

SENATE BILL 900

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By: **Senator Augustine**

Introduced and read first time: January 28, 2025

Assigned to: Finance

A BILL ENTITLED

1 AN ACT concerning

2 **Maryland Behavioral Health Crisis Response System – Integration of 9–8–8**
3 **Suicide and Crisis Lifeline Network and Outcome Evaluations**

4 FOR the purpose of requiring each crisis communication center in the Maryland Behavioral
5 Health Crisis Response System to coordinate with the 9–8–8 Suicide and Crisis
6 Lifeline Network to provide certain support services; altering the evaluation of
7 outcome of services the System is required to include; and generally relating to the
8 Maryland Behavioral Health Crisis Response System.

9 BY repealing and reenacting, with amendments,
10 Article – Health – General
11 Section 10–1403
12 Annotated Code of Maryland
13 (2023 Replacement Volume and 2024 Supplement)

14 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,
15 That the Laws of Maryland read as follows:

16 **Article – Health – General**

17 10–1403.

18 (a) The Crisis Response System shall include:

19 (1) A crisis communication center in each jurisdiction or region to
20 [provide]:

21 (i) **[A] PROVIDE** A single point of entry to the Crisis Response
22 System;

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



1 (ii) [Coordination] **COORDINATE WITH THE 9–8–8 SUICIDE AND**
2 **CRISIS LIFELINE TO PROVIDE THE FULL RANGE OF SERVICES PROVIDED BY THE**
3 **9–8–8 SUICIDE AND CRISIS LIFELINE, INCLUDING:**

- 4 1. **SUPPORTIVE COUNSELING;**
- 5 2. **SUICIDE PREVENTION;**
- 6 3. **CRISIS INTERVENTION; AND**
- 7 4. **REFERRALS TO ADDITIONAL RESOURCES;**

8 (iii) **COORDINATE** with the local core service agency or local
9 behavioral health authority, police, 3–1–1, 2–1–1, or other local mental health hotlines,
10 emergency medical service personnel, and behavioral health providers; and

11 [(iii)] (iv) [Programs] **PROVIDE OTHER PROGRAMS** that may
12 include:

- 13 1. A clinical crisis telephone line for suicide prevention and
14 crisis intervention;
- 15 2. A hotline for behavioral health information, referral, and
16 assistance;
- 17 3. Clinical crisis walk-in services, including:
 - 18 A. Triage for initial assessment;
 - 19 B. Crisis stabilization until additional services are available;
 - 20 C. Linkage to treatment services and family and peer support
21 groups; and
 - 22 D. Linkage to other health and human services programs;
- 23 4. Critical incident stress management teams, providing
24 disaster behavioral health services, critical incident stress management, and an on-call
25 system for these services;
- 26 5. Crisis residential beds to serve as an alternative to
27 hospitalization;
- 28 6. A community crisis bed and hospital bed registry,
29 including a daily tally of empty beds;

1 7. Transportation coordination, ensuring transportation of
2 patients to urgent appointments or to emergency psychiatric facilities;

3 8. Mobile crisis teams;

4 9. 23-hour holding beds;

5 10. Emergency psychiatric services;

6 11. Urgent care capacity;

7 12. Expanded capacity for assertive community treatment;

8 13. Crisis intervention teams with capacity to respond in each
9 jurisdiction 24 hours a day and 7 days a week; and

10 14. Individualized family intervention teams;

11 (2) Community awareness promotion and training programs; and

12 (3) An evaluation of outcomes of services [through]:

13 **(I) IN EACH JURISDICTION OR REGION, INCLUDING AN**
14 **EVALUATION OF:**

15 1. **9-8-8 CALL, TEXT, AND CHAT VOLUME;**

16 2. **9-8-8 LOCAL ANSWER RATE;**

17 3. **9-8-8 CALL, TEXT, AND CHAT RESOLUTION DATA,**
18 **INCLUDING:**

19 **A. THE PROPORTION OF CRISES RESOLVED BY PHONE;**

20 **B. THE PROPORTION OF CRISES RESOLVED THROUGH**
21 **MOBILE CRISIS TEAM DISPATCH; AND**

22 **C. THE PROPORTION OF CRISES RESOLVED BY**
23 **TRANSFER TO 9-1-1;**

24 4. **MOBILE CRISIS TEAM DISPATCH VOLUME;**

25 5. **MOBILE CRISIS TEAM RESPONSE TIME;**

1 **6. MOBILE CRISIS TEAM DISPATCH RESOLUTION DATA,**
 2 **INCLUDING:**

3 **A. THE PROPORTION OF CRISES RESOLVED SAFELY IN**
 4 **THE COMMUNITY; AND**

5 **B. THE PROPORTION OF CRISES RESOLVED THROUGH**
 6 **TRANSFER TO A HIGHER LEVEL OF CARE;**

7 **7. CRISIS STABILIZATION CENTER USAGE; AND**

8 **8. CRISIS STABILIZATION CENTER DISCHARGE DATA,**
 9 **INCLUDING:**

10 **A. THE PROPORTION OF CRISES RESOLVED THROUGH A**
 11 **DISCHARGE TO HOME; AND**

12 **B. THE PROPORTION OF CRISES RESOLVED THROUGH A**
 13 **DISCHARGE TO A HIGHER LEVEL OF CARE;**

14 **[(i)] (II) [An] THROUGH AN** annual survey by the Administration
 15 of consumers and family members who have received services from the Crisis Response
 16 System; and

17 **[(ii)] (III) [Annual] THROUGH ANNUAL** data collection on the
 18 number of behavioral health calls received by police, attempted and completed suicides,
 19 unnecessary hospitalizations, hospital diversions, arrests and detentions of individuals
 20 with behavioral health diagnoses, and diversion of arrests and detentions of individuals
 21 with behavioral health diagnoses.

22 (b) The data derived from the evaluation of outcomes of services required under
 23 subsection (a)(3) of this section shall be:

24 (1) Collected, analyzed, and publicly reported **[at least annually] ON OR**
 25 **BEFORE DECEMBER 1 EACH YEAR;**

26 (2) Disaggregated by race, gender, age, and zip code; and

27 (3) Used to formulate policy recommendations with the goal of decreasing
 28 criminal detention and improving crisis diversion programs and linkages to effective
 29 community health services.

30 (c) The Crisis Response System services shall be implemented as determined by
 31 the Administration in collaboration with the core service agency or local behavioral health
 32 authority serving each jurisdiction and community members of each jurisdiction.

1 (d) An advance directive for mental health services under § 5–602.1 of this article
2 shall apply to the delivery of services under this subtitle.

3 (e) This subtitle may not be construed to affect petitions for emergency
4 evaluations under § 10–622 of this title.

5 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect July
6 1, 2025.