



Mike DeWine, Governor
Lori Criss, Director, OhioMHAS

Ohio 988 Network Planning and Implementation

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“Like a physical health crisis, a mental health crisis can be devastating for individuals, families and communities.

Too often, that experience is met with delay, detainment and even denial of service that can all add to a person’s trauma history.

While a crisis cannot be planned, we can plan how we organize services to meet the needs of those individuals who experience a mental health crisis.

It can also lead to hope, recovery and action.”

~CRISIS NOW - Taking the Lead, NASMHPD, 2019



Ohio's Crisis Services Vision

- **Visible and accessible** crisis services.
- Supports that are **person-centered** and quality-driven.
- Ensuring people are **stabilized and thriving** in their community.

988 is  **Someone to talk to**

- Someone to respond

- A place to go





What is 988?

Federal legislation requires all states to transition from the 10-digit National Suicide Prevention Lifeline to the 3-digit 988 by July 16, 2022.

The national number operates in Ohio now, supported by 15 approved and certified suicide prevention lifeline call center providers in the state.

The easy-to-remember 988 number will help connect Ohioans in a mental health or addiction crisis with Ohio's behavioral health crisis response and support system.



Ohio's Ideal Crisis Continuum



Crisis Work Currently Underway

CONNECT

- 988 Planning
- Ohio Careline
- Crisis Text Line
- Open Beds/BH Connection
- Web-based Statewide Directory

RESPOND

- Mobile Response Stabilization Services for Youth (MRSS/OhioRISE)
- Community Mobile Response
- Co-Responder Response

STABILIZE

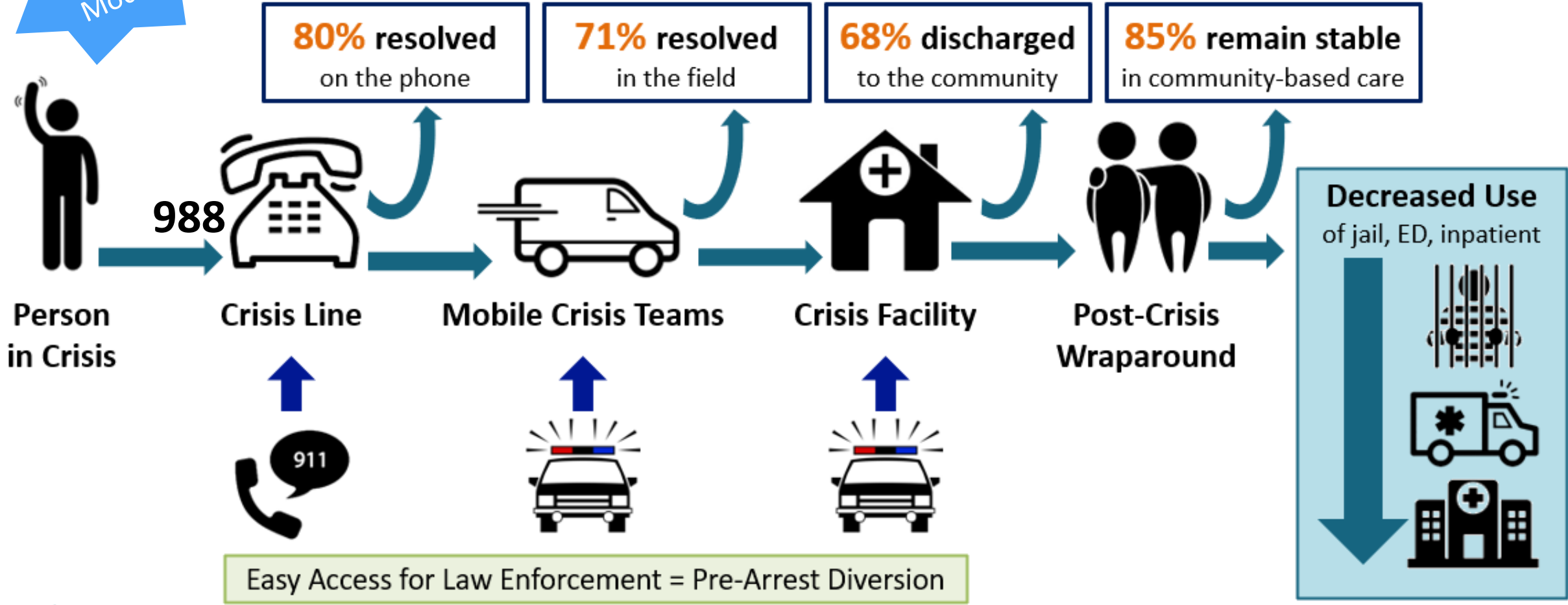
- Crisis Stabilization Units
- Residential/Respite Care

THRIVE

- Strong Families, Safe Communities
- First Episode Care for Serious Mental Illness
- Outpatient Service Capacity
- Housing
- School
- Employment
- Day Activities

The Arizona Model

The Crisis Continuum



← LEAST Restrictive = LEAST Costly

Schematic designed by Margie Balfour, Connections Health Solutions. Data courtesy Johnnie Gaspar, Arizona Complete Health
Data applies to southern Arizona geographical service area, last updated Sep 2019

Current National Suicide Prevention Lifeline Network

NATIONAL

- Oversight by SAMHSA, federal Substance Abuse and Mental Health Services Administration, within HHS
- Coordinated by contractor Vibrant Emotional Health
- Operated since 2004

OHIO

- Ohio has 17 approved Lifeline call centers
- One additional center is nearing completion of onboarding
- Call centers go through a 3-phase process and much training for approval
- In phase 1 of expansion, upgrades, capacity-building and enhancing crisis connections



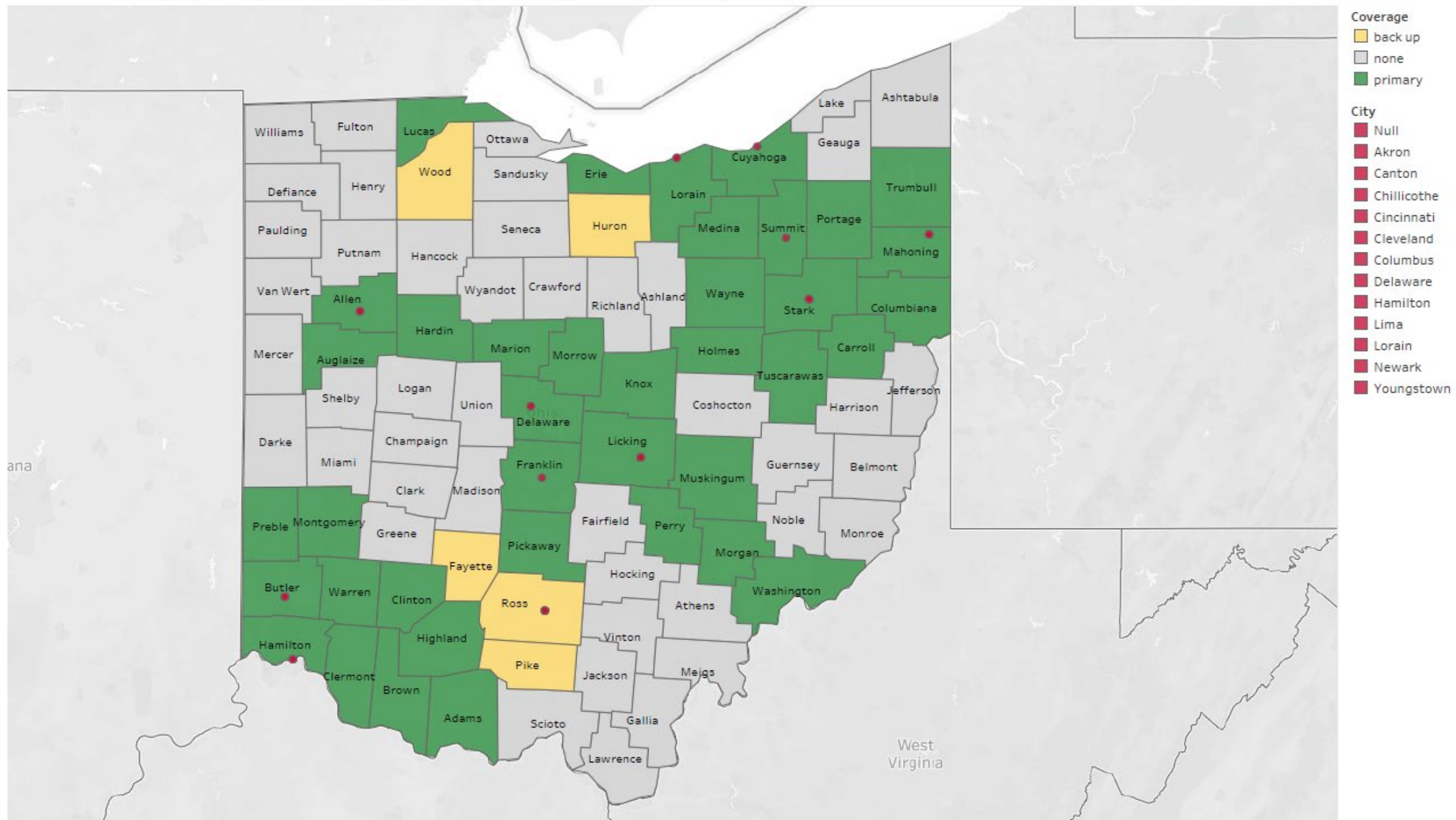
988 Planning Process

- Ohio received national planning grant
- Monthly 988 Planning Committee & subcommittee meetings since Feb. 2021
- Extensive needs assessment
- Draft Implementation Plan submitted 9/30/2021
- Integration of 988 into Ohio Crisis Task Force
- Continue refining and development of transition plan
- Actuarial analysis
- Sustainability planning
- Final Implementation Plan due 1/21/22, but work is ongoing
- Go live date July 16, 2022
- Monitor, evaluate and course correct





National Lifeline Coverage Now: 45 Counties – Near Future: 88 Counties

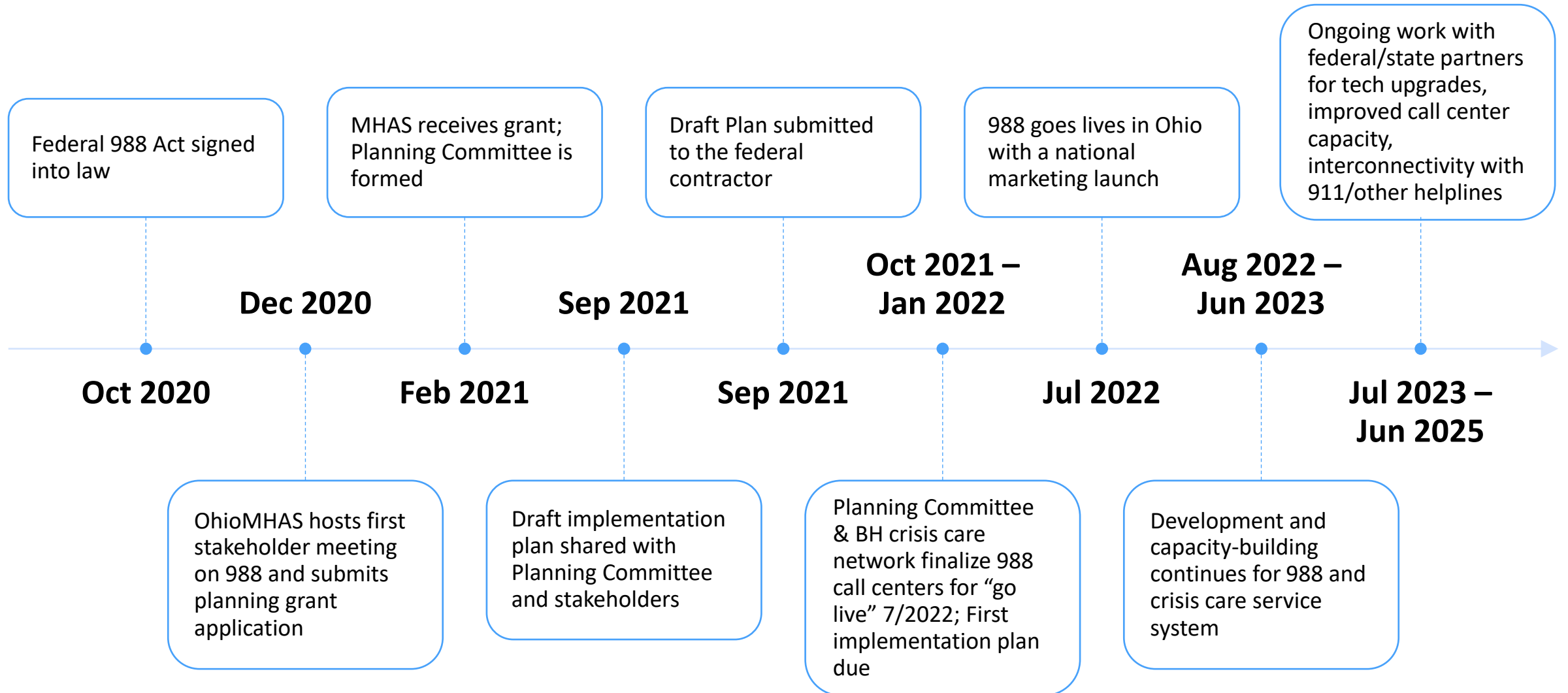


988 Planning and Subcommittee Membership

- Representatives from ADAMH Boards, Behavioral Health providers
- Peers and peer/family advocacy organizations
- Veterans and active-duty military
- Minority groups, UMADAOPs, LGBTQ representation
- Current Suicide Prevention Lifeline providers
- Ohio Suicide Prevention Foundation
- First responders
- Telecom industry, PUCO, Deloitte
- The General Assembly
- 911 providers
- Mobile Crisis, Crisis services



Key Dates and Progress



988 Planning Subcommittees

- 988/911/211 Interoperability
- Needs Assessment
- MRSS
- Lifeline Providers, active and pending
- Marketing



Top Planning Priorities for July 2022 Rollout

-1-

Build system capacity to ensure 90% of Lifeline calls and 50% of Lifeline chats and texts from Ohioans can be answered in state by July 2022.

-2-

Ensure service quality is maximized through ongoing training, support, and development and implementation of a shared web-based resource directory.

-3-

Ensure necessary technology for Ohio Lifeline providers: high-speed internet, communication, documentation, and up-to-date referral resources.



Capacity Building and Sustainability

- Expansion of call center capacity for anticipated higher call volumes
- Upgraded technology systems and equipment
- Statewide resource directory RFP
- Statewide back-up provider to prevent Ohio callers from being bounced out-of-state RFP
- Chat and text provider(s) RFP
- Marketing resources for statewide and community-based awareness-building and tailored messaging
- Call center training vendor engaged
- 988 Administrator and staff



Next Steps and Decisions

- Initial funding plan developed
- Sustainable funding options
- Crisis system enhancements
- Awareness-building: stakeholder partners and general public
- Education on Ohio's Crisis System and 988 implementation
- Implementation and funding discussions
- Coordination with Next-Gen 911

Note: Ohio is still awaiting specific information from the federal government on details of the 988 national technology platform and national marketing plan, which impacts infrastructure development needs.



QUESTIONS?

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