

April 15, 2025

## Behavioral Health Support Line to Close on June 30, 2025

At the height of the pandemic, when communities across Oregon grappled with deep isolation, loss, and mental health challenges, the Oregon Health Authority (OHA) asked Lines for Life to step in. We created the Behavioral Health Support Line (BHSL).

In November 2024, with the conclusion of OHA’s pandemic-era funding, OHA made the decision **to officially close the Behavioral Health Support Line on June 30, 2025**. Until then, the line will continue to operate as usual.

### **Beginning immediately:**

Callers to the BHSL will now hear a message notifying them that these services will end on June 30 and advising them to contact 988 for future crisis support.

### **Beginning on June 30, 2025:**

Callers to the BHSL will no longer hear the option to “Press 1 for BHSL” and will be routed to our Alcohol & Drug Helpline.

### What This Change Means

Since 2020, this line has offered thousands of Oregonians connection, care, and trusted support – particularly to people often left out of traditional systems. The BHSL team have provided culturally responsive care, broken down barriers to access, and made people feel heard—many for the first time.

While this line is coming to an end, the lessons we’ve learned and the approaches we’ve developed will continue to shape and strengthen our work across all our services. Our team has not only supported BHSL callers in crisis, they’ve shaped how we as an organization think about empathy and connection. Their work lives on in everything we do.

We’re proud of what these lines represent and are grateful to everyone who has contributed to their success. We know this change is significant. If you have questions or want to connect about what comes next, we’re here.

With appreciation,  
Dwight Holton  
Chief Executive Officer  
Lines for Life