

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. The helpline is free and available 24 hours a day.

What can I expect if I call 988?

- You'll hear a message telling you that you've reached 988 and music will play while we connect you to a specialized counselor.
- 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.

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



WHAT YOU NEED TO CALL

Do I need to have insurance to call 988?

Anyone can call 988. Calls are free and you do not need to have insurance. If needed, CALL 988 can help you find other mental health providers and substance use services.

Do I need to have proof of citizenship or an ID to call 988?

You do not need any particular identification or documentation to call 988.



ACCESSIBILITY

Can people who don't speak English call 988?

Help is available in other languages. For Spanish, call 988 and press 2. For other languages, counselors can patch in Language Line interpreters to help.

How can 988 help people who are hard of hearing or blind?

988 uses Telecommunications Relay Service. We hope to provide ASL video interpretation services soon.

Are services available for veterans or their families?

When you call 988, press 1 to access counselors who are trained in serving veterans and their loved ones.

Can you text 988?

Yes, you can text 988.



PRIVACY

Does 988 trace my location?

No. The 988 helpline only knows your phone number if you call/text, or your IP address if you use chat. Beyond that, the helpline will not know who you are or where you are located.

Will you share my information with anyone?

No. CALL 988 will not share your information.

The helpline will only contact 911 if someone's life is in immediate danger. This is rare. Fewer than 1% of calls involve 911 without a caller's permission.