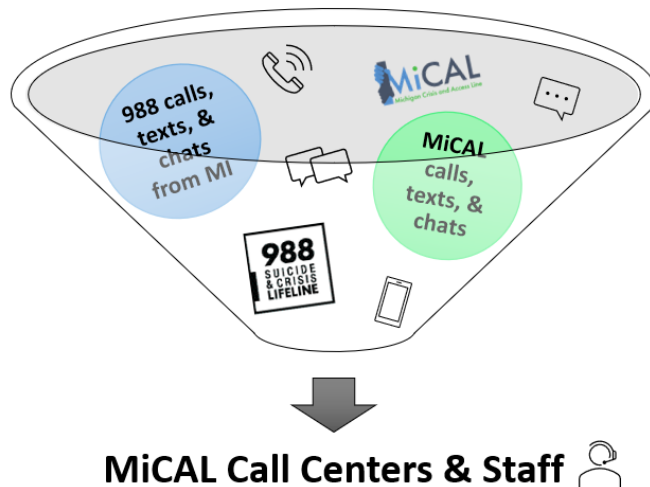


The 988 Suicide and Crisis Lifeline

f.k.a. National Suicide Prevention Line (NSPL) –
 Nationwide hotline that routes calls to state of origin.

Michigan Crisis and Access Line (MiCAL)

Michigan’s central crisis and access line that accepts NSPL/988 calls, texts, and chats. Individuals in need of information, support, or services reach MiCAL by either calling their direct line (which can be found on our website) or by calling the 988 line.



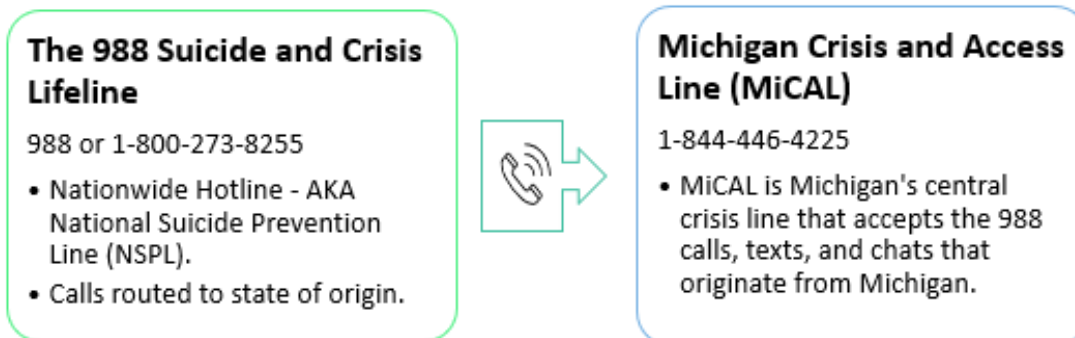
FAQ

What is 988?

In 2020, Congress designated the new 988 dialing code to be operated through the existing [National Suicide Prevention Lifeline](#). Beginning July 16, 2022, 988 will be available 24/7, 365 days a year. Trained counselors, who are not clinicians, are available to provide free, confidential emotional support for people in distress and answer all calls at local crisis call centers. With an easy-to-remember number like 988, the Lifeline hopes to reach many more people in emotional crisis and connect those to services if needed.

What is MiCAL?

The Michigan Crisis and Access Line (MiCAL) is Michigan’s statewide crisis and access line. It is Michigan’s central crisis line that accepts 988 calls, texts, and chats originating from Michigan. MiCAL is **not** a replacement for Community Mental Health Services Programs (CMHSP), Crisis Lines, and Specialist Crisis Services.



Why do we need 988?

Behavioral health support and suicide prevention are critical needs. Since 2008, suicide has ranked as the tenth leading cause of death in the United States. The adoption of the new three-digit number reflects a commitment to delivering necessary intervention services. Like using 911 for emergency calls, switching to an easy-to-remember 988 number, for suicide prevention and mental health crisis services, will make it easier for Americans in crisis to access the help they need and decrease the stigma surrounding suicide and mental health issues.

Who is 988 for?

Anyone. 988 is for anyone in emotional distress or suicidal crisis. It is also for an individual who is worried about a loved one and not sure how to support that person or where to get them help. Trained counselors, who are not clinicians, are available to provide free, confidential emotional support to all callers.

When does 988 take effect?

988 will go live on July 16, 2022. Individuals who need help today should call the National Suicide Prevention Lifeline. The National Suicide Prevention Lifeline can be reached by calling 1-800-273- 8255 (1-800-273-TALK) and through online chat, suicidepreventionlifeline.org/chat.

Is the National Suicide Prevention Lifeline Number (NSPL) going away?

No. Moving to 988 does not mean the 800 number goes away. Dialing either number will get people to the same services, no matter which number they use. In the end, 988 is an easier-to-remember way for people to access a strengthened and expanded network of crisis call centers. The same centers that answer the 800 number will answer 988.

How is 988 different from 911?

988 was created to provide improved and easier access to the Lifeline network, crisis services, and related crisis resources, which are distinct from the public safety purposes of 911 (where the focus is on dispatching Emergency Medical Services, fire, and police as needed).

How will 988, 911, and the Emergency Services Program interact?

Increased collaboration between 988, 911, and the Emergency Services Program will give more options for those in crisis, such as dispatching mobile crisis teams to individuals in mental health, substance use, or suicidal crisis rather than police, fire, or EMS, and greater coordination of care options like crisis stabilization units.

What is the difference between 988 and MiCAL?

In Michigan, MiCAL and 988 are not two separately staffed crisis lines. While MiCAL and 988 are two separate numbers, MiCAL is responsible for answering 988 calls in all areas of Michigan. In Macomb and Kent counties, Macomb Community Mental Health and Network 180 will be primarily responsible for answering calls and MiCAL will provide backup call coverage.

Would you call 988 only if you are having thoughts of suicide?

No. With the implementation of 988, the Lifeline's purpose is expanding to provide support for people with any behavioral health crisis (the crisis is defined by the caller). It is no longer just for people who are feeling suicidal.

Why aren't I seeing publicized material on 988 in Michigan?

Currently, Michigan is implementing a soft rollout for 988 per Vibrant recommendations. We plan to start public awareness activities and marketing in January 2023. We will focus on developing and strengthening infrastructure (resources, staff, and coordination) in the first several months and when that is solidified, we will focus our efforts on marketing and advertising the 988-dialing code throughout Michigan.

When can I start sharing materials on 988?

Currently, we are more than happy to provide our stakeholders and community partners with more information on 988, its implementation, and how they can get involved, but we are asking said stakeholders and community partners not to publish or share this information. Michigan has begun the process of gradually rolling out 988 to the state, but to ensure that there is a flawless transition and not to overburden the call centers all at once Michigan has chosen to utilize a soft rollout method. Marketing efforts for 988 will be initiated at the beginning of 2023.



Other questions? Email us - MPCIP-support@mphi.org