



Clear Pathways, an initiative of Peg's Foundation, is designed to sustainably align systems for improved care to individuals experiencing a behavioral health crisis. The Clear Path is a quarterly newsletter that shares the latest developments in behavioral health crisis response across Ohio and the nation. We highlight innovative efforts shaping the future of the field.

Dear Victoria,

Sustainably aligning behavioral health crisis services requires collaboration and innovation. In this issue, we highlight our crisis response pilot and payment approach for adult mobile crisis services, two initiatives requiring significant multi-sector collaboration. By engaging with providers across Ohio, we are ensuring that our work is scalable and sustainable.



Read on to learn more about these critical initiatives, download our new resources, and see where we will be in the coming months (I look forward to seeing you at NatCon25 next month).

As a new offering to the field and our friends around the state, we welcome your feedback on our newsletter. Please send your thoughts, relevant events, and crisis system transformation resources to our editorial team at clearpathways@pegsfoundation.org.

In partnership,

Alicia D. Smith, Clear Pathways



Pathways to Impact: The Crisis Response Pilot

The Clear Pathways Crisis Response Pilot explored how local 9-8-8 and 9-1-1 systems could optimally interface to foster coordination and improve care. We based our approach on two core components: governance and standard operating procedures. We worked with five Ohio communities to advance two primary objectives throughout a 12-month pilot:

1. Each county established a governance structure, facilitating regular collaboration among key 9-8-8 and 9-1-1 personnel.
2. Each county's 9-8-8 call center developed joint policies and procedures with at least one 9-1-1 public safety answering point.

Mathematica's formal evaluation is pending, but preliminary findings were released in 2024. Clear Pathways is sharing the pilot and evaluation results through a series of briefs, webinars, and reports. In response to these findings, we have developed strategy improvements to apply to future pilot sites. By supporting 9-1-1 public safety answering and 9-8-8 call center coordination, we are working to ensure that people experiencing behavioral health crises have a path to help across Ohio and the nation.

Clear Pathways’ 9-1-1 and 9-8-8 Interoperability Strategy

This brief, the first of a three-part series, explores Clear Pathways’ 9-1-1 and 9-8-8 Interoperability Strategy and highlights initial findings from the pilot. Staff scanned behavioral health call centers, conducted a 9-1-1 call system assessment, and established core components for successful interoperability. Pilot sites worked to develop procedures for transferring calls from 9-1-1 to 9-8-8. Mathematica evaluated the pilot and has released preliminary findings. Explore the initial findings, strategy improvements, and anticipated site benefits.

[Access the Brief](#)

Strengthening Ohio’s Payment Approach for Sustainable Adult Mobile Response Services

This fact sheet highlights Clear Pathways’ payment strategy for sustainable adult mobile response services. Clear Pathways staff are gathering feedback from behavioral health providers across Ohio to shape a standard definition and payment approach for adult mobile response services. Learn more about our two-phased, collaborative approach.

[Download the Fact Sheet](#)

Upcoming Events



**CLEAR
PATHWAYS**

SESSION 1: APRIL 24, 2025, 2:00 PM ET

Clear Pathways’ 9-1-1 and 9-8-8 Interoperability Strategy

Lunch & Learn Series: Clear Pathways’ 9-1-1 and 9-8-8 Interoperability Strategy: Pilot Insights and Lessons Learned

***This April!* Clear Pathways’ 9-1-1 and 9-8-8 Interoperability Strategy: Pilot Insights and Lessons Learned**

First session on April 24, 2025, 2:00–3:00 p.m. ET

Join us for part one of a three-part series exploring findings from Clear Pathways’ Interoperability Strategy for 9-1-1 Public Safety Answering Points and 9-8-8 call centers. Since 2022, Clear Pathways has developed, piloted, and continuously refined a strategy to enhance coordination between emergency response and behavioral health crisis systems.

This session will provide an overview of the strategy and insights from the pilot project that tested it. Pilot participants will share their firsthand experiences and lessons learned from pursuing 9-1-1/9-8-8 interoperability in their communities.

[Register Today](#)

Strengthening Crisis Response Through 9-1-1 and 9-8-8 Interoperability

June 20, 2025, 10:00 am-1:30 pm ET

This training will examine 9-1-1 and 9-8-8, their roles within the crisis continuum, and strategies for fostering effective collaboration. It will also describe best practices for developing policies, protocols, and procedures for call transfers between the two systems.

This course is approved for 3 continuing education hours for counselors, social workers, and marriage and family therapists in the State of Ohio.

[Register Now](#)

We're Hiring: Assistant Director of Community Partnerships

Clear Pathways seeks to contract with an Ohio-based 1099 independent consultant to serve as **Assistant Director of Community Partnerships** for approximately 24–32 hours per week. Preference will be given to applicants who apply by April 30, 2025.

[Learn More and Apply](#)

Clear Pathways in Motion

Executive Director Alicia D. Smith, MHA, will present at NatCon25 this May. Join her session, “[The Future of Public and Commercial Insurance in Financing Crisis Services](#) “ on Tuesday, May 6, 2025, 1:30–2:30 p.m. ET.

This workshop, moderated by Jonathan Brown, PhD, MHS, Director of Behavioral Health, Mathematica, will discuss opportunities for crisis service providers to increase the use of Medicaid, Medicare, and commercial insurance to support crisis call centers, mobile crisis teams, and crisis receiving and stabilization facilities.

Recent News

[Jennifer Feliciano Joins Clear Pathways as Director of Planning and Implementation](#)

Please join us in welcoming Jennifer Feliciano, MBA, PMP, to the Clear Pathways team as the Director of Planning and Implementation. In this role, she will plan and implement projects that advance our mission of improving mental health systems, programs, and policies. Feliciano has experience leading large-scale healthcare initiatives, optimizing organizational processes, and supporting government agencies in procurement planning, program oversight, and regulatory compliance. Welcome, Jennifer!

[Clear Pathways’ Crisis Response Interoperability Pilot Featured on 988 Crisis Jam](#)

In November 2024, Clear Pathways presented its groundbreaking Crisis Response Pilot on the 988 Crisis Jam. Executive Director Alicia D. Smith, MHA, and Assistant Director of Research and Evaluation Cal Jenkins, MS, shared how this project worked to transform behavioral health crisis response through streamlined communication and enhanced person-centered care.

[Clear Pathways Contributes Expertise to Governor’s Competency Restoration Recommendations](#)

Governor Mike DeWine’s Work Group on Competency Restoration and Diversion has released a report detailing how the State of Ohio can improve behavioral health treatment and diversion opportunities. Executive Director Alicia D. Smith, MHA, represented Clear Pathways in the Work Group. Rick Kellar, MBA, President and CEO of Peg’s Foundation, Robin Lindquist-Grantz, Director of Measurement & Evaluation, and Matthew Goldman, MD, MS, Senior Consultant for Research and Evaluation, provided additional expertise.

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