

December 7, 2018

Marlene H. Dortch, Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> 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,

United Way of Greater Kingsport 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. In the Greater Kingsport, TN area, our United Way is fighting for the health, education and financial stability by investing in 211 and 42 other member agency programs that create a better life for all in our community.

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 an 84-year history of reaching out to the underserved and today we partner with countless businesses leaders, nonprofit agencies, community and government stakeholders to drive systemic changes to solve our community's toughest problems like mental health and crisis.

We encourage the FCC to consider our 211's work here in Northeast TN as a vital partner in increasing access to suicide prevention and intervention services. Since 2010, we have invested more than \$360,000 to the success of 211 and answer over 20,000 requests for help each year. Moreover, each year our United Way invests more than two million dollars in mental health, substance use, health, education, and other financial stability services. These critical investments position us to be key partners in the success of an improved mental health and crisis response system.

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 United Way's 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.uwaykpt.org](http://www.uwaykpt.org) and [www.contact211netn.org](http://www.contact211netn.org) and can reach my office for additional questions or discussion at 423.378.3409. Thank you for your time in addressing this important issue and for your consideration.

Sincerely,

Danelle Glasscock  
Executive Director, United Way of Greater Kingsport