Mental Health

988 vs. 911 Key Differences

Category	988	911
Purpose	🧠 Mental health support for emotional distress.	🚨 Immediate response to physical emergencies.
Who Answers	👂 Trained crisis counselors.	👮 Emergency dispatchers.
How to Contact	📱 Call, text, or chat online via 988.	📞 Call 911 from any phone.
Privacy	🔒 Confidential unless safety concern.	🎙️ Calls recorded; responders may be dispatched.
When to Call	😳 Emotional distress without physical danger.	🔥 Physical danger, fire, accident, or crime.
Police Involvement	🚓 Only in severe emergencies.	🚒 Typically dispatched; Crisis Intervention Team may be requested.
Availability	🌙 24/7 – anytime.	🌞 24/7 – always accessible.
Public Awareness	🆕 New (2022); gaining recognition.	🚒 Well-known and established.

When to Call Each Number

Call 988: If you're feeling overwhelmed, sad, or need someone to talk to about your mental health.
Call 911: If someone is in physical danger, such as during a fire, car accident, or medical emergency.

Source: SAMHSA (Substance Abuse and Mental Health Services Administration)

PPMD's information, resources, and trainings can be made available in languages other than English, including sign language upon request. Please contact us regarding your translation and interpretation needs.