



988 Implementation

CUYAHOGA COUNTY AND NATIONWIDE

Overview

COMMITTEE OF THE WHOLE

February 16, 2022

- **History of developing the nationwide crisis hotline**
- **Review the OhioMHAS 988 Implementation Plan**
- **Local logistics of crisis line implementation**



By July 16, 2022, the National Suicide Prevention Lifeline will transition to the three-digit dialing code 988.

This transition is designed to better connect crisis care services with individuals and families experiencing a mental health or addiction crisis, using 988 as an entry point into Ohio's crisis care system.

The logo for the 988 crisis line, featuring the numbers 988 in a white, sans-serif font centered within a solid blue square.

Since 2005, the National Suicide Prevention Lifeline has helped thousands of Ohioans in emotional distress and crisis through:

- 16 approved and certified suicide prevention lifeline call center providers (including FrontLine Service)
- New federal law requires that all states transition from the 1-800 number to the easy-to-remember 3-digit number 988 by July 16, 2022.
- 988 will help connect Ohioans in a mental health or addiction crisis with Ohio's crisis response and support system.

National Suicide Prevention LifeLine = 988

History of 988 Legislation

August 2018

National Suicide Hotline
Improvement Act (H.R.
2345) became law

August 2019

FCC chose 988 as the
three-digit number

October 2019

National Suicide Hotline
Designation Act (S. 2661)
introduced

July 2020

FCC officially designated 988

October 2020

National Suicide Hotline
Designation Act passed

July 2022

988 will become
nationally available

1. Ensure Statewide 24/7 Coverage for 988 Calls, Chats, and Texts
2. Secure Adequate, Diversified, and Sustained Funding Streams for Lifeline Member Centers
3. Expand and Sustain Center Capacity to Maintain Target In-State/Territory Answer Rates for Current and Projected Call, Text, and Chat Volume
4. Support Crisis Centers in Meeting Lifeline's Operational Standards, Requirements, and Performance Metrics

Core Components Required in Ohio's Plan

5. Convene a Coalition of Key Stakeholders to Advise on 988 Planning and Implementation
6. Maintain a Comprehensive, Updated Listing of Resources, Referrals, and Linkages; Plan for Expanded Services
7. Ensure All State/Territory Centers Can Provide Best Practice Follow-Up to 988 Callers/Texters/Chatters
8. Plan and Implement Marketing for 988 in Your State/Territory

Core Components Required in Ohio's Plan

- Through funding from the ADAMHS Board, the Mobile Crisis Team of FrontLine Service has helped thousands of individuals in emotional distress and crisis in Cuyahoga County since 1995.
- In December 2004, the National Suicide Prevention Lifeline was founded by the Substance Abuse and Mental Health Services Administration, a division of the Department of Health and Human Services. The Mobile Crisis Team has been answering calls from the National Suicide Prevention Lifeline since its inception.
- In 2021, the Mobile Crisis Team answered 32,091 calls from the local hotline (623-6888) and 7,851 calls from the National Suicide Prevention Lifeline (20% of total calls).

Mobile Crisis Team - FrontLine Service

- As part of the 988 role out, all states need to ensure that 90% of Lifeline calls and 50% of Lifeline chats and texts can be answered in by July 2022.
- In March 2020, the Mobile Crisis Team began using state of the art Call Center platform (Five9), which increased our answer rate.
- The National Suicide Prevention Lifeline reports that our program had a 98% answer rate in 2021 (calls role to another center if they aren't answered within 60 seconds).
- We expect to see an increase in call volume as 988. Hopefully, we will receive calls related to a behavioral health crisis that previously went to 911.

Mobile Crisis Team - FrontLine Service