

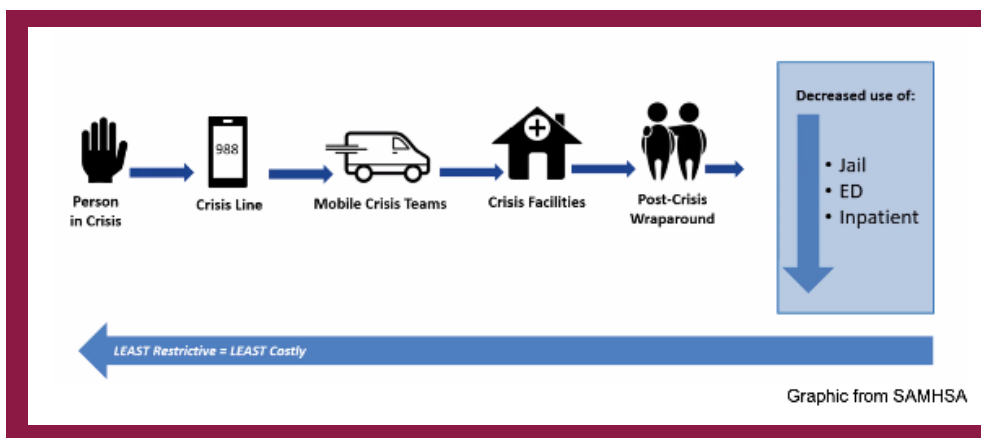
## Statewide Standards for Crisis Response

988 is the new nationwide, three-digit number for the Suicide & Crisis Lifeline. 988 connects people to trained crisis counselors who can provide supportive services by phone, text, and chat (“**someone to talk to**”). Statewide crisis response systems should also provide mobile crisis teams for people who need an in-person response (“**someone to come to you**”). For those who need more services, crisis receiving and stabilization facilities and other options should be available (“**a place to heal**”), followed by post-crisis wraparound services.

A mental health or suicidal crisis is any situation or event with real or potential disruption of stability and safety as a result of a behavioral health condition. A full crisis response system can help people get on a path of recovery and reduce the high cost of an inappropriate response.

**Unfortunately, when in-person crisis assistance is needed, law enforcement — not a mental health professional — is often the only response available.** Further, without appropriate crisis stabilization services, Emergency Departments (EDs) are overused, which strains health care systems and leads to poor outcomes and high costs. Since 2015, more than 1 in 5 fatal police shootings have been people with mental illness.<sup>1</sup>

- People with mental illness are booked into the nation’s jails around 2 million times every year.<sup>2</sup>
- From 2006–2014, mental health and substance use-related ED visits increased 44.1%.<sup>3</sup>
- In 2017, mental health and substance use disorder ED visits had service delivery costs of more than \$5.6 billion.<sup>4</sup>



A May 2022 poll revealed that **86% of Americans believe that when someone is in a mental health or suicide crisis, they should receive a mental health response—not a police response.**<sup>5</sup>

## Policy Goal:

- Enact statewide standards for an integrated 988 crisis response continuum of care with state-level oversight.

<sup>1</sup> Fatal police shootings database. Washington Post. Retrieved Jul 17, 2022 from <https://www.washingtonpost.com/graphics/investigations/police-shootings-database>

<sup>2</sup> Steadman H, Osher F, Clark Robbins P, Case B, Samuels, S. Prevalence of Serious Mental Illness Among Jail Inmates. Jun 2009. Psychiatric Services 60:6, 761–765.

<sup>3</sup> Moore BJ (IBM Watson Health), Stocks C (AHRQ), Owens PL (AHRQ). Trends in Emergency Department Visits, 2006–2014. HCUP Statistical Brief #227. September 2017. Agency for Healthcare Research and Quality, Rockville, MD. Retrieved from [www.hcup-us.ahrq.gov/reports/statbriefs/sb227-Emergency-Department-VisitTrends.pdf](http://www.hcup-us.ahrq.gov/reports/statbriefs/sb227-Emergency-Department-VisitTrends.pdf)

<sup>4</sup> Statistical Brief #257. Healthcare Cost and Utilization Project (HCUP). October 2020. Agency for Healthcare Research and Quality, Rockville, MD. Retrieved from [www.hcup-us.ahrq.gov/reports/statbriefs/sb257-ED-Costs-Mental-Substance-Use-Disorders-2017.jsp](http://www.hcup-us.ahrq.gov/reports/statbriefs/sb257-ED-Costs-Mental-Substance-Use-Disorders-2017.jsp)

<sup>5</sup> NAMI 988 Crisis Response Research. June 2022. Ipsos on behalf of the National Alliance on Mental Illness. Retrieved from <https://www.nami.org/NAMI/media/NAMI-Media/Public%20Policy/NAMI-988-Crisis-Response-Report.pdf>








# 988 CRISIS RESPONSE

## STATEWIDE STANDARDS FOR CRISIS RESPONSE

### Recent Legislation: Statewide Standards for Crisis Response

Multiple states have passed legislation to implement 988 crisis response systems, many of which draw from the National Association of State Mental Health Program Directors’ model legislation ([available here](#)). For additional 988 crisis system bills, see NAMI’s 988 Crisis Response State Legislation Map [at this link](#).

State	Bill Number	Description	Author	Year
 Colorado	<a href="#">SB21-154</a>	Establishes a 988 crisis hotline enterprise and authorizes a 988 surcharge not to exceed \$0.30 to fund the 988 crisis hotline and to provide crisis outreach, stabilization, and acute care.	Sen. Chris Kolker (D), Sen. Cleave Simpson (R), Rep. Lisa Cutter (D), and Rep. Matt Soper (R)	2021
 Kansas	<a href="#">SB 19</a>	Establishes the 988 Suicide Prevention and Mental Health Crisis Hotline (Hotline) and the 988 Suicide Prevention and Mental Health Crisis Hotline Fund (Hotline Fund) for call centers, crisis outreach, mobile crisis, and stabilization services. Appropriates \$10 M annually to the fund.	Senate Committee on Transportation	2022
 Nevada	<a href="#">SB390</a>	Establishes 988 crisis call centers and mobile crisis teams, creates a fund and a 988 surcharge on landline, mobile and VoIP services.	Senate Committee on Health and Human Services	2021
 Virginia	<a href="#">SB1302</a>	Establishes a Crisis Call Center Fund from \$0.12 monthly surcharge on postpaid wireless charges and \$.08 surcharge on prepaid wireless to administer the crisis call center; directs establishment of regional community care or mobile crisis teams.	Sen. Jeremy McPike (D)	2021
 Washington	<a href="#">HB1477</a>	Establishes crisis call center hubs and a comprehensive behavioral health crisis response system; establishes a crisis improvement strategy committee; requires health plans to make urgent behavioral health next-day appointments available; authorizes 988 surcharge on landline, mobile, and VoIP services; creates a 988 Tribal behavioral health line.	Rep. Tin Orwall (D)	2021

### Additional Policy Resources

- “States’ Experiences in Legislating 988 and Crisis Services Systems” [https://www.nasmhpd.org/sites/default/files/2022\\_nasmhpd\\_StatesLegislating988\\_022922\\_1753.pdf](https://www.nasmhpd.org/sites/default/files/2022_nasmhpd_StatesLegislating988_022922_1753.pdf)

