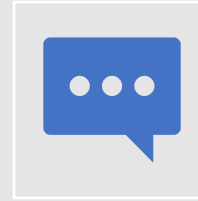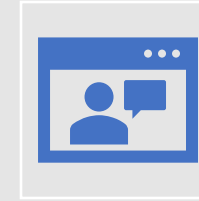# Housekeeping

We'd love to know whose here!

Please introduce yourself using the chat function

Ask questions at any time using the Q&A function

Share your comments or "aha" moments via the chat box

A recording and sides will be available

Mission + Vision

- **Mission:** assist local, state, and national partners to accelerate implementation of best practice crisis response to reduce reliance on jails and hospitals, ensuring adults in behavioral health crises have a clear path to getting person-centered help

- **Vision:** for people experiencing behavioral health crises to have a path to help, across Ohio and the nation.

Topics

1 **Introduce 3-Part Series**
Upcoming Webinars, Briefs, and Training

2 **911-988 Interoperability Strategy**
Ohio Landscape, Call Center Research, Pilot Project

3 **9-1-1 System-Level Context**
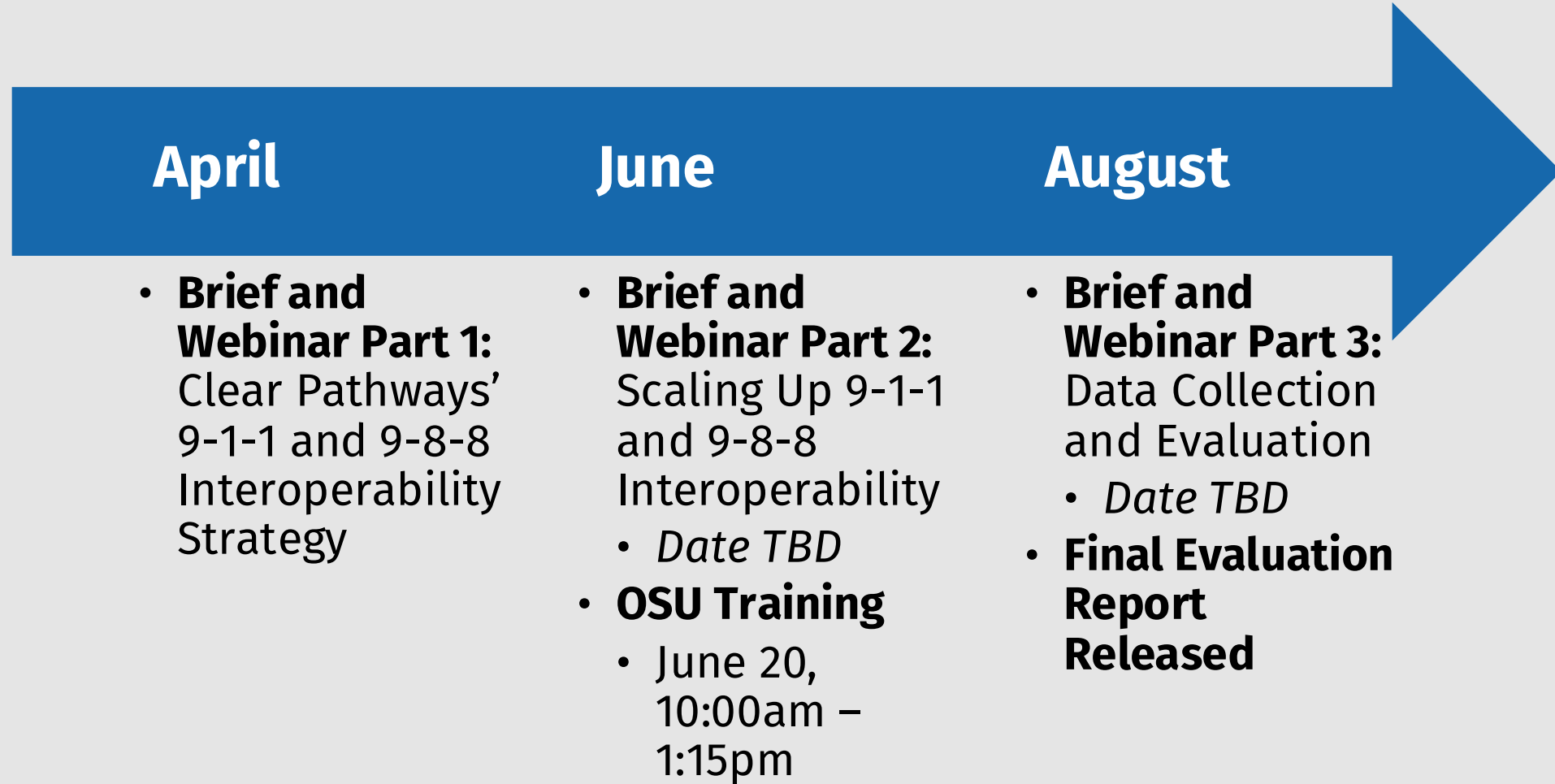Evolution, 988 Roll-Out, Opportunities & Challenges

4 **Panel and QA**
Panelists: 911, 988, Behavioral Health Board

October 29, 2024

3-Part Series

April

- **Brief and Webinar Part 1:** Clear Pathways' 9-1-1 and 9-8-8 Interoperability Strategy

June

- **Brief and Webinar Part 2:** Scaling Up 9-1-1 and 9-8-8 Interoperability
  - *Date TBD*
- **OSU Training**
  - June 20, 10:00am – 1:15pm

August

- **Brief and Webinar Part 3:** Data Collection and Evaluation
  - *Date TBD*
- **Final Evaluation Report Released**

Interoperability

Interoperability formalizes interconnectedness between systems so that the connection extends beyond simple coordination to include formal protocols, procedures, or agreements that allow for the transfer of calls between 9-1-1 and 9-8-8

(Brooks Holliday, 2024).

Clear Pathways 911–988 Interoperability Strategy

Ohio Context

- Home rule state; 255 locally governed Public Safety Answering Points (PSAPs)

- 19 regional behavioral health call centers—higher than national average

Call Center Research

- Behavioral health call center scan

- 9-1-1 call system assessment

- *Key takeaway:* While behavioral health call centers transferred calls to 9-1-1, they rarely received calls from 9-1-1

Barriers to 9-1-1 to 9-8-8 Call Transfers

Logistical Uncertainty

Liability Concerns

Ambiguity in Call Center Responses

Technological Complexity

Hesitation to Change Established Practices

April 24, 2025

Pilot Testing and Preliminary Findings

Strategy Focus

Governance and Standard Operating Procedures (SOPs) for warm transfers from 9-1-1 to 9-8-8

Pilot Participants & Timeline

12 months across 5 diverse Ohio sites, each minimally including: PSAPs, 9-8-8 call centers, behavioral health boards

Preliminary Findings

Strategy improvements that Clear Pathways will test with future sites to build evidence for interoperability best practices

Strategy Improvements

Provide continued support and accountability

Enhance tailored support and interoperability goals

Prioritize peer learning and call center visits

Provide guidance on when and how to include other partners

Plan for a longer interoperability development time frame

9-1-1 System Context

Rob Jackson	9-1-1 System	Transition to Panel
• Former State 9-1-1 Administrator for Ohio • Senior Consultant for Public Safety & 9-1-1	• Evolution • Value of 9-8-8 Collaboration • Opportunities and Challenges	• Crisis Response Pilot • Local Leadership

Meet Our Panelists

Vince Brancaccio - 988
Chief Executive Officer,
Help Network of Northeast Ohio

Dan Faraglia – BH Board
Crisis Coordinator,
Mental Health & Recovery Services
Board (MHRB) of Allen, Auglaize &
Hardin Counties

Mark Johnson – BH Board
Chief of Behavioral Health
Services. Mental Health, Addiction
and Recovery Services (MHARS)
Board of Lorain County

Christopher B. Mayfield - 911
911 Emergency Communication
Center Manager, City of
Columbus (OH)

Brian Stroh, MD - 988
Chief Executive Officer and
Medical Director, Netcare
Corporation

April 24, 2025

Barriers to 9-1-1 to 9-8-8 Call Transfers

Logistical Uncertainty

Liability Concerns

Ambiguity in Call Center Responses

Technological Complexity
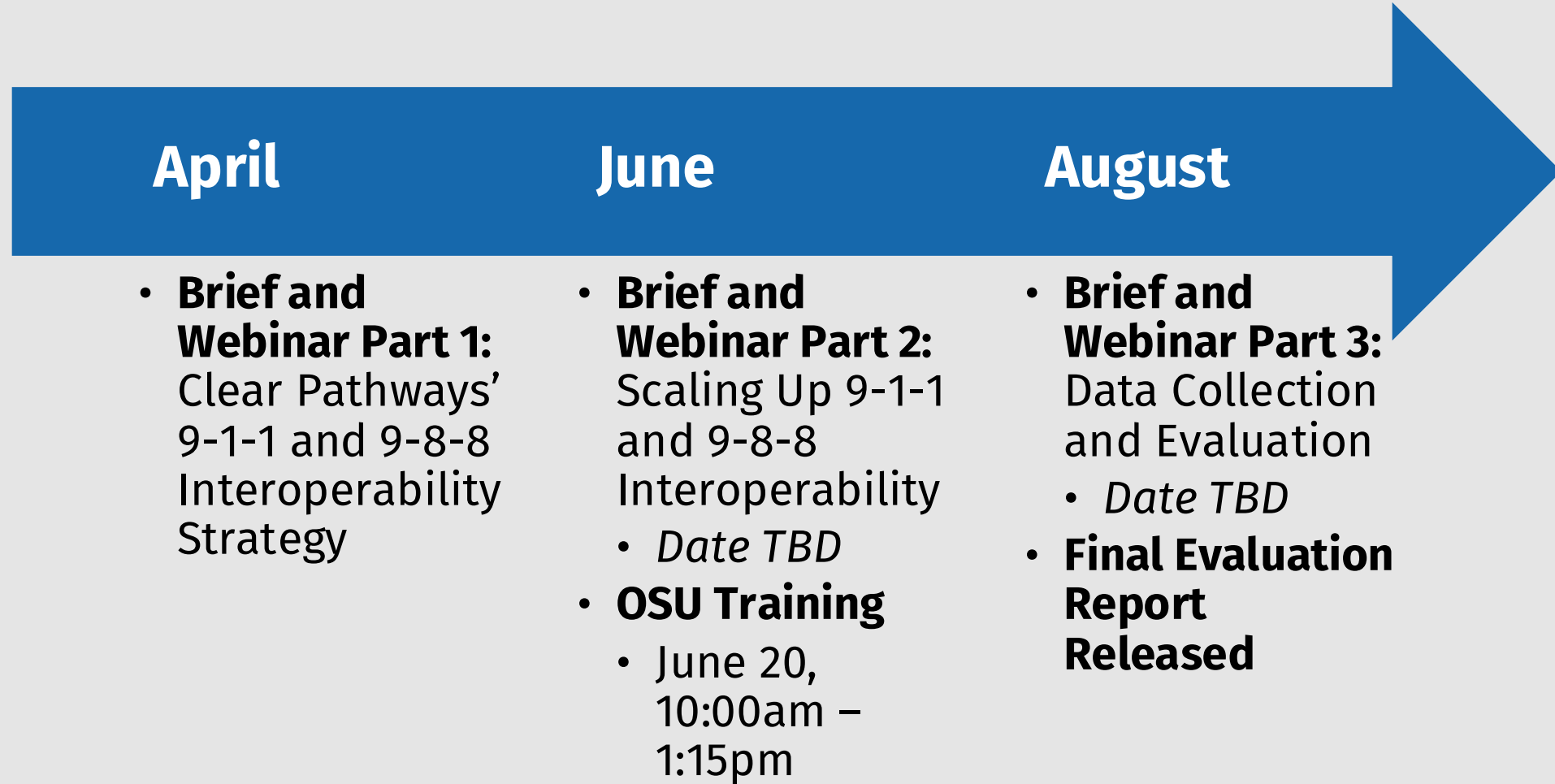
Hesitation to Change Established Practices

April 24, 2025

Open Discussion/Q&A with Panel

3-Part Series

April

- **Brief and Webinar Part 1:** Clear Pathways' 9-1-1 and 9-8-8 Interoperability Strategy

June

- **Brief and Webinar Part 2:** Scaling Up 9-1-1 and 9-8-8 Interoperability
  - *Date TBD*
- **OSU Training**
  - June 20, 10:00am – 1:15pm

August

- **Brief and Webinar Part 3:** Data Collection and Evaluation
  - *Date TBD*
- **Final Evaluation Report Released**

We Want to Hear from You!

- **Please complete a brief survey to:**
  - Let us know what feedback you have for us
  - Suggest future Lunch & Learn topics or speakers

Thank You!
Contact Us

Cal Jenkins

Assistant Director of

Research and Evaluation

cjenkins@pegsfoundation.org

clearpathwayscollaborative.org