



How the 988 Suicide & Crisis Lifeline Can Support Texans in Crisis

What is 988?

The **988 Suicide & Crisis Lifeline** is a nationwide network of local crisis centers that provides free and confidential support for anyone experiencing mental health-related distress, whether that is thoughts of suicide, mental health or substance use crises, or emotional distress.

Call or text 988, or use chat or video options at [Texas988.org](https://texas988.org).

Help is free, confidential, available 24/7 and staffed by trained counselors. Call, text and chat services are available in English and Spanish, and for people who are deaf or hard of hearing.

Call services with interpreters are available in more than 240 languages.

When Should You Call, Text or Chat 988?

Call or text 988, or chat at [Texas988.org](https://texas988.org), if you or someone you know is experiencing a mental health or substance use crisis or having thoughts of suicide. 988 connects you to trained crisis counselors who provide immediate emotional support and can connect you to local services.

What Can You Expect When You Contact 988?

- When you call 988, you'll hear a greeting message while your call is routed to a Texas-based 988 crisis center. You may be asked if you want to connect to any specialized services.
- When you text 988, you'll receive a prompt to connect to specialized services or the main line. You'll then be asked questions designed to assess your needs.
- When you chat 988 ([Texas988.org](https://texas988.org)), a new window will open with a pre-chat survey to identify the main area of concern.
- No matter which way you reach out, a trained counselor will answer and listen, without judgment.
- You'll get support tailored to your needs – whether that's safety planning, emotional reassurance or referrals to other local resources, such as:



Local mental health authorities and local behavioral health authorities that provide counseling services and other support.



Mobile crisis outreach teams.



Follow-up services.



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Which Service Should You Contact?

Number	Use When ...
988	You or someone else is having thoughts of suicide, or experiencing a mental health or substance use crisis. No emergency response is required.
911	There is an immediate danger to life, a medical emergency, or a public safety concern, such as someone having a weapon or actively attempting suicide.
2-1-1	You need help finding nonemergency services, such as housing, food, health care or local counseling. Visit 211Texas.org .
Local Crisis Hotline	You are seeking ongoing mental health services, treatment or referrals to care.

Write down the names and numbers of people you could talk to if you or a loved one is struggling.