



Patient Advocate Program

TEACH IN December 23, 2025

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988: The National Mental Health Suicide Prevention, Crisis Intervention and Mental Health Resource Line

DATE: Tuesday, December 23, 2025 **TIME:** 10:00 AM—11:00 AM

SPEAKER: Shokri Enbawe, LCSW, 988 Program Lead & Charles Rice Community Engagement Specialist, Bureau of Crisis, Emergency & Stabilization Initiatives NYS Office of Mental Health

TO REGISTER for the ZOOM Webinar event: Scan the QR code, click [HERE](#), or visit our website at www.nysenior.org



To connect via phone: 646-558-8656, Webinar ID: 833 6382 7260 #

Session Overview

The holiday season is traditionally a time when many older persons experience loneliness, depression, and even suicidal thoughts. The 988 Suicide & Crisis Lifeline is not just for persons experiencing suicidal ideation but for a variety of reasons. People can call, text, or chat 988 if they're concerned about themselves or worried about a loved one who may need support, making it easy to get help quickly.

Examples for reaching out to 988 include problems with loneliness, grief and loss, emotional distress, anxiety, depression, trauma, bullying, family or relationship troubles, drug or alcohol use, and just needing someone to talk with during a difficult time. Research has shown that most 988 Lifeline callers are significantly more hopeful after speaking to a 988 Lifeline crisis counselor.

It's important for the aging and human service network to know that the 988 Lifeline is available 24/7 to provide assistance to individuals and caregivers in need of support.

In this session, you will learn about:

- How 988 in New York State operates as part of the larger national 988 network (statewide, regional and local mental health systems).
- What happens when an individual or caregiver contacts 988.
- How 988 can assist with a variety of challenges and connect individuals to local resources for support.
- How to use the 988 Community Awareness Toolkit to educate local organizations and the community about this valuable resource and help encourage persons and families needing support accessing 988.

STATE WIDE
New York StateWide Senior Action Council, Inc.
4 Computer Drive West, Suite 205, Albany, NY 12205 • Fax 518-436-7642
www.nysenior.org • 800-333-4374

Patients' Rights Helpline 800-333-4374

About our Teach ins



Our Teach-Ins are designed for StateWide members as well as individuals and organizations across New York State who are committed to helping older adults remain independent and access the services they need.

Each session features expert speakers who share their professional insights on important issues affecting seniors. If you missed a previous Teach-In, you can find recordings of past sessions at www.nysenior.org/telephone-teach-ins/.

Instructions and Other Information about Teach ins

- Sessions are in webinar mode, all attendees video and audio will be off. Attendees will be able to type in their questions during the Q&A portion of the meeting.
- Materials from Teach Ins are posted on our website www.nysenior.org
- For more information about our Teach ins, visit our website homepage:
 1. On the red navigation bar, click on **Our Helplines**
 2. In the drop down menu, click on **Patient's Rights Helpline**
 3. Look for the Teach in button **Click Here for Teach ins**.
This button will take you to additional information about upcoming and past Teach ins, powerpoint presentations and recordings.

[CLICK HERE FOR TEACH INS ▶](#)

NY STATEWIDE SENIOR ACTION COUNCIL is a not-for-profit grassroots membership organization made up of individuals and organizations with an interest in improving the lives of senior citizens.

FUNDING FOR OUR PATIENT ADVOCATES PROGRAM is being provided through the generous support of the NYS Legislature and administered by the NYS Office for the Aging.

THE STATEWIDE PATIENTS' RIGHTS HELPLINE IS TOLL FREE AT 800-333-4374.

Information is also available on the StateWide website at www.nysenior.org

E-MAIL QUESTIONS TO: patientsrights@nysenior.org

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