



CELIA ZAVALA
EXECUTIVE OFFICER

COUNTY OF LOS ANGELES BOARD OF SUPERVISORS

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 383
LOS ANGELES, CALIFORNIA 90012
(213) 974-1411 • FAX (213) 620-0636

MEMBERS OF THE BOARD

HILDA L. SOLIS

HOLLY J. MITCHELL

LINDSEY P. HORVATH

JANICE HAHN

KATHRYN BARGER

August 9, 2023

The Honorable Tony Cárdenas
U.S. House of Representatives
2438 Rayburn House Office Building
Washington, D.C. 20515

Dear Representative Cárdenas:

We are writing to express our support for your bill, the Local 988 Response Act of 2023 (H.R. 4974), because it presents a much-needed solution to one of the challenges that has faced 988 in the first year of its implementation. Our Board approved a [motion](#) on August 8, 2023, in support of this bill that would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), Los Angeles County (County) has worked with our local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988 launch date, the County contracted with Didi Hirsch to run our local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-County area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The Honorable Tony Cárdenas
August 9, 2023
Page 2


The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use “geolocation” technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone’s exact location but would route their phone call to the nearest call center, which is ideal for 988.


Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in our County, since approximately 15 percent of calls made annually to our DMH Help Line come from out-of-county area codes. H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County’s call center, making sure they get the response they need, including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

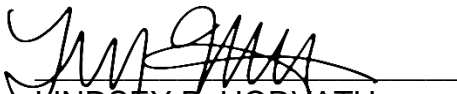
For these reasons, we support H.R. 4974, to help address a critical need for one of the challenges that has faced 988 during the first year of its implementation.


Thank you for your leadership on this important matter.

Sincerely,


JANICE HAHN
Chair of the Board
Supervisor, Fourth District


HILDA L. SOLIS
Supervisor, First District


LINDSEY P. HORVATH
Supervisor, Third District


KATHRYN BARGER
Supervisor, Fifth District



Chief Executive Office.

COUNTY OF LOS ANGELES WASHINGTON, D.C. LEGISLATIVE OFFICE

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Nanette Diaz Barragán
U.S. House of Representatives
2312 Rayburn House Office Building
Washington, DC 20515

Dear Representative Barragán:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", written in a cursive style.

R.J. Lyerly
Chief Legislative Representative



**Chief
Executive
Office.**

**COUNTY OF LOS ANGELES
WASHINGTON, D.C. LEGISLATIVE OFFICE**

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Julia Brownley
U.S. House of Representatives
2262 Rayburn House Office Building
Washington, DC 20515

Dear Representative Brownley:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", written in a cursive style.

R.J. Lyerly
Chief Legislative Representative



**Chief
Executive
Office.**

COUNTY OF LOS ANGELES

WASHINGTON, D.C. LEGISLATIVE OFFICE

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Judy Chu
U.S. House of Representatives
2423 Rayburn House Office Building
Washington, DC 20515

Dear Representative Chu:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly".

R.J. Lyerly
Chief Legislative Representative



**Chief
Executive
Office.**

**COUNTY OF LOS ANGELES
WASHINGTON, D.C. LEGISLATIVE OFFICE**

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Jimmy Gomez
U.S. House of Representatives
506 Cannon House Office Building
Washington, DC 20515

Dear Representative Gomez:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", written in a cursive style.

R.J. Lyerly
Chief Legislative Representative



**Chief
Executive
Office.**

**COUNTY OF LOS ANGELES
WASHINGTON, D.C. LEGISLATIVE OFFICE**

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Sydney Kamlager-Dove
U.S. House of Representatives
1419 Longworth House Office Building
Washington, DC 20515

Dear Representative Kamlager-Dove:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", with a stylized flourish at the end.

R.J. Lyerly
Chief Legislative Representative



**Chief
Executive
Office.**

COUNTY OF LOS ANGELES

WASHINGTON, D.C. LEGISLATIVE OFFICE

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Ted Lieu
U.S. House of Representatives
2454 Rayburn House Office Building
Washington, DC 20515

Dear Representative Lieu:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", written in a cursive style.

R.J. Lyerly
Chief Legislative Representative



**Chief
Executive
Office.**

COUNTY OF LOS ANGELES

WASHINGTON, D.C. LEGISLATIVE OFFICE

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Mike Garcia
U.S. House of Representatives
144 Cannon House Office Building
Washington, DC 20515

Dear Representative Garcia:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", written in a cursive style.

R.J. Lyerly
Chief Legislative Representative



**Chief
Executive
Office.**

COUNTY OF LOS ANGELES

WASHINGTON, D.C. LEGISLATIVE OFFICE

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Jay Obernolte
U.S. House of Representatives
1029 Longworth House Office Building
Washington, DC 20515

Dear Representative Obernolte:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", written in a cursive style.

R.J. Lyerly
Chief Legislative Representative



Chief Executive Office.

COUNTY OF LOS ANGELES

WASHINGTON, D.C. LEGISLATIVE OFFICE

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Robert Garcia
U.S. House of Representatives
1305 Longworth House Office Building
Washington, DC 20515

Dear Representative Garcia:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", written in a cursive style.

R.J. Lyerly
Chief Legislative Representative



**Chief
Executive
Office.**

**COUNTY OF LOS ANGELES
WASHINGTON, D.C. LEGISLATIVE OFFICE**

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Linda Sánchez
U.S. House of Representatives
2428 Rayburn House Office Building
Washington, DC 20515

Dear Representative Sánchez:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", written in a cursive style.

R.J. Lyerly
Chief Legislative Representative



Chief Executive Office.

COUNTY OF LOS ANGELES

WASHINGTON, D.C. LEGISLATIVE OFFICE

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Adam Schiff
U.S. House of Representatives
2309 Rayburn House Office Building
Washington, DC 20515

Dear Representative Schiff:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", written in a cursive style.

R.J. Lyerly
Chief Legislative Representative



**Chief
Executive
Office.**

COUNTY OF LOS ANGELES

WASHINGTON, D.C. LEGISLATIVE OFFICE

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Brad Sherman
U.S. House of Representatives
2365 Rayburn House Office Building
Washington, DC 20515

Dear Representative Sherman:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", written in a cursive style.

R.J. Lyerly
Chief Legislative Representative



Chief Executive Office.

COUNTY OF LOS ANGELES

WASHINGTON, D.C. LEGISLATIVE OFFICE

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Michelle Steel
U.S. House of Representatives
1127 Longworth House Office Building
Washington, DC 20515

Dear Representative Steel:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", written in a cursive style.

R.J. Lyerly
Chief Legislative Representative



Chief Executive Office.

COUNTY OF LOS ANGELES

WASHINGTON, D.C. LEGISLATIVE OFFICE

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Norma Torres
U.S. House of Representatives
2227 Rayburn House Office Building
Washington, DC 20515

Dear Representative Torres:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", written in a cursive style.

R.J. Lyerly
Chief Legislative Representative



Chief Executive Office.

COUNTY OF LOS ANGELES WASHINGTON, D.C. LEGISLATIVE OFFICE

660 N. Capitol Street, N.W., Suite 430, Washington, D.C. 20001
(202) 393-2404 ceo.lacounty.gov

CHIEF EXECUTIVE OFFICER

Fesia A. Davenport

CHIEF LEGISLATIVE REPRESENTATIVE

RJ Lyerly

August 18, 2023

The Honorable Maxine Waters
U.S. House of Representatives
2221 Rayburn House Office Building
Washington, DC 20515

Dear Representative Waters:

On behalf of the Los Angeles County Board of Supervisors, I am writing to convey the County of Los Angeles' (County) support for H.R. 4974, the Local 988 Response Act of 2023, and request your co-sponsorship of this important bill. This legislation would require the federal government to implement georouting for 988 and ensure that callers get access to their local 988 call center while also protecting their privacy by concealing their exact location.

Since the enactment of the National Suicide Hotline Act in 2020 (S. 2661), the County has worked with the local, state, and federal partners to implement 988 and connect it to mobile crisis response services. Prior to the 988-launch date, the County contracted with Didi Hirsch to run its local 988 call center and included as part of the contract the capability to transfer calls as needed to the Department of Mental Health (DMH) to dispatch mobile response teams. Additionally, the County has sponsored and supported state and federal legislation to provide funding for 988 call centers and crisis mobile response teams.

The federal legislation that created 988, designed the number for calls to be routed to call centers based on the area code of the caller's phone number. This means that no matter where in the country someone is when they dial 988, their call will be routed based on their area code. As such, people who live in Los Angeles County but have an out-of-county area code will not be routed to the County's call center when using 988. This becomes a significant problem when the person calling needs an in-person mobile crisis response team because only the County's call center is set up to connect with DMH to dispatch teams. It has led to some confusion and frustration across the County when people have called 988 and requested an in-person response team but have reached a call center outside of the County, unbeknownst to them. It has also limited DMH's ability to advertise 988 and encourage Los Angeles County residents to dial 988 when they need a mental health crisis response.

The County has been consistently advocating for the federal government to implement georouting for 988, as it would route a 988 call to the call center geographically nearest to the caller instead of through their area code. This option would ensure that a caller gets access to their local 988 call center while also protecting their privacy, which has been a concern for many mental health advocates. For example, 911 calls use "geolocation"



technology to find the precise location of the caller. Georouting is different from geolocation because it would not identify someone's exact location but would route their phone call to the nearest call center, which is ideal for 988.

Implementing georouting for 988 will help ensure a quicker response by mental health professionals. This is especially important in the County, since approximately 15 percent of calls made annually to the DMH Help Line come from out-of-county area codes.

H.R. 4974 will ensure that anyone who calls 988 from within Los Angeles County will be routed to the County's call center, making sure they get the response they need including in-person mobile crisis teams when appropriate. In addition, H.R. 4974 will require carriers to allow calls and texts to 988 even if the plan is inactive or the carrier is experiencing service interruptions or failures, and it will require multi-line systems like hotel and office phones to support the direct dialing of 988.

For these reasons, the County supports H.R. 4974 and urges you to also co-sponsor the measure.

If you have any questions or need any additional details, please feel free to reach me at (202) 498-5011.

Respectfully,

A handwritten signature in black ink, appearing to read "R.J. Lyerly", written in a cursive style.

R.J. Lyerly
Chief Legislative Representative