

Via Link Informational Sheet

988 vs. 211 vs. 911

What is 9-8-8

*9-8-8 is a new easy to remember 3 digital dialing code for the National Suicide Prevention Lifeline (NSPL).

*The phone number for NSPL has been 1-800-273-TALK. While this 10-digit number will continue working, the new 3-digit dialing code of 9-8-8 will be active in Louisiana beginning July 16, 2022.

*By dialing 9-8-8 you will be routed to a local contact center and connected with a live specialist trained in emotional support, crisis intervention, and suicide prevention. These contact centers are approved by the national network of Lifeline centers and accredited to provide telephonic suicide prevention work.

*By dialing 9-8-8 you can also receive referrals to local behavioral health agencies/facilities.

*Your call is routed to your local center based upon the area code of the phone you are dialing from.

**In Louisiana area codes 504, 225, and 985 will be routed to
VIA LINK.

**In Louisiana area codes 318 and 337 will be routed to LACG.

What is 2-1-1

*2-1-1 is an information and referral phone and text line.

*By dialing 2-1-1 or texting 898-211 you will be routed to a local 2-1-1 contact center based upon your zip code.

**Louisiana currently has three 2-1-1 contact centers and all parishes are covered by a 2-1-1 contact center.

*When you connect to a 2-1-1 contact center you will speak with a live specialist who is trained in providing information & referral for health and human services.

**You can request assistance with finding a resource referral for things such as: behavioral health clinics, doctor's offices, food assistance, rental/housing assistance, utility assistance, and other community resources.

*2-1-1 is also activated by Louisiana government in disaster to provide up-to-date information on disaster activation and resources.

*For some parishes there is an option to select prompt "3" for 2-1-1 Crisis but this is not a universal option. 2-1-1 primarily an information & referral line.

What is 9-1-1

*9-1-1 is an emergency phone line for when you are in physical danger.

*When you dial 9-1-1 you will be connected with a local dispatch center, based upon our current location.

*When you connect with a 9-1-1 dispatcher they will send out: an EMS, the fire department, or police officer to your location depending on your needs.

*9-1-1 **CANNOT** provide behavioral health support or answer local information or referral questions.

*9-1-1 should be dialed when you or someone else has a physical emergency and needs immediate attention/assistance.

*When you dial 9-1-1 an emergency service will be sent to you.