

# Behavioral Health Crisis Care in SD

For Everyone, Everywhere,  
Every Time



## 988 – The Newest Three Digit Number

988 in South Dakota is a partnership between SD Department of Social Services, Division of Behavioral Health and Helpline Center.

### Fast Facts About 988



Currently, there are no geolocation services, and the lifeline will automatically route calls by area code to the nearest crisis center.



988 is available for call, text, and chat.



988 is more than a suicide hotline, it is for anyone in need of crisis support, and can be used for those in emotional distress, including substance use crisis.



You should call 988 if you are in a behavioral health crisis, call 911 for emergencies such as a medical emergency, and call 211 for finding community resources, such as food banks and shelters.



The current lifeline number (1-800-273-TALK) will *not* be going away. Dialing either number will get people to the same services. In the end, 988 is an easier-to-remember way to access life-saving services.

### What is 988?

On July 16<sup>th</sup>, 2022, 988 became the national three-digit phone number for all mental health, substance use and suicide crises. 988 will offer rapid access to behavioral health support through connection with trained crisis counselors. When dialed from a 605-area code, 988 will be routed to Helpline Center in South Dakota.

### Difference Between 988 and 211

- 988 is utilized for crisis situations, such as emotional distress, suicide, substance use information and support programs, care coordination and follow up support.
  - 988 meets national standards for risk/safety assessment and engagement of individuals at imminent risk of suicide and offers care traffic control – quality coordination of crisis care and follow up support.
- 211 is utilized for social service information or resources, such as housing/rental assistance, utility assistance, food resources, government information, financial assistance, disaster information, childcare information, and much more.

### What are the benefits of 988 for South Dakotans?

- **Immediate access to mental health professionals**  
On average, 80% of calls received by trained crisis counselors in a 988 setting can be de-escalated on the phone, reducing the need to dispatch law enforcement in situations that do not have safety concerns. In the event situations necessitate a response, resources can be quickly dispatched.
- **One, easy to remember number to call**  
Increased access to crisis support through a central call center for both referring law enforcement and individuals seeking help for themselves or loved ones. With an easy to remember number, call volume is estimated to at least double, leading to many more South Dakotans getting the help they need.

