



OHIO PROGRAM *for*
**CAMPUS SAFETY
& MENTAL HEALTH**
A NEOMED CC&E



What Campuses Need to Know: 9-8-8 One year after Implementation Discussion Questions

- **How is the National Suicide Prevention Lifeline intersecting with the Crisis Text Line? If students call the 1-800 crisis line, will it still work? What can they expect?**

The 1-800 crisis line is still active. Students can dial 988 or the 1-800 National Crisis Suicide Prevention Life and they will get an answer. We really wanted to take a “no wrong door approach”.

- **What’s the current role and involvement of higher education stakeholders now that it has been implemented?**

As part of our statewide 988 awareness campaign, we will be conducting community surveys and focus groups across the state that will include higher education stakeholders. This will include college students, as well as other higher education stakeholders.

- **Many campuses have emergency blue light phones/ boxes, if students are experiencing a crisis, how are calls routed? Are they routed to 9-8-8 or 9-1-1?**

Those call boxes are typically routed to campus security, and should be used in cases where the caller needs immediate help for an emergency.

- **What happens when a student chats 9-8-8? What can they expect with response time?**

Students will receive an automated response welcoming them and letting them know that 988 can help. They will be asked a couple of automated questions about level of risk and provided with a link to a brief optional survey that asks a couple of demographic questions and about main concerns to quickly assist the chat specialist with understanding the need. Students can expect to be connected to a live chat specialist in less than a minute after initiating the text.

- **How do 9-8-8 and 9-1-1 coordinate?**

988 operators are able to smoothly transition callers over 911, but the caller will have to supply the 911 operator with their information as 911 calls are only able to track geolocation data when the call originates to their call line.

- **How does 9-8-8 work for a student that attends college in a bordering state? (PA, KY, MI, IN)**

988 does not have geolocation functionality as of right now. Calls are routed through the area code/first 6 digits of your phone number. So, if a student from Ohio calls 988 from Florida, their call will still be routed to an Ohio call center. Conversations to decide if we should or should not implement geolocation are occurring at the federal level.



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- **Does 9-8-8 text trace the location of someone who is texting?**

No, 988 does not have geolocation functionality as of right now, and is unable to trace locations.

- **Is there ongoing training available for 9-8-8 dispatchers? Could you describe the training?**
 - **Is there training for specialized populations (i.e.) for the LGBTQ+ community and/or other communities such as the deaf and hard of hearing or blind?**

Ohio has partnered with The Ohio State University to develop and provide a 988-training series since 2022. These free trainings are designed for 988, CareLine and crisis call line workers across the state of Ohio. Our objective is to provide both live and self-paced trainings that will help provide opportunities for professional development, increase confidence, expand individual knowledge bases, and enhance the existing skills of call line workers. The series offers 4 live training courses a month, as well as over 80 asynchronous training courses on a variety of topics including how to work with specialty populations.

- **Students, staff, and faculty attending universities in Ohio represent diverse cultures and languages, are 9-8-8 text services available for multi-lingual students?**

The only dedicated language-specific call centers 988 has at the moment are English and Spanish, however, translators are available to assist for other languages.

- **Has there been a way for students to share their experience of using 9-8-8? Have other individuals with lived experience of mental illness been able to share their experiences as well?**

There currently isn't a formal process in place for callers to share their experience with us other than when they volunteer that information. We encourage callers to reach out to us at: 988Ohio@mha.gov and share their positive experiences with us. In the unfortunate case that someone does have a bad experience when calling 988, we do have Client Rights Specialists they can speak with.

- **If a 9-8-8 call placed requires an intervention how will police or EMS be dispatched? How does follow up with campuses work if intervention/hospitalization is needed?**

The 988 specialists will work with the caller to connect them with 9-1-1 if an emergency response is required. 988 does not have location tracing, so the 988 Call Specialist will ask the caller to provide their location (if they are willing) and will contact 9-1-1 while keeping the caller on the phone. 988 calls are confidential; however, hospitals have a process for discharge planning that generally includes follow-up and referrals and linkages to support services.

- **For campuses in counties with limited and/or overburdened mental health services has there been any impact on services since the 9-8-8 implementation?**

Nationally, 80% of 988 calls can be resolved over the phone and less than 2% of calls require an emergency response (9-1-1). This national trend aligns with data for Ohio's first year of 988.



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Ohio is currently working to build our crisis services across the state of Ohio and has invested over 90 million dollars to support this initiative across the state. See our crisis landscape analysis for more details: <https://mha.ohio.gov/get-help/crisis-systems/landscape-analysis/landscape-analysis>

- **Has there been a need for additional psychiatric beds to be added or made available as part of 9-8-8?**

While most calls are resolved over the phone, Ohio is committed to building out the crisis continuum which includes growing the number of available psychiatric beds across the state. See our crisis landscape analysis for more details: <https://mha.ohio.gov/get-help/crisis-systems/landscape-analysis/landscape-analysis>

- **What data does OhioMHAS receive regarding calls from campuses or campus-communities?**

OhioMHAS does not currently receive any data regarding calls specifically from campuses or campus-communities. The national 988 vendor, Vibrant Emotional Health, who routes calls provides only statewide and county specific data.

- **Are there marketing and/or campaigning strategies tailored for colleges? How can campuses expand marketing/campaign and be further prepared for 9-8-8?**

Ohio is in the early stages of developing a statewide awareness campaign that will include targeted messaging for many different populations across the state, including college aged young adults. Please visit our website regularly as campaign updates and marketing tools will be added as available: <https://mha.ohio.gov/get-help/crisis-systems/988-suicide-and-crisis-lifeline-in-ohio/resources/988-ohio-branding>

- **Is there free or no cost marketing available? Is there funding available for campuses in Ohio who would like to expand promotion of 9-8-8 along with other crisis/ suicide prevention supports and resources?**

SAMHSA has created many marketing tools and branded print materials that are free. For more information, visit: <https://www.samhsa.gov/find-help/988/partner-toolkit>. More state specific marketing information will become available as our awareness campaign begins to roll out.

- **911 is available even when the caller does not have cell service, does the 9-8-8 Suicide and Crisis Lifeline also have this capability?**

This option has not yet been made available by any phone carriers in Ohio. Accessing 988 currently requires active phone or internet access. We hope that this changes in the future, but there are no current plans in place.