

# 911-988 Interoperability Project Overview

## Clear Pathways

Clear Pathways is an initiative of Peg's Foundation, the largest philanthropic mental health funder in Ohio. We assist local, state, and national partners with accelerating the implementation of best-practice crisis response. This will reduce the reliance on jails and hospitals, ensuring adults in behavioral health crises have a clear path to getting person-centered help.

Clear Pathways is focused on two critical gaps in Ohio's crisis response system: **advancing 911-988 interoperability** and securing sustainable funding for adult mobile crisis services. This work helps ensure people experiencing a behavioral health crisis can access appropriate, person-centered care in the least restrictive setting possible.

## The Project

Since 2022, Clear Pathways has developed and continuously refined an Interoperability Strategy focused on facilitating warm transfers from 911 to 988 (the Suicide and Crisis Lifeline). Through the 911-988 Interoperability Project, we will support 911 public safety answering points (PSAPs) and 988 crisis center coordination.

## Key Activities

- Analyze call data to identify the calls that could be transferred or coordinated between systems.
- Develop work groups to advance joint governance and decision-making.
- Create policies and procedures to facilitate call transfers from 911 to 988.
- Design interoperability metrics to monitor and improve calls transferred from 911 to 988.
- Support implementation and continuous quality improvement.

## Milestones

### Preparation

- Develop and refine technical assistance tools and processes
- Test and finalize PSAP readiness assessment
- Begin site recruitment

### Year 1

- Begin technical assistance with 10 communities
- Begin collecting data for evaluation
- Continue recruitment

### Year 2

- Conclude recruitment
- Begin technical assistance with 10 additional communities
- Continue collecting data for evaluation

### Year 3

- Conclude technical assistance
- Conclude data collection
- Project end

## Benefits

- Connect people in crisis to the right care in the least restrictive setting
- Reduce unnecessary law enforcement response and emergency department utilization
- Generate cost savings for local governments and health systems
- Build data infrastructure to track, monitor, and continuously improve crisis call outcomes
- Strengthen coordination and trust between 911 and 988 systems



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