



Mike DeWine, Governor
Lori Criss, Director, OhioMHAS

Ohio's Preparation for the Launch of 988

An Informational Media Briefing for Ohio Press
June 16, 2022

Today's Informational Media Briefing will provide an overview of Ohio's transition to 988:

- An update on Ohio's preparation and readiness
- An overview of crisis services in Ohio
- An introduction of Ohio's new 988 Administrator
- A discussion of the key differences between 988 and 911
- Important messages for the general public

Questions? Please send through the "Questions Box" along with your name and media outlet.



Joining us today:

- Lori Criss, Director, Ohio Department of Mental Health and Addiction Services (MHAS)
- Stacey Frohnepfel Hasson, Bureau Chief, Office of Prevention, MHAS
- Summerlee Godbolt, Ohioan in recovery, Canal Winchester
- Alexander Rulon, Southwest Regional 988 Call Center Manager, Talbert House
- Melanie White, Executive Director, and David Olds, Director of Crisis Services, NAMI NW Ohio
- Representative Gail Pavliga, Ohio House of Representatives



Governor DeWine

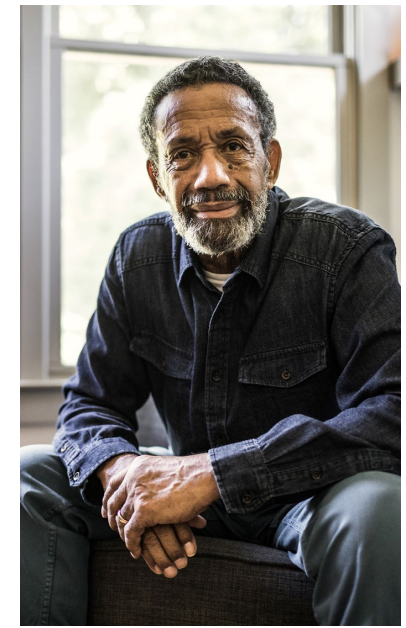
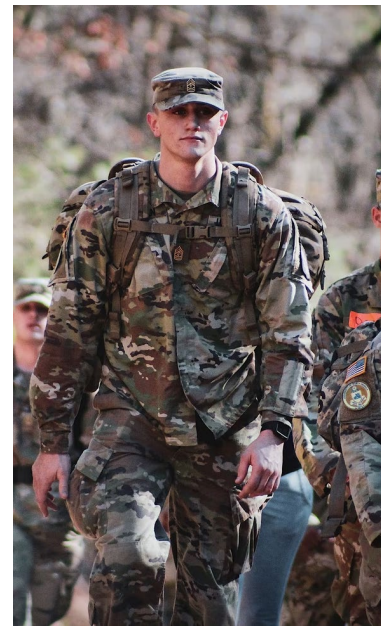
"If we build on our successes and the work we have started together, we can truly bring about lasting change... the system isn't broken – it was just never fully built, and it does not exist everywhere in Ohio...

YET!

And so, we must build it!"

*From the Governor's State of the State Address,
March 2022*





At the Center of This Work: Ohioans.



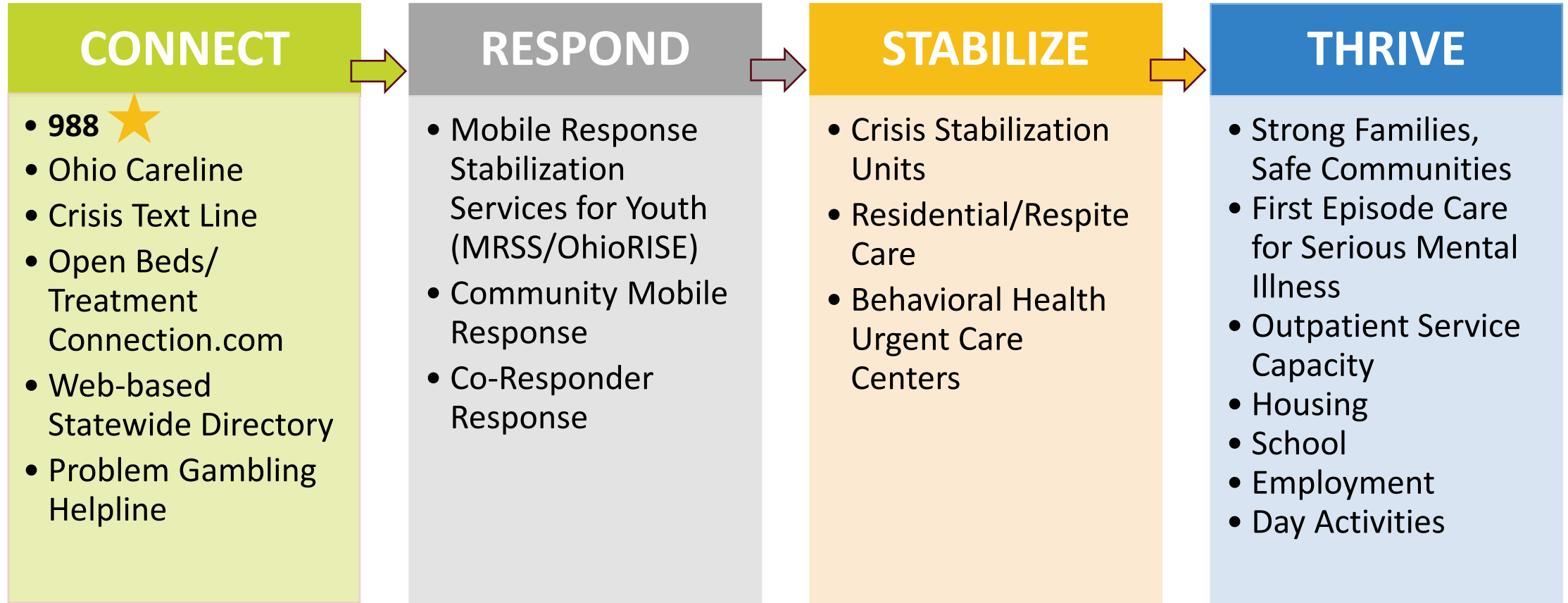
Our Vision

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

Ohio's Ideal Crisis Continuum



988: A Door Into Ohio's Broader Crisis System



988: Building on a Strong Foundation in Ohio

- **Since 2005**, the National Suicide Prevention Lifeline (1-800-273-8255) has **helped thousands of Ohioans** in emotional distress and crisis.
- Federal law requires that all states **transition** from the 1-800 number to the **easy-to-remember 3-digit number 988** by July 16, 2022.
- 988 will help **connect Ohioans** in a mental health or addiction crisis with **Ohio's growing crisis response and support system**.

► Someone to TALK TO.

► Someone to RESPOND.

► A PLACE TO GO.

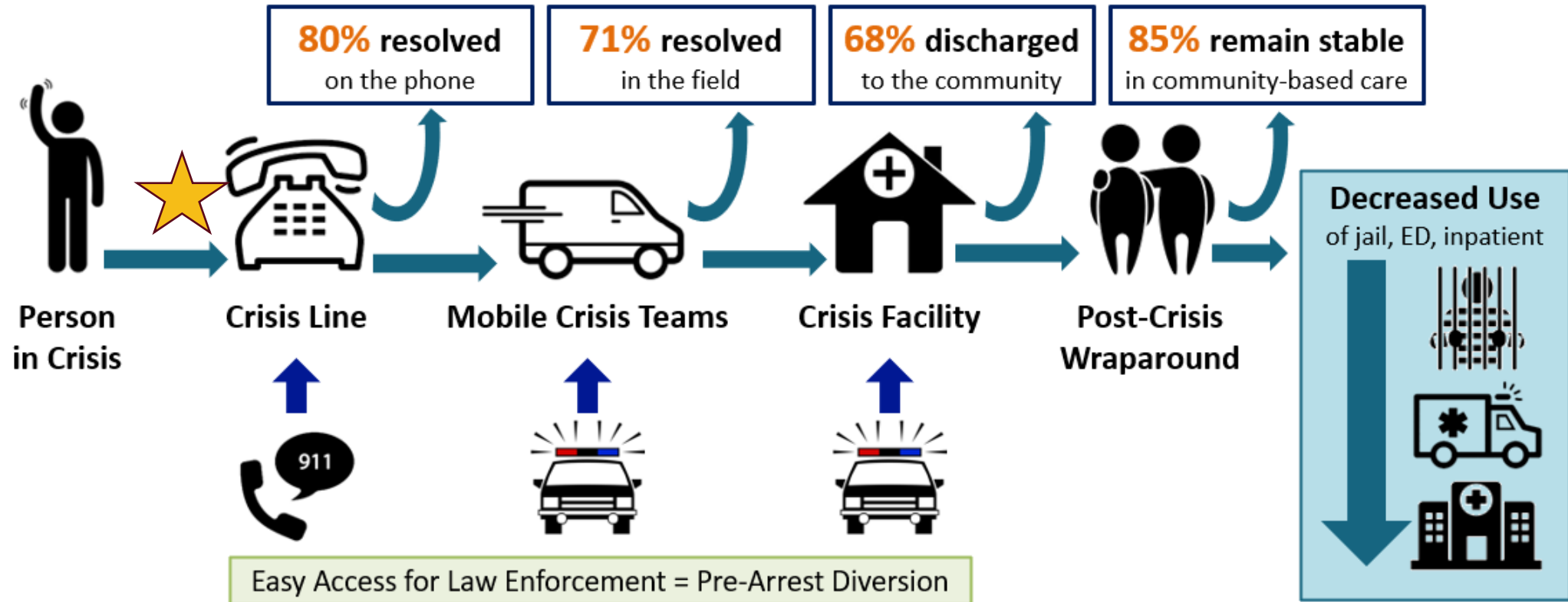


988: The Vision Behind the Planning

- Create important partnerships with local law enforcement to reduce reliance on police by linking Lifeline/988 centers with mobile crisis teams.
- Enabling Lifeline/988 centers to stay in contact and follow up with those in crisis.
- Relieve emergency room crowding by providing needed evaluation and crisis intervention in the community whenever possible.
- Better meet the behavioral health needs of all people experiencing crises in a way that reduces stigma and encourages people at risk and their family members to seek help in the future.

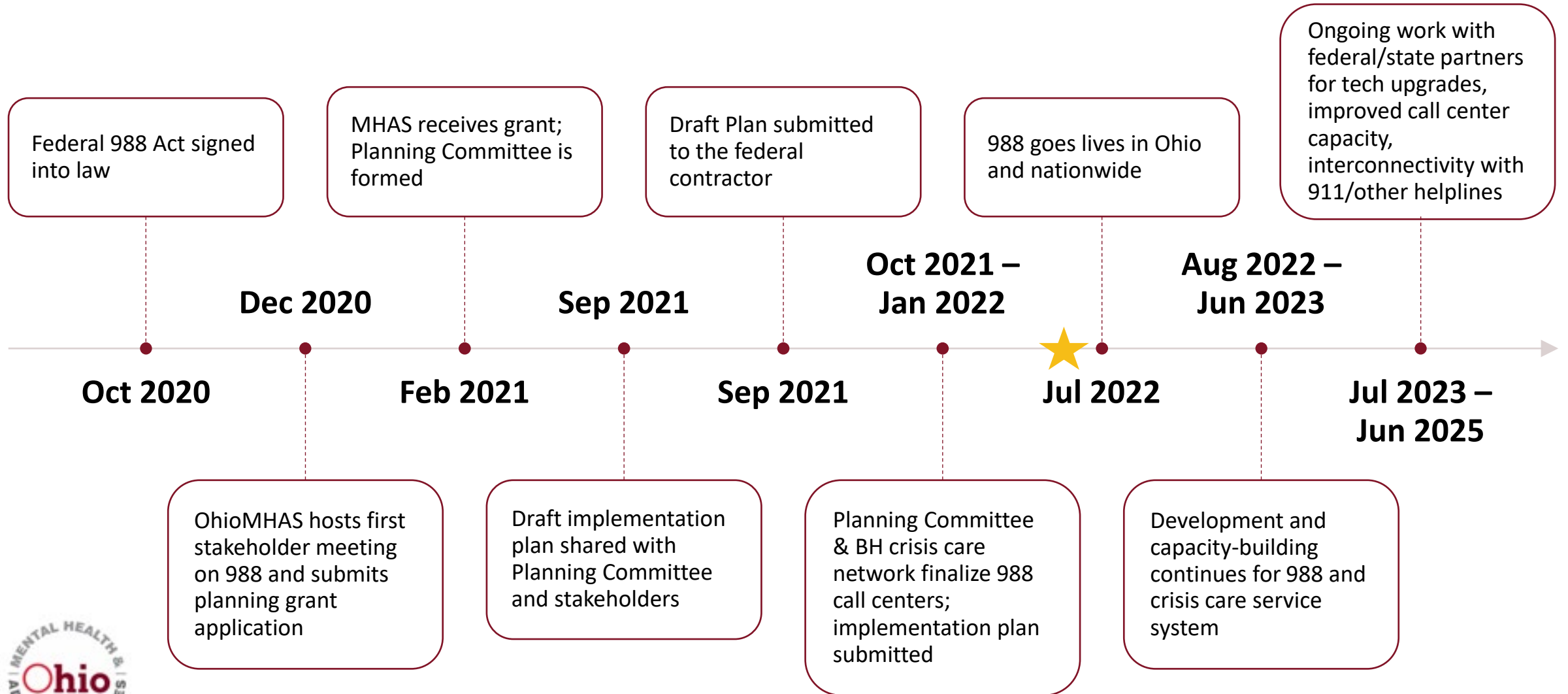


The Crisis Continuum



← LEAST Restrictive = LEAST Costly

988 Key Dates and Progress



Ohio's 988 Administrator – Doug Jackson

- Strong leadership and strategic planning experience; extensive experience with local and state systems of care.
- Former Deputy Director at the State Treasurer's Office; oversaw the STABLE program.
- Former superintendent with the Ohio Department of Developmental Disabilities.



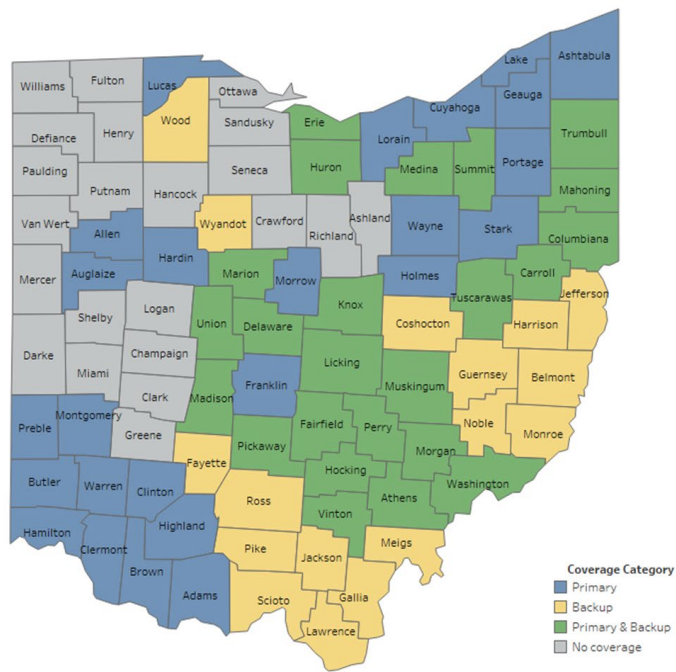
988: How Does the NSPL Work Now?

- A national network of over 200 independent crisis centers equipped to help people in mental health related distress or experiencing a suicidal crisis via call, chat, or text.
- Free and confidential support 24/7.
- Most callers are significantly more likely to feel less depressed, less suicidal, less overwhelmed, and more hopeful after speaking to a Lifeline crisis counselor.
- Over the last twelve months, the National Suicide Prevention Lifeline has fielded 79,358 calls from Ohioans.



Current and Expanded Lifeline Center Network in Ohio

Primary and Backup Coverage



**Coverage Prior
to 5/1/22**

Primary Coverage by Agency



**Expanded Coverage
effective 5/2/22**



988 Launch Phase One Priorities

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.

**Expanded from 12 to 19
Lifeline call centers.**

2

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

**Free call center
trainings available.**

3

Ensure that all Ohio Lifeline providers have adequate high-speed internet access and up-to-date communication, documentation, and other technology systems.

**Technology assessment
completed; upgrades planned.**



988 Legislation: Ohio House Bill 468

- House Bill 468 passed the Ohio House unanimously on May 25, 2022.
- Sponsored by State Representative Gail Pavliga.



Gail K. Pavliga
District 75 | R



988 Funding

- OhioMHAS has dedicated federal funds totaling approximately \$20M to fund start-up costs and Year One of implementation through July 2023.
- OhioMHAS is working with the General Assembly, stakeholders and community partners on sustainable funding.
- OhioMHAS will continue to monitor call volumes and system needs post launch to inform any funding decisions.

Note: Ohio, along with all states, are still awaiting decisions from the federal government on the national technology platform and national marketing plan.



988 Additional Funding Support

SAMHSA awarded Ohio a **\$3.3 million grant over two years to support Ohio's 988 Capacity and Quality Improvement** efforts.

This funding will be used to:

- Improve capacity for answering calls.
- Collect data for quality analysis.
- Develop policies and protocols for effective operation and caller support.



988 Key National Messages

Moving the U.S. to a 3-digit Dialing Code

In July 2022, our nation will move to the first-ever 3-digit dialing code for suicide prevention and mental health crises

Fast Facts about 988:

It will provide greater access to **24/7 confidential and life-saving services.**

It will **not replace** the existing National Suicide Prevention Lifeline—but in fact strengthen and expand it.

It is an **easy-to-remember number that helps to provide direct connection** to compassionate, accessible care.

It's **more than just a 3-digit number** but it will strengthen our larger crisis care system.



988 Key Messages in Ohio



- Assure Ohioans in a behavioral health crisis that **help is available**, and that **it's ok to ask for help**.
- Define **what 988 is and what 988 isn't**, and how it differs from 911.
- Demonstrate how Ohioans in crisis and their families can access help via 988, and **what happens next** when they call, chat, or text.
- **Ohio is prepared** for the launch of 988 and committed to the work that needs to happen in the coming months and years as this system is lifted up.



Key Differences Between 911 and 988

Mental Health and Addiction Emergency or Crisis?

Mental Health and Addiction EMERGENCY

A mental health and/or addiction emergency is a life-threatening situation. An immediate response from law enforcement or medics is needed. A person may be actively trying to harm themselves or someone else. In other situations, a person may be out of touch with reality, be unable to function properly, or may be out of control.

Examples of mental health and addiction emergencies are:

- Active suicide threat.
- Threatening harm to self or others.
- Self-injury that needs medical attention.
- Severe intoxication.
- Inability to care for oneself.
- Apparent drug overdose.

If someone is having a mental health
and/or addiction emergency,
CALL 911.

What to expect when you call 911:

- A dispatcher will answer your call and ask about your emergency.
- Local law enforcement or paramedics will be sent to your location.
- In some cases, a crisis intervention team will accompany law enforcement.
- You will get help dispatched immediately.
- You may be transferred to 988, if appropriate.

911



Mental Health and Addiction CRISIS

A mental health and/or addiction crisis is not a life-threatening situation. Intervention may be possible without an immediate response by law enforcement or medics. A person may be thinking about hurting themselves or someone else or may be extremely emotionally upset or distressed.

Examples of a mental health and addiction crises are:

- Talking about suicide or planning to harm oneself.
- Talking about harm to self or others.
- Self-injury that doesn't need immediate medical attention.
- Overuse of alcohol or other drugs.
- Extreme depression, anxiety, or other mental illness symptoms.

If someone is having a mental health
and/or addiction crisis,
CALL 988.

What to expect when you call 988:

- A trained professional will answer your call.
- The professional will ask you to describe your crisis.
- In many cases, the professional will assist you over the phone and link you to additional care as necessary.
- In some cases, a mobile team will be sent to your location.
- If necessary, the person experiencing a crisis will be taken to a stabilization facility.
- You may be transferred to 911, if needed.

988



988 SUICIDE & CRISIS
LIFELINE

mha.ohio.gov/988



RECOVERY
Ohio

Media and Community Resources

- Fact Sheets and FAQs
- Key Differences Between 988 and 911
- 988 Branding and Logos
- 988 Newsroom

mha.ohio.gov/988

samhsa.gov/988

[suicidepreventionmessaging.
org/988messaging](https://suicidepreventionmessaging.org/988messaging)



Voices Informing this Work



- **The Need**

Summerlee Godbolt, Canal Winchester

- **The Connection and Response**

Alexander Rulon, Talbert House

Melanie White and David Olds, NAMI Northwest Ohio

- **The General Assembly**

Representative Gail Pavliga



Recap: Ohio's Next Steps

- Educating groups who will help get the word out about 988.
- Continued partnership with the General Assembly on sustainable funding options.
- Crisis Call Center Trainings and best practices in place.
- Continued investment in and development of Ohio's crisis system.
- Continued coordination with 911, NextGen 911 efforts, and Ohio's other crisis lines.
- Growing our behavioral health workforce.



Additional Resources

- **Reporting Without Stigma Guide**
<https://opioidalliance.org/Media-Resource-Guide/>
- **988 Planning Committee Members**
<https://mha.ohio.gov/about-us/priorities/ohios-988-implementation>
- **Map of Ohio's 988 Lifeline Providers**
<https://mha.ohio.gov/about-us/priorities/ohios-988-implementation>
- **Map of ADAMH Boards**
<https://mha.ohio.gov/community-partners/adamh-boards>



QUESTIONS?

Thank you for joining us today!

**Drop your questions in the “Questions Box.”
Please include your name and media outlet.**

OhioMHAS Media Relations Contact:

Eric.Wandersleben@mha.ohio.gov

mha.ohio.gov/988



Reporting About Substance Use and Mental Health

<https://opioidalliance.org/Media-Resource-Guide>

A RESOURCE FOR MEDIA PROFESSIONALS

988 Planning Committee

988 PLANNING COMMITTEE ORGANIZATIONS AND REPRESENTATION

Ohio Suicide Prevention Foundation	Office of the Governor and RecoveryOhio
Mahoning Alcohol, Drug Addiction and Mental Health Board	Ohio Association of Health Plans
Peg's Foundation	Ohio Association of County Behavioral Health Authorities
NAMI Ohio	Ohio Council of Behavioral Health & Family Services Providers
Ohio Department of Veterans Services	Ohio Hospital Association
Ohio Citizen Advocates for Addiction Recovery	Ohio Department of Public Safety
Equitas	Sidney Police Department
Help Network of Northeast Ohio	Talbert House
Office of the Attorney General	Mental Health America Ohio
Lucas Alcohol, Drug Addiction and Mental Health Board	911 Administrator, Ohio Department of Administrative Services
Portage Path Behavioral Health	Ohio Telecom Industry
Public Utilities Commission of Ohio	State Senators and Representatives
Youth Advocates and Family Members	Adult Advocates and Family Members
Hispanic Urban Minority Alcohol and Drug Addiction Outreach Program (UMADAOP)	Clark, Greene and Madison Alcohol, Drug Addiction and Mental Health Board
Ohio Department of Mental Health and Addiction Services	Lucas Urban Minority Alcohol and Drug Addiction Outreach Program (UMADAOP)





Ohio's ADAMH
Boards
www.oacbha.org

Primary Coverage by Agency



**Ohio's 988
Lifeline
Providers**
mha.ohio.gov/988