



988 Ohio Lifeline Key Messages

988 Suicide & Crisis Lifeline

Those experiencing a mental health crisis, and their loved ones, can reach out to the 988 Suicide & Crisis Lifeline through call or text to 988 or chat online at 988Lifeline.org. This easy-to-remember three-digit number ensures confidential, cost-free, 24/7 support for Ohioans experiencing mental health crises. 988 establishes a direct link to empathetic, easily accessible care and support for individuals facing emotional distress, such as thoughts of suicide, mental health or substance use crisis, or concern for a friend or family member. Ohio's 988 plan is an integral component of the state's broader commitment to delivering high-quality, person-centered crisis aid in communities statewide. Remember, there is hope and the lifeline is effective. You're not alone during times of crisis.

What Happens When I Call 988?

First, you'll hear a message telling you that you've reached the 988 Suicide & Crisis Lifeline. You'll then listen to hold music while you're being connected with a trained crisis worker at the crisis center closest to you. This person will ask you to describe your crisis, listen to you, provide support, and share any resources that may be helpful.

Determining When to Call 911 vs 988: Mental Health Emergency or Crisis?

While 911 is for immediate, life-threatening emergencies, 988 serves as a resource for those experiencing a mental health crisis. A mental health emergency is a life-threatening situation and necessitates an immediate response from law enforcement or paramedics. A person may be actively trying to harm themselves or someone else. In other situations, a person may be out of touch with reality, be unable to function properly, or may be out of control. Examples include an active suicide threat, self-injury that needs medical attention, severe intoxication, or apparent drug overdose. A mental health crisis is not life-threatening. Intervention may be possible without an immediate response from law enforcement or paramedics. Examples of a mental health crisis includes talking about suicide or planning to harm oneself, overuse of drugs or alcohol, or extreme depression, anxiety, or other mental illness symptoms.