

# Strengthening Crisis Response: 2024 Report on 988 Funding and Expenditures

## Background

In 2023, the Oregon Legislature passed [House Bill 2757](#), establishing the 988 Trust Fund to strengthen and expand the state's coordinated behavioral health crisis response system. This legislation ensures sustainable funding to maintain and improve the 988 suicide prevention and behavioral health crisis hotline and—when resources allow—to expand mobile crisis intervention services statewide.

Beginning Jan. 1, 2024, the measure implemented a monthly tax of 40 cents per line on telecommunications and interconnected Voice over Internet Protocol (VoIP) services, and a 40-cent per transaction fee for prepaid telecommunications services. The Legislative Revenue Office estimated the tax would generate \$32.9 million in the 2023–25 biennium and \$54.1 million in the 2025–27 biennium, with revenue collections beginning in April 2024.

Under House Bill 2757, tax revenues are dedicated first to supporting the 988 suicide prevention and behavioral health crisis call center and hotline operations. If these functions are fully funded, remaining tax revenue may be used for mobile crisis intervention teams. The 988 Trust Fund can also receive additional sources of revenue, including General Fund appropriations, federal grants, and private donations, which may be used for a broader range of crisis stabilization services. These may include crisis stabilization centers, short-term respite facilities, peer respite centers, and behavioral health urgent walk-in clinics, as well as funding for community mental health programs or cities to establish or maintain mobile crisis intervention teams.

Funds in the 988 Trust Fund are continuously appropriated to OHA for these purposes. As required by statute, this report provides the Legislature and the Federal Communications Commission (FCC) with an accounting of 2024 deposits into, and expenditures from, the 988 Trust Fund, as well as the revenue generated by the tax.

## Introduction

In its first reporting year, Oregon successfully launched the 988 tax program and began building the revenue foundation necessary to strengthen and sustain the state's crisis response system. For 2024, revenue received was \$18,509,305 and expenditures were \$17,742,192.

988 Tax Fund	
2024 Tax Fund Revenue	\$18,509,305
2024 Tax Fund Expenditures	\$17,742,192

It is important to note that the actual revenue amount received by OHA to date is lower than what is reflected in Department of Revenue (DOR) data. The 2023-25 biennium close-out process is still underway, and figures may change as reconciliations are finalized. Likewise, expenditure totals may adjust during close-out due to final tax applications.

Initial investments from the 988 Trust Fund supported both the upfront infrastructure needed to transition Oregon's crisis call centers into certified 988 centers and the ongoing operations of existing suicide prevention and behavioral health crisis lines, while also laying the foundation for expanding mobile crisis intervention capacity statewide. These investments included technology upgrades, workforce development, training, and system integration to ensure a consistent, high-quality response across Oregon's 988 network. While additional investment is needed to fully meet statewide demand, the dedicated funding stream through Jan. 1, 2030, provides a critical foundation for Oregon to continue strengthening its crisis response infrastructure and improving equitable access to care.

## 988 Trust Fund Expenditures

In its first year of implementation, the 988 tax generated \$18.5 million in revenue between April 2024 and December 2024. These funds supported the ongoing operation and enhancement of Oregon's 988 suicide prevention and behavioral health crisis hotline, including staffing, technology, training, and related administrative functions. Investments also supported coordination with local crisis response providers, such as mobile crisis providers and public safety answering points to ensure timely and effective intervention for individuals in crisis.

## 988 Trust Fund Revenue

From April through December 2024, the 988 tax program generated a total of \$18,621,030.99 in gross revenue, with \$103,290.28 allocated to DOR for administrative expenses for collection and processing. After these deductions, the net revenue available for deposit into the 988 Trust Fund was \$18,509,304.80. These revenues reflect the 40-cent monthly surcharge on telecommunications and interconnected VoIP lines, as well as the per-transaction fee on prepaid telecommunications services established by House Bill 2757.

The initial collections show that the 988 tax is on track to meet Legislative Revenue Office projections, providing a stable and dedicated funding source for Oregon's suicide prevention and behavioral health crisis hotline and, as resources allow, the expansion of mobile crisis intervention teams. This revenue foundation ensures that the state can build and maintain a responsive, coordinated crisis system that meets the needs of Oregonians in distress.

## 2024 Outcomes and Future Direction

The 2024 reporting year marked the successful launch of Oregon's dedicated funding mechanism for the 988 crisis hotline and related crisis response services. Collections began in April 2024, and by the end of December 2024, the 988 tax had generated \$18.5 million in net revenue for the Trust Fund. These resources have supported the ongoing operation of Oregon's suicide prevention and behavioral health crisis hotline and began laying the groundwork for expanding mobile crisis intervention services across the state.

The ongoing cost to maintain Oregon's 988 call centers is currently estimated at \$18.7 million annually, with approximately \$15.9 million supported through the 988 tax and the remainder through Medicaid. OHA's current priority is to ensure full funding for 988 call center operations before allocating remaining resources toward expanding mobile crisis intervention capacity.

While the dedicated revenue stream created by House Bill 2757 provides a critical and sustainable foundation for Oregon's crisis system, it does not fully meet the growing need for crisis services statewide. Additional investments will be necessary to expand capacity for crisis stabilization centers, crisis receiving centers, and mobile crisis teams. Moving forward, OHA, in collaboration with its advisory committee, will continue to invest these

funds strategically while pursuing additional resources to strengthen, coordinate, and sustain a responsive, equitable, and sustainable crisis system for all Oregonians.

## Key Takeaways

- **Launch Year Success:** The 988 tax took effect Jan. 1, 2024, with revenue collections beginning in April 2024.
- **Strong Revenue Generation:** \$18.5 million in net revenue was deposited into the 988 Trust Fund in 2024.
- **Focused Use of Funds:** Expenditures prioritized maintaining and improving Oregon's 988 suicide prevention and behavioral health crisis hotline.
- **Strategic Planning for Expansion:** Additional expenditures are planned to expand mobile crisis intervention capacity and enhance crisis system integration.
- **Sustainable Funding:** House Bill 2757 provides a dedicated revenue stream through Jan. 1, 2030, supporting long-term system stability.

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