



988 Planning Committee Meeting Notes Tuesday, February 9, 2021 - 3:30-5 pm

Present: Julia Applegate, Will Balling, Elizabeth Bee, Vince Brancaccio, Tony Coder, Matthew Courser, Thom Craig, Daniel Eakins, Joan Englund, Soley Hernandez, Kari Hertel, Rob Jackson, Austin Lucas, Greta Mayer, Charlie Moses, Duane Piccirilli, Amy Priest, Alexander Rulon, Aimee Shadwick, Janet Shaw, Sarah Thompson, Marianne Townsend, Cheri Walter

Guest: Laura Evans, Vibrant Emotional Health

OhioMHAS: Bobbie Boyer, Alicia Clark, Lori Criss, Stacey Frohnappel-Hasson, Lois Hochstetler

1. Welcome and 988/Crisis Policy Perspective – Lori Criss

- Director Criss welcomed and thanked all Planning Committee members for being willing to participate.
- Spoke about how the crisis services system and its connection to the 988 planning work is vital.
- She stressed the need for transparency and the opportunity to collaborate in this process.
- We know that call centers exist all over the state with a strong local investment of resources.
- We must look at workforce; what the needs are, what exists, cost analysis and what it will take to do this well in a sustainable way.
- There will be a needs assessment done as part of this work and all stakeholders are asked to provide responses. A cost breakdown and financial analysis will also be undertaken.
- We are anticipating that GRF resources for crisis services will be in place, and looking at funds from federal partners: SAMHSA, VA, FCC.
- There are many stakeholders anxious to be involved in this process. This may be hard at times, but we'll all take part in authentic listening and contributing the expertise and knowledge we all have.
- We'll keep the individual and family needs at center.

2. 988 Planning Grant Overview Presentation – Stacey Frohnappel-Hasson

- Stacey reviewed slides on the 988 Planning grant planning stages, Planning Committee membership, the needs assessment work to be done, and accomplishments needed.

3. National Policy Update – Laura Evans, Vibrant

- Laura provided an overview and history of the National Suicide Prevention Lifeline and 988 mandate.
- She spoke about the technical assistance that will be provided by Vibrant.
- Briefly talked about the 988 user fee and how that has worked for 911 historically.
- Several states have 988 legislation in process that may or may not include user fees.
- Some states will not need legislation for a user fee – including Ohio since the authority to levy fees already exists.
- Some of the costs to consider: funding call center(s), technology, counselor's salaries, operations, MRSS services, other crisis services, non-988 services won't be permissible uses.
- Laura added that there is no penalty if a state does not levy a fee.
- A legislated fee is auditable; and can help with not diverting dollars to other purposes; the federal legislation is a guideline.
- 911 fees are for maintenance of the 911 system; generated over 3 billion across the US; cost is more than 5 billion to operate the continuum.

Discussion:

- Duane Piccirilli: Asked about funding for smaller hotlines that need to upgrade their phone systems.
- Greta Mayer: Will crisis text line be involved in this transition to 988?

- Will Balling: I am late joining the process. This program is very similar to the 211 program with a focus on aid for individuals needing mental health. There just seems to be a very large overlap with existing services. How do we integrate all the systems into this one and not have a conflict or duplication of services?
- Duane Piccirilli: I would say that most 211 callers may be in crisis, and all crisis calls end up with a referral.
- Director Criss: Thanks for these comments on 211. Lots to consider around 211 and how it's used in communities around the state.
- Will Balling: From the Law Enforcement perspective we would be all for another resource to assist in this area. 20% of individuals that we deal with are hampered by a mental health issue.
- Sarah Thompson: To be frank, lots of our members have talked about 211 has not been very helpful.
- Rob Jackson: When it's time at a future meeting to do a deeper dive into 9-1-1 fees and how they work, we can provide data, etc.
- Janet Shaw: I understand not wanting to fall into a situation where 911 would be funding 988, however, it would be nice for 988 and 911 to work closely together so the right response happens when a person in crisis needs outreach. This might be taking Ohio's CIT program to the next step, integrating with mobile crisis, co-response, and EMS.
- Sarah Thompson: Yes! 1,000% agree! Until 988 is as well-known as 911!
- Laura Evans: Great comment Janet! Vibrant agrees with you and have been in conversation with national 911/public safety organizations. The model legislation incorporates interoperability between Lifeline centers and public safety points.
- Rob Jackson: 9-1-1 and 9-8-8 will need to work closely together - especially when 9-8-8 calls unfortunately transition to a 9-1-1 situation and the ability to quickly gain those appropriate resources for an emergency in the right geographical area.
- Janet Shaw: Not so much the funding, but the function so as not to have silos.
- Rob Jackson: Operations yes, but funding will be an issue for a much deeper dive. I would suggest one of the smaller work groups be specifically for 9-1-1, 9-8-8, 2-1-1 interoperability - this is an in-depth process that will take some time.
- Laura Evans: Yes, absolutely agree with both the Chief and Vince! Lifeline has approximately 40 211 centers in our network. They do great work! All Lifeline centers have the capability of transferring calls to the local PSAP authority and there are policies regarding warm transfer.
- Joan England: Is there learning from other states that are ahead of Ohio that we can benefit from? [We are counting on Vibrant and some of the other states to help with their lessons learned to date – SFH)
- Joan: Data collection in a 911 environment - hope there will be more consistency in the data collection - we are working on that platform.
- Director Criss: Yes - we have to plan for training for the workforce to promote consistent quality for the best experience of the callers.

4. Needs Assessment Plans – Stacey

- Stacey described the needs assessment plans and that the Pacific Research Institute for Evaluation (PIRE) will lead this work.
- The Lifeline providers will take part in a Landscape Analysis as defined by Vibrant.
- The state's stakeholders in 988 will be needed to participate in a community needs assessment survey.
- Individuals in recovery and special populations will be polled in focus group opportunities.
- Other small focus groups will be held to gain further insight into who uses the Lifeline, who is less likely to use 988 and why, what can be done through education and marketing to ensure accessibility, equity and cultural competency for all Ohioans.

5. Vision: What should Ohio's 988 network and crisis care connections look like?

- Sarah Thompson: Stacey mentioned doing some surveys. I would love to see surveys go out to people accessing services. Who they are calling, how they find numbers, where they are being referred to, etc. We are MORE than happy to help with this! Also surveying families.
- Daniel Eakins: For veterans, is the intent to retain the current "Press 1" feature of the national crisis line?
- Laura Evans: Hi Daniel, we anticipate that the press 1 option for veterans will remain the same.
- Cheri Walter: Dept has been working on white paper on crisis interventions - is that work being interlocked with the lifeline? Also want to be sure to survey young people - middle and high school age, especially regards to promotion.

- Director Criss: Young adults (20 to 25) and diverse communities, too. What can we learn from our friends at 911 about linguistic diversity?
- Sarah Thompson: OhioMHAS just funded a few organizations to do language translations on BH documents through CARES. May be another group to tap into!
- Amy Priest: Said the BH navigator work in Lucas includes Spanish and Arabic, and they'll be happy to share lessons learned and how access and "feeling welcomed" has been addressed for the clients.
- Matt Courser (PIRE): Thanks, all, for the great ideas on the needs assessment and for the great discussion about the vision--I have taken notes of the ideas and made notes that will be really helpful as we operationalize & build out the needs assessment.
- Thom Craig: To Laura, are you hearing about software that is common and under development to utilize full service including text? Do we have a plan to make sure all data for the state can be collected and used for planning?
- Greta Mayer: Would it make sense to bring in a very well-equipped project manager for this to ensure we have devoted resources? Since we have so many very big areas to work through, like technology, data, workforce/training, many funders, levels of crisis support?
- Amy Priest: Targeting communities who historically do not access BH services is important- Spanish speaking, Arabic, etc.
- Director Criss: Common question – what number do I call for behavioral health help? How will people know?
- Chief Balling: We need to consider the technology for how transfers will happen from 911/988 to 911/988 for lifesaving needs and how police departments and emergency squads will get addresses.
- Vince Brancaccio: The hot hand off. It will also be helpful for 911 dispatchers to hand off to helplines – in areas where the lines aren't blended.
- Chief Balling: Counseling isn't law enforcement's specialty. This needs to be a joint partnership.
- Tony Coder: Said the consistency of training will be important and centralized data and access by helplines.
- What about co-located centers: NSPL, 911, 988, 211.
- Laura Evans: Lifeline providers can opt-in to collect more data for more funding.
- Director Criss: We need a cheap/free easy to use web-based solution to data collection – like the HMIS system that HUD uses for housing data.
- Greta Mayer: Mentioned the small workforce many lines have and the need to support current call lines.
- How do we support workers during this transition?
- Sarah Thompson: How do Ohioans find the number, and how do we make it easily accessible for all?
- Vince Brancaccio: We have client satisfaction surveys that may help with the needs assessment and accessibility issues.
- Joan Englund: Other groups to gain information from should include Emergency Department physicians, young peers/junior high youth, diverse populations.

6. Standing Meeting Dates: Third Thursday of the month at 3-4:30 pm

- Recurring meeting invitations to be sent.