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December 7, 2018

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

Re: WC Docket No. 18-336 and CC Docket No. 92-105 regarding the National Suicide Hotline Improvement Act of 2018.

Dear Madam,

Pathways of Central Ohio appreciates the opportunity to comment on the current effort undertaken by the Federal Communications Commission to study the feasibility of designating a three-digit number to the National Suicide Hotline and to assess the effectiveness of the current National Suicide Prevention Lifeline. Pathways currently serves six counties in Ohio with 211 and as a participating center of the National Suicide Prevention Lifeline.

We acknowledge efforts are needed to create a safe place for all people to call – especially underserved or marginalized populations such as seniors, people with physical or intellectual disabilities, people that identify as LGBTQ+, Veterans, American Natives, non-English speakers, and individuals facing complex problems such as substance/opioid use, human trafficking, and domestic violence. Our organization has a nearly 50 history of reaching out to the underserved and today we partner with multiple organizations to drive systemic changes to solve our community's toughest problems like mental health and crisis.

We encourage the FCC to consider our 211 and National Suicide Prevention Lifeline work here in Licking, Knox, Muskingum, Perry, Morgan and Washington Counties of Ohio as a vital partner in increasing access to suicide prevention and intervention services. Since the FCC designation of 211 in 2000, our local communities have invested nearly \$1,000,000 to the success of 211 and answer 30,000 requests for help each year.

Another three-digit code may erode the simplicity of a single point of access for community help. Despite concerted efforts by numerous social services, and multiple hotlines, in our community to educate and market the distinctions, a person in crisis will likely always reach for the most familiar or most accessible number. Our 211 receives calls that are better suited for 911, and our 911 partners often receive calls that we can best answer. We recommend that resources should be invested to improve a unified single point of access with a blended partnership of the National Suicide Prevention Lifeline and 211 services. We believe in the power of partnership to address gaps, not duplicate services, and will be a valuable partner in the fight against suicide.

You can learn more about our work at www.211pathways.org and can reach my office for additional questions or discussion at 740-345-6166 x211. Thank you for your time in addressing this important issue and for your consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kristin McCloud", with a stylized, flowing script.

Kristin McCloud
Executive Director