

STATE OF NEW YORK

10099 -- A

IN ASSEMBLY

May 3, 2024

Introduced by M. of A. BUTTENSCHON -- read once and referred to the Committee on Mental Health -- committee discharged, bill amended, ordered reprinted as amended and recommitted to said committee

AN ACT to amend the mental hygiene law, in relation to establishing the "Mariah N. Lacey-Reid Law" which aids designated hotline centers in developing protocols for terminating calls to the suicide prevention and behavioral health crisis hotline

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

1 Section 1. Short title. This act shall be known and cited as the
2 "Mariah N. Lacey-Reid Law".

3 § 2. Section 36.03 of the mental hygiene law is amended by adding a
4 new subdivision (g) to read as follows:

5 (g) In accordance with 988 best practices and national standards, a
6 designated hotline center shall promote quality performance and
7 connection to the suicide prevention and behavioral health crisis
8 hotline, that shall include but not limited to, developing protocols for
9 terminating a call with any person who calls a designated hotline
10 center, and if a caller is placed on hold, a designated hotline center
11 shall provide calming music, regular "comfort" messages, and if neces-
12 sary, the hotline center shall provide additional messaging to encourage
13 the caller to stay on the line.

14 § 3. This act shall take effect immediately.

EXPLANATION--Matter in italics (underscoring) is new; matter in brackets
[-] is old law to be omitted.

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