



988 Planning Committee Meeting Thursday, June 17, 2021 - 3:00-4:30 pm

Present: Sarah Becker, Elizabeth Bee, Vince Brancaccio, Tony Coder, Matthew Courser, Thom Craig, Kythryn Carr Harris, David J. Frederick, Soley Hernandez, Gabe Howard, Rob Jackson, Rachael Kenter, Sunithi Kuruppu, Austin Lucas, Amanda Marunich, Greta Mayer, Charley Moses, Mary Musielewicz, Paul Nejedlo, Duane Piccirilli, Amy Priest, Alexander J. Rulon, Luke Russell, Kirsten Thompson, Marianne Townsend, Trevino, Justin, Cheri Walter, Andy White

OhioMHAS: Bobbie Boyer, Alicia Clark, Stacey Frohnafel-Hasson, Lois Hochstetler, Grace Kolliesuah, Leach, Valerie, Wilma Townsend

Recorder: Lynette Cashaw-Davis

1. Welcome – Bobbie Boyer, Deputy Director, OhioMHAS
 - Instead of the minimum changes to our system to accommodate 988, we've chosen to use this opportunity as a catalyst to think about how we can make our crisis system better for Ohioans.
 - Majority of our time is learning what we have now; getting the most out of this planning process; the relationships we're building with each other; what we're learning from your experiences and perspectives; also starting to identify the challenges we need to overcome.
2. 988 Planning Progress Update – Stacey Frohnafel-Hasson, Prevention Chief, OhioMHAS
 - Met with Director Criss and Senator Hackett from the Ohio General Assembly about a possible 988 bill; also, previously met with several members of the legislature (aides) as well as the House Policy lead.
 - Still working on what the high-level cost projection looks like - what Ohio needs as we do cost analysis:
 - funding for expansion of call center capacity
 - a statewide back-up call center provider
 - a chat & text provider (the Lifeline expects the states to answer their own chats & texts at a 50% level by July 2022 and close to 100% by July 2023)
 - upgraded technology (how do we get the systems we need so that our providers can talk to each other, so they can better talk to 911 and the other call centers)
 - statewide resource directory vendor

- marketing, education and outreach costs
 - taking the call - what about that next step? Crisis referral to crisis stabilization center, mobile response for youth or for adults, 24-hour facility, psychiatric hospitalization, other
 - Lifeline provider report was sent out with the agenda:
 - o what the numbers look like over the last 13 months to give you a snapshot of our providers and where we are now
 - o Bobbie Boyer has been making calls to providers where answer rates still need to be increased and getting information as to why numbers might be lower and how we can improve those numbers to at least an 80% level by August and to maintain and improve the rates to 90% by next summer.
3. Expansion of the call centers (Matt to talk more about what the costs per calls look like, what those volume estimates look like)
 4. MRSS - Mobile Response Stabilization Service for Youth – Wilma Thompson, OhioMHAS
 - Have been piloting for 3 years; MRSS upstream structure designed to be face to face interventions and supports for families and their youth that are having problems; to maintain young persons in their current living situations, to avert them going into psychiatric admissions or any other out of home placements; also to maintain the youth in their present living situations who've recently returned from a psychiatric hospital or have experienced other out of home placements
 - Nationwide, the link to local MRSS teams is 8 minutes from time of call to linking to the MRSS team
 - MRSS team is looking at the best way to link the calls coming into our call centers to the MRSS team
 - Wilma to forward the presentation slides to the group
 5. Ohio Costs and Call Volume Estimates Update – Matt Courser, PhD, Pacific Institute for Research and Evaluation (PIRE/HBSA)
 - Will talk about 1) projections from Vibrant for Ohio, and 2) where we are with creating a more focused Ohio cost estimate
 - Need to have service system capacity; make sure we have costs, especially the new ones covered; focus on service quality - how many contacts can we handle in Ohio; also, the handoffs after the initial contacts
 - Volume: how many contacts - calls, texts, and chats; gap between population receiving services from the Lifeline and those who probably need those services and have never accessed them through the Lifeline or through the local crisis line
 - Other key considerations: our service standards; how do we deal with handle time? In thinking about calls, chats and texts, we know that volume affects staffing and training considerations; Ohio's mixed model of paid and volunteer staff; have a Home rule state and decentralized model; right now, 14 active providers likely to end up with 20 when we're done

- Working on technology piece, as well, with a sense of what those costs will be; just brought a technology consultant on board who will work with each provider to learn what they have in terms of internet service, IT costs, etc. They will come to us with recommendations for types of systems, cost of systems, maintenance, expected lifespans, etc. Then we can plan for the ability to upgrade over time and what those costs will be in the future.
- Matt will share slides with the group

6. Subcommittee Updates:

a. Chairs – 3-5-minute updates:

i. 988/911/211 Interoperability (Rob Jackson)

- Broken up into 4 sub-groups to draft some initial best practices:
 - 1) Communication about the interoperability with 911, 211 and 988
 - 2) Operations
 - 3) Technical aspects
 - 4) MOU template
 - o noted that with 88 counties and numerous providers and agreements, even if you have an MOU template you could have variation and that could be concerning across the state - need to have a statewide agreement that is set rather than various local agreements
 - o taking into consideration that a lot of the local 911 agencies are run by counties, and a county attorney will require certain deviations; our model will be a general MOU template which will be available to be tweaked where necessary

ii. MRSS (Wilma Townsend)

- We brought in two national experts - talked about the overview of MRSS and the Lifeline
- Also had a Lifeline provider who presented and talked about their experience as a call center for several counties; came up with listing of similarities and differences between the Lifeline and what we would want in an MRSS call center
- Stacey and Matt came in to discuss the technology pieces with us; we had a parent share their experiences when calling a hotline and using MRSS services - what went well and what were the challenges
- Major goals we want to focus in on: 1) rapid answering of the phone; triage and warm handoff 2) uniform protocol and standards across the state (considerations for each goal are around technology, triage, and operations)
- Next meeting will have a youth come in to share experiences and things to think about when using the lifeline; will come up with recommendations for each of the 3 goals

iii. Lifeline Providers (Bobbie Boyer)

- Met with our Lifeline providers and spent time discussing answer rate issues and understanding how that is working for each of them; helped us understand the different technologies out there and the implications for those technologies.
- We've discovered when a call comes in and a provider doesn't answer that call, it goes to a back-up; many times our back-up calls are going out of state because we don't have enough back-up happening in-state (there really hasn't been a statewide look at that coverage); concluded that we need to focus on streamlining our back-up process so that when calls roll over they roll over to Ohio providers - which will also affect our rates.
- Reviewed the updated report from Vibrant - noted the increase in calls in March and April this year (1000 extra calls) compared to same time last year; just received May's report with an increase of 1,300 calls from last May
- Chats and texts as one of our requirements - we only have one provider right now that takes those chats and texts and need to expand our ability in-state

iv. Needs Assessment (Matt Courser)

- While we've focused a lot on data that was collected from providers, we know we need to get perspectives outside our provider network; spent time on a revised version of the survey instrument to go out to boards, providers and stakeholders to collect a broader array of perspectives; hope to get that version out for review next week

7. Small Group Discussions: Identify care/quality principles and structure/capacity issues

Focus on discussion regarding marketing phase of 988 - will be bringing the marketing subcommittee together in July - want to do some brainstorming around marketing and messaging; how do we talk about 988?

- Messaging to family members and/or those with lived experience
 - NAMI/affiliates - good ways to share. Networks to communicate/message
 - Tailored messaging to families and those with lived experience
 - Stigma-perception that lifeline "will get police sent to door."
 - Callers vs referrers – difference in outreach
 - Focus of 988 - what scope of crisis are sent to 988?
- Messaging from a services perspective
 - Important to phase in related to services available - geographic distribution, focus on service array that is available. Work to link 988 to service continuum over time. Focus on avoiding over-promising.
 - What will message be to communities that don't have MRSS available? Flow chart that's tailored.
 - 988 transition in context of larger crisis system work.

- Discussion of whether MOUs/arrangements (formal) need to be made between 988 and service providers.
 - Messaging related to naming and what the line is called
 - Limited awareness of 988 outside of BH community - general public isn't aware at all.
 - 988 needs to be in title - intent from FCC is that it is a suicide prevention hotline, even though may support a broader spectrum of services. The faster the message goes out, the better. Legislation mentions 988.
 - Elaborate on what 988 means to public
 - Messaging - what if consumers are afraid to call? We want calls prior to police response/mobile response. Encourage use of the service prior to acute crisis/upstream connection to services.
 - Need to align with national messaging - but ensuring we are meeting needs of Ohioans.
 - Matt asks that folks keep thinking about the idea of messaging and naming.
 - Stacey shares appreciation for everyone's participation as representing various constituencies (individuals with lived experience, family members, etc.). She encourages members to share with constituents and get their feedback as well.
8. Next Meeting Date: July 15, 2021 at 3 pm
 9. Stacey to share Wilma's slides and Matt's slides with the group.