

*Note: This is a transcript of my 988 Lifeline text conversation to “test the system”. This conversation occurred during 2023. I’ve archived the embedded links so they don’t change. I’ve redacted the date and 988 worker’s name. (I make an exception to my own standards for consent by sharing this, so others can review it.) The worker is not to be faulted, in my opinion the problems I experienced (I felt invisible, not heard and not understood even during a test) were due to lack of adequate training, supervision and guidance. Also be aware the worker followed correct protocol by asking me about thoughts of suicide, even though I said it was a test—that wasn’t the problem. Tim Reiersen*

**[REDACT DATE], 2023, 10:00:32 AM Pacific Time: Me: Hello I'm testing this out**

[REDACT DATE], 2023, 10:00:42 AM Pacific Time: : Welcome to the 988 Suicide and Crisis Lifeline. Para español por favor responde con AYUDA. If you are a Veteran or Military Service Member, you can text the Veterans Crisis Line at 838255.

[REDACT DATE], 2023, 10:00:42 AM Pacific Time: : We’re here to help. If you’d like to accept our Terms of Service ([bit.ly/ourtos](https://bit.ly/ourtos)) and be connected with a counselor, please reply YES. Reply STOP to unsubscribe

**[REDACT DATE], 2023, 10:06:34 AM Pacific Time: Me: YES**

[REDACT DATE], 2023, 10:06:44 AM Pacific Time: : We also offer support to LGBTQ+ people under 25. Would you like this support? (Reply with either a “Y” or an “N”). To learn more: [bit.ly/lcctservices](https://bit.ly/lcctservices)

[REDACT DATE], 2023, 10:07:42 AM Pacific Time: : 02/02:; [C] No.

[REDACT DATE], 2023, 10:07:42 AM Pacific Time: : 01/02:To help your counselor support you, please share if you have thoughts of suicide. Reply A, B, or C: [A] Yes, within 24 hours; [B] Yes, within 2 months

[REDACT DATE], 2023, 10:08:44 AM Pacific Time: : Thank you. On a scale of 1 to 5, how upset are you? (1 is “I’m okay,” 3 is “Moderately upset,” and 5 is “Extremely upset”)

[REDACT DATE], 2023, 10:09:44 AM Pacific Time: : A counselor will be with you shortly. While you wait, please do this brief survey to help them support you.

[https://domo.networkresourcecenter.org/chatvisitor/prechatsurvey/\[REDACT\\_UNIQUE\\_CALL\\_ID\]/?tos=C&ua=1](https://domo.networkresourcecenter.org/chatvisitor/prechatsurvey/[REDACT_UNIQUE_CALL_ID]/?tos=C&ua=1)

[REDACT DATE], 2023, 10:10:07 AM Pacific Time: : *Hi there, welcome to 988. My name is [REDACT WORKER’S NAME]. What's going on?*

**[REDACT DATE], 2023, 10:10:33 AM Pacific Time: Me: Hi [REDACT WORKER’S NAME], I'm not experiencing a crisis, just testing the system.**

[REDACT DATE], 2023, 10:11:12 AM Pacific Time: : *Thank you so much for reaching out and for being so open today. I'm here for you and this is a safe and supportive chat for you to talk through anything you need to. What's a good name I can call you while we talk together?*

**[REDACT DATE], 2023, 10:13:11 AM Pacific Time: Me: My name's Tim. I'm not in crisis, just testing how the system works. I'll try to be as quick as possible. I appreciate the work you do. May I ask some questions?**

*[REDACT DATE], 2023, 10:13:39 AM Pacific Time: : Hi Tim, I'm so glad you reached out to us today. How old are you?*

**[REDACT DATE], 2023, 10:15:43 AM Pacific Time: Me: I'm legally an adult if that's what you mean. May I ask some questions about the 988 service?**

*[REDACT DATE], 2023, 10:16:36 AM Pacific Time: : You don't have to share anything you don't feel comfortable with Tim. I appreciate you being so open. Where you are reaching out from today, like the city and state?*

**[REDACT DATE], 2023, 10:18:59 AM Pacific Time: Me: I was hoping to connect with the New Mexico Crisis & Access service, I understand they take 988 calls and texts. I was wondering where you were located? For calling, they have a direct number but for text and chat it routes through 988. My area code is New Mexico.**

*[REDACT DATE], 2023, 10:19:56 AM Pacific Time: : Thanks for letting me know this Tim. I can definitely search for service in your area while we talk together. Tim, what city in New Mexico are you reaching out from/*

**[REDACT DATE], 2023, 10:21:53 AM Pacific Time: Me: I'm not actually in New Mexico, I'm trying to test the system there by texting from a New Mexico area code. I'm sorry if this is confusing, I'm only trying to test how the 988 system works. I take it you're not an employee of ProtoCall Services (the contractor that runs the New Mexico Crisis Lines?).**

*[REDACT DATE], 2023, 10:23:34 AM Pacific Time: : Tim, my primary focus here at 988 is to work with you through your feelings/thoughts around suicide, but I would really like the opportunity to support you though. How are you feeling about talking more with me?*

*[REDACT DATE], 2023, 10:28:08 AM Pacific Time: : Tim, I'm still here to support you however it feels best today. Let me know if you're there.*

**[REDACT DATE], 2023, 10:28:43 AM Pacific Time: Me: I don't know if they covered this in your training, but sometimes people who refer others to 988 will test the system for themselves. This is what I'm doing now. I'm not experiencing a crisis, myself, personally. Testing the system usually just means trying it out and asking questions. Then I'll be able to share the experience with others who might text in when feeling suicidal. I feel fine talking more with you if you're willing. I do have a few questions if you don't mind, then I'll let you go on to more important situations. Again, I'm sorry for any confusion.**

**[REDACT DATE], 2023, 10:29:55 AM Pacific Time: Me: Here's a question I have. If I want to have this conversation deleted when we're done, how would I do that?**

[REDACT DATE], 2023, 10:30:18 AM Pacific Time: : *Tim before we talk more I want to ask some questions about your safety. Are you currently thinking of killing yourself?*

**[REDACT DATE], 2023, 10:30:59 AM Pacific Time: Me: No, I'm not thinking of killing myself. Thank you for asking.**

[REDACT DATE], 2023, 10:31:51 AM Pacific Time: : *Thanks for helping me to understand you best Tim. I appreciate you talking through this here with me. Tim, have you thought about suicide before?*

**[REDACT DATE], 2023, 10:32:28 AM Pacific Time: Me: No.**

[REDACT DATE], 2023, 10:33:29 AM Pacific Time: : *Got it thanks so much Tim. I really want to make sure that I am the best support for you today and I want to remind you how strong you are for reaching out to talk. I'm wondering what kind of support you were hoping for when you reached out to us today?*

**[REDACT DATE], 2023, 10:34:13 AM Pacific Time: Me: This is honestly just a test, if you have a supervisor available it would be fine if you nudged them to join this conversation. Would that be possible?**

[REDACT DATE], 2023, 10:36:28 AM Pacific Time: : *I'm unable to transfer you or move our conversation over to anyone else Tim. If you're not in crisis then we might not be the best resource for you today and I might have to end the conversation early. You mentioned reaching out to New Mexico Crisis Lines. Can I send over their information for you to call Tim?*

**[REDACT DATE], 2023, 10:39:05 AM Pacific Time: Me: [REDACT WORKER'S NAME], I really appreciate what you're doing. I've been a volunteer myself on a crisis line. No, I won't be needing NMCAL's number but I appreciate you offering it, it was very thoughtful. Before we close this conversation, would you please tell me which crisis line provider you are working for/where you're located? Is it Crisis Text Line or ?**

[REDACT DATE], 2023, 10:40:40 AM Pacific Time: : *Tim, I'm really glad you reached out today to 988. Thanks for chatting with me - you're so strong and brave. We're available anytime you're in crisis at Chat, Text, or Lifeline by texting or calling 988.*

[REDACT DATE], 2023, 10:41:02 AM Pacific Time: : *I have to end the chat now, but you are always welcome to reach out again any time you're in crisis. We're available anytime you're in crisis at 988. Please call 911 if it's an emergency.*

[REDACT DATE], 2023, 10:41:06 AM Pacific Time: : Thank you for texting the 988 Suicide and Crisis Lifeline. This conversation has ended. If you're in crisis again, please call 988 or text back anytime. We'd love your feedback so we can continue to improve. If you like, you can share your thoughts here: [https://survey.lifeline.site/\[REDACT\\_UNIQUE\\_CALL\\_ID\]](https://survey.lifeline.site/[REDACT_UNIQUE_CALL_ID])

**[REDACT DATE], 2023, 10:41:12 AM Pacific Time: Me: Are you not allowed to tell me which crisis line provider you work for?**

[REDACT DATE], 2023, 10:41:22 AM Pacific Time: : Welcome to the 988 Suicide and Crisis Lifeline. Para español por favor responde con AYUDA. If you are a Veteran or Military Service Member, you can text the Veterans Crisis Line at 838255.

[REDACT DATE], 2023, 10:41:23 AM Pacific Time: : We're here to help. If you'd like to accept our Terms of Service (<bit.ly/ourtos>) and be connected with a counselor, please reply YES. Reply STOP to unsubscribe

**[REDACT DATE], 2023, 10:41:40 AM Pacific Time: Me: STOP**

[REDACT DATE], 2023, 10:41:47 AM Pacific Time: : You replied with the word "stop" which blocks all texts sent from this number. Text back "unstop" or "start" to receive messages again.

[REDACT DATE], 2023, 10:41:50 AM Pacific Time: : Welcome to the 988 Suicide and Crisis Lifeline. Para español por favor responde con AYUDA. If you are a Veteran or Military Service Member, you can text the Veterans Crisis Line at 838255.

[REDACT DATE], 2023, 10:41:51 AM Pacific Time: : We're here to help. If you'd like to accept our Terms of Service (<bit.ly/ourtos>) and be connected with a counselor, please reply YES. Reply STOP to unsubscribe

END TRANSCRIPT