

Reimagining the Behavioral Health Crisis System

NAMI Massachusetts Envisions a Behavioral Health System that offers

- Immediate access to mental health supports for individuals and families that are founded in agency, dignity, and choice.
- Services that are culturally and linguistically responsive and include options for both clinical support and peer and family support from those with lived experience.
- A full range of immediate crisis support services, that are welcoming, non-coercive, and meet the needs and preferences of the individuals seeking care. This would include supports in-person, telephonic, virtual and 24/7 crisis centers.
- A comprehensive continuum of services that links people to ongoing care and support and ensures equitable access to quality care for all.

Join us in this historic opportunity to strengthen, expand, and transform our behavioral health crisis system to one that saves lives by serving anyone, at any time.

A well-designed system should address the high levels of ED boarding, arrest of individuals with mental health conditions, climbing suicide rates, and tragic outcomes in some police encounters

Federal Actions

The Federal Government established a new behavioral health crisis line, 9-8-8, which will go live on **July 16, 2022**.

There is significant federal support for states to engage and develop a **person-centered, responsive** system to ensure the health and well-being of those reaching out for help to 9-8-8.

HR 7116 - The 988 Implementation Act, introduced by Congressman Tony Cárdenas, provides federal funding and guidance for states to implement their 988 and crisis response infrastructure.

Join us in ensuring a highly responsive system is designed

- Ensure an accountable and transparent system is designed and implemented centering the voices of those most impacted.
- Ensure the system is supported with sustainable funding across multiple sources including a phone levy.
- Ensure the system continues to improve by focusing on outcomes for individuals impacted, trauma reduction and incentivizing continuity of care.
- Implement systems for data collection to ensure future investments are data driven and supports individual choice.
- Ensure a focus on integrating the system and reducing fragmentation. The experience of seeking care should be seamless for the individual and their loved ones.
- Act on building a pipeline of diverse providers, peer counselors and other supporting roles to alleviate the current workforce crisis and ensure success of these system reforms.

In Massachusetts

On July 16, 2022, all 9-8-8 calls will route to the existing National Suicide Prevention call centers managed through the Department of Public Health.

In January 2023, as part of the Behavioral Health Roadmap, Massachusetts will roll out a second 24/7 crisis help line, supported by Community Behavioral Health Centers with mobile crisis services and crisis stabilization supports.

Actions the legislature can take right now

- Focus on ensuring that ***S.1274/H.2081 An Act to better coordinate suicide prevention services, behavioral health crisis care and emergency services through 988 implementation*** becomes law in this session. It takes steps to center the voices of those most impacted and steps toward sustainable funding.
- Ensure that accountability and success metrics are built into the system design and implementation through **legislative oversight**.
- Include **\$2.5M in the FY23 budget** funding for a software system to ensure data driven decision making, such as the one in use in Georgia, provided by [Behavioral Health Link](#).