

988 and Public Safety Answering Points (PSAPs)/Emergency Communication Centers (ECCs)



988 IN WISCONSIN: THE BASICS

- The 988 Wisconsin Lifeline is Wisconsin's 988 Suicide & Crisis Lifeline service, answering calls, texts, and chats that come from residents throughout the state.
- It is operated by Family Services of Northeast Wisconsin, an agency based in Green Bay with trained counselors serving throughout the state.
- If the 988 Wisconsin Lifeline is unable to respond quickly, contacts are automatically routed to a backup support center, which may be located in another state.
- The counselors at 988 Wisconsin Lifeline are trained to listen and support people through their distress with a focus on de-escalation and coping skills. Trained counselors are able to reduce stress, provide emotional support, and connect people with local resources.



View more
information about
988 in Wisconsin.

988 FOR PSAPS AND ECCS

- The 988 and 911 systems need to be closely coordinated to seamlessly allow referral of callers for appropriate care or response that addresses the unique circumstances present with each crisis encounter and reduces unnecessary referrals to 911.
- Real time coordination by regional/statewide crisis call centers with local response options are one of the core elements of a well-functioning crisis system.
- It is anticipated that 988 will continue to grow and evolve over the years, much the way 911 and emergency medical services have grown over the past five decades. In the future, all of these services should be well integrated.



Sign up for our
988 email list for
first responders.

PSAP/ECC CHECKLIST

- Assess leadership readiness and resources to incorporate policies, procedures, and ongoing training for 988 integrations.
- Provide basic 988 training for all PSAP/ECC staff.
- Form relationship with 988 Wisconsin Lifeline to begin ongoing collaboration.
- Provide feedback on ways to enhance collaboration and system integration.

The long-term vision for 988 is to build a robust crisis care response system across the country that links people who call, text, or chat to community-based providers who can deliver a full range of crisis care services, if needed (like mobile crisis teams or stabilization centers), and connect people in need to tools and resources that will help prevent future crisis situations.



988

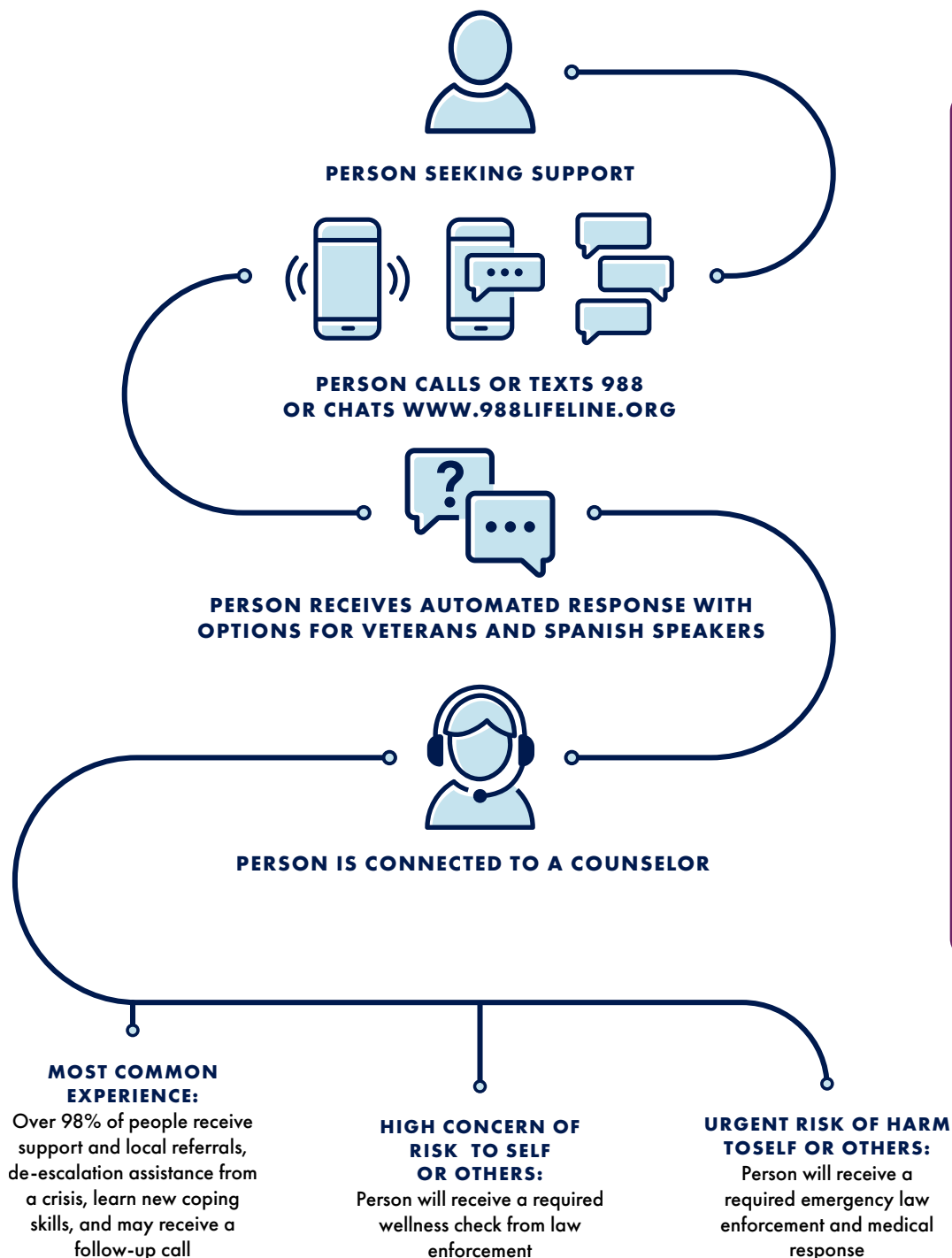
SUICIDE & CRISIS
LIFELINE

24/7 CALL, TEXT, CHAT

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WHAT HAPPENS WHEN YOU CONTACT 988?



**WHEN TO
CALL
911**

If you or someone you know is in imminent danger, **call 911**, not 988.



WISCONSIN DEPARTMENT
of HEALTH SERVICES
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FOR MORE INFO:
WWW.DHS.WISCONSIN.GOV/988