

# 988 SUICIDE & CRISIS LIFELINE

# 11

**ONE DEATH BY  
SUICIDE OCCURS  
EVERY 11 MINUTES**

# 689

**LOUISIANA  
HAD 689  
SUICIDES IN  
2021**

# 1 in 5

**ADULTS LIVE  
WITH A MENTAL  
HEALTH  
CONDITION**

## WHAT IS 988?

The 988 Suicide and Crisis Lifeline is a national network of more than 200 accredited local crisis call centers. 988 responds to calls, chats and texts to provide **24/7, free and confidential** emotional support to people experiencing suicidal crisis, emotional distress, substance use or mental health challenges across the United States.

- The 988 service is available in English and Spanish, with translation services in more than 250 languages. Text and chat are currently available in English.
- Individuals who are hard of hearing or blind can use their preferred TTY relay service or dial 711 then 1-800-273-8255.
- The chat feature is available through 988's website: <https://988lifeline.org/chat>
- People can also reach 988 if they are worried about a loved one who may need crisis support.

## HOW DOES 988 WORK IN LOUISIANA?

The Louisiana Department of Health (LDH) launched 988 in July 2022. LDH's Office of Behavioral Health (OBH) has contracted with two certified call centers to answer 988 calls 24/7 throughout the state:

- The Louisiana Association on Compulsive Gambling (LACG) in Bossier City answers calls in north, central and southwest Louisiana (area codes 318 and 337).
- VIA LINK in New Orleans answers calls in southeast Louisiana (area codes 504, 225 and 985).

## HOW IS LDH PROMOTING 988?

LDH is launching a campaign to **raise awareness of 988 and reduce stigma surrounding mental health.**

- As part of that campaign, LDH is launching a **988 dashboard** that will **provide transparent access to key in-state metrics** including the volume of contacts by parish, overall broad demographics and the type of assistance individuals are requesting. It will be updated monthly.
- This campaign will also include PSAs on radio stations throughout Louisiana and partnerships with key stakeholders to help amplify messaging and awareness.

## RESOURCES

- 988 Suicide and Crisis Lifeline: [www.988lifeline.org](http://www.988lifeline.org)
- 988 FAQ: [www.samhsa.gov/find-help/988/faqs](http://www.samhsa.gov/find-help/988/faqs)
- LDH 988 Dashboard (goes live May 2): [www.ldh.la.gov/988](http://www.ldh.la.gov/988) | [www.vialink.org](http://www.vialink.org) | [www.helpforgambling.org](http://www.helpforgambling.org)