

CHAPTER 35
HB 597 - FINAL VERSION

2025 SESSION

25-0827
05/11

HOUSE BILL

597

AN ACT establishing a designated behavioral health access point within the enhanced 911 system.

SPONSORS: Rep. B. Boyd, Hills. 12; Rep. Miles, Hills. 12; Rep. Petrigno, Hills. 43; Rep. Presa, Hills. 12; Rep. Rhodes, Ches. 17; Rep. Wheeler, Hills. 33; Rep. N. Murphy, Hills. 12; Sen. Avar, Dist 12; Sen. Birdsell, Dist 19; Sen. Long, Dist 20; Sen. McGough, Dist 11; Sen. Prentiss, Dist 5

COMMITTEE: Criminal Justice and Public Safety

ANALYSIS

This bill defines the designated behavioral health access point within the enhanced 911 system to enable the division of emergency services and communications to transfer 911 calls from individuals experiencing non-emergent behavioral health crises and mental health needs to appropriate service providers.

The bill is a request of the department of safety, division of emergency services and communications.

Explanation: Matter added to current law appears in ***bold italics***.
 Matter removed from current law appears ~~[in brackets and struckthrough.]~~
 Matter which is either (a) all new or (b) repealed and reenacted appears in regular type.

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STATE OF NEW HAMPSHIRE

In the Year of Our Lord Two Thousand Twenty Five

AN ACT establishing a designated behavioral health access point within the enhanced 911 system.

Be it Enacted by the Senate and House of Representatives in General Court convened:

1 35:1 Enhanced 911 System; Public Safety Answering Point. Amend RSA 106-H:2, XII to read as
2 follows:

3 XII. "Public safety answering point" means a facility with enhanced 911 capability, operated on a
4 24-hour basis, assigned the responsibility of receiving 911 calls and transferring or relaying emergency
5 911 calls to other public safety agencies or private safety agencies, ***and transferring or relaying non-***
6 ***emergent 911 calls to the designated behavioral health access point.***

7 35:2 Definition of Designated Behavioral Health Access Point. Amend RSA 106-H:2, V-a to read as
8 follows:

9 V-a. ***"Designated behavioral health access point" means the centralized crisis operations center,***
10 ***designated by the state, that acts as a statewide point of entry for individuals experiencing a non-***
11 ***emergent behavioral health crisis, including but not limited to mental health crises, suicidal thoughts,***
12 ***substance use disorder crises, or emotional crises.***

13 V-b. "Division" means the division of emergency services and communications of the department
14 of safety.

15 35:3 Relay Routing. Amend RSA 106-H:2, XIII to read as follows:

16 XIII. "Relay routing" means the method of responding to a telephone request [~~for emergency~~
17 ~~service~~] whereby a public safety answering point notes pertinent information and relays [it] ***requests for***
18 ***emergency services*** by telephone to the appropriate public safety agency or private safety agency for
19 dispatch of an emergency service unit ***and relays requests for non-emergency services by telephone to***
20 ***the designated behavioral health access point.***

21 35:4 Transfer Routing. Amend RSA 106-H:2, XIV to read as follows:

22 XIV. "Transfer routing" means the method of responding to a telephone request for [emergency
23 service] whereby a public safety answering point transfers the call directly to the appropriate public safety
24 agency or private safety agency for dispatch of an emergency service unit ***and transfers requests for non-***
25 ***emergency services to the designated behavioral health access point.***

26 35:5 New Subparagraph; Information Not Subject to Right-to-Know Law; Information from the
27 Designated Behavioral Health Access Point. Amend RSA 106-H:14, II by inserting after subparagraph (c)
28 the following new subparagraph:

29 (d) The department may provide the following information from the designated behavioral
30 health access point:

31 (1) All pertinent information obtained from a caller to the enhanced 911 system who is
32 determined to be in non-emergent behavioral health crisis, when the department transfers the call to the

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1 designated behavioral health access point for non-emergent services for behavioral health crises; and
2 pertinent information provided by the designated behavioral health access point to community mental
3 health centers as provided in RSA 135-C and to emergency services agencies.

4 (2) For calls for emergency services placed by the designated behavioral health access
5 point to the enhanced 911 system regarding individuals at imminent risk for suicide, homicide, or other
6 crises, the contact information of the emergency services agency to which the public safety answering
7 point transferred the call.

8 (3) For monitoring trends and quality assurance purposes only, all pertinent information
9 from a sample of calls to the enhanced 911 system transferred to the designated behavioral health access
10 point pursuant to subparagraph (1), as well as statistics regarding the number of calls transferred to the
11 behavioral health access point.

35:6 Effective Date. This act shall take effect 60 days after its passage.

Approved: May 14, 2025
Effective Date: July 13, 2025