

Key differences 988 vs 911 vs 211

Understanding the differences between these services can help you connect with the one that's right for your needs.



998

A Resource for Mental and Emotional Support & Crisis

Availability 24/7/365
Call, text, chat

Description Nevada 988 connects people with counselors who are trained to provide emotional support, crisis de-escalation, and local resources.

Key Features

Skilled, Caring Support 24/7:

Nevada 988 counselors are trained to provide emotional and mental health support and crisis intervention.

Minimal Law Enforcement Intervention:

Most crises are managed without involving law enforcement. 911 is only engaged if the individual is in danger and provides their location.

Connection to Local Resources:

People are referred to local mental health and/or substance use treatment services for follow-up care.

Free and confidential

911

Immediate Aid for Medical, Fire or Police Emergencies

24/7/365
Call only

911 is the primary contact for medical emergencies, fire, crimes in progress, or other situations requiring immediate physical intervention. Although 911 is highly effective for emergencies involving physical harm, it is not specialized to manage behavioral health crises.

Immediate Intervention for Physical Danger:

911 dispatches police, fire, or EMS to address urgent threats to life or safety.

Law Enforcement Involvement:

Law enforcement officers are typically dispatched in crises involving potential violence or criminal activity.

Free

211

Non-Urgent Access to Community Resources

Monday–Friday, 9am–9pm
Call, text, chat

Nevada 211 connects people with critical services including housing, food, health care, mental health, and support for children, families, seniors, and people with disabilities. Operators are not trained in counseling, suicide prevention or crisis de-escalation. The service is only available during business hours.

Helpful Resource Access:

Nevada 211 connects individuals and providers to essential health and human services resources.

Not a Crisis Resource:

Help to find local services such as housing, food, utility assistance, transportation, and childcare.

Free and confidential