



IDAHO DEPARTMENT OF
HEALTH & WELFARE

988

National Behavioral Health Crisis Line



Idaho's Talking Points

- In October 2020, The National Suicide Hotline Designation Act was signed into law, creating 988 as the national dialing code.
- 988 is the new national behavioral health crisis and suicide prevention dialing code. It will be the 911 equivalent for behavioral health crises.
- The Federal Communications Commission (FCC) established a national go-live date of July 16, 2022.
- Telecom companies are working to transfer 988 calls to the National Suicide Prevention Lifeline (NSPL) by the go-live date.
- In November 2021 the FCC voted to approve text-to-988 and it will also go live in July 2022.
- At a state level, all 988 routed calls will be answered by state NSPL partners. Idaho's NSPL partner is The Idaho Crisis & Suicide Hotline.
- Idaho Department of Health and Welfare has been building up Idaho's crisis continuum of care for over two years.
 - The Division Behavioral Health has taken the lead on 988 implementation.
 - Public Health and Medicaid are active partners in the 988 project.
- 988 is part of Idaho's crisis continuum of care and will act as the entry point to crisis services.
- This 988 partnership is committed to empathetic and culturally responsive services based on best practices throughout the continuum.
- Idaho's crisis continuum of care will include, but is not limited to, crisis deescalation over the phone, appropriate crisis mobile response, behavioral health service linkage, and crisis follow-up.

988 Goals

- Provide behavioral health support to those experiencing crisis.
- Connect people to supportive resources.
- Connect people with trained crisis personnel.
- Reduce the stigma of behavioral health needs.
- Reduce the strain on our hospital system, law enforcement, and the criminal justice system.

988 Resources

- [988 Crisis Jam Learning Community](#)
- [Idaho Senate Bill No 1125 \(2021\)](#)
*Did not pass
- [Idaho House Concurrent Resolution No 11 \(2021\)](#)
- [988 Federal Legislation](#)
- [Information from SAMHSA](#)
- [Information from the FCC](#)

988 Contact Information

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