



Frequently Asked Questions

- **What is 988?**

The 988 helpline provides immediate emotional and mental health support to Louisiana residents. The helpline is free, confidential and available 24/7.
- **What are the different ways I can contact 988?**

You can call, text or chat online with 988. To chat online, visit 988lifeline.org/chat.
- **What happens when I reach out to 988?**

Anyone who contacts 988 in Louisiana will be immediately connected to a 988 specialist who will listen, provide support and connect you with local resources. The helpline is free, confidential and available 24/7. The majority of people receive the help they need, right in the moment.
- **What can I contact 988 about?**

You can contact 988 for help with all types of problems. Whether you had a tough day, are overwhelmed, or are having thoughts of suicide, we can help. Some things people call about include stress, feeling overwhelmed, concerns about alcohol or drug use, figuring out your identity, feeling depressed, help dealing with mental and physical illness, help talking through money concerns, thoughts of suicide, and more. You can reach out for yourself or for others you're concerned about.
- **Does contacting 988 really help?**

Yes, the helpline works. Numerous studies have shown that most callers are significantly more likely to feel less depressed, less suicidal, less overwhelmed and more hopeful after speaking to a 988 specialist. And most receive the help they need, right there on the call, and do not require any other services in that moment.

- **Will the police or EMS get involved?**

988 specialists are experts in providing the immediate support that people need, right in the moment. Most people do not require any additional services. The helpline will only contact 911 if someone's life is in immediate danger. This is rare. Fewer than 2% of helpline calls require connection to emergency services like 911.

- **Should I contact 988 or 911?**

988 provides immediate emotional and mental health support. You can contact 988 about tough days, stress, anxiety, feeling overwhelmed, loneliness, concerns about alcohol or drug use, relationships, figuring out your identity, feeling depressed, help coping with mental and physical illness, postpartum depression, help talking through money concerns, thoughts of suicide, concerns about a loved one, just needing someone to talk to, and more.

Call 911 if you need EMS, fire and/or police dispatched to your location.

Whether you call 988 or 911, call takers will help you get connected to the right place based on what you need.

- **Will I be chatting with a bot?**

No, you will never chat with a bot when you call, text or chat online with 988. You will always connect with another human who's ready to help.

To review a full list of Frequently Asked Questions or to learn more about 988, please visit Louisiana988.org.