



HEALTH SYSTEMS DIVISION

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Date: June 9, 2022

To: All interested parties

From: Rusha Grinstead, Behavioral Health Crisis System and 988
Project Implementation Project Director

Subject: Public comment period for draft 988 call center contracts: June 13-20, 2022

Starting July 16, 2022, **988** will replace the National Suicide Hotline number 1-800-273-8255 in every state and U.S. Territory. To prepare for this change, the Oregon Health Authority (OHA) is contracting with Lines for Life and Northwest Human Services to serve as 988 call centers.

The draft contracts for these call centers are available for public comment on the [Behavioral Health Crisis System and 988](#) and [Mobile Response & Stabilization Services](#) web pages.

OHA will accept public comment about the draft contracts from June 13, 2022, through June 20, 2022.

Background

House Bill 2417 (2021) directs OHA to expand services currently provided by the National Suicide Hotline to enhance Oregon's behavioral health crisis response system. The National Suicide Hotline Designation Act (2020) replaces the National Suicide Hotline number with the three-digit number 988.

OHA's implementation of 988 expands the scope of services to include behavioral health crisis intervention, instead of exclusively suicide crisis intervention only. Federal law requires that only organizations accredited by the National Suicide Prevention Lifeline (NSPL) can serve as 988 call centers.

Oregon has two NSPL-accredited organizations:

- Lines for Life, which serves all of Oregon.
- Northwest Human Services, which serves Marion and Polk County.

To submit public comment or questions:

Please email Brian Pitkin at Brian.M.Pitkin@dhsosha.state.or.us.

Thank you for your continued support of Oregon's behavioral health system and the services you provide.