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Resolve, To Improve Access to Emergency Behavioral Health Services and Increase Public Safety

Sec. 1 Toll-free crisis call-in number. Resolved: That the Commissioner of Health and Human Services shall combine all of the Department of Health and Human Services' toll-free emergency crisis telephone lines under one toll-free crisis call-in number. The toll-free crisis call-in number must be staffed by trained personnel who are able to provide immediate initial assistance and can refer callers to area mobile crisis units or a peer-staffed warm line as needed. The toll-free crisis call-in number must have coverage 24 hours per day, 7 days per week. For purposes of this section, "peer-staffed warm line" means a telephone line that provides assistance to people whose needs are not urgent and that is staffed by persons with relevant personal experience; and be it further

Sec. 2 Administrative savings. Resolved: That any administrative savings realized under section 1 must be used to fund a public information advertisement campaign to inform the public about the new toll-free crisis call-in number. Any excess savings must be credited to the General Fund.

SUMMARY

This resolve requires the Commissioner of Health and Human Services to combine all of the Department of Health and Human Services' toll-free emergency crisis telephone lines under one toll-free crisis call-in number to be staffed by trained personnel who will assist callers or refer callers to other services as appropriate 24 hours per day, 7 days per week. Any money saved must be used to fund a public information advertisement campaign to inform the public about the new toll-free crisis call-in number.