

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,

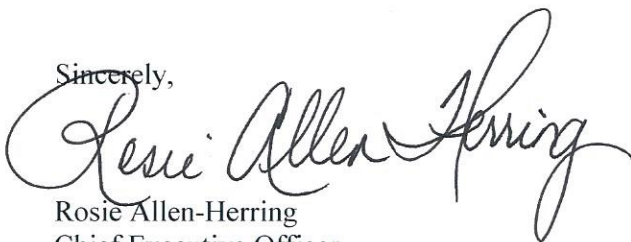
United Way of the National Capital Area (United Way NCA) appreciates the opportunity to comment on the current effort undertaken by the Federal Communications Commission to study the feasibility of designating a three-digit number to the National Suicide Hotline and to assess the effectiveness of the current National Suicide Prevention Lifeline.

United Way NCA, located in the nation's capital, has over 40 years of experience helping the underserved and those living on the margins of society in greater Washington. Every day United Way NCA receives calls from people in crisis and personal turmoil. Many of these callers suffer from post-traumatic stress due to the seismic issues of poverty. United Way NCA refers these callers to 24-hour 2-1-1 call centers in the District of Columbia, Maryland and Virginia where highly trained resource specialists match the callers' needs to resources in their community.

United Way NCA believes that designating 2-1-1's three digit code as the nation's mental health number is a good investment of government funding. 2-1-1 call centers are firmly established in local communities where they have become one-stop calling centers for information and compassionate assistance for those in crisis. There is some discussion about assigning 6-1-1 as the suicide prevention number. We believe that assigning 6-1-1 as the nation's mental health hotline number will be confusing to someone in crisis. Expanding 2-1-1 as the suicide hotline number will provide the public with streamlined access to a range of crisis services and will allow the government to address critical gaps in infrastructure and investment in the N11 network.

You can learn more about United Way NCA's Community Commitment initiative on Health, Education and Financial Stability at <https://unitedwaynca.org/>. If you have additional questions, please call my office at 202-488-2000. Thank you for your time in addressing this important issue.

Sincerely,



Rosie Allen-Herring
Chief Executive Officer