OHIO'S 988 PROGRAM

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Department of Behavioral Health

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Ohio's Goal for 988

Entry point for mental health services in Ohio



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Current 988 Metrics

- **30,000+** average monthly contacts in 2026
  - **Over 1M** Ohio contacts since launch in July 2022
- Current Average Monthly Contacts by Type:
  - **19,219 Calls**
  - **6,120 Texts**
  - **4,818 Chats**
- **Only .2% of calls** roll back to national 988 network
- **23** Second Average Speed to Answer

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988 Statewide Platform

- Contracted with RingMD to create Ohio's 988 Statewide Platform
- Single platform for Ohio's nineteen 988 contact centers
- 988 / 9-1-1 bi-directional warm-transfers
- Robust data analytics for 988 contact centers, stakeholders, and the public
- Increased role of state administration in 988 network in Ohio

9-1-1 / 988 Interoperability

Local	State
Create buy-in and collaboration with local stakeholders • Local leaders • First-responders • County Mental Health Boards • 9-1-1 Public Safety Answering Point (PSAP) Administration and Leadership	Develop technology • Appropriately geo-routed contacts • Push-button, bi-directional, warm transfers • Collects data
Develop protocols that utilize available local resources	Legislation to support (OAC, ORC)
Educate and build community trust	Support local community efforts to collaborate

MRSS Mobile Response & Stabilization Services

- **Accessed by contacting 988**
- A no-cost service that provides youth (Ages 20 and under) in crisis and their families immediate, on-site support.
- Trained professionals come directly to your home, or to another safe community location within 60 minutes of calling
- MRSS not only offers immediate de-escalation but also creates comprehensive wraparound care by providing up to 42 days of intensive in-home services

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MRSS Regional Model

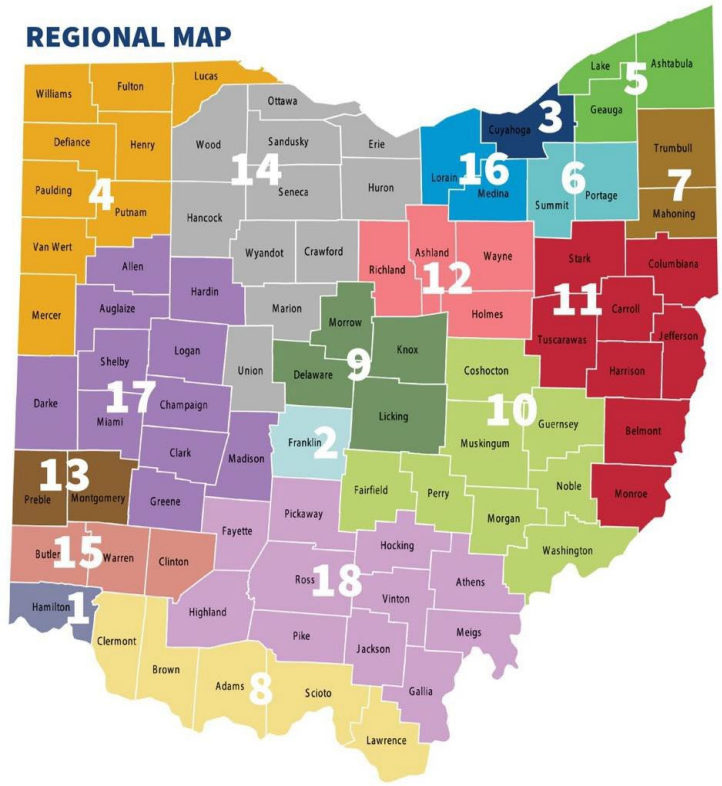
By moving from county-by-county service delivery to a regional service model, we can ensure consistent access and response times across communities.

MRSS Regional Model:

- **18 Regions** including all 88 counties.
- **One MRSS Provider** for each region.
- **Firehouse Model** and Braided Funding structure.

All MRSS Providers are available to provide a mobile response from 8a-8p, Monday – Friday

REGIONAL MAP

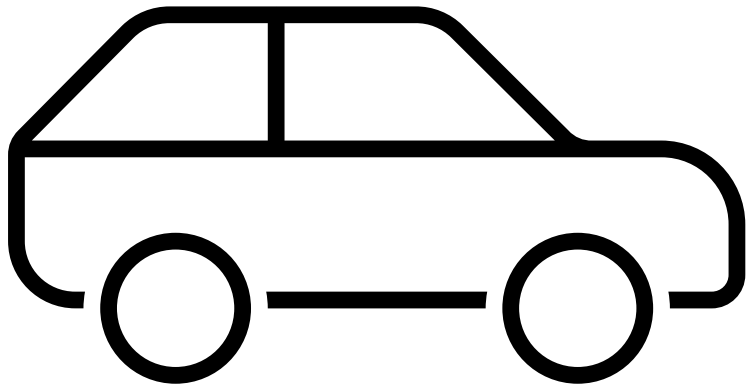


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Adult Mobile Crisis (AMC)

- AMC listening sessions
- AMC Consultant
- AMC Pilot



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Ohio AMC Pilot

The objectives of the pilot program include:

- Testing various adult mobile crisis service models in real-world settings.
- Identifying best practices that improve outcomes and reduce costs.
- Evaluating key metrics including service utilization, outcomes, and system impact.
- Providing DBH with data and feedback to inform implementation of a sustainable, regionalized adult mobile crisis model statewide.

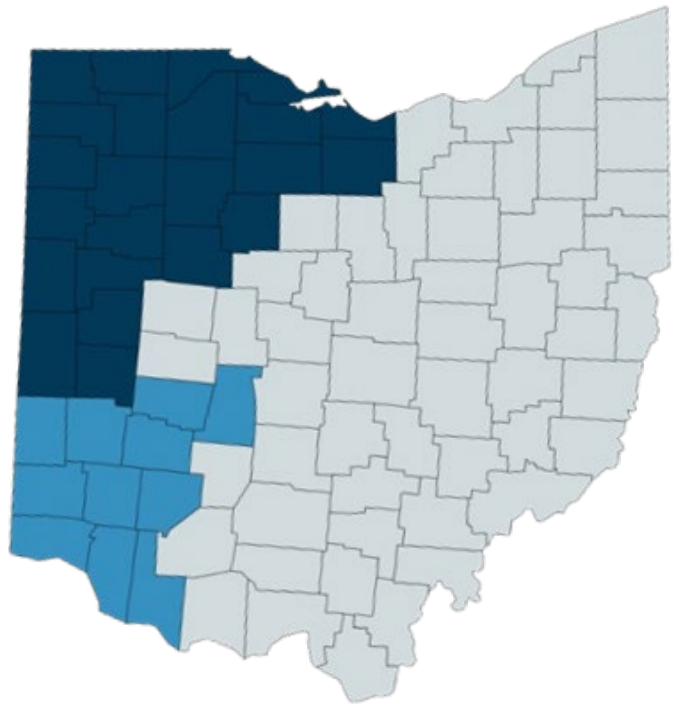
Ohio AMC Pilot

Northwest Region

- *Clinician-led Model:*
- pairing a licensed behavioral health clinician with a certified peer supporter

Summit Region

- *Co-responder Model:*
- pairing a licensed behavioral health professional with a first responder and a certified per supporter.



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Ohio AMC Pilot - Timeline

March 1, 2026

- 8-week readiness period began.
- AMC Pilots were provided with a consultant who worked with them to ensure readiness to launch the AMC Pilot.

April 26, 2026

- Official launch of the AMC Pilot.

April 2027

- AMC Pilot completion.

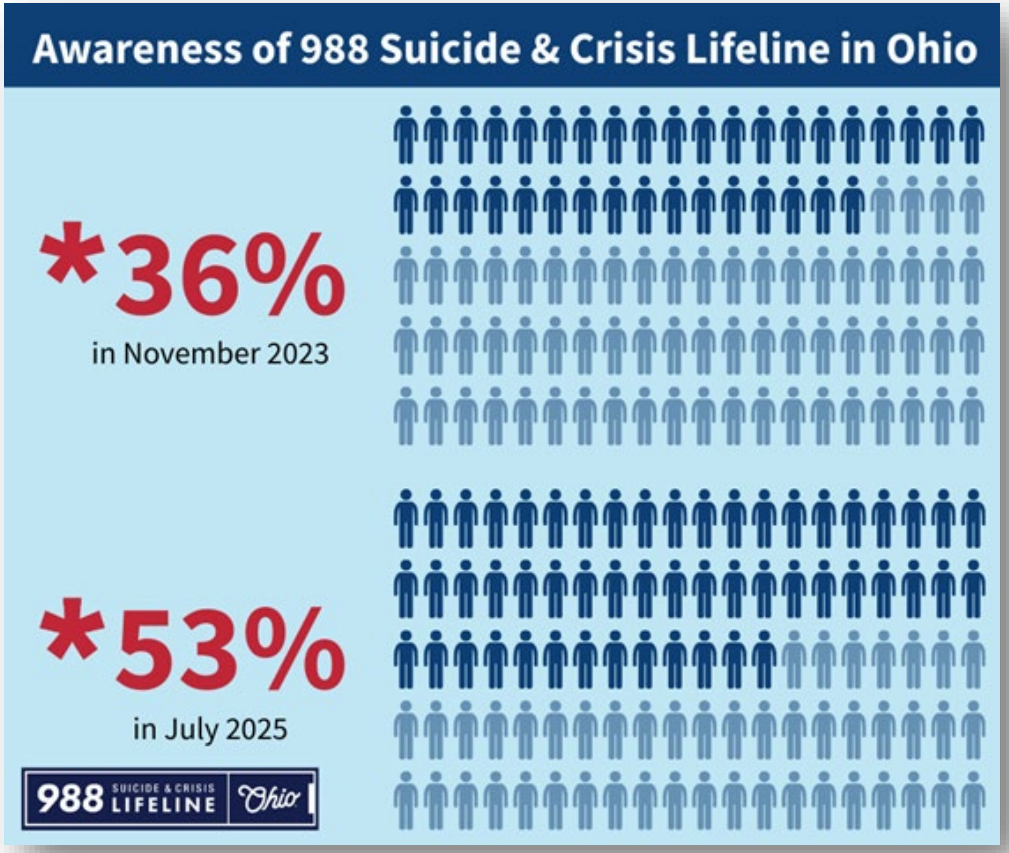
June 2027

- Evaluation report will be completed.

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988 Awareness Campaign



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988 Collaborative Efforts







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988 Custom Materials Generator



Define Your Audience

Answer questions about your target audience to build an outreach strategy.



Select Your Messaging

Select from recommended, research-informed messages for handouts, social media and more.



Customize to Your Org

Customize your material with your logo and contact information.



Save to Your Account

Save, download, print and share your materials.

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Ohio 988 Toolkit



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Ohio 988 Call center



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