



United Way of San Antonio
and Bexar County

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December 10, 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 Secretary:

United Way of San Antonio and Bexar County 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 San Antonio, our United Way is fighting for the health, education and financial stability by investing in 211, successful students, and strong individuals and families.

We encourage the FCC to consider our 211 work here in the Alamo area as a vital partner in increasing access to suicide prevention and intervention services. Since the FCC designation of 211 in 2000, we have invested approximately \$12,600,000 to the success of 211 and answer an average of 280,000 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 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.unitedwaysatx.org/2-1-1/. Should you have any questions, please contact Andrew Sasseville, Senior Vice President of Accountability and Community Services, at (210) 352-7098. Thank you for your time in addressing this important issue and for your consideration.

Sincerely,

A handwritten signature in blue ink that reads "Lyndon R. Herridge".

Lyndon R. Herridge
Vice Chairman and CEO