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Senator Melissa Murray,
Chairwoman Senate Health & Human Services
Rhode Island State House
82 Smith Street Providence, RI 02903

March 24, 2026

Re: Written Testimony for House Bill 3058

Dear Chairwoman Murray and Members of the Committee:

I am writing in support of H 3058, the 988 Call Center and BH Link Operations Act. My name is Morgan Wynkoop, and I write not only as a Rhode Islander, but as a staff member working alongside behavioral health services. I strongly support codifying this bill to ensure the continued operation and accessibility of 988 and BH Link across the state.

The 988 call center is a critical resource, providing accessible, immediate care to Rhode Islanders seeking support—no matter the size of the crisis. In 2025 alone, the center received over 26,000 calls, demonstrating both its impact and the growing awareness of this vital service.

In my role at Community Care Alliance, I have gained a deeper understanding of the behavioral health system and the essential role 988 plays within it. What was once an unfamiliar resource has become a trusted, everyday tool—one that has made a meaningful difference in the lives of people I know.

I also had the opportunity to lead outreach efforts on the Bryant University campus, collaborating with on-campus mental health services to engage students in learning about 988. I saw firsthand how increased awareness sparks curiosity, understanding, and willingness to seek help—proving that even small interactions can have a lasting impact.

During challenging periods in late 2025 and early 2026, 988 served as a critical support system for Rhode Islanders. These moments highlighted the importance of a strong, well-resourced behavioral health infrastructure and the need for services that are reliable, responsive, and accessible.

Codifying H 3058 ensures that 988 remains a permanent, well-supported part of this system. It is essential that the call center continues to receive the staffing, training, and technology needed to operate at the highest level.

With a 1.9-second average speed to answer and a 98% answer rate, Rhode Island is leading by example. This data reflects a system that is working—and one that must be sustained.

Thank you for your time and consideration.

Respectfully

Morgan Wynkoop, BS
Marketing & Development Assistant
Community Care Alliance

Submitted,