



## What People are Saying

We asked New Yorkers how 988 has helped them. Here's what they had to say:

"Supportive counselors who helped during a dark time when hope couldn't be found."

"It also gave me coping skills to get through a tough spot myself."



## 988: Just the Facts

Since its launch in July 2022, there has been a lot of false information about 988 being shared on the Internet. These are the important facts about 988 in New York that everyone should know.

- 988 is available 24/7 with separate contact centers.
- 988 is for any problem a person is having that causes them distress.
- 988 offers support if you choose to accept it. You will be connected to a trained counselor who will talk with you and offer you support if you choose to accept it.
- You can decline to share information when you call 988. The counselor may ask for information, but you can decline to share if you don't feel comfortable doing so.
- 988 is not the 911 for mental health. Other than immediately sending services to you, 988 is not a 911 service.
- Currently, 20% of calls are for crisis. This typically happens when there is imminent risk to someone's life. The other 20% usually require agreed-upon mobile crisis or other follow-up services.
- The people answering the 988 texts, chats, and calls are trained and available 24/7.

## Encourage Others to Focus on Wellness

Taking care of yourself is important – so is encouraging others to do the same! For this newsletter, we're asking you to focus on wellness by:

- Making sure you and the people around you understand that 988 is a resource that's available for them 24/7.
- Following OMH's Resiliency Tips for New Yorkers.
- Sharing OMH's 988 social media posts.



