

New 988 Hotline

Reimagining Crisis Response Systems in the U.S.

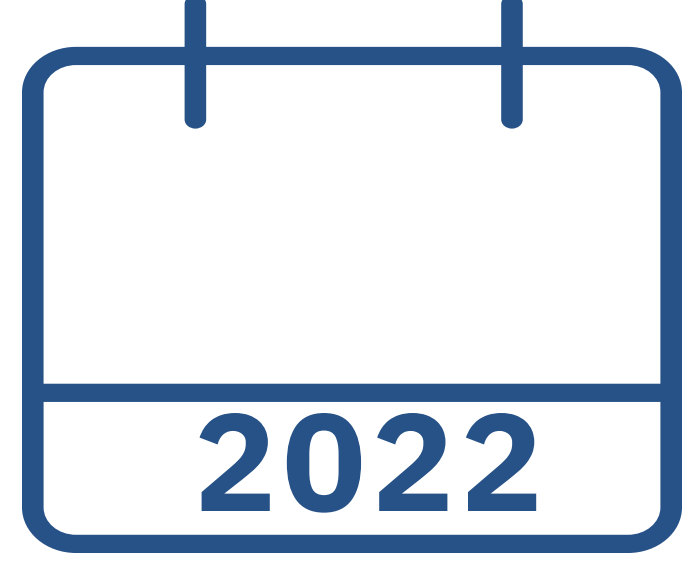


The Federal Communications Commission (FCC) approved the designation of a new, 3-digit national number (988) for mental health emergencies.



Need

Americans in crisis need an easy to remember 3-digit phone number to connect with suicide prevention and mental health crisis counselors. The 988 initiative responds to this need.



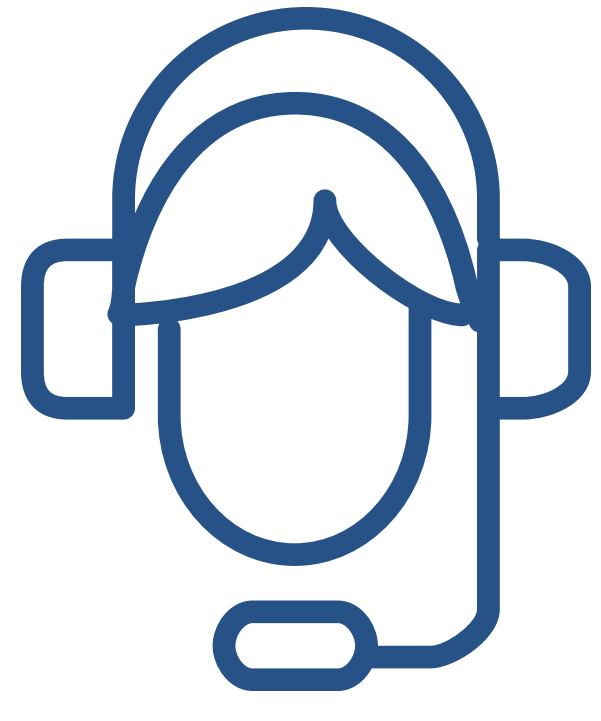
Timeline

Communications providers must implement the number by **July 16 2022**. The new number makes it easier to get help during stressful times.



Impact

988 is the catalyst for the development of mobile crisis teams and crisis centers in communities across the country. The enhanced crisis systems will put trained mental health professionals in the role of first responders.



The Hotline

The current crisis line offers free immediate assistance by connecting people in crisis to a trained counselor. It is operated 24/7. The crisis line capacity is rapidly expanding in preparation for 988.



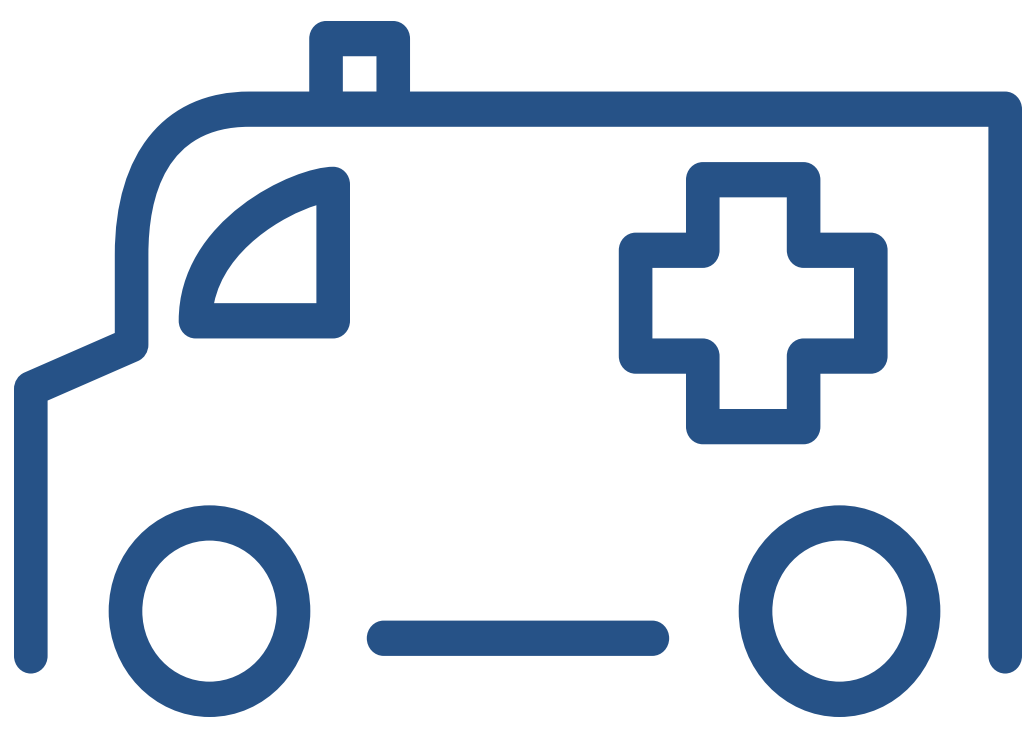
Improving the Crisis System

988 is changing the culture of mental health emergency services using crisis care from mental health professionals, rather than relying solely on 911 and police response.



Cost Benefit

One-time implementation costs to telecom service providers are needed for equipment upgrades. The life-saving benefit of 988, as well as savings to the public safety and medical care sectors, are expected to far outweigh the costs.



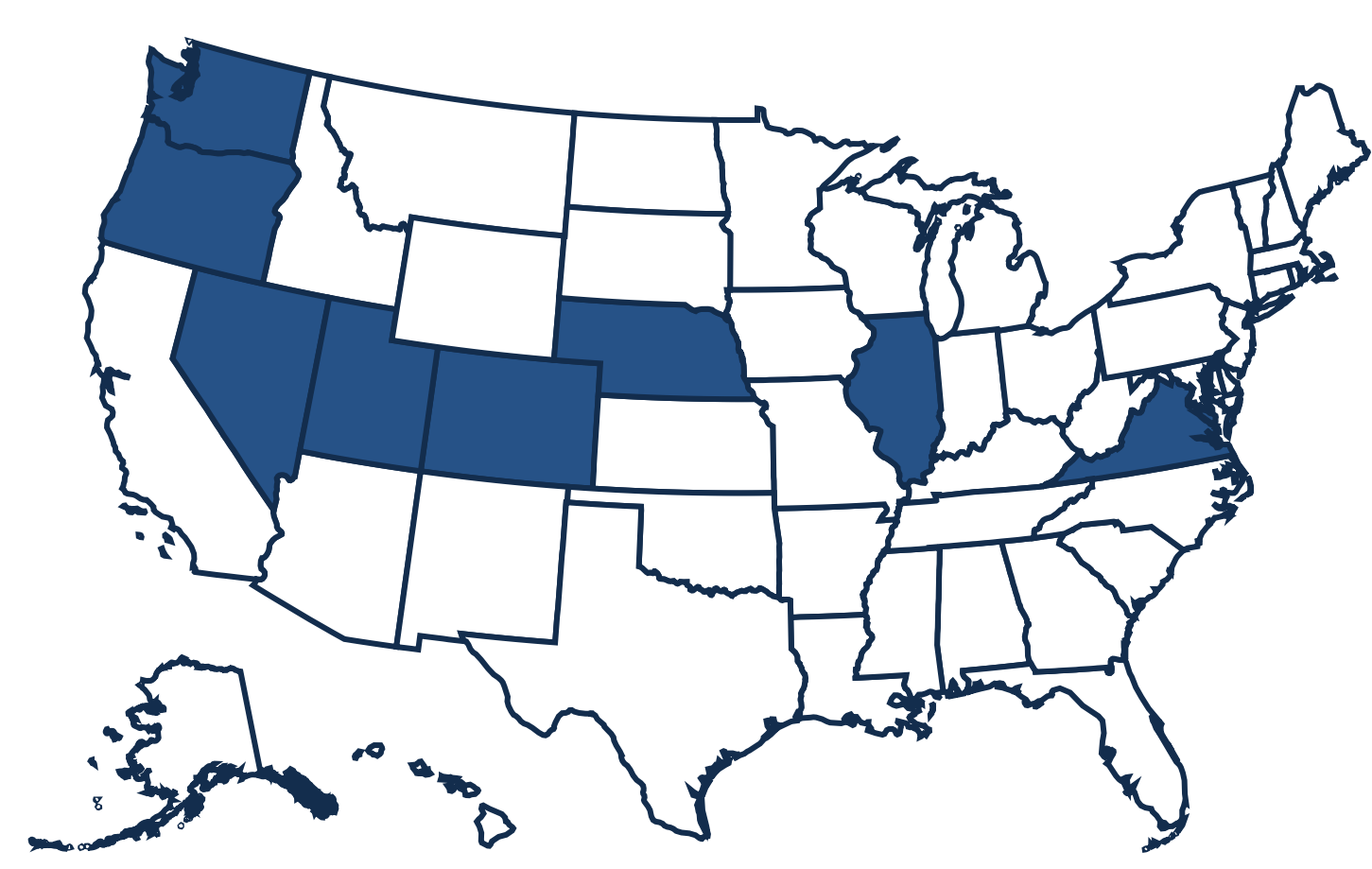
Mobile Crisis

Through the American Rescue Act, CMS funded 20 State Medicaid agencies with \$15m in planning grants for community-based mobile crisis services. These grants may be used to strengthen 988 services.



State Funding Sources

States may use a variety of funding sources to support their 988 call line and crisis system implementation. This includes adding surcharges to telecommunications services, Medicaid funds, and federal planning grants.



Progress

A number of states have passed 988 legislation with a fee to fund enhanced crisis services. Additional states have crisis services legislation pending with a 988 fee, and others have legislation in process without a fee.

Links to Resources from the National Association of State Mental Health Program Directors



Crisis Now Homepage

NASMHPD Assessment Papers

Ready to Respond: Mental Health Beyond Crisis and COVID-19

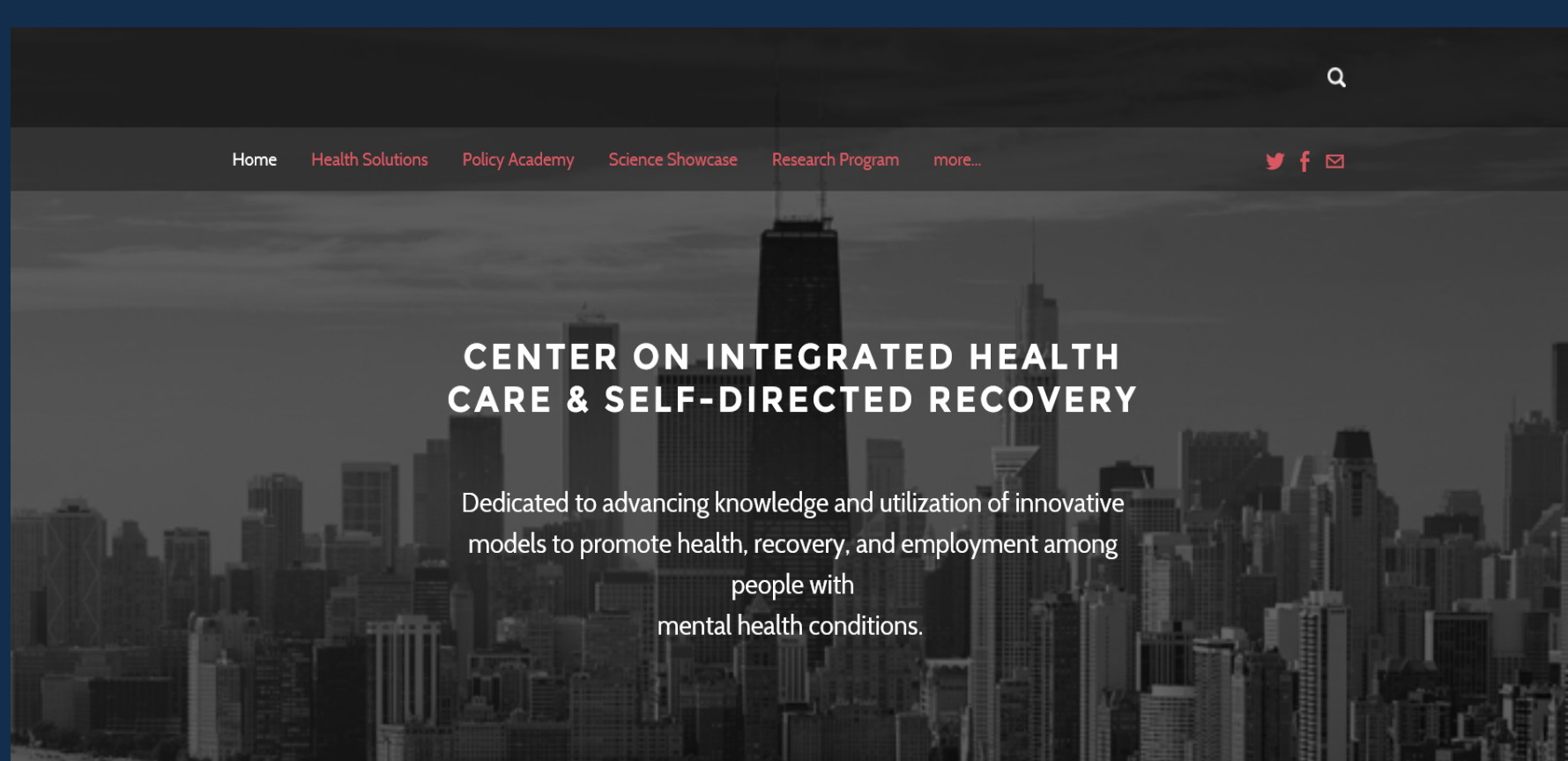
988 will be implemented in July 2022. Until then, those in need may call the current national suicide prevention hotline:

1-800-273-8255 (TALK)

Sources:

- **SAMHSA's Crisis Services: Meeting Needs, Saving Lives**
<https://store.samhsa.gov/product/crisis-services-meeting-needs-saving-lives/PEP20-08-01-001>
- **NAMI's 988 State Bill Tracking:**
<https://www.quorum.us/dashboard/external/mgWzdPqJLWHohzOhdRWE/>
- **CDC Suicide Prevention Factsheet:**
https://www.cdc.gov/violenceprevention/pdf/Suicide-factsheet_508.pdf
- **FCC Report on Implementation of the National Suicide Hotline Improvement Act of 2018:**
<https://docs.fcc.gov/public/attachments/FCC-20-100A1.pdf>
- **The National Suicide Prevention Lifeline:** <https://suicidepreventionlifeline.org/>
- **PEW Charitable Trusts:** <https://www.pewtrusts.org/en/research-and-analysis/articles/2021/10/26/most-states-have-not-yet-acted-to-support-new-988-behavioral-health-lifeline>
- **Medicaid.gov:** <https://www.medicare.gov/medicaid/benefits/behavioral-health-services/state-planning-grants-for-qualifying-community-based-mobile-crisis-intervention-services/index.html>

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Judith A. Cook, PhD, Director

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