

119TH CONGRESS
1ST SESSION

H. R. 2937

To require the Secretary of Health and Human Services to improve the detection, prevention, and treatment of mental health issues among public safety telecommunicators.

IN THE HOUSE OF REPRESENTATIVES

APRIL 17, 2025

Ms. KELLY of Illinois (for herself, Mr. FITZPATRICK, Mrs. TORRES of California, Mr. NEGUSE, and Ms. SCHOLTEN) introduced the following bill; which was referred to the Committee on Energy and Commerce

A BILL

To require the Secretary of Health and Human Services to improve the detection, prevention, and treatment of mental health issues among public safety telecommunicators.

1 *Be it enacted by the Senate and House of Representa-*
2 *tives of the United States of America in Congress assembled,*

3 **SECTION 1. SHORT TITLE.**

4 This Act may be cited as the “Providing Resources
5 and Occupational Training for Emotional Crisis and
6 Trauma in 911 Act” or the “PROTECT 911 Act”.

1 **SEC. 2. BEST PRACTICES AND OTHER RESOURCES FOR AD-**
2 **DRESSING MENTAL HEALTH IN PUBLIC SAFE-**
3 **TY TELECOMMUNICATORS.**

4 (a) BEST PRACTICES.—The Secretary shall—

5 (1) develop and make publicly available evi-
6 dence-based best practices to identify, prevent, and
7 treat posttraumatic stress disorder and co-occurring
8 disorders in public safety telecommunicators; and

9 (2) periodically reassess and update, as the Sec-
10 retary determines necessary, such best practices.

11 (b) DEVELOPMENT OF RESOURCES FOR EDUCATING
12 MENTAL HEALTH PROFESSIONALS ABOUT TREATING
13 PUBLIC SAFETY TELECOMMUNICATORS.—The Secretary
14 shall develop and make publicly available resources that
15 may be used by the Federal Government and other entities
16 to educate mental health professionals about—

17 (1) the culture of emergency communications
18 centers;

19 (2) the different stressors experienced by public
20 safety telecommunicators;

21 (3) challenges encountered by retired public
22 safety telecommunicators; and

23 (4) evidence-based therapies for mental health
24 issues common to public safety telecommunicators.

1 (c) CONSULTATION.—In developing best practices
2 under subsection (a) and resources under subsection (b),
3 the Secretary shall consult with—

4 (1) public health experts;

5 (2) mental health experts with experience
6 studying suicide, posttraumatic stress disorder, and
7 other illnesses associated with job-related stress;

8 (3) clinicians with experience in diagnosing and
9 treating mental health issues; and

10 (4) relevant national nonprofit associations of
11 public safety telecommunicators.

12 (d) DEFINITIONS.—

13 (1) EMERGENCY COMMUNICATIONS CENTER.—

14 The term “emergency communications center”
15 means a facility that is designated to receive a 9–
16 1–1 request for emergency assistance and perform
17 one or more of the following functions:

18 (A) Process and analyze 9–1–1 requests
19 for emergency assistance and other gathered in-
20 formation.

21 (B) Dispatch appropriate emergency re-
22 sponse providers.

23 (C) Transfer or exchange 9–1–1 requests
24 for emergency assistance and other gathered in-

1 formation with other emergency communica-
2 tions centers and emergency response providers.

3 (D) Analyze any communications received
4 from emergency response providers.

5 (E) Support incident command functions.

6 (2) PUBLIC SAFETY TELECOMMUNICATOR.—

7 The term “public safety telecommunicator” means a
8 public safety telecommunicator as designated in de-
9 tailed occupation 43–5031 in the Standard Occupa-
10 tional Classification Manual of the Office of Man-
11 agement and Budget (2018), or any successor des-
12 ignation.

13 **SEC. 3. GRANTS FOR BEHAVIORAL HEALTH AND WELLNESS**

14 **PROGRAMS WITHIN EMERGENCY COMMU-**
15 **NICATIONS CENTERS.**

16 Part B of title III of the Public Health Service Act
17 (42 U.S.C. 243 et seq.) is amended by adding at the end
18 the following:

19 **“SEC. 320C. GRANTS FOR BEHAVIORAL HEALTH AND**
20 **WELLNESS PROGRAMS WITHIN EMERGENCY**
21 **COMMUNICATIONS CENTERS.**

22 “(a) IN GENERAL.—The Secretary shall award
23 grants to State, local, and regional emergency communica-
24 tions centers and other eligible entities for the purpose of

1 establishing or enhancing behavioral health and wellness
2 programs.

3 “(b) USE OF FUNDS.—An eligible entity receiving a
4 grant under this section shall use funds received through
5 the grant—

6 “(1) to establish evidence-based behavioral
7 health and wellness programs for emergency commu-
8 nications centers to support public safety tele-
9 communicators, including programs dedicated to
10 raising awareness of, preventing, and mitigating job-
11 related mental health issues;

12 “(2) to establish or enhance peer-support be-
13 havioral health and wellness programs;

14 “(3) to acquire materials or instructors to pro-
15 vide such training; and

16 “(4) to disseminate such information and mate-
17 rials as are necessary to carry out a evidence-based
18 behavioral health and wellness program.

19 “(c) DEFINITIONS.—

20 “(1) EMERGENCY COMMUNICATIONS CENTER.—

21 The term ‘emergency communications center’ means
22 a facility that is designated to receive a 9–1–1 re-
23 quest for emergency assistance and perform one or
24 more of the following functions:

1 “(A) Process and analyze 9–1–1 requests
2 for emergency assistance and other gathered in-
3 formation.

4 “(B) Dispatch appropriate emergency re-
5 sponse providers.

6 “(C) Transfer or exchange 9–1–1 requests
7 for emergency assistance and other gathered in-
8 formation with other emergency communica-
9 tions centers and emergency response providers.

10 “(D) Analyze any communications received
11 from emergency response providers.

12 “(E) Support incident command functions.

13 “(2) OTHER ELIGIBLE ENTITY.—The term
14 ‘other eligible entity’ means a nonprofit organization
15 with expertise and experience with respect to the
16 health and wellness of public safety telecommunica-
17 tors, including State, local, and regional 9–1–1 au-
18 thorities and State, regional, and national public
19 safety communications associations.

20 “(3) PEER-SUPPORT BEHAVIORAL HEALTH AND
21 WELLNESS PROGRAM.—The term ‘peer-support be-
22 havioral health and wellness program’ means pro-
23 grams that use public safety telecommunicators to
24 serve as peer counselors or provide training to public

1 safety telecommunicators to serve as such peer coun-
2 selors.

3 “(4) PUBLIC SAFETY TELECOMMUNICATOR.—
4 The term ‘public safety telecommunicator’ means a
5 public safety telecommunicator as designated in de-
6 tailed occupation 43–5031 in the Standard Occupa-
7 tional Classification Manual of the Office of Man-
8 agement and Budget (2018), or any successor des-
9 ignation.”.

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