



PANDEMIC RECOVERY OFFICE

9-8-8 Hotline Final Report

Submitted by State of Rhode Island Pandemic Recovery Office

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<https://pandemicrecovery.ri.gov>

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9-8-8 Hotline

Project Identification Number: 10025

Pandemic Recovery Office Approval Date: August 22, 2022

Project Completion Date: July 7, 2026

Funded Amount: \$5,350,000

Expended Amount: \$5,350,000

Project Expenditure Category: 1.12 Public Health: Mental Health Services

Problem Statement: The Centers for Disease Control and Prevention's (CDC) Monthly Morbidity and Mortality Weekly Report showed that in June 2020 the U.S. adult population reported experiencing increased levels of mental health symptoms including anxiety, depression, trauma-related symptoms, substance use, and serious suicidal ideation compared to pre-pandemic data. These findings were heightened for specific populations, including Black and Hispanic populations, essential workers, and younger respondents.¹

Surveillance data showed increased emergency department visits for individuals between the ages of 12 and 17, especially girls, presenting with suspected suicide attempts. According to the Rhode Island Student Survey, there was a slight increase in suicidal ideation among adolescents and significant increases in feeling very hopeless and depressed.²

Project Overview: To address the increased demand for mental health services related to the pandemic, Congress designated 9-8-8 as the new, easy-to-remember dialing code for the National Suicide Prevention Lifeline. Launched on July 16, 2022, 9-8-8 is a mental health safety net that is intended to reduce suicides, address mental health and substance-use crises, and provide a pathway to well-being. Individuals who call, text, or chat with the suicide and crisis lifeline have immediate access to effective suicide prevention, crisis services, and behavioral healthcare. Importantly, calls and texts are routed by area code to ensure crisis counselors have knowledge of available local resources.

Through Rhode Island's 9-8-8 lifeline, residents have convenient access to a high-quality, personalized experience that includes connection to appropriate resources, localized community response, and follow-up. The 9-8-8 lifeline aims to reduce the dispatch of law enforcement to persons in non-emergency mental health crises, resulting in more appropriate care.

The Department of Behavioral Healthcare, Developmental Disabilities, and Hospitals maintains an [online dashboard](#) that tracks 9-8-8 lifeline performance measures, including number of calls, the in-state answer rate, and the percentage of calls that are resolved over the phone and the percentage of calls that require an in-person intervention. From December 2022 through June 2026, 98% of calls were answered in state, with an average speed to answer of 1.6 seconds.

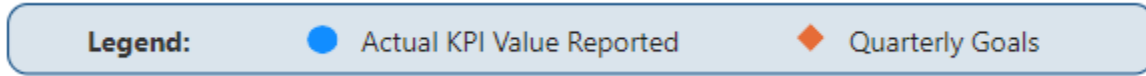
¹ [Ready to Respond: Mental Health Beyond Crisis and COVID-19](#)

² [2020 Rhode Island Student Survey](#)

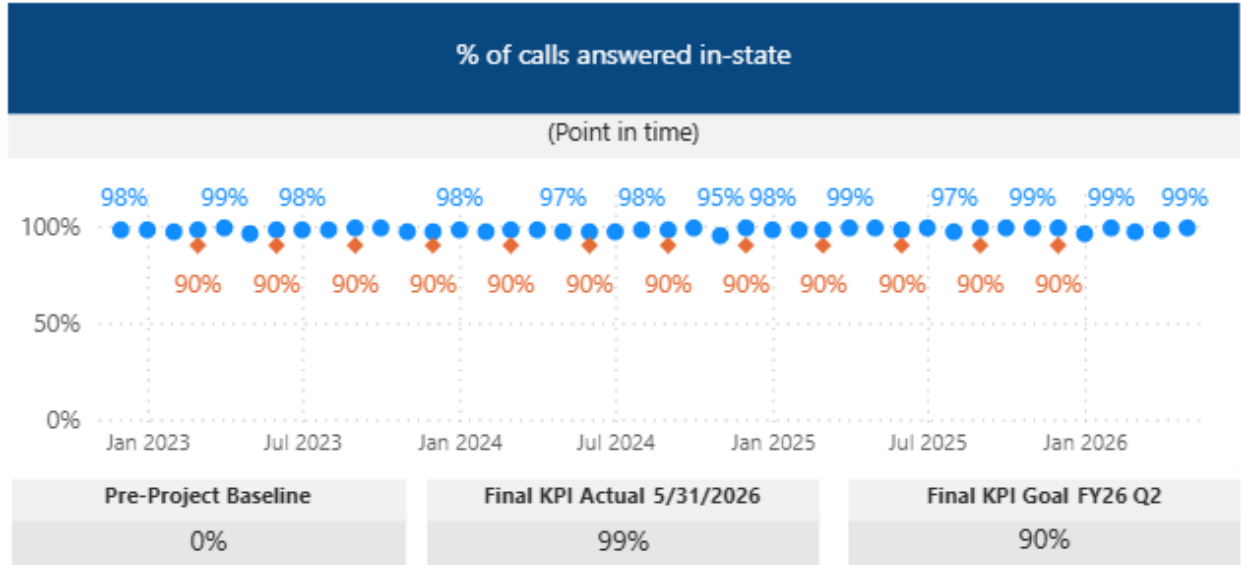
Financial Overview: All program payments can be found on the [Pandemic Recovery Office's website](#) by filtering the "Project" box for "9-8-8 Hotline." The table below shows planned expenditures by fiscal quarter and actual expenditures by fiscal quarter:

Fiscal Year Quarter	Planned Expenditures	Actual Expenditures
FY 2023 Q4	\$115,370	\$(7,770)
FY 2024 Q1	-	\$123,176
FY 2024 Q2	\$672,727	\$672,689
FY 2024 Q3	\$336,706	\$325,862
FY 2024 Q4	\$487,636	\$494,938
FY 2025 Q1	\$228,518	\$228,447
FY 2025 Q2	\$1,041,567	\$525,347
FY 2025 Q3	\$624,998	\$594,838
FY 2025 Q4	\$242,478	\$579,899
FY 2026 Q1	\$800,000	\$(573,178)
FY 2026 Q2	\$800,000	\$1,090,847
FY 2026 Q3	-	\$548,611
FY 2026 Q4	-	\$646,394
FY 2027 Q1	-	\$100,320
Total	\$5,350,000	\$5,350,000
<i>Note: A single audit fee applies to all State Fiscal Recovery Fund projects and accounts for \$1,605 of the \$5,350,000 in actual expenditures in the above table.</i>		

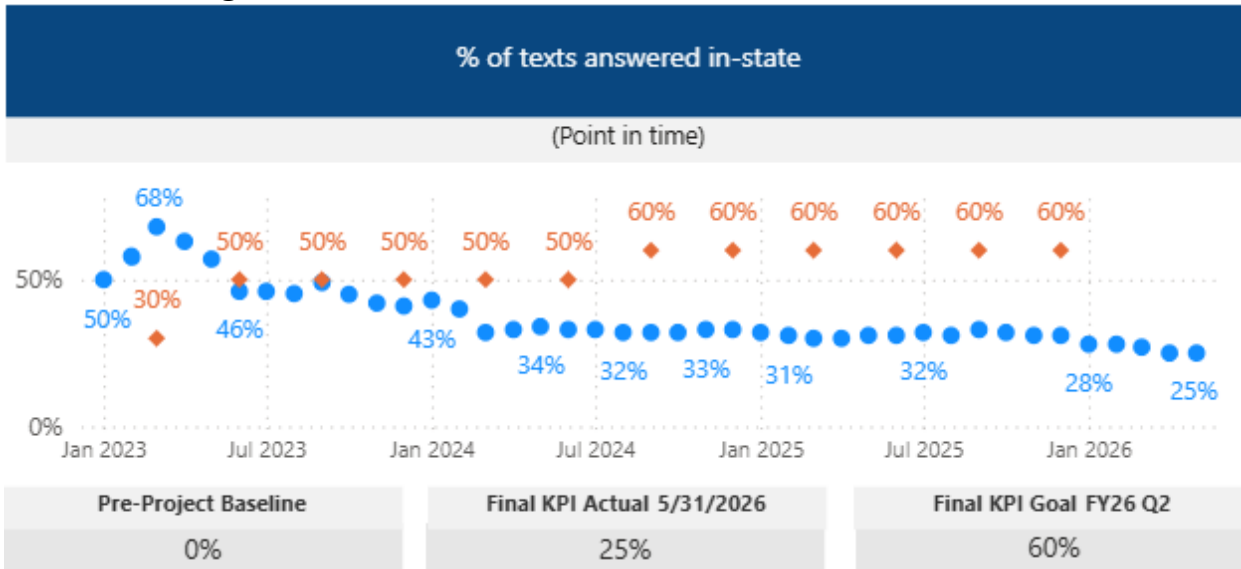
Key Performance Indicators: The following are the key performance indicators based on quarterly goals and monthly data collections.



1. Percentage of calls answered in-state

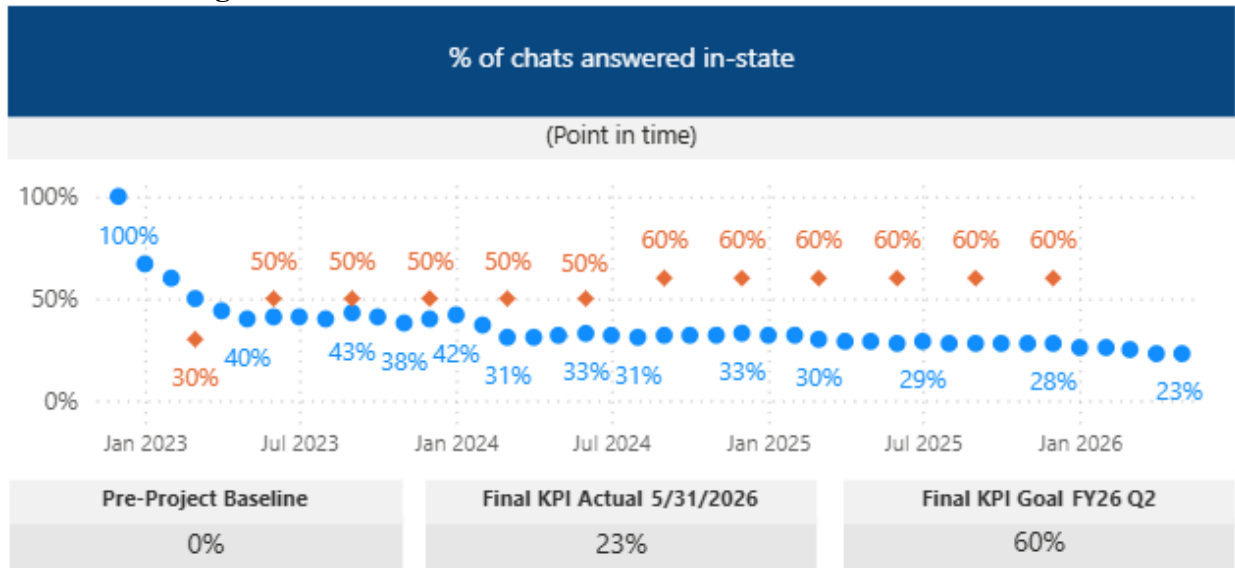


2. Percentage of texts answered in-state





3. Percentage of chats answered in-state



4. Percentage of follow-up calls made within 24-72 hours of initial call

