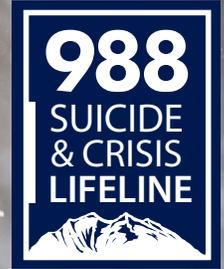


Preparing for 988 IN ALASKA

Summer 2022



What You Need to Know

Effective July 16, 2022, anyone in the United States can call or text 988 or use the chat function via www.suicidepreventionlifeline.org to access the National Suicide Prevention Lifeline, which will now be known as the 988 Suicide & Crisis Lifeline. The state has been partnering with stakeholders for over a year to ensure that Alaska is ready for 988.

ABOUT 988

- After July 16, 2022, the Suicide & Crisis Lifeline will be accessible through the existing 10-digit number and 988. Prior to July 16, the 988 dialing code should not be promoted.
- 988 will accept calls, texts, and chats from anyone who needs support for a suicidal, mental health, and/or substance use crisis. People can also contact 988 if they are concerned about a loved one in crisis.
- Alaskans who dial 988 will be connected with the Alaska Careline, an in-state call center where trained counselors answer calls, chats, and texts.

ABOUT THE ALASKA CARELINE

- The Careline is operated by Careline Crisis Intervention, Inc., an agency based in Fairbanks that serves all of Alaska and is a National Suicide Prevention Lifeline call center.
- The Alaska Careline also receives calls directly from Alaskans who call the in-state suicide prevention and someone to talk to line (1-877-266-4357). The Careline can still be reached through this number even after 988 becomes active on July 16.
- The Alaska Careline supports Alaskans experiencing any level of crisis. Counselors provide emotional support and work collaboratively with the person in crisis to address their needs, working with them to increase their wellness and safety.
- The Alaska Careline is supported and funded by the Alaska Department of Health, Division of Behavioral Health.



988.alaska.gov



What You Need to Know



FOR INDIVIDUALS

- Before July 16, 2022, continue to call 1-800-273-8255 to reach the National Suicide Prevention Lifeline.
- Alaska Careline counselors are trained to respond to crisis, provide emotional support, and connect you with local resources.
- The Alaska Careline may engage additional services, if indicated or requested. They strive to connect individuals to the services and resources that best support their needs.
- If you're concerned about yourself or someone you know, and don't know what to do, call 988. If you or someone you know is in imminent danger, call 911.



FOR BEHAVIORAL HEALTH PROVIDERS

- Begin conversations with staff in your agency on the existing referral sources and how you will use 988 in the future.
- Continue to provide the 10-digit number (1-800-273-8255) to clients and other individuals until the transition to 988 occurs.
- 988 can be incorporated as part of a safety plan, but it should not be the only point of contact for clients experiencing a crisis.



FOR MUNICIPAL AND BOROUGH GOVERNMENTS

- Engage local partners, such as behavioral health, law enforcement agencies, schools, and 911 call centers to discuss how your community will use 988.
- The Alaska Careline will connect a 988 contact to the appropriate local or regional resource if additional services are needed.



FOR 911 CALL CENTERS

- The National Emergency Number Association has a 911-988 Interoperability Standards Workgroup that will release best practice recommendations on 911 and 988 interactions this summer.
- Alaska has a statewide 911-988 Workgroup that has been meeting since last year and will continue to meet through the implementation of 988.
- 911 call centers have the option to connect a caller to 988, where trained counselors can provide resources and support for anyone who may be experiencing a mental health or suicidal crisis.

