Ensuring a Better Mental Health Crisis Response

$0.98 monthly telecom surcharge would generate about:

**Crisis Response NEEDS**

**Call Center CAPACITY**

988 Call Centers
In-state answer rate\(^1\) (goal = 90% or higher) 81%

**Mobile Response Teams**
Estimated # of mobile response teams needed 82

**Crisis Stabilization**
Estimated # of 23-hour crisis receiving chairs needed 571
Estimated # of short-term crisis residential beds needed 485

**System Financing and Accountability PROGRESS**

**System Financing**
- 988 phone surcharge
- Enhanced Medicaid match for mobile response
- Commercial insurance coverage

**State law or action:**
- YES
- PARTIAL
- NO

**System Accountability**
- Crisis system advisory board
- System coordination
- Annual legislative reporting
- Data collection

\(^1\) As of April 2024

This snapshot is intended to prompt dialogue and policies to better meet statewide crisis system needs; it reflects national data and state statutes available at the time this report was published. Crisis system accountability measures are based on statutory requirements; some states may have these elements in place without statutes.

North Carolina

**State Snapshot**

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$0.98 monthly telecom surcharge would generate about:

$10.2 million annually

inseparable.us
State Progress: Building a Better Response

Inseparable’s state snapshots capture each state’s current crisis call center capacity and mobile response and stabilization needs, as well as an overview of the state’s progress in adopting financing and accountability-related policies that ensure there is someone to talk to, someone to respond, and a safe place for help for anyone, anywhere, anytime. States are measured against the following metrics:

### Call Center Capacity

<table>
<thead>
<tr>
<th>Metric</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>988 in-state answer rate</td>
<td>In-state answer rate of at least 90%</td>
</tr>
<tr>
<td>The percentage of 988 Suicide &amp; Crisis Lifeline calls routed to a state that are answered by an in-state call center provides a basic signal of in-state capacity.</td>
<td></td>
</tr>
</tbody>
</table>

### Crisis Response Needs

<table>
<thead>
<tr>
<th>Metric</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile response teams</td>
<td>Target number based on total state population and geographical size</td>
</tr>
<tr>
<td>The Crisis Resource Need Calculator provides an estimate of the number of mobile response teams needed in each state based on total population and geographical size.</td>
<td></td>
</tr>
</tbody>
</table>

## Crisis Response Needs (Continued)

<table>
<thead>
<tr>
<th>Metric</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crisis stabilization</td>
<td>The Crisis Resource Need Calculator provides estimates of the number of 23-hour crisis receiving chairs and short-term crisis residential beds needed in each state to serve as an alternative to emergency departments or hospitalization.</td>
</tr>
</tbody>
</table>

## System Financing

<table>
<thead>
<tr>
<th>Metric</th>
<th>Scoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>988 surcharge</td>
<td><img src="https://via.placeholder.com/15" alt="YES" /> <img src="https://via.placeholder.com/15" alt="NO" /></td>
</tr>
<tr>
<td>Enhanced Medicaid match for mobile response</td>
<td><img src="https://via.placeholder.com/15" alt="YES" /> <img src="https://via.placeholder.com/15" alt="NO" /></td>
</tr>
<tr>
<td>Commercial insurance coverage</td>
<td><img src="https://via.placeholder.com/15" alt="YES" /> <img src="https://via.placeholder.com/15" alt="PARTIAL" /> <img src="https://via.placeholder.com/15" alt="NO" /></td>
</tr>
</tbody>
</table>
# State Progress: Building a Better Response

## System Accountability

<table>
<thead>
<tr>
<th>Metric</th>
<th>Scoring</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Crisis system advisory body</strong></td>
<td>YES</td>
</tr>
<tr>
<td>Statutory establishment of a state advisory board of key stakeholders to inform development and improvement of crisis response systems.</td>
<td>PARTIAL</td>
</tr>
<tr>
<td><strong>System coordination</strong></td>
<td>YES</td>
</tr>
<tr>
<td>Statutory requirement to facilitate coordination and information sharing with other emergency response systems, like 911, and key system stakeholders and partners.</td>
<td>PARTIAL</td>
</tr>
<tr>
<td><strong>Annual legislative reporting</strong></td>
<td>YES</td>
</tr>
<tr>
<td>Statutory requirement for annual reporting to legislative bodies on the mental health crisis system, including gaps, needs, and recommendations.</td>
<td>PARTIAL</td>
</tr>
<tr>
<td><strong>Data collection</strong></td>
<td>YES</td>
</tr>
<tr>
<td>Statutory requirement to collect, analyze, and report actionable data on call center, mobile response, and crisis stabilization components that allows states to ensure timely and effective care and implement quality improvement.</td>
<td>PARTIAL</td>
</tr>
</tbody>
</table>

States may have statutes, regulations, or data that were not captured in our research or were not available for this publication. If you have additional or updated information you would like included, please email us at info@inseparable.us.

For an excellent and timely resource on state legislation, see NAMI’s 988 Crisis Response Legislation Map.