

FIRST REGULAR SESSION

# HOUSE BILL NO. 1411

103RD GENERAL ASSEMBLY

INTRODUCED BY REPRESENTATIVE REUTER.

3007H.011

JOSEPH ENGLER, Chief Clerk

## AN ACT

To amend chapter 630, RSMo, by adding thereto one new section relating to the 988 Lifeline.

*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  
2 known as section 630.1180, to read as follows:

**630.1180. 1. As used in this section, the following terms mean:**

- 2 (1) "988", the telephone number designated as the universal telephone number  
3 within the United States for the purpose of the national suicide prevention and mental  
4 health crisis hotline system operating through the 988 Suicide and Crisis Lifeline, or its  
5 successor, maintained by the Assistant Secretary for Mental Health and Substance Use  
6 under 42 U.S.C. Section 290bb-36c;
- 7 (2) "988 client", any individual who initiates a 988 contact;
- 8 (3) "988 contact", a communication with the 988 Suicide and Crisis Lifeline  
9 system within the United States via modalities offered including call, chat, or text;
- 10 (4) "988 crisis counselor", any individual who responds to 988 contacts on behalf  
11 of a 988 Lifeline center;
- 12 (5) "988 Lifeline center", a state-identified center that is a member of the Suicide  
13 and Crisis Lifeline network that responds to statewide or regional 988 contacts;
- 14 (6) "988 Suicide and Crisis Lifeline" or "988 Lifeline", the national suicide  
15 prevention and mental health crisis hotline system maintained by the Assistant  
16 Secretary for Mental Health and Substance Use under 42 U.S.C. Section 290bb-36c.
- 17 2. To the extent allowed by federal law, the department of mental health shall  
18 require 988 Lifeline centers to comply with the following standards:

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.

19           **(1) Upon initial receipt of any 988 contact, the 988 crisis counselor shall first ask**  
20 **the 988 client whether the 988 client is in imminent danger and requires the assistance of**  
21 **the 911 system or is instead seeking only psychological support; and**

22           **(2) 988 Lifeline centers shall include in the scripts for responding to 988 contacts**  
23 **key performance indicators to gauge the effectiveness of their efforts, guide the**  
24 **conversations between 988 clients and 988 crisis counselors, and optimize outcomes for**  
25 **988 clients. Upon the completion of any interaction between a 988 client and a 988 crisis**  
26 **counselor, the 988 Lifeline center shall provide the 988 client with follow-up resources**  
27 **and a survey.**

28           **3. The department of mental health shall prepare an annual report with data**  
29 **and analyses on the value of the 988 Lifeline, the quality of the interactions between 988**  
30 **clients and 988 crisis counselors, the results of the surveys required under this section,**  
31 **and the percentage of any links provided to 988 clients via chat or text that resulted in**  
32 **clicks. The department shall submit the annual report to the governor, the speaker of**  
33 **the house of representatives, and the president pro tempore of the senate.**

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