



988 Planning Committee Meeting Notes Thursday, March 18, 2021 - 3 - 4:30 pm

Present: Will Balling, Elizabeth Bee, Angie Bergefurd, Vince Brancaccio, Tony Coder, Thom Craig, Daniel Eakins, Joan Englund, Layne Goode, Soley Hernandez, Rob Jackson, Kraig Knudsen, Elizabeth Litz, Austin Lucas, Gayle Manning, Greta Mayer, Charley Moses, Mary Musielewicz, Rachael Kenter, Scott Partika, Duane Piccirilli, Amy Priest, Alexander Rulon, Luke Russell, Janet Shaw, Kristen Thompson, Sarah Thompson, Marianne Townsend, Justin Trevino, Cheri Walter, Aaron Williams

Guest: Matt Courser, PhD, Pacific Institute for Research and Evaluation (PIRE/HBSA)

OhioMHAS Staff: Bobbie Boyer, Lois Hochstetler, Kraig Knudsen, Stacey Frohnafel-Hasson, Valerie Leach, Lynette Cashaw-Davis

1. Welcome

- Bobbie Boyer, Deputy Director, Office of Prevention Services:
 - Noted that National Suicide Prevention Lifelines will be transitioning their 800 numbers to 988 in July 2022; opportunity to look at our current call system here in Ohio, learn as much as we can about how our call centers link our citizens to resources and think about potential ways to support and improve the process for Ohioans
- Stacey Frohnafel-Hasson, OPS Chief/OhioMHAS Lead, 988 Planning:
 - Review of agenda

2. 988 Planning Progress Update – Stacey Frohnafel-Hasson, Prevention Chief, OhioMHAS

- Regarding lifeline providers (13 current and 4 onboarding): responsible for doing a landscape analysis that came out through Vibrant; info is due March 24; American Association of Suicidology sent out similar survey to all other crisis call centers across Ohio - hope to have that info as well; also will be monthly calls with these providers
- Aligning research efforts - extensive conversations within OhioMHAS and with others, such as Peg's Foundation, Ohio Suicide Prevention Foundation, also the reporting that ADAMH Boards are doing for OhioMHAS related to use of crisis services funds. Regarding data to assess needs, we are looking at what we have, what we don't have, what do we need and who has it.
- Verizon, T-Mobile and Sprint have already turned on 988 - and it works exactly as intended (other telecom companies still have time to make the switch)
- Meeting with Rob Jackson, Dept. of Administrative Services and Lt. Aaron Williams, Dept. of Public Safety re: 911/988 relationship interoperability with telecom companies
- Opportunity for 3 or more questions to be sent to all FCC/911 offices across the state (we asked how many MH crisis related calls are received might be one); this is a limited opportunity - deadline for decision of which questions will be 1-2 weeks with a 2-3 week turnaround for responses

Discussion:

- Joan Englund: I'd ask for MH or SUD related calls
- Soley Hernandez: It would be beneficial to know age, region, time of day they are receiving MH/SUD crisis related calls
- Stacey: if an emergency dispatch needed to be made is information gathered now
- Rob Jackson: they all have classifications on any of the incidents for which they do dispatch; many of them have a mental health or crisis type incident that they use - should be able to give good numbers on that but will likely not be broken down any more into suicidal or something else

3. National Policy Update

- **Vibrant Video on Lifeline Operations & Service Levels**
<https://www.youtube.com/watch?v=61PSOolooGc>
- Comments regarding the video:
 - Amy Priest: appreciated comments around human connection piece and also the staff burnout rates for staff taking these calls
 - Greta Mayer: appreciate high stress burnout acknowledgment and emphasis on self-care for staff - we might want to consider what we can put in place; don't often get loop closed when dispatching a CIT officer, for example - don't hear back re: disposition and how helpful that might be
 - Stacey noted that the follow-up call process for any call including suicide-related attempts or ideation is required by the Lifeline and more training will be offered as a part of the 988 Planning Grant
 - AFTER NOTE: The Lifeline requires asking the caller if it is OK to check back with him/her in a day or two, i.e. get verbal consent to call back
 - Chief Balling: be cautious about what you do on follow-up - might not be allowed to provide follow-up information as it is dealing with medical information, etc. (possible that aggregate data might be reported back)
 - Greta Mayer: notes this has huge potential for collecting aggregate data

4. Needs Assessment Plans Overview – Matt Courser, PhD, Pacific Institute for Research and Evaluation (PIRE/HBSA)

- Under OhioMHAS 988 planning grant will be supporting this process with needs assessment and variety of research including landscape analysis that's currently in field with lifeline providers
- PowerPoint presentation: Ohio 988 Needs Assessment Plans and Overview (will send as attachment)

Discussion:

- Duane Piccirilli: as far as capacity, asks what happens in parts of the state that don't have a crisis line or what happens to the 211 centers that are taking crisis calls - how are they fitting in to all of this?
- Stacey: thinking about funding issue - looking at other centers considering lifeline status which would be about 22; Ohio doesn't know yet how many lifeline provider's we'll have, and how many other call centers are taking crisis calls is currently being studied

- Bobbie: We're learning a lot through our experience with the CareLine; also because we're using many of the Lifeline providers and then transferring many of those calls to the local community warmlines and 211 lines - that experience can carry over to this work as well
- Results available (grant wraps up Sept. 30). Vision is to have this needs assessment wrapped up well before then - Landscape Analysis first, which will give us a sense of where we are right now.
- Tony Coder: How are we thinking this will be funded? Will this continue to be local funding or are we looking at advocating for state funding?
- Stacey: We do have folks from the telecom industry on this call - welcomed to chime in; there have been discussions about a telecom fee - without data to support that not sure what it would be - however, the work being done by PIRE and Vibrant will be giving Ohio specific projections - based upon call volume; they're also providing cost per call analysis (averages around the country), but we have not seen the format for that data yet; we're pushing to have as much data as possible by May in order to move forward with funding-related decisions.
 - Matt: Landscape analysis will give us data on costs from each of the providers which will be helpful (early-mid April we should have that info from Vibrant)
 - Thom Craig: While doing landscape analysis to determine what the cost is to do call center work across the state - will get a sense of how those costs are funded today; one of the things we do in terms of costs modeling as a foundation is ask: what does it cost today? And if we wanted to have a level of service that was up to speed to the new requirements of what crisis system needs, what would that cost look like and how would that compare to what we now are paying for call center work? Costs will vary across the state from rural to urban to suburban. Questions to consider:
 1. What is it that we have today, and what does it cost?
 2. If we were to build an "exemplary call system" across Ohio, what would that cost - when we're not paying workers minimum wage, where we are not struggling to get staff because of low salaries or trying to coordinate volunteers to do call center work - but we're doing it in a more professional manner (much more like the 911 dispatchers might be trained and supported by the system).
- Matt talked about the Needs Assessment characteristics - will be sharing document out to you and particularly will be asking for feedback on what's not in this instrument that we need for planning purposes

Discussion:

- Soley Hernandez: In the questionnaire, is there a question around what types of calls they are receiving? (mental health, substance use, resource only?); or because they're coming in from the suicide line, are we assuming that they're all suicide related?
- Matt: focus is mostly on those Lifeline calls, but it is talking about other types of calls the center might take; when you see the instrument it'll be clearer; also the AAS has done a shorter landscape questionnaire that we are cross walking with the Vibrant landscape analysis - looking at those patterns of overlap; we'll be sharing that information and that will help make things clearer
- Soley: We have so many centers that do a combination, then we have 211 centers that take similar types of calls - so we have a variety of definitions of what a crisis call might be, so just getting data around that will be helpful

- Elizabeth Litz: I'm new to the group. Can you tell me what the role of community service organizations is pertaining to call center work and/or collaborations with after transition? NOTE: Stacey will reach out to Elizabeth.
- Greta Mayer: Soley is right! addressing all the call reasons - suicide & overdose. lots of overlap
- Bobbie: Soley, there is other data that is obtained monthly re: the types of calls received.
- Stacey: To Gayle's question (funding) - we do have a great breakdown of how 911 is funded. We'll gather the data to assess how crisis call centers are being paid for now.
- Matt continues discussing the Needs Assessment in terms of the opportunity for system improvement; we want this work to facilitate connections; how we share insights - across organizations and across components of the system

5. Workgroup Set-up – Stacey

- a. Needs Assessment - Dr. Matt Courser & PIRE will lead this group (PIRE will also provide coordination and facilitation support to the other groups; be thinking about where you want to focus your efforts
- b. 911 & 988 Interoperability - may need to decide if 211 should be a part of this group as well; Rob Jackson, DAS to lead this group

NOTE: each sub-committee will be given a draft charter and can decide if it makes sense or start over with something else

- c. Lifeline Providers Current & Pending (Data, Technology, Capacity)
 - Currently have a standing meeting for 4th Thursday of month at 11:00 am with providers
 - Let Stacey know if you have staff who you want to participate in subcommittees by next Friday NOTE: MRSS/mobile response for youth will also be a subcommittee.

Discussion:

- Soley: May need a marketing group down the line
- Joan Englund: Education to key stakeholders - law enforcement hospitals, other populations
- Janet Shaw: I would love to reach out to Mark Munetz, MD and encourage him to be on the 911/988 group. As some of you know, he has been involved greatly in the Crisis Intervention Training. I fear he will decline, so if anyone else wants to encourage him also, let me know
- Thom Craig: How do these other crisis centers connect to the crisis continuum?
- Stacey: TBD at this point – should they be part of a “provider” group or do we continue to gather their perspectives based on their representation on this committee?

6. Next Meeting Date: April 15, 2021 at 3 pm

Action Steps:

- All - Review email with the PPT and landscape analysis instrument.
- Lynette will send out the list of members, their organizations and contact info.
- Subcommittee members requested.
- Subcommittee draft charters coming soon.