



Legislation Text

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Int. No. 637

By the Public Advocate (Mr. Williams) and Council Members Louis, Hanif, Hudson, Restler, Farías, Abreu and Powers

A Local Law to amend the administrative code of the city of New York, in relation to creating a three-digit mental health emergency hotline

Be it enacted by the Council as follows:

Section 1. Chapter 21 of title 17 of the administrative code of the city of New York is amended by adding a new chapter section 17-2108 to read as follows:

§ 17-2108 Mental health emergency hotline. a. Three-digit hotline. The office shall establish a three-digit hotline for individuals experiencing a mental health emergency. Such hotline:

1. Shall direct calls to a centralized call center operated by the office and staffed by mental health call operators;

2. Shall not direct calls to the 911 system unless the mental health call operator determines that there is a public safety emergency;

3. Shall be capable of receiving calls originating through the 911 and 311 systems; and

4. Shall be available for use no later than December 31, 2022.

b. Mental health emergency response protocol. In accordance with the mental health emergency response protocol established pursuant to section 17-2103 of this chapter, the office shall establish guidelines for call operators of the three-digit hotline established pursuant to subdivision a of this section, to identify calls as potential mental health emergencies.

c. Public outreach. The office shall conduct public outreach and education publicizing the three-digit

hotline established pursuant to subdivision a of this section.

§ 3. This local law takes effect on the same date as a local law amending the administrative code of the city of New York, relating to creating an office of community mental health and a citywide mental health emergency response protocol, as proposed in introduction number ___ for the year 2022, takes effect.

Session 13

LS #948

1/18/24

Session 12

HKA

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4.29.22