

CALL 988 Frequently Asked Questions



OVERVIEW



What is CALL 988?

CALL 988 provides immediate emotional support in Central Maryland. We are the local responder for calls to the national 988 helpline.

Our services include:

- A regional call center that provides safe, supportive and confidential emergency counseling.
 - The helpline is free and available 24 hours a day.
- Referrals to longer-term mental health and addiction recovery services.
- Teams of mental health professionals who can meet you where you are to provide in-person support.

CALL 988 is committed to ensuring everyone in our community has access to the resources they need to care for their emotional health.



What can I expect if I call 988?

Here's what happens when you call the helpline:

- You'll hear a message telling you that you've reached 988.
- You may hear 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.
- Your counselor can also connect you to community resources and additional support.

Around 80% of callers get the help they need over the phone.



Why do people call 988?

People call 988 for a lot of reasons. You can call anytime you are feeling overwhelmed, like you can't cope, or if you just need someone to talk to.

Some reasons people call include thoughts of suicide, drinking too much or using drugs, experiencing anxiety or depression, coping with trauma, feelings of loneliness, or grieving for a loved one.

You can call for yourself or for others you are worried about.

Visit 988helpline.org
for more information.

