

# **9-1-1/9-8-8 Transfer Recommendations**

## **Purpose**

To ensure appropriate resources are allocated to persons seeking assistance, 9-1-1 Public Safety Answering Points (PSAPs) and 9-8-8 Lifeline Centers must establish standards and protocols that enable interoperability between the two centers. Because each center has unique challenges and serves different populations, local policies will be tailored to meet the needs of their specific jurisdiction. As a result, it is recommended that 9-1-1 Public Safety Answering Points (PSAPs) and 9-8-8 Lifeline Centers within the same jurisdiction establish a Memorandum of Understanding to determine interactions between both centers.

Bidirectional call transfers between 9-1-1 and 9-8-8 face unique challenges. Consequently, this document aims to stimulate discussion and offer preliminary recommendations to guide policy formulation.

## **Recommendations**

### **9-1-1 to 9-8-8 Transfers**

When and How to Initiate

*A 9-1-1 dispatcher may transfer a call to 9-8-8 when:*

- The caller is experiencing a mental health crisis and is not an immediate threat to life or property
- The caller expresses suicidal thoughts or emotional distress but is not actively attempting self-harm
- Law enforcement, fire, or medical intervention is not required on scene

How to Initiate:

- The 9-1-1 dispatcher conducts an initial assessment and determines that behavioral health intervention is more appropriate
- Following departmental policy or the established Memorandum of Understanding between the PSAP and 9-8-8 Lifeline Center, the 9-1-1 dispatcher initiates a transfer to the 9-8-8 Lifeline Center
- Inform the caller that they are being transferred to a crisis counselor and advise the caller to stay on the line while the transfer takes place. Once connected, information will be provided to the 9-8-8 Center. Advise the caller if disconnected they can call, text, or chat 988 directly.

- When possible, the 9-1-1 dispatcher may attempt a warm handoff and provide information about the caller based on the established policy of the PSAP.

### **9-8-8 to 9-1-1 Transfers**

#### When and How to Initiate

*A 9-8-8 counselor may initiate a transfer to 9-1-1 when:*

- The caller presents imminent risk to themselves or others
- Caller reports an active emergency medical condition
- Welfare intervention via phone is deemed ineffective or insufficient; to ensure the caller's safety, the situation should be escalated for in-person intervention through 9-1-1
- Law enforcement, fire, or emergency medical services are specifically requested

#### How to Initiate:

- Inform the caller they are being transferred
- Counselor will remain on the line during the transfer
- Once the PSAP answers, the counselor will announce the transfer and provide necessary information

#### Recommended Information When a Transfer or Notification Occurs Between 9-1-1 and 9-8-8:

- Name and agency making the transfer
- Name of the caller
- Caller address or location if exact address is unavailable
- Caller phone number
- Circumstances or reason for the transfer or notification
- Any other relevant information