

STATE OF MAINE

—  
IN THE YEAR OF OUR LORD  
TWO THOUSAND TWENTY-TWO

—  
H.P. 1498 - L.D. 2016

**Resolve, To Implement the Crisis Response Services Recommendations  
Identified Pursuant to Resolve 2021, Chapter 29**

**Sec. 1. Working group to develop policies and procedures related to calls for crisis response services. Resolved:** That the Public Utilities Commission, Emergency Services Communication Bureau shall convene a working group to develop policies and procedures to address the screening and transferring of calls for crisis response services. The working group, at a minimum, consists of the following members:

1. The director of the Emergency Services Communication Bureau within the Public Utilities Commission or the director's designee;
2. The director of the Office of Behavioral Health within the Department of Health and Human Services or the director's designee;
3. The Director of Maine Emergency Medical Services within the Department of Public Safety or the director's designee;
4. One member representing law enforcement;
5. One member who provides emergency medical services;
6. One member from a municipal public safety answering point;
7. One member from a county public safety answering point;
8. One member from a state public safety answering point;
9. One member from a dispatch-only center;
10. One member who provides mental health crisis services; and
11. One member who provides community mental health services.

As used in this resolve, "dispatch-only center" means an emergency communications center that does not receive 911 calls directly and performs only dispatch functions.

**Sec. 2. Working group duties. Resolved:** That the working group convened pursuant to section 1 shall, at a minimum, determine the appropriate procedures for communicating and integrating each component of delivering crisis response services when

calls are received by public safety answering points or dispatch-only centers, including, but not limited to, procedures for:

1. The receipt, acknowledgment and transfer of crisis response services calls;
2. The identification of the appropriate agency to receive calls;
3. The transfer of a caller to higher levels of behavioral health care including safeguards such as obtaining the caller's telephone number and location prior to transfer in the event of a disconnected call;
4. The assessment of scene safety and the coordination of responsibilities of public safety answering points and agencies providing crisis response services;
5. Transferring persons with disabilities to the Maine Crisis Line, or conferencing with those persons, via voice, text message, teletypewriter or other technologies, including primary and backup procedures; and
6. Accommodations such as interpreters to ensure universal access to services, including who is responsible for providing such accommodations and, when used, financial responsibility when calls are relayed or transferred.

The Public Utilities Commission may hire a consultant to assist the working group with the development of the procedures required by this section.

As used in this resolve, "crisis response services" means services offered to individuals experiencing mental health emergencies, emergencies relating to substance use disorder or other emergencies for which fire, emergency medical or law enforcement agency services are determined not to be required.

**Sec. 3. Public Utilities Commission, Emergency Services Communication Bureau; proposed legislation. Resolved:** That the Public Utilities Commission, Emergency Services Communication Bureau, in consultation with the Department of Public Safety, shall develop proposed legislation to implement the protocol and procedure recommendations for the delivery of crisis response services under the State's E-9-1-1 system as identified in the Emergency Services Communication Bureau report issued pursuant to Resolve 2021, chapter 29. The bureau shall provide the proposed legislation to the working group convened pursuant to section 1 and persons and entities affected by the proposal and allow at least 30 days for the submission of comments.

**Sec. 4. Report; draft legislation. Resolved:** That, on or before February 1, 2023, the Public Utilities Commission shall submit a report detailing the results of the working group's activities under this resolve along with the proposed legislation developed under section 3, together with all comments received by the Public Utilities Commission, Emergency Services Communication Bureau, to the joint standing committee of the Legislature having jurisdiction over utilities and energy matters. The committee may report out related legislation to the 131st Legislature in 2023.