ABOUT 988 IN WISCONSIN

- Wisconsinites who use 988 will connect with Wisconsin Lifeline, an in-state support center where trained counselors answer calls and texts to 988, as well as chats from the www.988lifeline.org website.
- Wisconsin Lifeline counselors are trained to reduce stress, provide emotional support, and connect people with local resources.
- Use of the 988 Suicide & Crisis Lifeline is available at NO COST to Wisconsin residents. Additional care or intervention that may result from contact with the Wisconsin Lifeline may come with a cost.
- Wisconsin Lifeline is not able to send an in-person response directly. An in-person response requires a transfer to another service and could involve law enforcement.
- Calls, texts, and chats with Wisconsin Lifeline are kept confidential between the person and counselor, unless there is imminent danger for the person or others.

ABOUT WISCONSIN LIFELINE

- Wisconsin Lifeline is Wisconsin’s 988 Suicide & Crisis Lifeline service, answering calls, texts, and chats that come from residents throughout the state.
- It is operated by Family Services of Northeast Wisconsin, an agency based in Green Bay that serves all of Wisconsin with its 988 Suicide & Crisis Lifeline call center.
- The counselors at Wisconsin Lifeline are trained to listen and support people through their distress with a focus on de-escalation and coping skills.
- Wisconsin Lifeline has some bilingual counselors and staff. Third party interpreters for over 90 languages are available 24/7.
- Wisconsin Lifeline answers and responds to calls, texts, and chats as quickly as possible to minimize wait times between initial contact and counseling.
- Wisconsin Lifeline is supported and funded by the Wisconsin Department of Health Services.
- After two years of planning, the Wisconsin Department of Health Services and the Wisconsin Lifeline are prepared to manage the statewide 988 service.
WHAT HAPPENS WHEN YOU CONTACT 988?

1. **PERSON CALLS OR TEXTS 988 OR CHATS WWW.988LIFELINE.ORG**
2. **PERSON RECEIVES AUTOMATED RESPONSE WITH OPTIONS FOR VETERANS AND SPANISH SPEAKERS**
3. **PERSON IS CONNECTED TO A COUNSELOR**

**MOST COMMON EXPERIENCE:**
Over 90% of contacts receive support, de-escalation assistance from a crisis, learn new coping skills, acquire local referrals, and may receive a follow-up call.

**HIGH CONCERN OF IMMINENT RISK OF SERIOUS HARM TO SELF OR OTHERS:**
Person will receive a required wellness check from law enforcement.

**IMMINENT RISK OF SERIOUS HARM TO SELF OR OTHERS:**
Person will receive a required emergency law enforcement and medical response.

**WHEN TO CALL 911**
If you or someone you know is in imminent danger, **call 911, not 988.**

FOR MORE INFO: WWW.DHS.WISCONSIN.GOV/988