

New Hampshire 988 and Rapid Response Access Point (NH988 and NHRR)

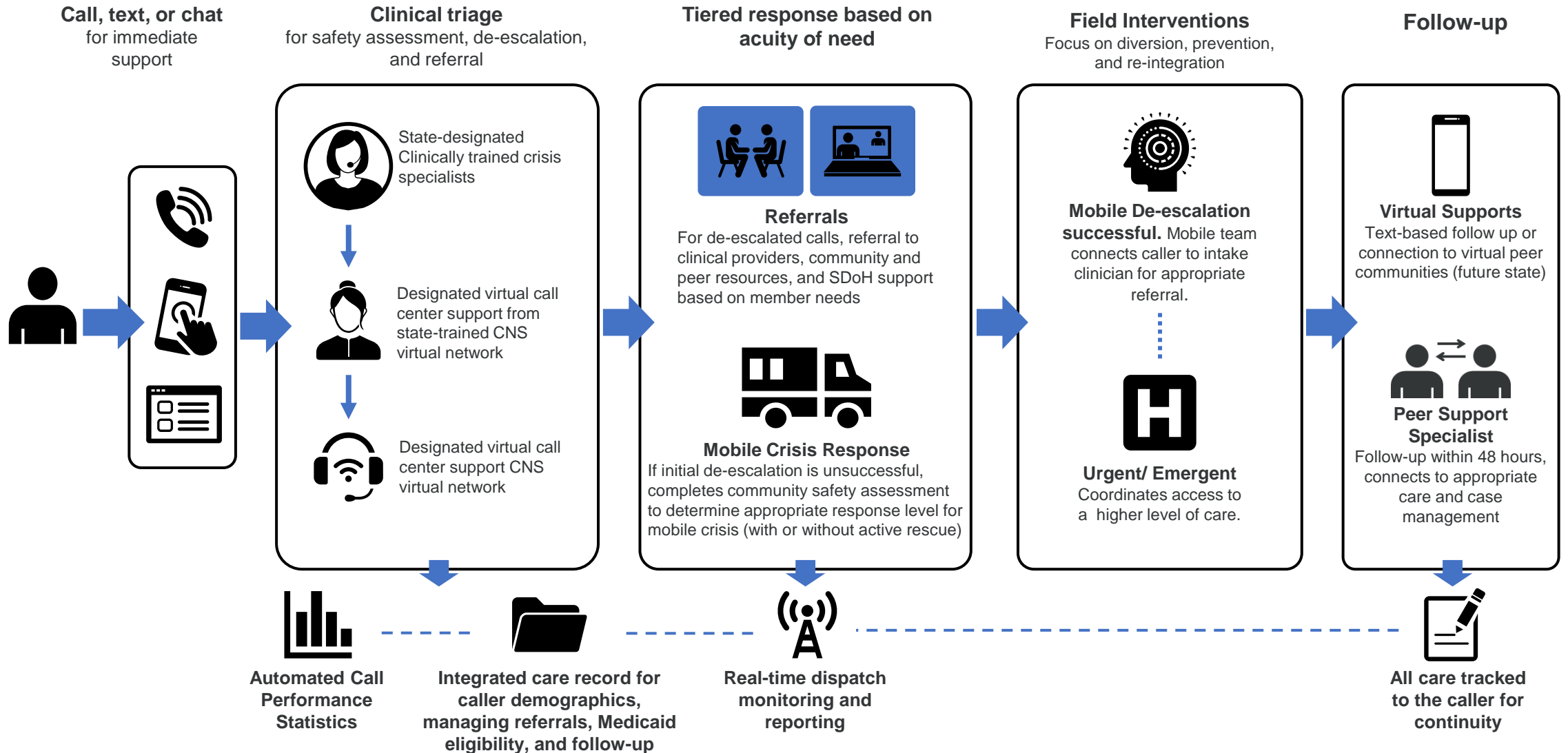
March 1, 2023



NH Rapid Response Access Point

- For telephonic support
 - **Call 833-710-6477**
- For text support
 - **Text 833-710-6477**
- For chat support
 - Visit **nh988.com** and select **Chat Now**

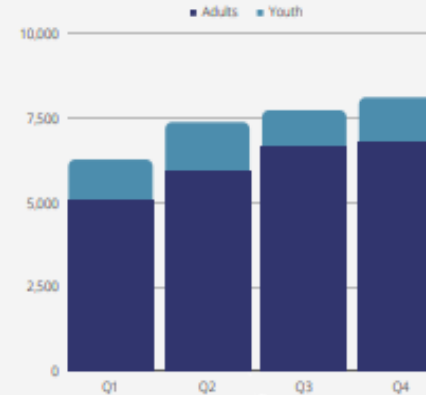
Virtual Crisis Call Center Workflow



Service Impact 2022

22,200 CONTACTS

Jan-Dec 2022 the access point assisted individuals 22,200 times via phone, text, and/or chat.



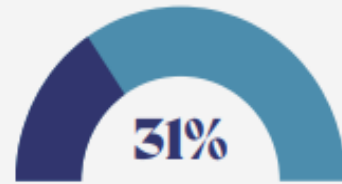
YOUTH & ADULTS

On average, **17%** of contacts with the access point were under 18 years old and **83%** were over 18

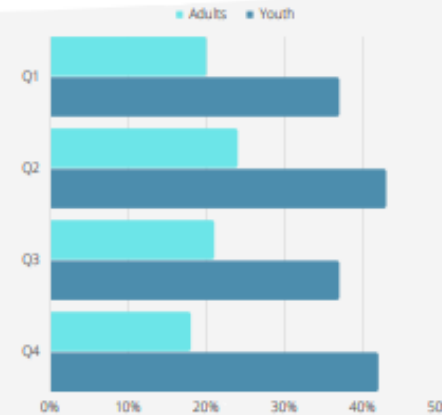


7,084

MOBILE DISPATCHES



On average, 31% of access point interactions state-wide resulted in mobile dispatches



Youth & Adults

On average, **42%** of contacts resulted in mobile dispatches for youth and **18%** of contacts resulted in mobile dispatches for adults

Help With a Concern About Service?

Urgent

- Call 833-710-6477 to discuss your need and concern.

Non-Urgent

- Option 1: Contact NH DHHS Ombudsman
 - Ombudsman@dhhs.nh.gov
 - Phone: 603-271-6941
 - Alt. Phone: 800-852-3345, x6941
 - Fax: 603-271-4632
- Option 2: Email eric.eason@carelon.com or reach out to your local Community Mental Health Center if they were involved.
- Option 3: Call 833-710-6477.