Headrest

14 Church St.

Lebanon, NH 03766

June 7, 2019

To whom it may concern,

I appreciate the opportunity to send you a very quick letter about my

concern related to the National Suicide Hotline Improvement Act.

I am commenting on proceeding: 18-336.

I am aware that you have received extensive documentation from SAMHSA and the National Suicide Prevention Lifeline re: the potential of 211 becoming the national crisis hotline for suicide calls. As Chair of the Board of Directors for Headrest in Lebanon, NH, I would like to add our objection to this initiative. Our organization has had a crisis hot line since 1971 which is staffed by trained staff 24/7. We have had a nationally credentialed suicide line for the last 12 years.

The average length of the suicide calls is 14 minutes. 211 has a long time reputation of being a call line that is focused on information and referral. Direct the caller to the resource they are requesting and you are done. We are worried about the clients who might take their lives as they are put on “hold” as they get transferred to someone who has the time or is appropriately trained to take the call.

We are very much in favor of a 3 digit call number but not 211.

Sincerely,

Laurie Harding, MS, RN

56 Jenkins Rd.

Lebanon, NH 03766