

FIRST REGULAR SESSION

# HOUSE BILL NO. 1089

## 100TH GENERAL ASSEMBLY

INTRODUCED BY REPRESENTATIVE HOUX.

2254H.011

DANA RADEMAN MILLER, Chief Clerk

### AN ACT

To amend chapter 630, RSMo, by adding thereto one new section relating to a behavioral health crisis hotline, with penalty provisions.

*Be it enacted by the General Assembly of the state of Missouri, as follows:*

Section A. Chapter 630, RSMo, is amended by adding thereto one new section, to be known as section 630.1020, to read as follows:

**630.1020. 1. The department of mental health, in cooperation with the department of public safety, shall establish and maintain a dedicated behavioral health crisis hotline for the purpose of receiving calls from persons in a mental health crisis and from members of the public who are concerned that a person might be a danger to himself or herself or others and in need of mental health services. The hotline shall operate seven days a week, twenty-four hours a day, and include both a telephone contact as well as options for reporting electronically.**

**2. The hotline shall provide information on available mental health services in the region and may alert first responders or other agencies when appropriate. The hotline shall also provide general information about common mental health conditions when appropriate to increase awareness and prevent negative perceptions of mental illness.**

**3. The department of mental health shall work with the department of public safety to develop training and protocols for persons staffing the hotline to determine when local law enforcement or other state or federal agencies should be notified regarding a concern or to verify the well-being of a person or to escort other persons or agencies to verify the well-being of a person.**

EXPLANATION — Matter enclosed in bold-faced brackets [thus] in the above bill is not enacted and is intended to be omitted from the law. Matter in **bold-face** type in the above bill is proposed language.

17           **4. Any person who makes a report to the behavioral health crisis hotline shall have**  
18 **immunity from any liability, civil or criminal, that otherwise might result because of such**  
19 **report; provided, however, that any such person who makes a false report, knowing that**  
20 **the report is false, or who acts in bad faith or with ill intent in making such report, shall**  
21 **not have immunity from any civil or criminal liability.**

22           **5. All calls or contacts to the hotline shall be confidential and shall be disclosed only**  
23 **to the staff of the department of mental health, the department of public safety, or law**  
24 **enforcement, when necessary, to protect the safety of the individual or others. The**  
25 **information may also be released to a medical professional who is treating the individual.**  
26 **Otherwise, records of calls or contacts to the hotline are closed records under chapter 610**  
27 **and are confidential. Any person who knowingly violates the confidentiality of a hotline**  
28 **call or uses the information provided for purposes other than to protect the safety of the**  
29 **public is guilty of a class A misdemeanor.**

30           **6. The department of mental health shall advertise the behavioral health crisis**  
31 **hotline to the public. The department of mental health and the department of public safety**  
32 **shall post the contact information on each department's website and develop one or more**  
33 **posters advertising the hotline, which shall be prominently displayed in every state**  
34 **building and every political subdivision building accessible to the public and in every**  
35 **public school building and charter school building.**

36           **7. The department of mental health shall provide an annual report to the governor**  
37 **and the general assembly on the number of calls received and an aggregate categorization**  
38 **of the concerns.**

39           **8. The department of mental health, the department of public safety, and any**  
40 **employee or agent of these entities who accepts or responds to hotline calls shall have**  
41 **immunity from any liability, civil or criminal, for actions or inactions associated with the**  
42 **hotline unless there is proof of intentional actions or intentional inactions made in bad faith**  
43 **or with ill intent.**

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