



# About CALL 988

CALL 988 offers emergency emotional support to residents in Baltimore City, Baltimore County, Howard County, and Carroll County. It is a part of a national network of local 988 helplines. Anyone who calls the 988 helpline from this region will immediately be connected to local call centers for safe, supportive and confidential mental health services.

People can call 988 to talk about a number of things – thoughts of suicide, relationships, economic worries, anxiety, sexual identity, drinking too much, drug use, feeling depressed, mental and physical illness, loneliness, trauma, and more.

## When you call the helpline:

- You'll hear a message telling you that you've reached 988.
- 🎵 We'll play a little hold music while we quickly connect you.
- 👤 A specialized counselor at the 988 call center closest to you will answer the phone.
- 💡 Your counselor will listen and provide emotional support.
- ➕ We also can share resources for longer-term support.

**Helpline services have been shown to reduce depression and suicidal thoughts while increasing feelings of hope. Nearly 80% of calls are resolved on the phone.**

Over time, the new 988 number will serve as an alternative to calling 911 or going to the Emergency Department for emergency emotional support and will make access to mental health care in the community easier.

CALL 988 is operated by a partnership of Baltimore Crisis Response, Affiliated Santé Group, and Grassroots Crisis Intervention Center. Oversight for the regional helpline is provided by Behavioral Health System Baltimore and Local Behavioral Health Authorities in Baltimore, Carroll, and Howard Counties.



Visit [988helpline.org](https://988helpline.org)  
for more information.