



Crisis Text Line in Ohio

Text "4hope" to 741 741

Promoting Wellness and Recovery

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Supporting Ohioans in stressful times

In 2016, the Ohio Department of Mental Health and Addiction Services (OhioMHAS) entered into a contract with the national Crisis Text Line to provide Ohioans with a state-specific keyword to access its free, confidential service available 24/7 via text on mobile devices. This resource is intended to broaden the options available through current community crisis hotlines.

Throughout Ohio, individuals can text the keyword "4hope" to 741 741 to be connected to a Crisis Counselor. This keyword was originally chosen by the Stark County Mental Health and Addiction Recovery Board and is now available statewide through this partnership. Since the creation of the keyword, there have been 13,389 total conversations. The public can now see Ohio's live data trends through the new 4HOPE data dashboard, available here: <https://bit.ly/2HNTomi>.

Key message

Any person may need help in coping with a stressful situation. Reach out by text to communicate with someone trained to listen and respond in a method that is private, secure and confidential.

Who can use Crisis Text Line?

Anyone is able to text "4hope" to 741 741 for help. Crisis Text Line serves all ages.

Is the Crisis Text Line like counseling or therapy?

No, Crisis Text Line is designed to get a person through an intense or emotional period of time, but it is not meant to serve as counseling or therapy. It is a human response during a time of need. According to Crisis Text Line, it is "in the moment" crisis work. The highly trained volunteers are supervised by full-time paid staff who have a higher degree in social work, psychology or a related field.

How does the text line work?

Text the keyword "4hope" to 741 741 and expect a reply from a trained Crisis Counselor within five minutes. Your message is confidential, anonymous and secure. Data usage while texting Crisis Text Line is free and the number will not appear on your phone bill with your mobile service carrier. An algorithm reviews text for severity and messages that are determined to be from someone at imminent risk are placed at the top of the queue.

Who can help?

Anyone can share the word about this resource as individuals or community members. School personnel, faith-based organizations, social workers, treatment providers and media outlets are especially encouraged to promote access to the text line and access the toolkit.

How can I share the word locally?

OhioMHAS, the Ohio Department of Developmental Disabilities and the Ohio Association of County Behavioral Health authorities have developed a toolkit of digital and print materials to enable you to share the word with your community. The toolkit is available here: <https://bit.ly/2HNTomi>.

How can I volunteer to become a Crisis counselor?

You must be 18 or older, go through a rigorous application process that includes a background check, and receive 34 hours of web-based training. You can apply through crisistextline.org.

Is data collected and shared?

All data is auto-scrubbed for personally identifiable information. No personal information of texters or Crisis Counselors is shared. Through the keyword partnership with Crisis Text Line, OhioMHAS has access to a data dashboard that can be used to reveal important trends throughout the state.

What if I am not comfortable texting?

Please consider calling the National Suicide Prevention Lifeline at 1-800-273-TALK (8255), use another local resource or reach out for help to a trusted friend or family member.