



## **988 Planning Committee Meeting      Thursday, April 15, 2021 - 3:00-4:30 pm**

**Present:** Vince Brancaccio, Tony Coder, Matthew Courser, Thom Craig, Daniel Eakins, Joan Englund, Layne Goode, Soley Hernandez, Rob Jackson, Rachel Kenter, Sandra Keyes, Sunithi Kuruppu, Philip Linse, Austin Lucas, Amanda Marunich, Greta Mayer, Charley Moses, Mary Musielewicz, Duane Piccirilli, Amy Priest, Sarah Thompson, Alexander Rulon, Luke Russell, Marianne Townsend, Cheri Walter, Aaron Williams

**OhioMHAS Staff:** Angie Bergefurd, Bobbie Boyer, Alisia Clark, Stacey Frohnafel-Hasson, Valerie Leach

**Recorder:** Lynette Cashaw-Davis

1. Welcome – Bobbie Boyer, Prevention Deputy Director, OhioMHAS

### **2. 988 Planning Progress Update - Stacey:**

- Landscape Analysis completed since last month's meeting by all Lifeline provider agencies (active & pending); then went to Vibrant who captured all the survey data and rolled into a report; PIRE has developed analysis points and direction and reviewed with a small workgroup and in subcommittees
- Ohio is learning from Communities of Practice with Vibrant are ongoing, along with states across the country, NASADAD, NASMHPD, SAMHSA, and CMS
- References to Medicaid - some states are billing Medicaid around crisis stabilization, including crisis call centers; have requested to work with Medicaid around this process; some states able to access Medicaid match for administrative costs, development, and operations; call centers information technology; crisis stabilization including mobile crisis, observation and assessment centers
- Federal Communications Commission proposal to make 988 a textable number - another Crisis Text Line in line with 988 phone number; working together with 741741 Crisis Text Line
- Cheri requested the map of the full 17 lifeline providers; that map is attached
- Ohio specific report: cost per contact nationally \$79 (average includes operating costs, time spent with individual, time to pick up call added together and divided by total operating costs (included in calculations are chat and text calls)
- Stacey: May meeting will be a presentation by Rob Jackson on 911 and how it is structured across Ohio; we will have more information on this data, and we can talk more about the cost structure

### **3. Subcommittees Charters:**

- **Planning Committee** (document borrowed almost completely from Planning Committee grant)
  - Alisia asks about the ending of the committees - is there an opportunity for the committees to continue with perhaps broadening the scope to the entire crisis continuum?
  - Stacey: committee members were asked to commit to 12 meetings through Jan. 2022 but the full committee and subcommittees may decide to continue
  - Bobbie: as with Alisia's work with overall crisis - may see a need to continue, and we could look at that possibility as well

- **988/911/211 Interoperability Subcommittee Charter** (all charters were started in-house, then they will be considered by the committee members)
  - Thom: how do we know who is on each of the subcommittees and what is the process for signing up?
  - Stacey: let me know of anyone who needs to be added to a subcommittee; we sent out the current list of committee and subcommittee members with this agenda; Stacey will send out an updated roster with the meeting notes from this meeting
- **MRSS Subcommittee Charter** (led by Wilma Townsend - focus is specifically on youth mobile response services)
  - Tony: are there folks with lived experience (have called the lifeline number or had suicidal ideation, SUD or other lived experience) on these committees?
  - Stacey: we have a couple - we're working on getting additional representation
  - Alisia: noted that OhioMHAS has Planning Council members; Recovery Community Organizations (RCOs) and Peer Run Organizations (PROs) - we can link folks into these subcommittees; NAMI may have some folks as well
  - Tony: we have about 30 families that we work with we can link also;
  - Sarah Thompson also willing to help with this
  - Stacey: additionally, we need folks with lived experience when we get to the marketing piece (Sarah offered to help with this)
- **Lifeline Providers Subcommittee Charter** (active & pending) current service structure
  - what are the opportunities, challenges, gaps; what is being required of them from Vibrant's perspective from the national suicide prevention lifeline
  - **Needs Assessment Subcommittee Charter** - last month Matt Courser gave presentation around our Needs Assessment requirements - this group will work with PIRE and all of us to make sure we get what we need
  - **Marketing Subcommittee** - will get into it in the next couple months (will rely on community of folks with lived experience, family members and public outreach marketers to assist)

#### 4. Landscape Analysis: Ohio Recommendations Overview and Discussion - Matt shared PowerPoint

- Needs Analysis organized around 16 different sections; your feedback is strongly important; everyone should have received the 68-page report and a shorter summary document
- Stacey: Tony - thanks for offering to connect the process to some families impacted by suicide loss.
- Stacey asks if we see dramatic changes in any of these categories as we move to a 988 network.
  - Workforce issues are being experienced by all providers - estimated 30% increase in call volume over five years; where will workers come from, how will they be trained; barriers to hire - number of FTEs needed when they may be operating under actual need levels now - then thinking about dealing with that potentially 30% increase
- Duane: might be interesting to know if some of these agencies are providing support to other systems
- Bobbie: also, lots of conversation at the national level around supervisor to staff ratio - most are looking for 10-12 staff per supervisor; looking at what is the ideal in Ohio
  - Need to keep in mind that it's helpful if the reporting can be streamlined so it's efficient for providers to have one set reporting format on one set of outcomes; also remembering that all of these providers are going to have a cost and an administrative burden around creating reports in their systems
  - Economy of scale - providers answering 3 lines or answering 12 lines

- Some providers providing back-up and support services for other non-crisis agencies - a way for them to generate money and provide a needed community resource
  - We may want to set a basic standard of what we expect lifeline providers to be trained in; Stacey added that Lifeline providers must be trained in a core 40 hours prescribed by Vibrant and SAMHSA
  - What percent are 2-step calls and what percent of calls go to the national hotline? We don't yet know what the rollover process will look like
  - Stacey - the numbers given early on from national data - we were answering 73% of the calls coming from Ohio in Ohio
- Stacey asks: what are we missing? Where are the gaps?
  - Soley Hernandez: Can we get a copy of the presentation please? I know the info is in the full report you sent, but it's nice to have the summary in this format.

Next Steps: if you're on this call and have thoughts you haven't had a chance to voice please forward them to me

Joan Englund: to me, so much of this has to do with adequate capacity - training, amount of workforce, retention of workforce, etc.

Stacey: We'll send Matt's slides to everyone.

**5. Next Meeting Date:** May 20, 2021 at 3 pm

**Next Steps:**

- Stacey to send the correct map out to everybody - ATTACHED
- Stacey will send out an updated roster with the meeting notes from this meeting - ATTACHED
- Reach out to OhioMHAS Planning Council members; Recovery Community Organizations (RCOs) and Peer Run Organizations (PROs) - to link folks with lived experience into these sub-committees; NAMI may have some folks as well
- Tony to connect the process to some families impacted by suicide loss
- Send Matt's slides to everyone - DONE