

988 Commission
Annual report – initial DRAFT recommendations
For discussion on Monday, November 13, 2023

Statute: (2) The commission shall review national guidelines and best practices and make recommendations for implementation of a statewide 988 suicide prevention and behavioral health crisis system, including any legislative or regulatory changes that may be necessary for 988 implementation and recommendations for funding that may include the establishment of user fees. The commission shall also advise on promoting the 988 number including, but not limited to, recommendations for including information about calling 988 on student identification cards and on signage in locations where there have been known suicide attempts.

Implementation

- Recommend an interagency workgroup to determine how to operationalize the most streamlined consumer experience:
 - Identify which parts of the multiple, currently existing lines can be condensed into 988 and the operational steps needed to do so; and
 - Identify which components need to continue to operate separately.
- Review training requirements for all phone lines that receive 988 referrals.
 - An interagency workgroup (see above) shall determine if there are gaps or similarities in current training curricula, and if any supplemental or new training is needed.
- Assess the possibility of developing a singular directory to support 988, BHHL, 211, etc.
- Integrate all emails/QR codes that collect consumer feedback into one centralized place.

Marketing and community engagement

- Recommend that a new interagency workgroup collaboratively develop an evaluation plan to get consumer feedback and identify gaps or opportunities for quality improvement.
- Pending evaluation of marketing plan (late 2023), consider a next phase of efforts to reach communities most in need.
- Recommend the development of a consumer advisory council.

Financing

- Recommend a review of activities covered by initial funding, and determine what were one-time/start-up costs and what needs to continue:
 - Currently, 988 and other lines are funded through a variety of mechanisms and funding streams; at present, there is not an identified funding gap but a need to support long-term sustainability;
 - Recommend that funding for ongoing services is continuously reapproved/authorized;
 - The Commission may recommend looking at other state models for ongoing funding sustainability (e.g., a telephony tax).
- Recommend an evaluation process to explore whether there is fiscal efficiency in streamlining 988 with other lines.

Initial questions for discussion:

- Does the Commission want to make any recommendations for legislative or regulatory changes?
- Does the Commission want to make recommendations re: promoting the 988 number beyond the initial Marketing campaign?