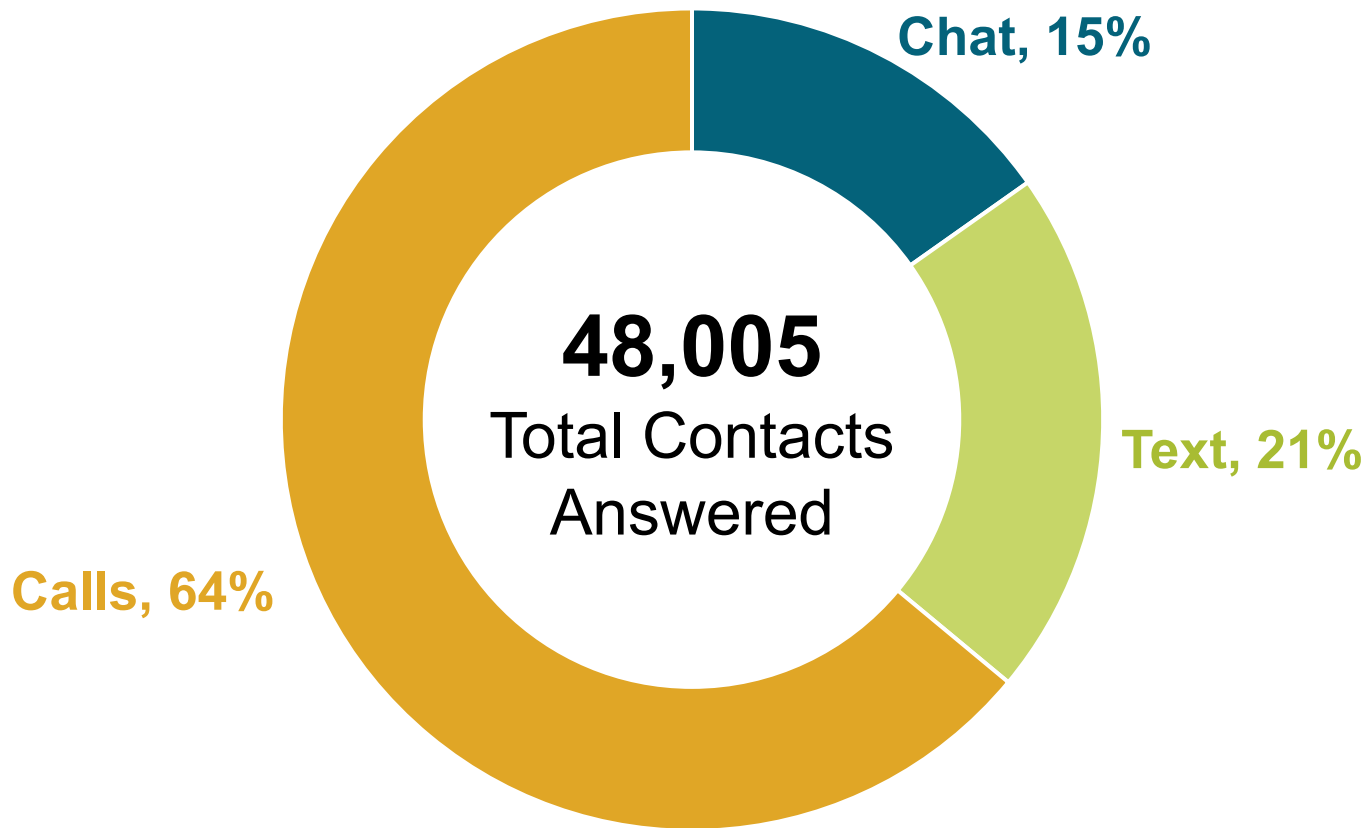
Answered In-State



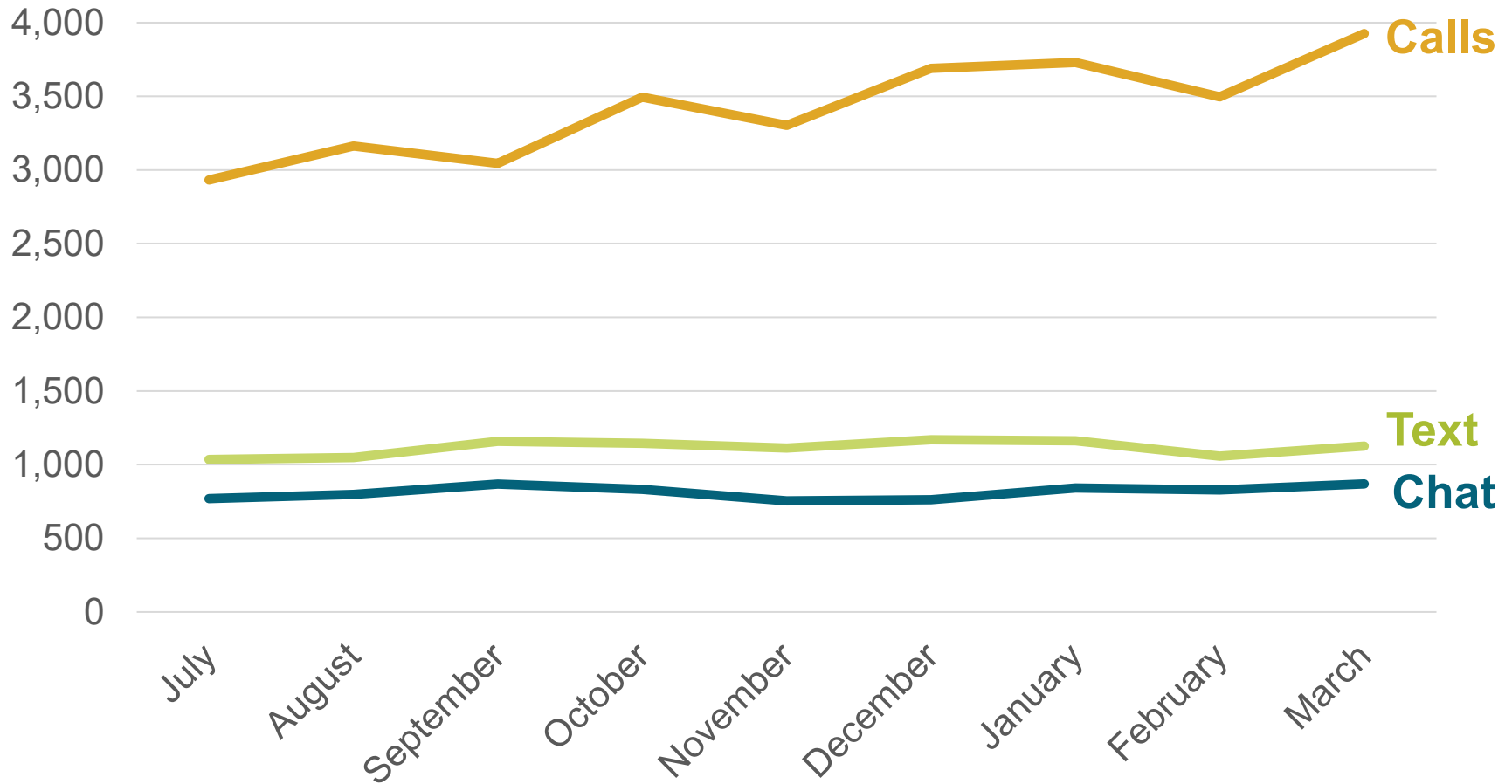
89%

In-State Answer Rate

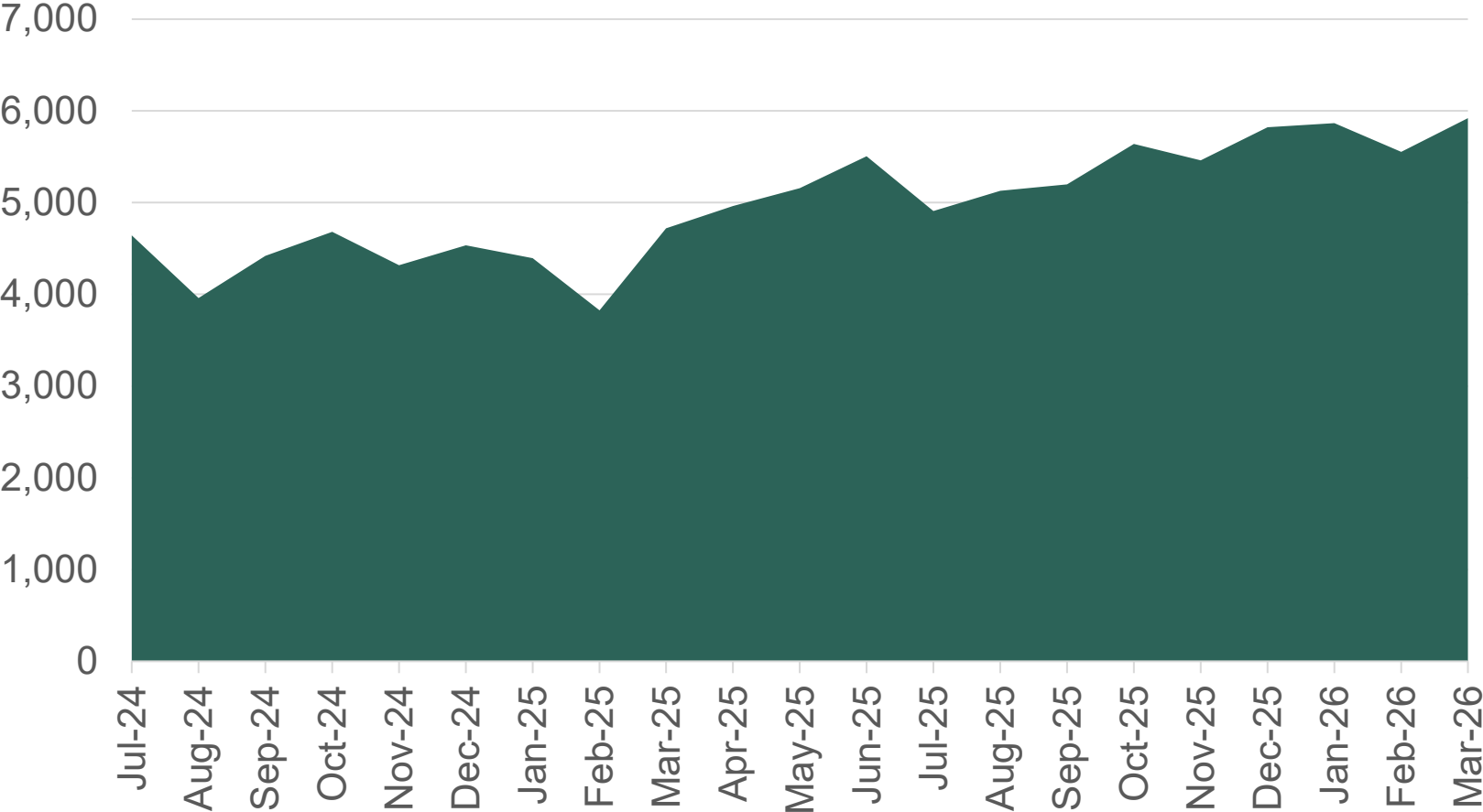
Total 988 contacts answered in SFY26*.



Total 988 contacts answered in SFY26* by month and method.

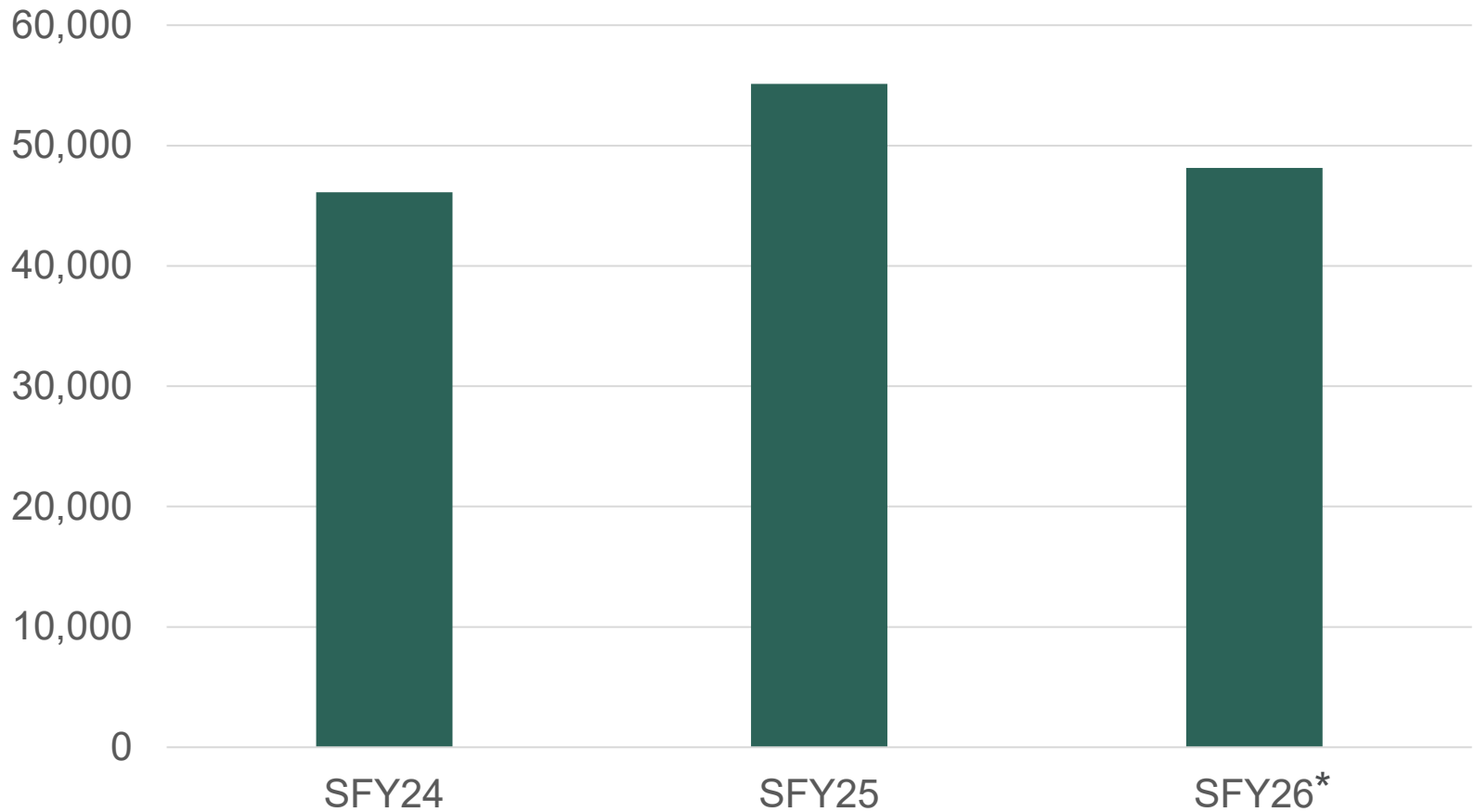


Total 988 contacts answered in SFY25 and SFY26* by month.



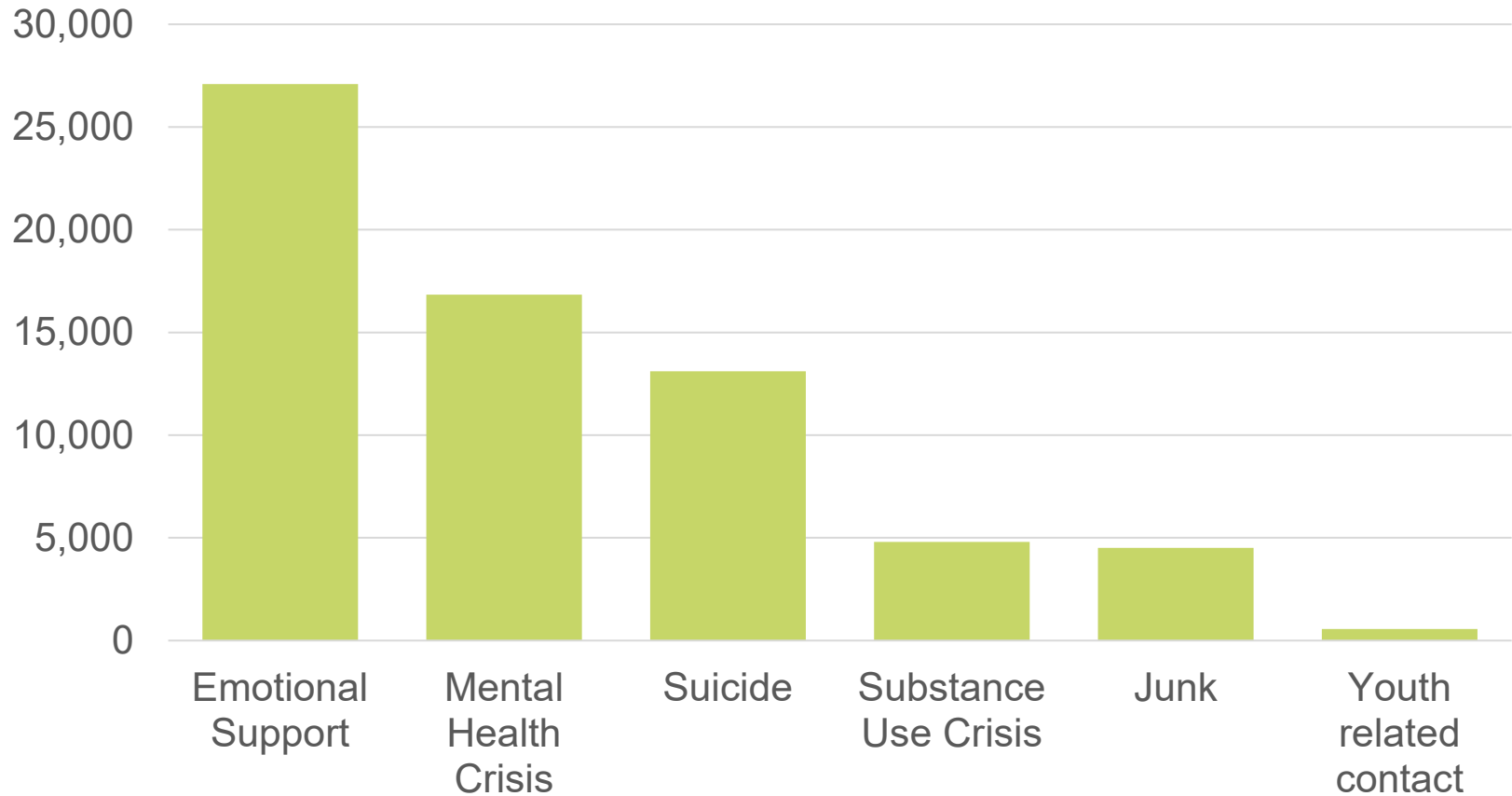
*SFY26 includes July 2025 – March 2026.

Total 988 contacts answered by SFY.

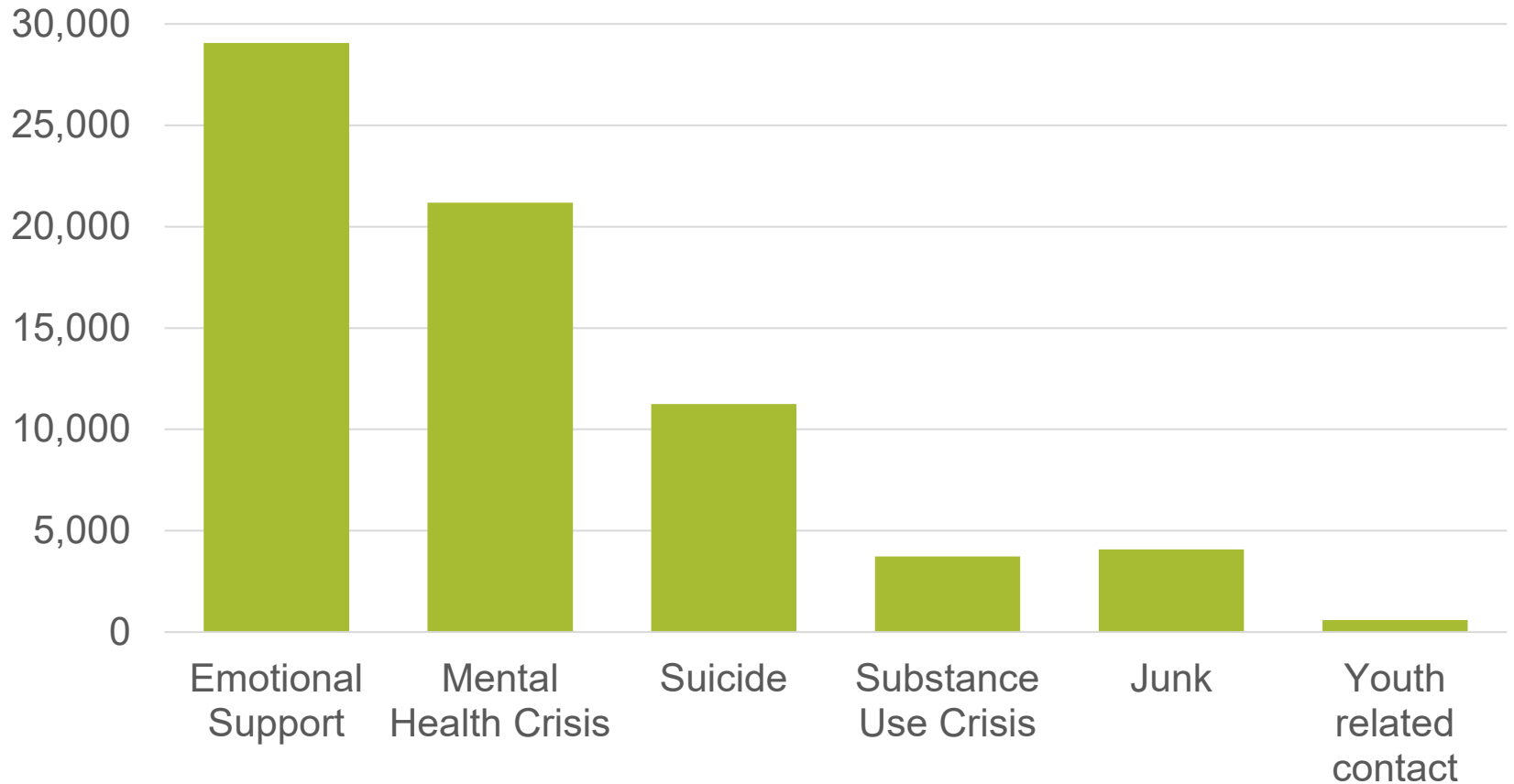


Adult Contact Data

Total number of adult contacts to 988 in SFY25 by reason.



Total number of adult contacts to 988 in SFY26* by reason.

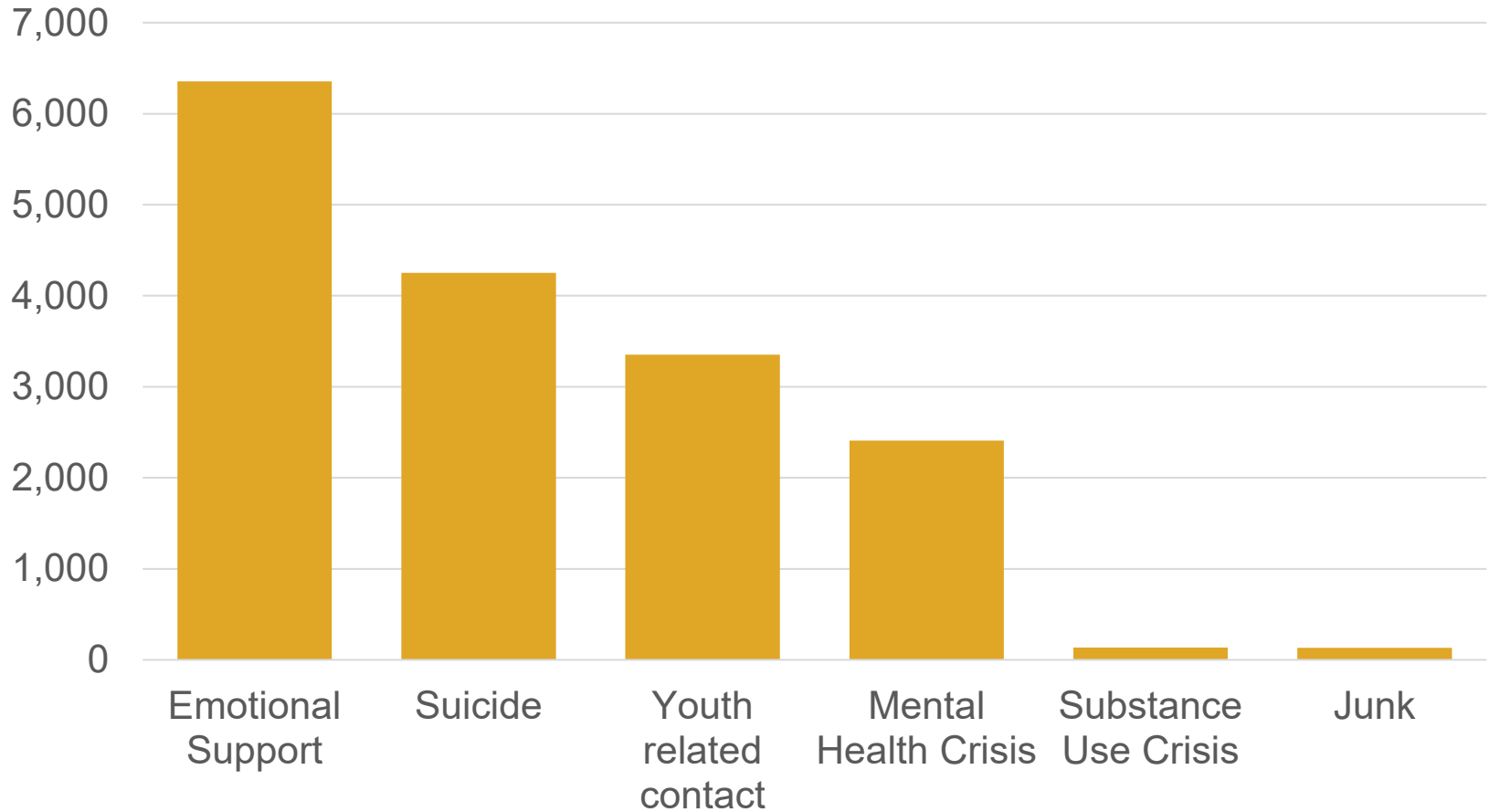


Youth Contact Data

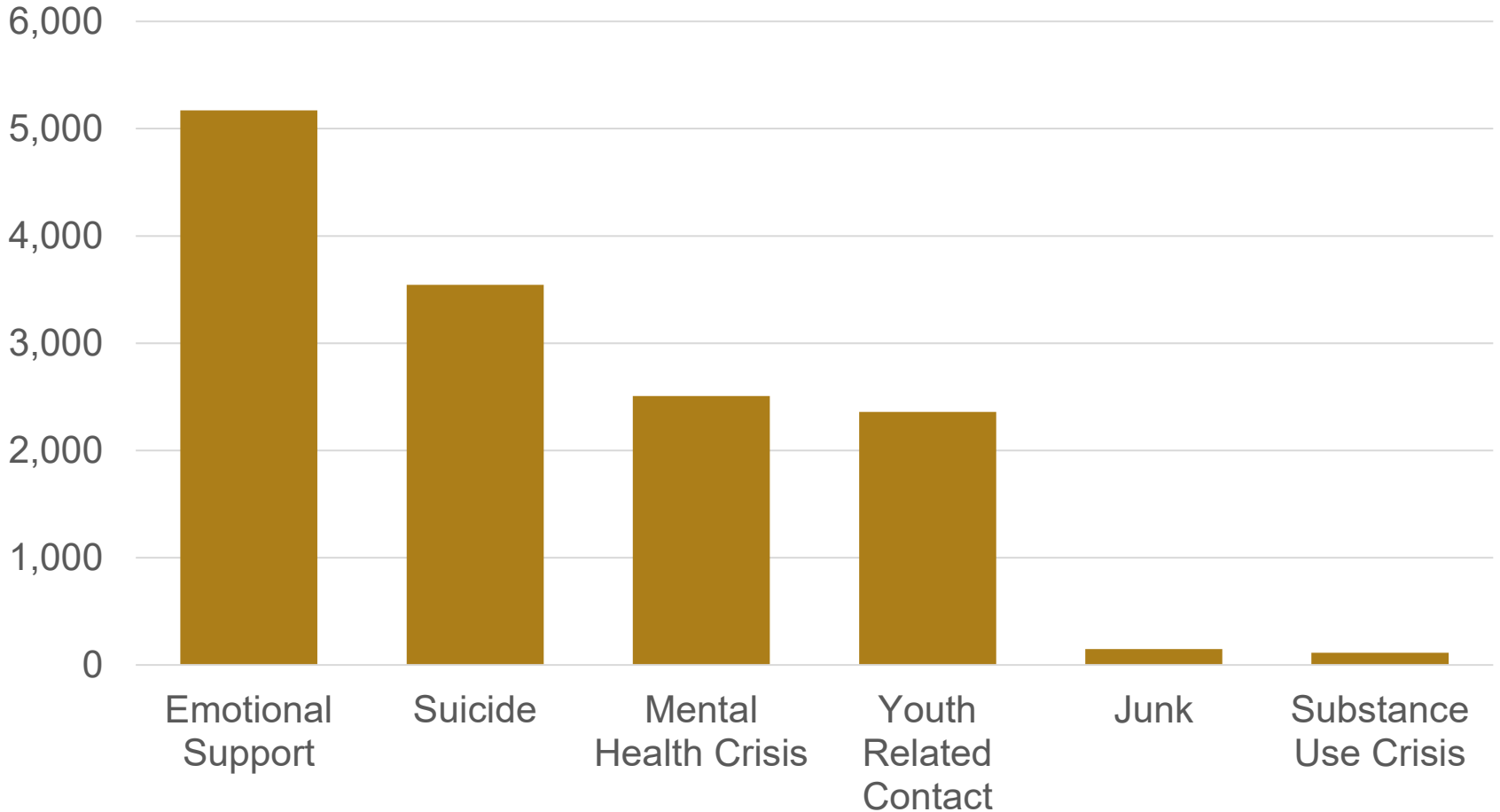


Health and
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Total number of youth contacts to 988 in SFY25 by reason.

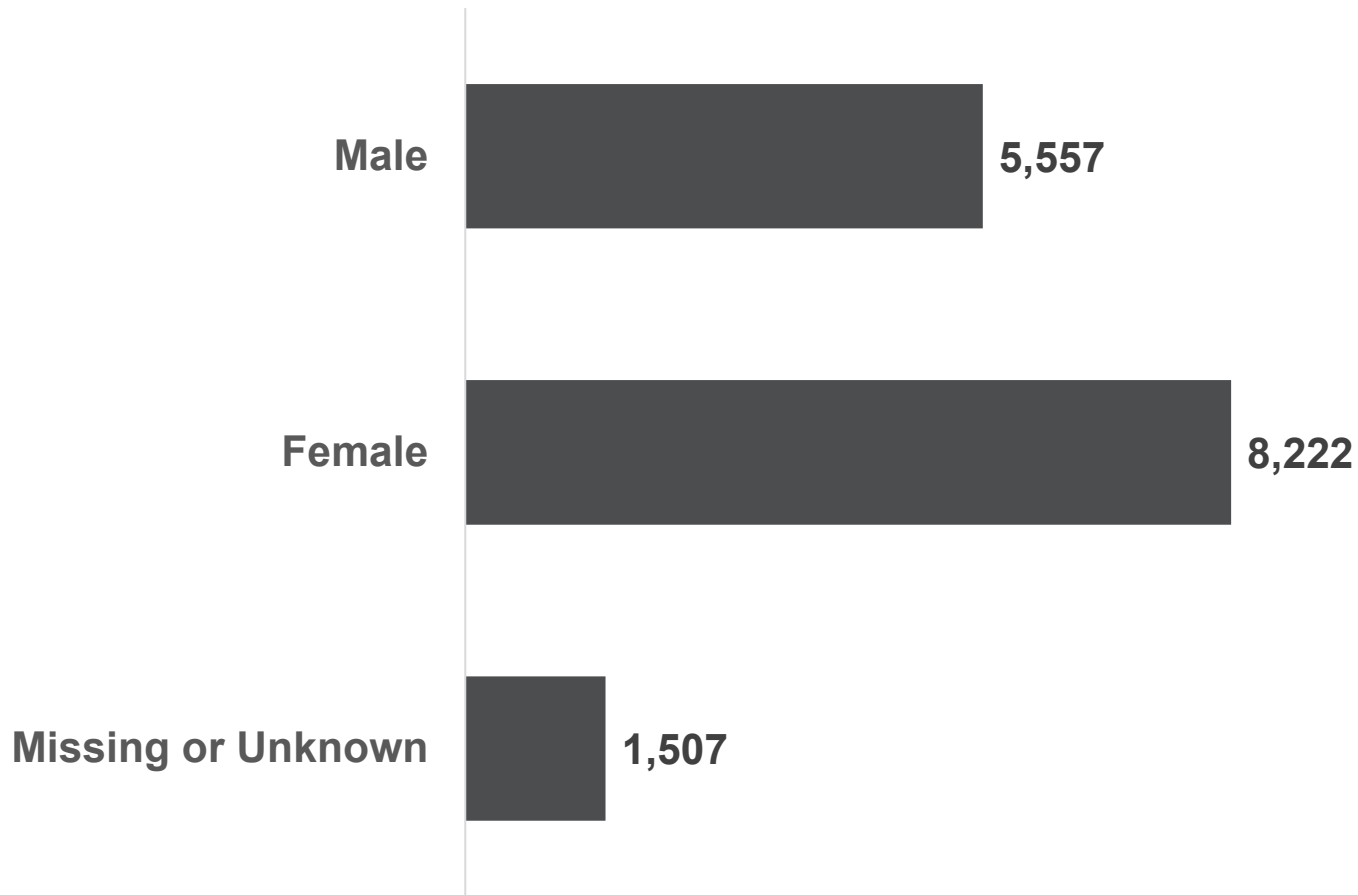


Total number of youth contacts to 988 in SFY26* by reason.

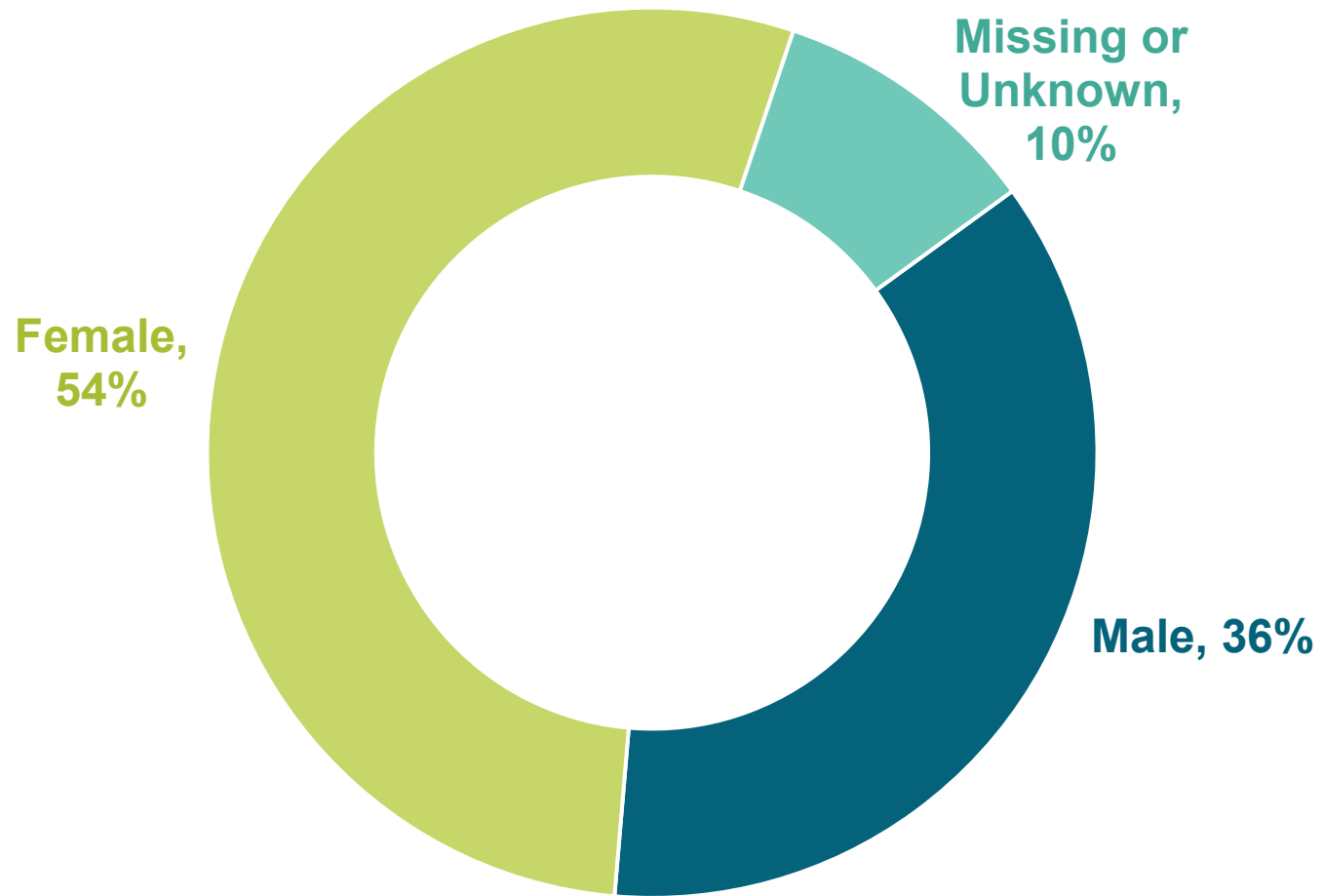


988 Demographics

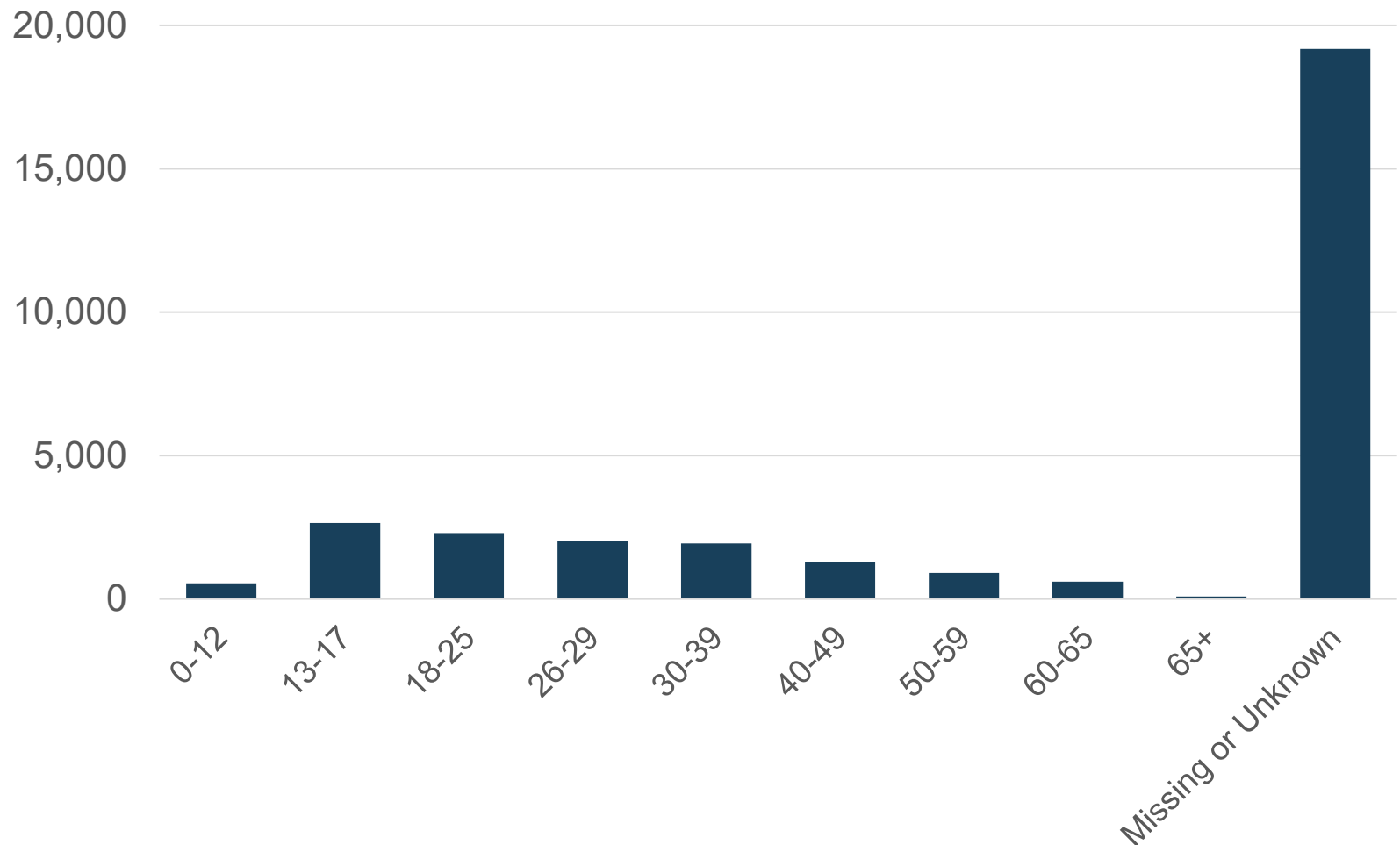
Total number of contacts to 988 in SFY26* by gender.



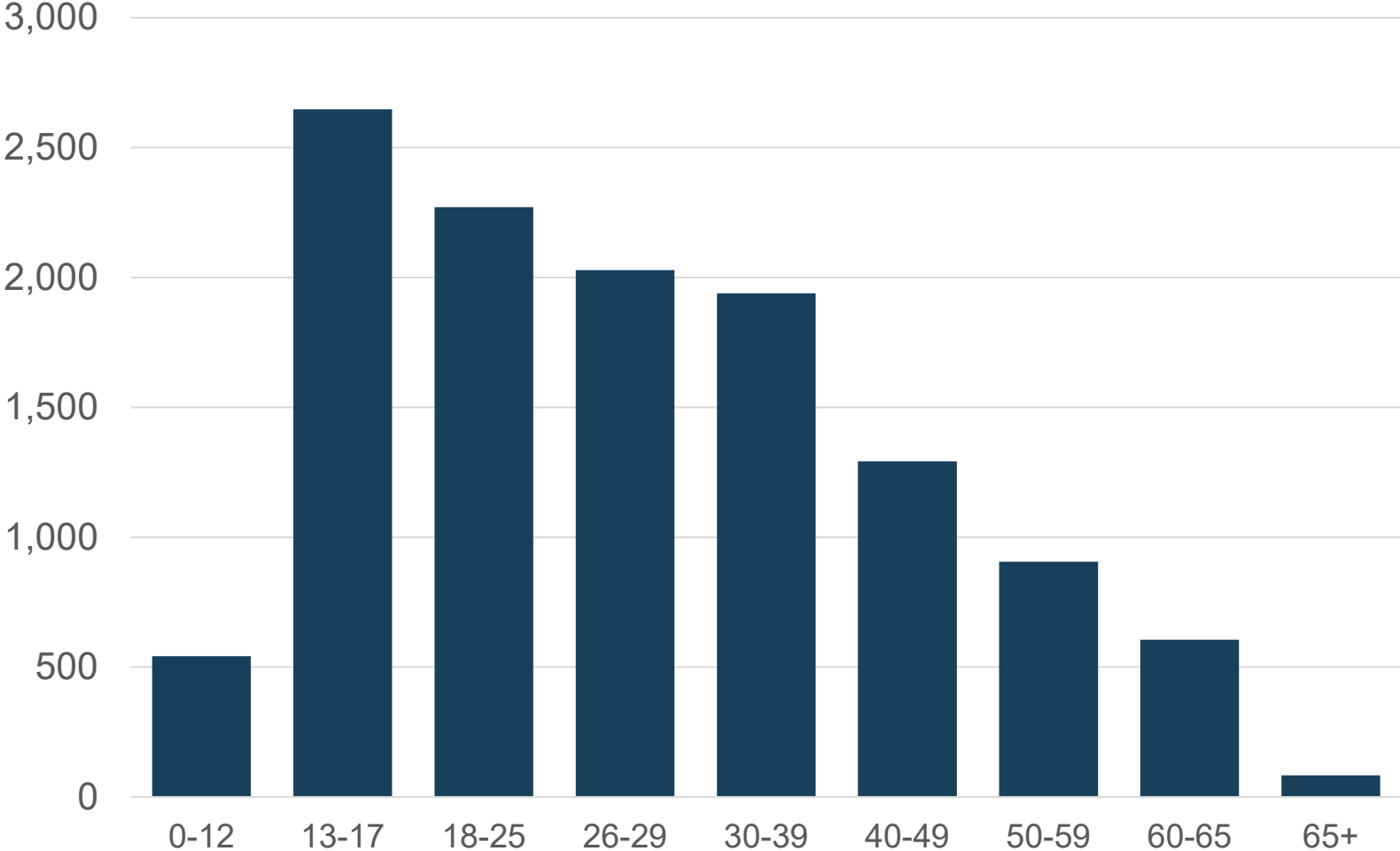
Total number of contacts to 988 in SFY26* by gender.



Total number of contacts to 988 in SFY26* by age.

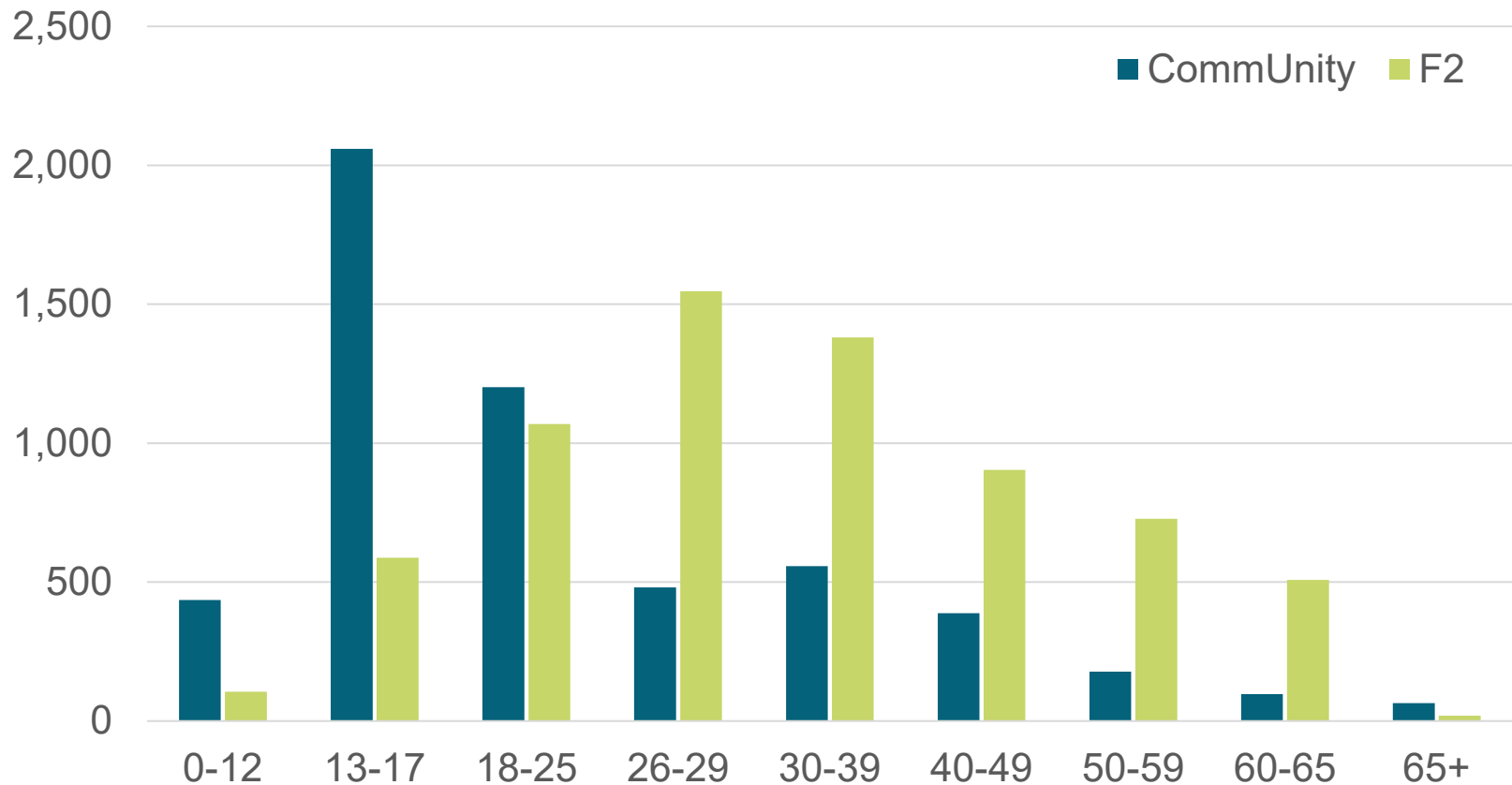


Total number of contacts to 988 in SFY26* by age (missing/unknown removed).

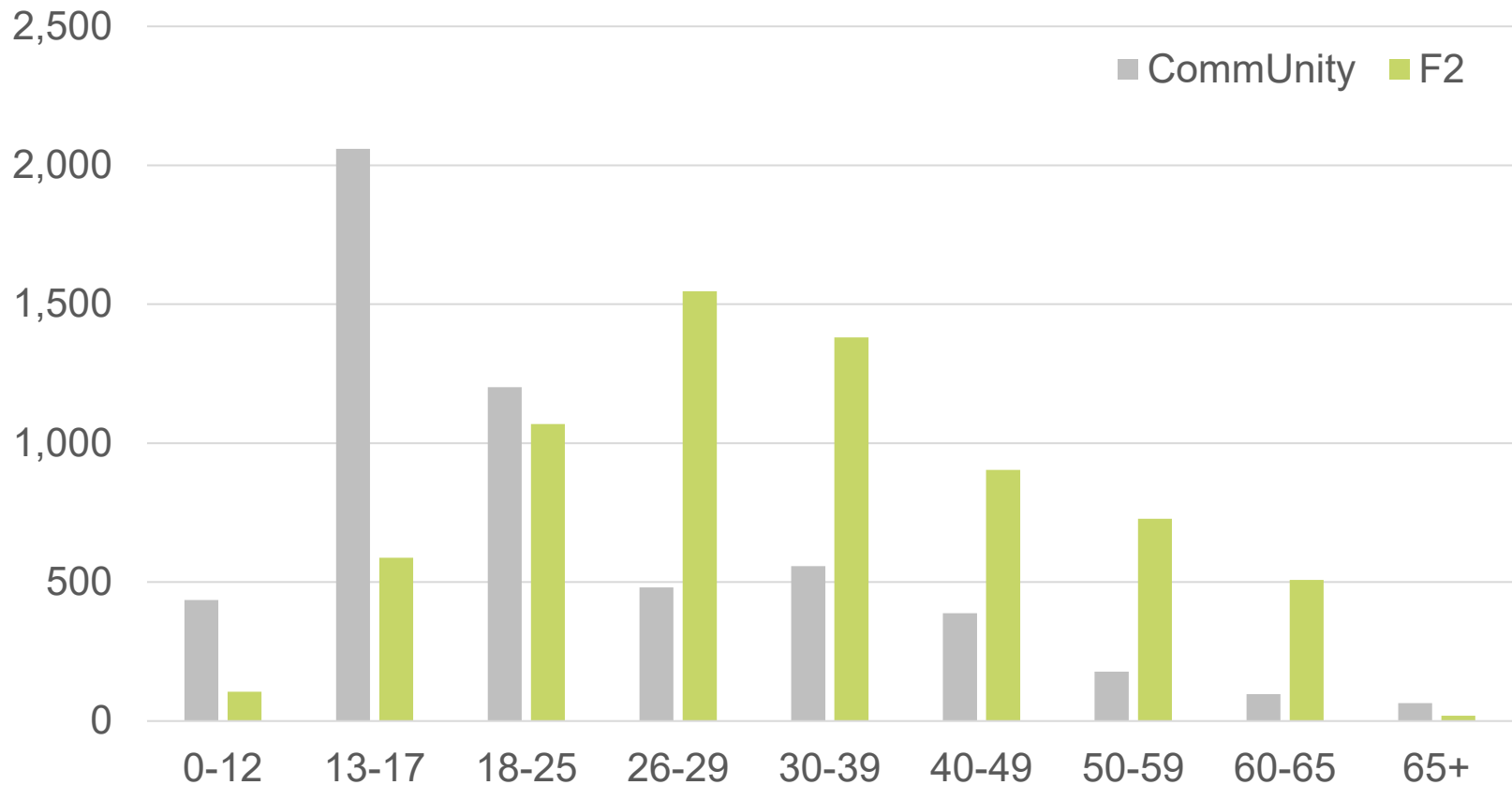


*SFY26 includes July 2025 – March 2026.

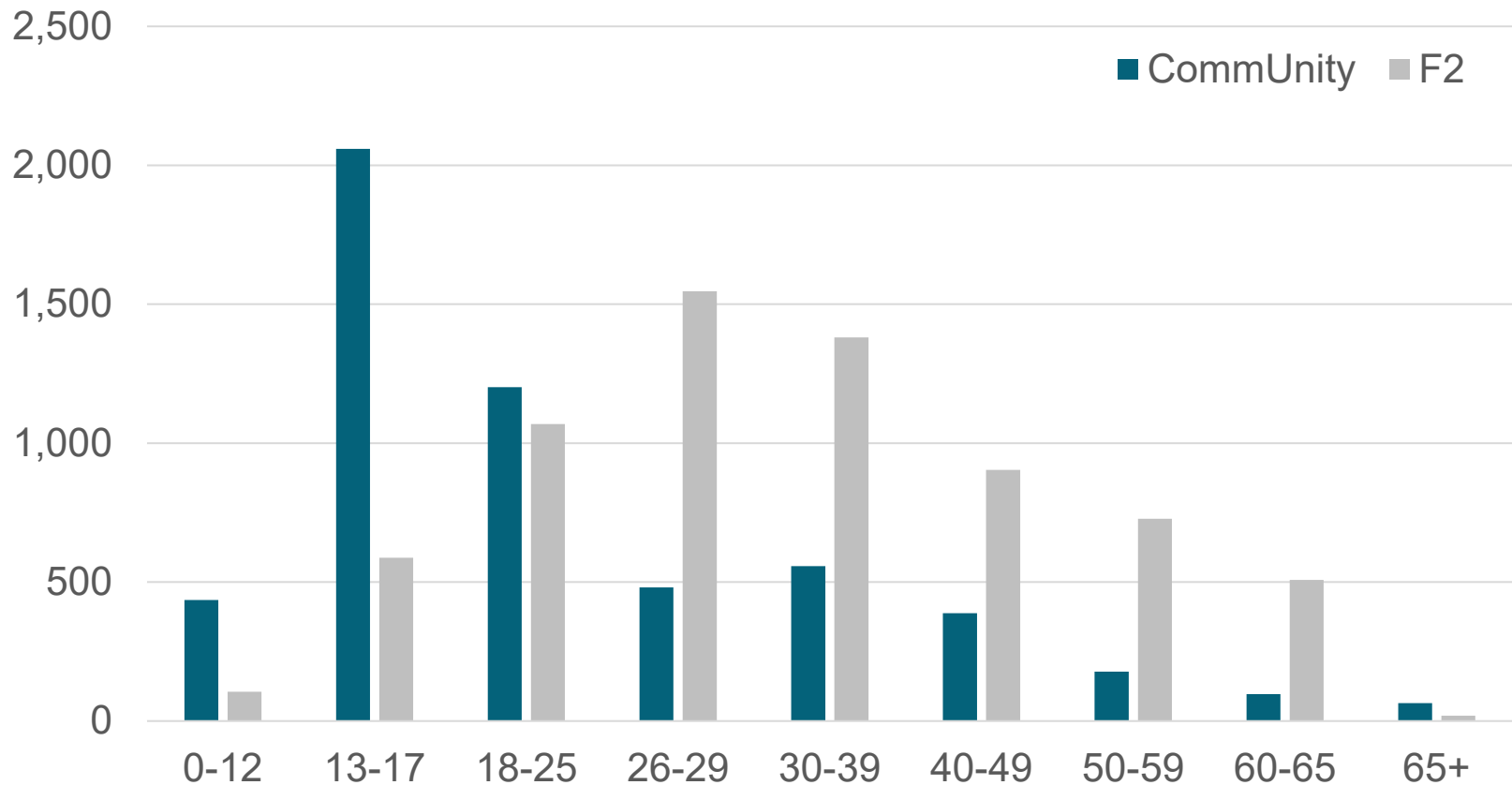
Total number of contacts to 988 in SFY26* by age and organization (missing/unknown removed).



Total number of contacts to 988 in SFY26* by age and organization (missing/unknown removed).



Total number of contacts to 988 in SFY26* by age and organization (missing/unknown removed).



UNI Evaluation Quotes

What lowans are Saying About 988

- ▶ *Being able to speak with an objective person who is paying attention to me really made a difference. I felt valuable because someone had taken the time to listen and was concerned about my welfare.*
- ▶ *Everyone was so kind! They really helped me through what i was going through and we came up with a safety plan.*
- ▶ *I felt like I was actually care about, listened too and like someone truly just wanted to help. They were kind and patient. And send helpful materials to use which I've been using as my "bible". Thank you!!*
 - *Quotes from lowans who have used 988*

Questions??