

988 | SUICIDE & CRISIS
LIFELINE

24/7 CALL, TEXT, CHAT

SUBSTANCE USE SUPPORT

FROM THE 988
WISCONSIN LIFELINE

**COUNSELORS WORKING
AT THE 988 WISCONSIN
LIFELINE ARE SKILLED
INDIVIDUALS WHO EXCEL
IN COMPASSIONATE AND
SUPPORTIVE LISTENING.**

They can listen to your substance use concerns, support you, and provide resources to local supports. Many people who use the service report feeling less alone. You can also contact 988 if you're concerned about someone else's substance use.

WHEN SHOULD I SEEK SUPPORT FOR SUBSTANCE USE?

- Frequent substance use
- Use impacts mood, mental wellbeing, physical health, or relationships
- Have a desire to quit

WHAT CAN A 988 WISCONSIN LIFELINE COUNSELOR HELP ME WITH?

Counselors working at the 988 Wisconsin Lifeline are skilled individuals who excel in compassionate listening. A counselor can listen to your concerns regarding your substance use, support you, and provide information on local supports. Many people who use the service report feeling less alone.

CAN A 988 WISCONSIN LIFELINE COUNSELOR SECURE A WITHDRAWAL MANAGEMENT OR RESIDENTIAL TREATMENT BED?

No. A 988 counselor can provide local referrals to substance use treatment but does not have the capability to secure a bed. 988 counselors can also offer a connection to an operator at the Wisconsin Addiction Recovery Helpline, which has specialized tools in helping people find substance use treatment.

WILL A 988 WISCONSIN LIFELINE COUNSELOR CALL THE POLICE IF I TALK ABOUT MY USE OF ILLEGAL SUBSTANCES?

No. Privacy and confidentiality are important to 988 Wisconsin Lifeline counselors. They will keep your information confidential unless you or someone with you is in imminent danger. In Wisconsin, less than 1% of calls result in an interaction with police.

SHOULD I CALL THE 988 WISCONSIN LIFELINE IF SOMEONE HAS TAKEN A SUBSTANCE THAT COULD PUT THEIR LIFE IN DANGER?

No. If you or someone you know may be experiencing a medical emergency, call 911 for an immediate, in-person response.



**WISCONSIN DEPARTMENT
of HEALTH SERVICES**

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FOR MORE INFO:
WWW.988WISCONSIN.ORG

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WHAT HAPPENS WHEN YOU CONTACT 988?



PERSON CALLS 988,
TEXTS 988,
OR CHATS AT
988LIFELINE.ORG



COUNSELOR
988 this is Sam.
How can I help you today?



CALLER

Hi. I called because I need to talk to someone about my drinking.



COUNSELOR
We can definitely talk about that.
Can you share with me what led you to call today?



CALLER

I know it is time for me to stop. My marriage is falling apart. Yesterday at work, my boss pulled me into their office to talk about my attendance. I have had several call ins. Mostly because of not feeling well and being hungover.



COUNSELOR
I'm really glad you reached out. It takes a lot of courage to acknowledge drinking may be impacting your life. How can I best help you?



CALLER

I want to know what my options are. Do I have to go to rehab to do this? I am afraid of missing more work.



COUNSELOR
There are several different options you could explore. Rehab is always an option. But if you are afraid of missing work, attending Alcoholics Anonymous meetings might be helpful. You could also reach out to a therapist who specializes in substance use. Many people in recovery do both. Would you like resources in your area?

Looking for more information about substance use?

Scan the QR code or visit www.dhs.wisconsin.gov/aoda



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