



Mike DeWine, *Governor*
Lori Criss, *Director, OhioMHAS*

January 2022 Update on Ohio's Crisis System and the Implementation of 988

January 28, 2022

Director Lori Criss, OhioMHAS

Governor DeWine

“We must help those struggling with mental illness or substance use disorders by giving them a system that provides quality treatment on demand. And, we must build recovery-friendly communities that support and promote health and wellness to ensure all Ohioans can live long, productive lives.”

*From the RecoveryOhio Advisory Council Initial Report,
March 2019*



Breaking the Cycle of Crisis



- Too many Ohioans experience mental health crises and are tragically lost to suicide.
- Under the leadership of Governor DeWine, Ohio is **increasing access to quality, crisis services in our local communities** to appropriately respond to behavioral health crises and act as appropriate alternatives to arrest or emergency department visits.

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



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

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 through:
 - 16 approved and certified suicide prevention lifeline call center providers
 - 2 more call center providers onboarding now
- New 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 crisis response and support system.**

▶ Someone to TALK TO.

▶ Someone to RESPOND.

▶ A PLACE TO GO.



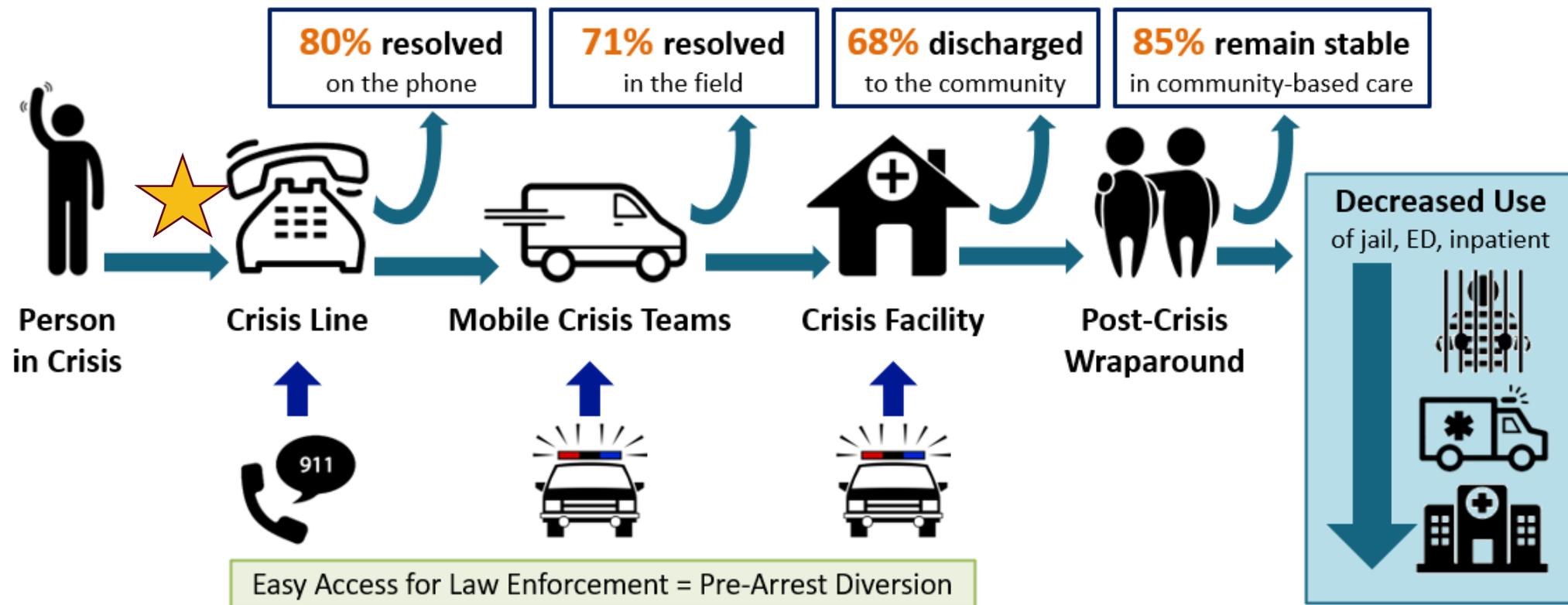
The 988 Planning Committee

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)



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

988 Plan Submission

Core Components Required in Plan

1. Ensure Statewide 24/7 Coverage for 988 Calls, Chats, and Texts
2. Secure Adequate, Diversified, and Sustained Funding Streams for Lifeline Member Centers
3. Expand and Sustain Center Capacity to Maintain Target In-State/Territory Answer Rates for Current and Projected Call, Text, and Chat Volume
4. Support Crisis Centers in Meeting Lifeline's Operational Standards, Requirements, and Performance Metrics
5. Convene a Coalition of Key Stakeholders to Advise on 988 Planning and Implementation
6. Maintain a Comprehensive, Updated Listing of Resources, Referrals, and Linkages; Plan for Expanded Services
7. Ensure All State/Territory Centers Can Provide Best Practice Follow-Up to 988 Callers/Texters/Chatters
8. Plan and Implement Marketing for 988 in Your State/Territory



988 Plan Submission Timeline



Met with interested groups to discuss concerns and challenges.

Received recommendation reports from stakeholder organizations.

Held 6 focus groups for people/family members with lived experience in suicide, mental health and addiction related services.

All comments were considered and/or incorporated in final 988 plan.

Stakeholder feedback loops will continue throughout implementation.



988 Plan Submission

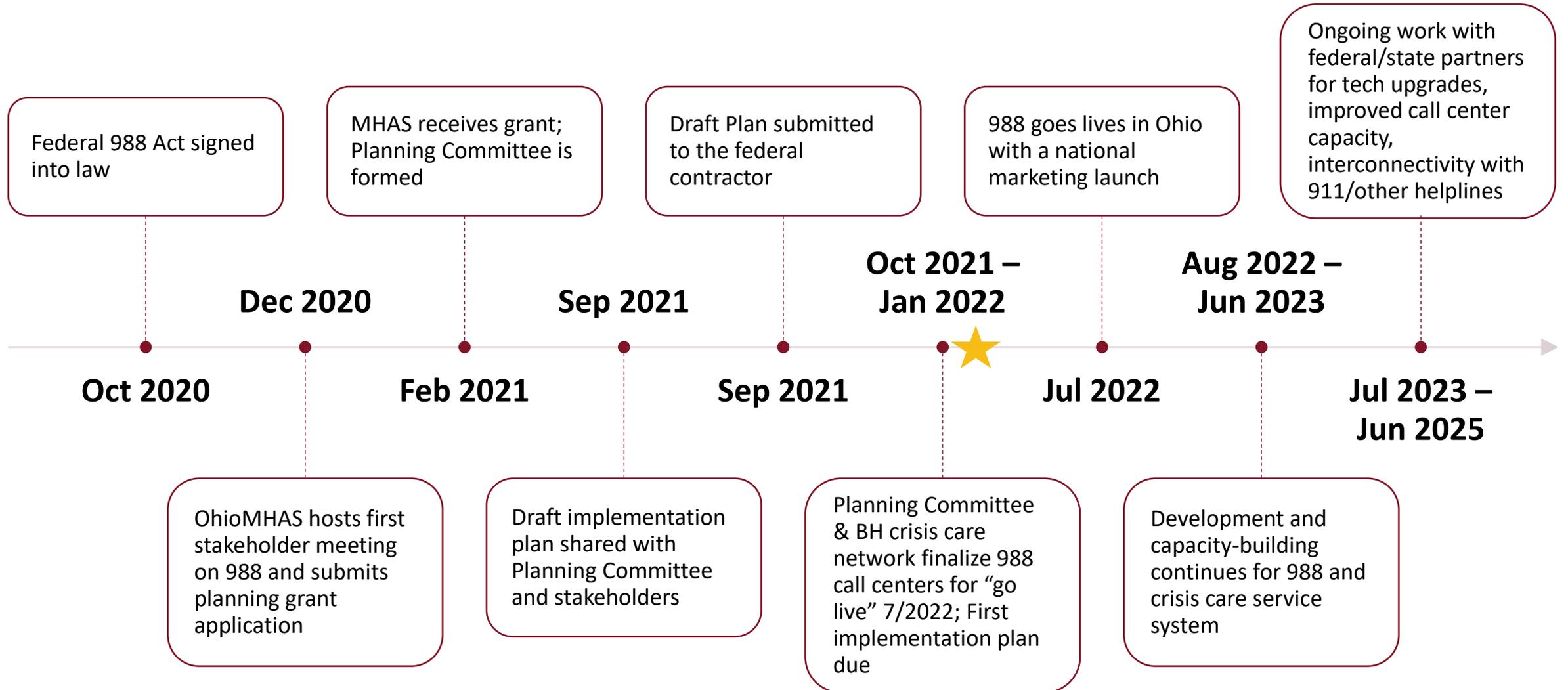
Highlights of Final Plan Submission

- Revised 988 coverage of 88 counties shared.
- Final call volume growth and costs updated.
- Identification of 988 funding through June 30, 2023.
- Release of capacity-building RFPs: back up-provider, chat/text provider, and MRSS.
- Final direction and release of Digital Resource Directory RFP.
- Workforce capacity-building funds planned.

<https://mha.ohio.gov/about-us/priorities/ohios-988-implementation>



Key Dates and Progress



988 Launch Planning 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.

-2-

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

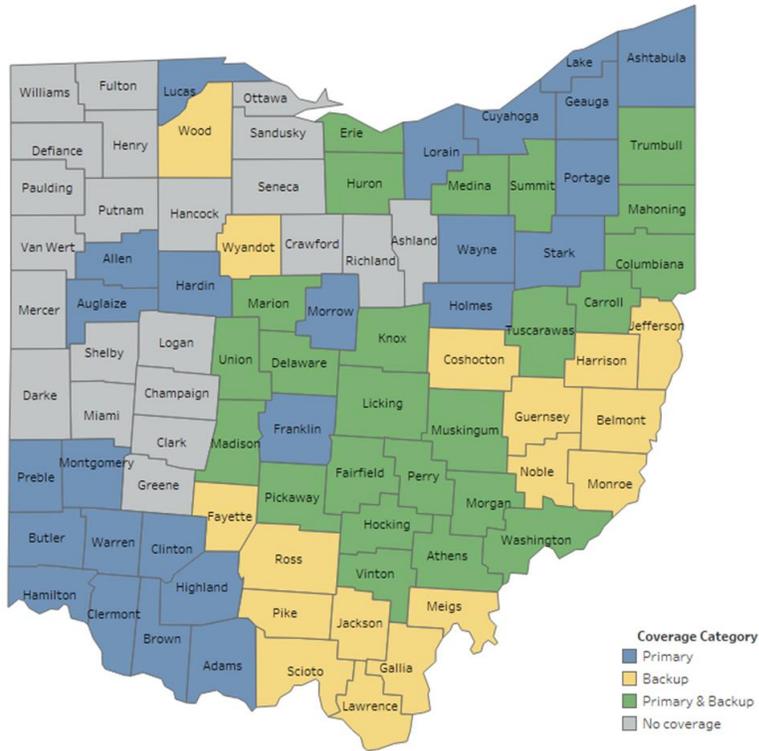
-3-

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

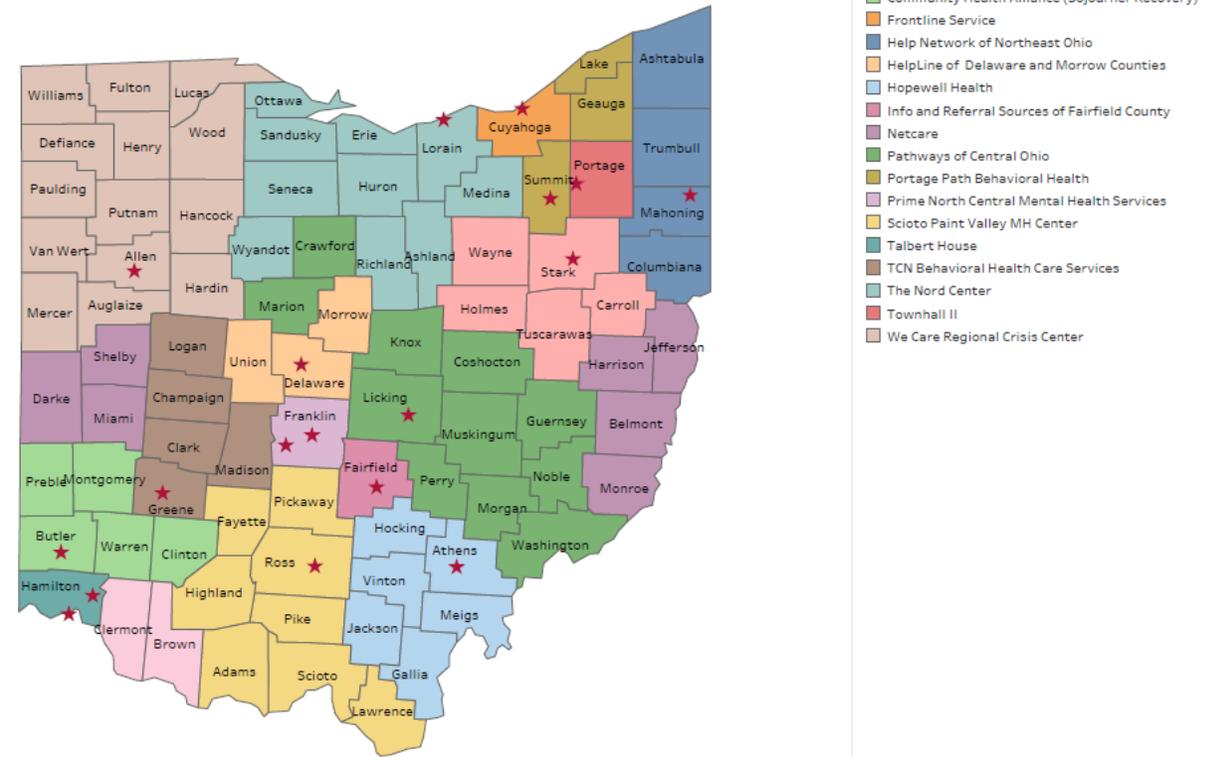


Current and Expanded Lifeline Center Network in Ohio

Primary and Backup Coverage



Primary Coverage by Agency



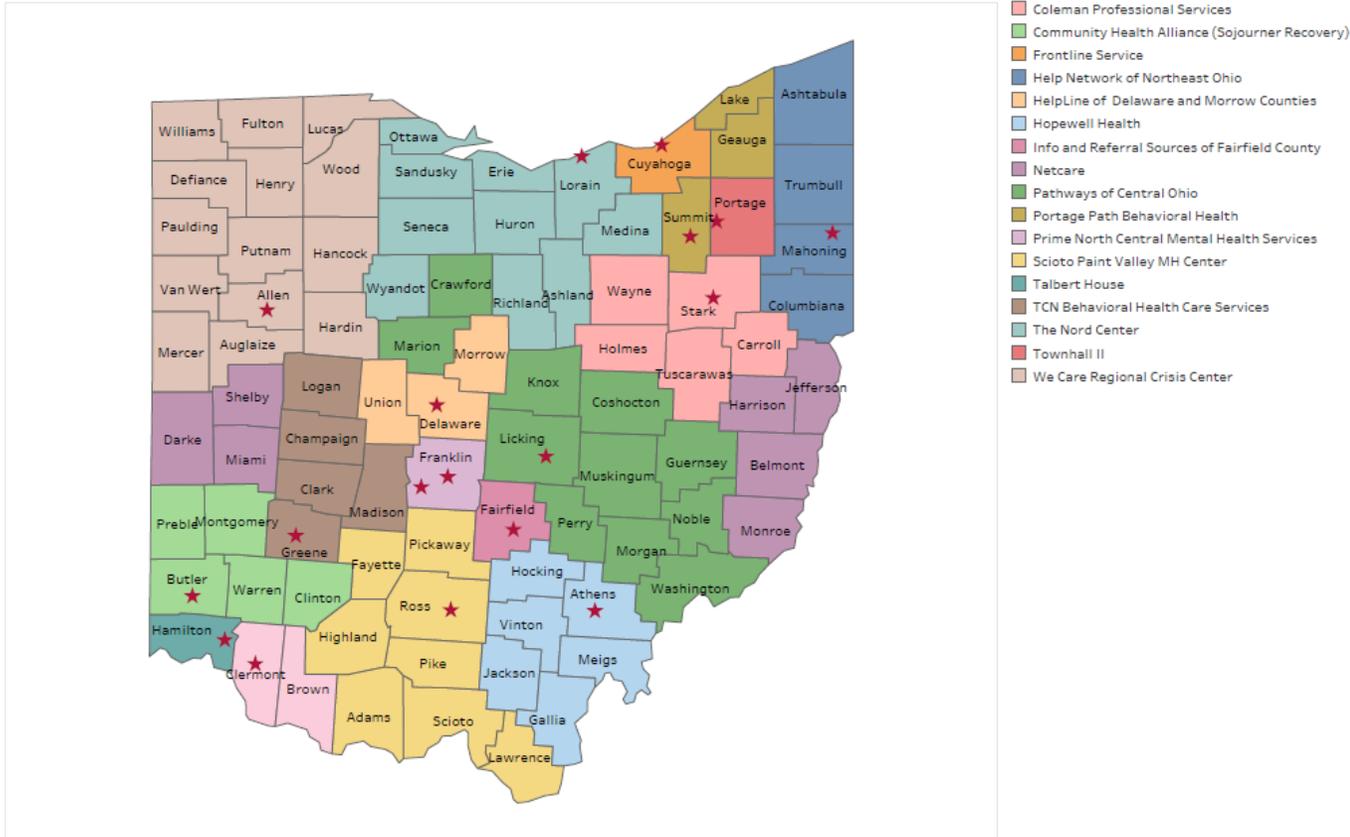
Current

Expanded



Expanding Our Coverage Network

Primary Coverage by Agency



- Ohio has 18 Lifeline providers online in preparation for the launch of 988.
- OhioMHAS released the following RFPs this week: 1) Chat/Text Provider, 2) Back up Provider, and 3) MRSS. The Resource Directory RFP will be released soon.

Those RFPs can be found online:
<https://mha.ohio.gov/fundingopportunities>

- Local communities may choose to keep their current local crisis assistance lines operational.
- The Ohio CareLine, Bridge Line, and Crisis Text Line will continue to exist, keeping important safety nets in place during the transition to 988.

Ensuring Quality Standards

Ohio's 18 Lifeline/988 Providers must adhere to the following quality standards:

- Proof of certification/accreditation by an approved accreditation center.
- Liability insurance.
- Consistent coverage capacity.
- Dedicated staff, preferably available 24/7.
- Ongoing training.
- Meet quality assurance standards and participate in quality evaluations.
- Identified Crisis Center liaison.
- Must be able to offer referrals to providers in local coverage area.
- Must conduct suicide risk assessments for all callers and adhere to Lifeline policies for high-risk callers.



Funding Steps: Understanding the Costs

- Obtaining an in-depth cost actuarial analysis played a critical role in informing the 988 planning process, both for the short-term implementation, as well as the consideration of funding options for long-term sustainability.
- Ohio is the only state that has undertaken this level of work.
- OhioMHAS contracted with a third party experienced in cost actuarial analysis work, under the guidance of the Ohio Department of Insurance.



Funding Steps: Review of Cost Analysis

This estimate established a baseline assumption for contact volume and cost per contact by type of contact;

Determined growth rates for the volume of contacts; and

Developed a reasonable projection of cost inflation for services.



988 Cost Estimates	
6 months	\$6,177,374
Year 1	\$14,798,421
Year 2	\$20,701,661
Year 3	\$25,831,020
Year 4	\$29,676,582
Year 5	\$34,135,024

Funding Steps: Planning Phase + Year One

OhioMHAS has identified federal funds totaling approximately \$20M to fund start up costs leading up to the July 2022 launch, as well as Year One of implementation through July 2023.



Note: Ohio is still awaiting decisions from the federal government on the national technology platform and national marketing plan, which impacts our infrastructure development needs and financial costs.



988 Cost Estimates

6 months

\$6,177,374

Year 1

\$14,798,421

Year 2

\$20,701,661

Year 3

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Year 4

\$29,676,582

Year 5

\$34,135,024

Funding Steps: Options for Future Sustainability

- OhioMHAS has identified several sustainable funding options in the plan submitted to the federal government.
- Stakeholder feedback has informed all options.
- Discussions are being coordinated in partnership with the General Assembly, local stakeholders, and key advocates as we enter the planning phase for the next state operating budget.
- OhioMHAS continues to monitor funding strategies other states have engaged in or are pursuing.
- OhioMHAS will continue to monitor call volumes and system needs post launch to inform any funding decisions.



988 Communications Goals



Note: Ohio is still awaiting information from the federal government on the national marketing plan.

- Pre-launch planning communications with key stakeholders and press.
- Expanding public awareness of 988.
- Increasing visibility of crisis services in Ohio.
- Alignment with national marketing efforts and July's go live launch date.



Communications: Key Messages

- 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.
- Share how **Ohio is prepared** for the launch of 988.



Next Steps

- Release of RFPs:
Chat/Text, Back up Provider, and MRSS RFPs released this week.
Resource Directory RFP will be released soon.
- Hiring of a 988 Administrator
- Call Center Training
- Continued partnership with the General Assembly on sustainable funding options and any needed legislation.

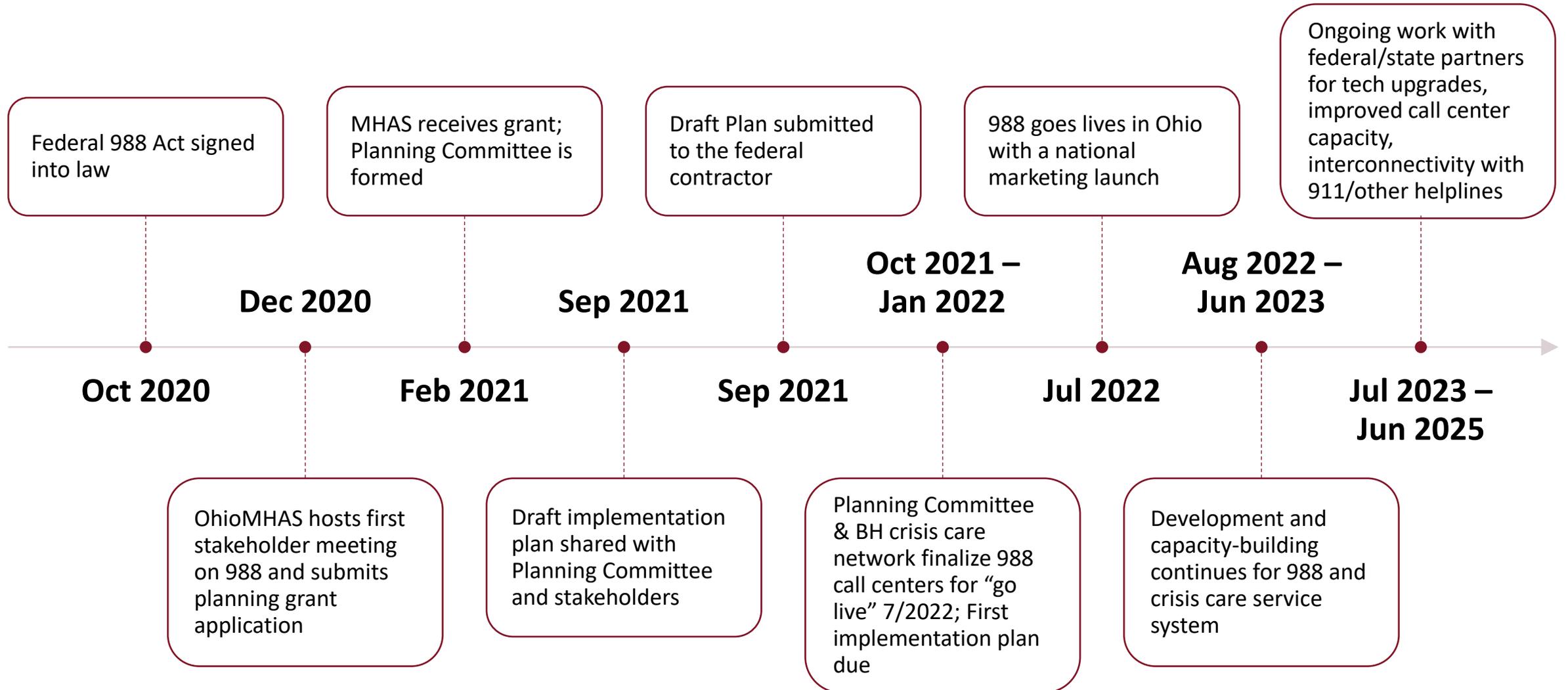


Next Steps, cont.

- Continued educational opportunities around Ohio's crisis system and the transition to 988.
- Continued investment in and development of Ohio's crisis system.
- Continued coordination with NextGen 911 efforts.



Key Dates and Progress



QUESTIONS?

Resources

<https://www.samhsa.gov/sites/default/files/988-factsheet.pdf>

<https://www.samhsa.gov/find-help/suicide-prevention/988-lifeline>

<https://mha.ohio.gov/about-us/priorities/crisis-services>

<https://mha.ohio.gov/about-us/priorities/ohios-988-implementation>

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