



STATE SNAPSHOT North Carolina

Ensuring a Better Mental Health Crisis Response

Call Center CAPACITY



988 Call Centers

In-state answer rate† (goal = **90% or higher**)

81%

Crisis Response NEEDS



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



† As of April 2024

\$0.98 monthly telecom surcharge would generate about:

\$10.2 million annually

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.

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

Metric

988 in-state answer rate

The percentage of 988 Suicide & Crisis Lifeline calls routed to a state that are answered by an in-state call center provides a basic signal of in-state capacity.

Target

**In-state
answer rate
of at least 90%**

Crisis Response Needs

Metric

Mobile response teams

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.

Target

**Target number
based on total state
population and
geographical size**

State Progress: Building a Better Response

Crisis Response Needs (Continued)

Metric

Crisis stabilization

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.

Target

Target numbers based on total state population and geographical size

System Financing

Metric

988 surcharge

State legislation establishes a surcharge on phone lines to support 988 crisis response systems, like 911 surcharges on phone bills.

Scoring

- YES
- NO

Enhanced Medicaid match for mobile response

State [Medicaid option](#) applied for and approved by the [Centers for Medicare & Medicaid Services](#) to secure an 85% federal matching rate for qualifying mobile response services for three years.

- YES
- NO

Commercial insurance coverage

State insurance code specifies that qualified mobile response and crisis stabilization services must be covered in the same manner as physical health emergency services.

- YES
- PARTIAL
- NO

State Progress: Building a Better Response

System Accountability

Metric

Scoring

Crisis system advisory body

Statutory establishment of a state advisory board of key stakeholders to inform development and improvement of crisis response systems.

- YES
- PARTIAL
- NO

System coordination

Statutory requirement to facilitate coordination and information sharing with other emergency response systems, like 911, and key system stakeholders and partners.

- YES
- PARTIAL
- NO

Annual legislative reporting

Statutory requirement for annual reporting to legislative bodies on the mental health crisis system, including gaps, needs, and recommendations.

- YES
- PARTIAL
- NO

Data collection

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.

- YES
- PARTIAL
- NO

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](#).