ABOUT 988 IN WISCONSIN

- Wisconsinites who use 988 will connect with the 988 Wisconsin Lifeline, an in-state service with trained counselors who answer calls, texts, and chats. If the 988 Wisconsin Lifeline is unable to respond quickly, contacts are automatically routed to a backup support center, which may be located in another state.

- 988 Wisconsin Lifeline counselors are trained to reduce stress, provide emotional support, and connect people with local resources.

- Use of the 988 Wisconsin Lifeline is available at NO COST to Wisconsin residents. Additional care or intervention that may result from contact with the 988 Wisconsin Lifeline may come with a cost.

- The 988 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 the 988 Wisconsin Lifeline are kept confidential between the person and counselor, unless there is imminent danger for the person or others.

ABOUT 988 WISCONSIN LIFELINE

- The 988 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 with trained counselors serving throughout the state.

- The counselors at the 988 Wisconsin Lifeline are trained to listen and support people through their distress with a focus on de-escalation and coping skills.

- 988 Wisconsin Lifeline has some bilingual counselors and staff. Third party interpreters for over 240 languages and dialects are available 24/7 for calls to 988. Visit www.988Lifeline.org/FAQ for more information.

- 988 Wisconsin Lifeline answers and responds to calls, texts, and chats as quickly as possible to minimize wait times between initial contact and counseling.

- 988 Wisconsin Lifeline is supported and funded by the Wisconsin Department of Health Services.
WHAT HAPPENS WHEN YOU CONTACT 988?

PERSON CALLS OR TEXTS 988 OR CHATS WWW.988LIFELINE.ORG

PERSON RECEIVES AUTOMATED RESPONSE WITH OPTIONS FOR VETERANS, SPANISH SPEAKERS, LGBTQ+ YOUTH AND YOUNG ADULTS.

PERSON IS CONNECTED TO A COUNSELOR

MOST COMMON EXPERIENCE:
Over 98% 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 TO SELF OR OTHERS:
Person will receive a required wellness check from law enforcement.

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

WHEN TO CALL 911

If you or someone you know is in imminent danger, call 911, not 988.