



## 988 in Minnesota

### What you Need to Know

On July 16, 2022, the U.S. will transition to using the 988-dialing code to reach suicide and crisis support, replacing the existing National Suicide Prevention Lifeline (the Lifeline). The 988 dialing code is the first step toward strengthening and transforming crisis care in this country. It serves as a universal entry point so that no matter where you live, you can reach a trained crisis counselor who can help.

Anyone can dial or text 988 to reach crisis support or use an online chat feature to connect with crisis support.

The Minnesota Department of Health is leading the effort to launch and communicate about 988 in Minnesota. MDH is working with Lifeline centers, community partners, and more to promote and prepare for the transition.

### About 988

- On July 16, 2022, the United States will transition to using the 988-dialing code for crisis support. The current 10-digit number 1-800-273-8255 will continue to work after July 16, 2022.
- Anyone experiencing mental health-related distress (suicide, mental health, and/or substance use crisis) can call, chat, or text 988 for free and confidential support. People can also dial 988 if they are worried about a loved one who may need crisis support. Call 911 if you suspect drug overdose or need immediate medical help.
- The National Suicide Prevention Lifeline will be changing the name of its service to 988 Suicide and Crisis Lifeline. Although the name will change, there will be no changes to the current service.
- The Lifeline network is made up of over 200 locally operated and funded crisis centers. Minnesota has four Lifeline Centers that are designated to answer calls, chats, and texts from a Minnesota-based area code.
- Minnesota Lifeline Centers are supported and funded by the Minnesota Department of Health.

## About Minnesota Lifeline Centers

- Minnesota Lifeline Centers operate 24 hours a day, 7 days a week and cover all 87 counties throughout the state.
- Lifeline Centers designated to answer 988 contacts for Minnesota include:
  - Carver County Health and Human Services, Mental Health Crisis Program (Waconia, MN)
  - First Call (Grand Rapids, MN)
  - FirstLink (Fargo, ND)
  - Greater Twin Cities United Way (Minneapolis, MN)
- Each 988 contact is answered by a crisis specialist. They are trained to listen and support each person through their distress with a focus on de-escalation, safety planning, and coping skills.
- Lifeline Centers have access to interpretation services. At this time, interpretation services are only available through calling the 10-digit Lifeline number.
- All 988 services are provided through phone, online chat, or text. Lifeline Centers **do not** provide in-person response. If someone contacts 988 and an in-person response is needed, a transfer to another service like mobile crisis or emergency services is required.
- If you or someone you know is in imminent danger or needs immediate medical assistance, call 911.

## What You Can Do

- Continue to use 1-800-273-8255 for calls and texts to the National Suicide Prevention Lifeline.
- Talk to local partners and organizations like health systems, schools, county and municipal governments, law enforcement agencies, and mobile crisis teams to discuss how your community will use 988.
- Sign up for the [Suicide Prevention Newsletter \(https://public.govdelivery.com/accounts/MNMDH/subscriber/new?topic\\_id=MNMDH\\_271\)](https://public.govdelivery.com/accounts/MNMDH/subscriber/new?topic_id=MNMDH_271) to receive updates on MDH suicide prevention efforts, including 988.
- Feel free to direct media inquiries to the Minnesota Department of Health, public information officer Erin McHenry at [Erin.McHenry@state.mn.us](mailto:Erin.McHenry@state.mn.us).