



988 NM Campaign Talking Points

New Mexico's 988 is the confidential lifeline for emotional, mental, or alcohol and substance use support. Visit 988NM.org.

anyone. any struggle. anytime.

988 Support Right Now

Free, Private and Confidential Support 24/7 by Phone, Text or Chat

If you are overwhelmed by life or emotions and you don't know where to turn, 988 is here to listen and get you private one-on-one support from a caring, understanding and non-judgmental person to help you through the moment. No matter the circumstances, don't wait to get help. Call or text 988, or chat online at www.988lifeline.org/chat.

- Family or relationship issues
- Work or school stress
- Anxiety about money or housing
- Grief, loss, or loneliness
- Alcohol or drug misuse
- Self-Harm

If you are needing support, reach out anytime to talk with a skilled, compassionate counselor who can relate to your situation and are specifically trained to deal with situations just like yours. You can also call if you're concerned about a loved one.

What happens when you reach out to 988?

Call When calling 988, callers first hear a greeting message while their call is routed to the local network

crisis center (based on the caller's area code).

You will also be given three options:

Press 1 to connect to the Veterans Crisis Line

Press 2 to connect with the Spanish network

Press 3 to connect with specialized LGBTQIA+ support

Text "Talk" to 988 if you don't feel like talking on the phone, texting 988 connects you to the support you need.

Chat To Chat with 988 for a skilled professional by typing in <https://988lifeline.org/chat/> and you will be asked to answer a few pre-chat questions to identify the main area of concern. There may be a wait time. Chat is available in both English and Spanish through the 988 Lifeline's website at 988lifeline.org/chat.

Reasons to Call 988

- Worried about your safety or someone you know
- Having a hard time managing strong emotions
- Feeling hopeless, confused, angry or lonely
- Worried about drug or alcohol use (substance misuse)?
- Need information or referrals for local community services
- Have something on your mind that you want to talk over with someone outside of current situation
- For service member or veteran and their families in need
- Experiencing abuse or neglect
- Dating issues or domestic violence
- Struggling with eating disorders
- Dealing with discrimination
- Worried about parental discord or bullying
- Stressed about work and having high anxiety.

What is 988?

988 is for anyone, any time and for any emotional or alcohol or drug use reason. It is a free, confidential and easy to remember support helpline for emotional, mental, or drug and alcohol (substance misuse) concerns. People can also call, text or chat 988 if they are worried about a loved one.

988 calls, texts and chats are answered by compassionate people who are trained in appropriate and relatable distress response services to give you the private support you need with empathy and discretion. They will listen, offer non-judgmental support no matter

your issue and work with you to offer help, if you want it.

988 can open the door for all New Mexicans to seek mental well-being or alcohol or drug (substance use) help, while sending the message that healing, hope, and help are happening every day, for anyone and anytime.

988 is an important first, but not final step, in reimagining New Mexico's behavioral health system to respond to anyone in need. HCA/BHSD believes New Mexicans deserve to have mental health within reach. It's part of a larger initiative to build out a behavioral health system for people in distress to have "someone to call, someone to come to you and somewhere to go. Building the Crisis Now Continuum of Care is about meeting people where they're at when they need it most. This transformation will take time and requires resources from federal, state, and local levels to prepare the mental wellness system to better meet these needs.

What languages is 988 services available in?

The 988 provides live call, text, and chat services in English and Spanish and uses Language Line Solutions to provide caller translation services in more than 240 additional languages.

988 has launched text and chat services in Spanish.

To access, text AYUDA to 988 or chat online.

¡Los servicios de texto y chat de 988 Lifeline ya están disponibles en español!

Haga clic aquí para obtener información sobre cómo acceder a todos los servicios en español.

CONOCER MÁS

The 988 offers Spanish call, text, and chat services. To connect with a Spanish-speaking behavioral health professional, dial 988 and press 2.

Does 988 have interpretation services?

988 offers 24/7 interpretation service in over 240 languages and dialects through 988's call option and the average time to be connected to an interpreter is only 17 seconds. This service allows callers to comfortably connect with crisis counselors in their preferred language outside of English. Interpretation is only available through calling 988, it is not yet available for our text and chat service.

To connect with an interpreter, callers can dial 988 and ask for one in English if they are able, or they can simply

say the name of the language they need to prompt the crisis counselor to get an interpreter on the line. Our interpreting service can also assist crisis counselors in identifying the needed language if the crisis counselor is unsure. Individuals requiring interpreting services may also have someone else who is more proficient in English coordinate an interpreter with their crisis counselor on their behalf.

Are 988 services available to Immigrants or Migrants?

Yes. Immigration status information is not collected or reported.

If I am an Immigrant will ICE or other law enforcement be notified?

No. Personal data is not collected or reported, including immigration status. 988 is only here to help you, regardless of legal status.

Is 988 available for alcohol and drug problems (substance use)?

Yes. 988 accepts calls, texts, and chats from anyone who needs support for alcohol or drug misuse.

Does 988 accommodate those who are Deaf, Hard of Hearing or blind?

Callers who are Deaf, DeafBlind, DeafDisabled, Hard of Hearing, and Late-Deafened can directly dial 988 on a videophone or click the "ASL Now" button on 988lifeline.org to connect with someone who are trained in working with the Deaf and Hard of Hearing community.

Is 988 really a free service?

People using the 988 Lifeline are not required to provide any payment or insurance information to receive support. However, standard data rates from telecommunication mobile carriers may apply to those who text to the 988 Lifeline. If monetary assistance is needed for communications needs due to data rates, please see www.fcc.gov/lifeline-consumers for more information.

Does calling/texting/chatting the 988 Lifeline really help?

Yes, the Lifeline works. Numerous studies have shown that most Lifeline callers are significantly

more likely to feel less depressed, less suicidal, less overwhelmed, and more hopeful after speaking to a Lifeline crisis counselor.

Almost 98% of people who call, chat or text the 988 Lifeline get the caring support they need and do not require additional services in that moment. The 988 Lifeline's compassionate and skilled professionals are there to help reduce the intensity of a situation for the person seeking help, and connect them to additional local resources, as needed, to support their wellbeing.

How is 988 different from 911 or law enforcement?

988 connects you with a caring and skilled professional who have one goal: helping you. They are skilled, compassionate and are focused on you and your best interests, providing a listening ear, an open heart, and real mental health support when you need it most. And your conversations are private and confidential: Just you and them, working together to overcome whatever life has thrown at you.

988 is separate from law enforcement, and they understand the importance of privacy. It's private, one-on-one opportunities to talk with a skilled professional.

988 provides easier access to mental health support, which are distinct from 911 and their focus on dispatching Emergency Medical Services, fire, and police as needed.

If I call 988 will first responders (like the police or EMS) be automatically dispatched?

The vast majority of those seeking help from the Lifeline do not require any additional interventions at that moment. Currently, fewer than 2% of the existing Lifeline calls involving immediate risk to someone's life require connection to emergency services like 911. The 988 coordinated response is intended to promote stabilization and care in the least restrictive manner.

A small percent of calls requires the 911 system when there is immediate risk to someone's life that cannot be reduced during the 988 call. In these cases, the skilled professional shares information with 911 that is crucial to saving the caller's life.

Does 988 trace the location of people who call, text or chat?

When you reach out to the 988, the compassionate trained professional who responds to you will know your phone number if you call/text or your IP address

if you use chat. Beyond that, they will not know who you are or where you are exactly located. You are not required to provide any personal information to receive support from the 988.

Will My 988 Call Be Routed to Another State If I Have a Non-New Mexico Area Code?

No. As of October 17, 2024, calls to the 988 Lifeline are routed based on your general geographic location rather than your phone's area code. Even if you have an out-of-state number, your call will be directed to New Mexico's lifeline center (New Mexico Crisis and Access Line) if you are calling from within New Mexico. Importantly, georouting does not track or transmit your precise location. It only uses general geographic data to connect you to a local crisis center, ensuring that you receive help from counselors familiar with New Mexico's behavioral health resources, including housing, food assistance, substance use treatment, and follow-up care.

How can I report an unsatisfactory or a positive experience with 988?

If you or someone you know has had an unsatisfactory experience when contacting 988, the New Mexico Health Care Authority (HCA) would like to know.

- Please do NOT share any identifying or confidential personal information about yourself or others. Only share information concerning the issue, date, time, and if it was a call, text, or chat experience.
- You can also contact them and share positive experiences.
- Email concerns to HCA: Contact988@hca.nm.gov



HEALTH CARE
A U T H O R I T Y