

# Emerging Collaborations for Mental Health Wellness Today's Featured Speakers



## Rick Oliver, PCC

Director of Crisis & Trauma Services



Reaching out. Resolving crisis.



**FrontLine**  
Service

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**Rick Oliver, PCC-S**

**Director of Crisis Service**

## **MISSION STATEMENT**

*Reaching out to adults and children in Northeast Ohio to end homelessness, prevent suicide, resolve behavioral health crises and overcome trauma.*

## **Mobile Crisis (Adult Mobile Crisis Team & Child Response Team) (1995)**

24 hours a day, 7 days a week, crisis intervention, suicide prevention & crisis hotline, crisis chat, and referral & information services for adults and children experiencing mental health crisis in Cuyahoga County.

**216-632-6888 or 988**

## **Crisis Stabilization Unit (2012)**

Licensed residential treatment facility for intensive 24/7 short-term care that is an alternative to inpatient psychiatric hospitalization for Cuyahoga County. (15 beds)

## **Police/Mental Health Co-Responder Program (2016)**

A mental health clinician partners with a Crisis Intervention Team (CIT) police officers in each of the 5 Cleveland District to respond to individuals who appear to have behavioral health issues.

### **Children Who Witness Violence Program (1999)**

Law Enforcement referral program that responds to children/adolescents who have either experienced or witnessed violence.

### **Traumatic Loss Response Program (2009)**

Law Enforcement referral program that responds to families who have lost a loved one to homicide.

### **Defending Childhood Program (2012)**

Department of Children and Family Services referral program that provides services to children/adolescents who have been physically or sexually abused.

### **Opioid Loss Program through Trauma Systems Therapy (2022)**

Law Enforcement referral program that responds to families who have lost a loved one to an opioid overdose.

## **Mobile Crisis (Adult Mobile Crisis Team & Child Response Team) (1995)**

- Calls from MCT to 911

## **Police/Mental Health Co-Responder Program (2016)**

- Calls from Dispatch directly to Co-Responder Teams

## **Diversion Center (2021)**

- Calls from Officers to MCT to make referrals

## **Children Who Witness Violence Program (1999)**

- Calls from Officers to make referrals

## **Traumatic Loss Response Program (2009)**

- Calls from Officers to make referrals

## **Opioid Loss Program through Trauma Systems Therapy (2022)**

- Calls from Officers to make referrals

- **Through funding from the Alcohol, Drug Addiction and Mental Health Services (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 2005, the National Suicide Prevention Lifeline launched a new national suicide prevention hotline number 1-800-273-TALK (8255). The Mobile Crisis Team has been answering calls from the National Suicide Prevention Lifeline since its inception.**
- **In 2022, the Mobile Crisis Team answered 35,251 calls from the local hotline (623-6888) and 9,432 calls from the National Suicide Prevention Lifeline (21% of total calls), for a total of 44,683.**

## **988 went “live” on 7/16/2022**

- No new services have been added, just a new easier way to reach out for help.
- This is just the 1<sup>st</sup> step in transforming our Crisis Care system.
- Additional funding is just now starting to reach the Crisis Centers.
- We need to increase our Behavioral Health workforce.

## **Over time, we hope that people in crisis will call 988 instead of 911.**

- More collaboration with 911/law enforcement is needed.

**Ideally, 988 will allow us to have trained behavioral health workers respond to people in crisis instead of law enforcement officers, leading to better outcomes for those in crisis.**

- **Since 2005**, the National Suicide Prevention Lifeline (1-800-273-8255) has **helped thousands of Ohioans** in emotional distress and crisis through:
- 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.**

▶ Someone to TALK TO.

▶ Someone to RESPOND.

▶ A PLACE TO GO.







2.5 - 3m

13 - 15m

24m+

Lifeline

Local, County, and State Crisis Lines

Conservatively estimated at 10% of the 240 - 250 million annual calls to 911 (NENA)

**40m+ Annual Crisis Calls**

Behavioral Health & Suicide

**TOO MANY PEOPLE  
ACROSS THE U.S.  
EXPERIENCE  
SUICIDAL, MENTAL  
HEALTH AND/OR  
SUBSTANCE USE  
CRISIS WITHOUT THE  
SUPPORT AND CARE  
THEY NEED**

**In 2021**

1 in 5 U.S. Adults live with a mental illness. Many go untreated (NIMH)

**In 2021**

There is on average 1 death by suicide every 11 minutes (SAMHSA)

**In 2020**

for people aged 10–14 and 25–34 years, suicide was the second leading cause of death (CDC)

**In 2022**

155 people died by suicide in Cuyahoga County (CCMEO)





## Providing 24/7, free and confidential support to people in suicidal crisis or mental health-related distress helps

- National Suicide Prevention Lifeline helps thousands of people overcome crisis situations every day

**Proven to work** – Lifeline studies have shown that after speaking with a trained crisis counselor, most callers are significantly more likely to feel

- less depressed
- less suicidal
- less overwhelmed
- more hopeful

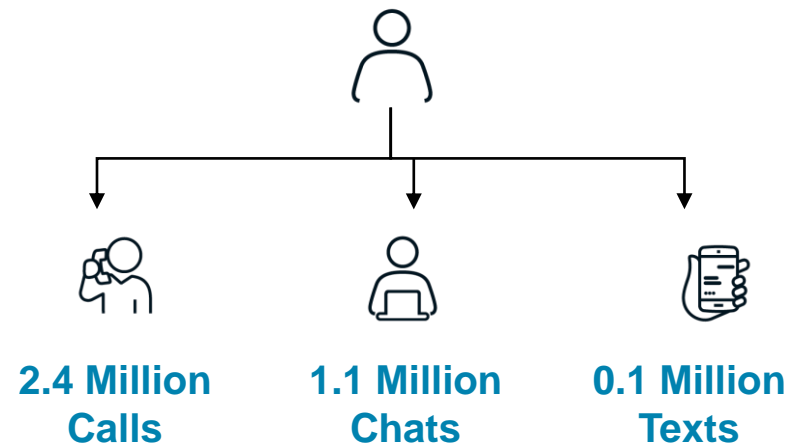
# How The Lifeline Works

In FY21, the Lifeline received roughly **3.6 million contacts**

People who **call the Lifeline** are given three options:

- **Press 1** to connect with the **Veterans Crisis Line**
- **Press 2** to connect with the **Spanish Subnetwork**
- **Remain on the line** and be connected to a **local crisis center**; if local crisis center is unable to answer, the caller is routed to a national backup center

People who **text/chat the Lifeline** are currently connected to crisis centers equipped to respond to texts and chats



# 988: The Vision Behind the Planning

- Create important partnerships with local law enforcement to reduce reliance on police by linking Lifeline/988 centers with mobile crisis teams.
- Enabling Lifeline/988 centers to stay in contact and follow up with those in crisis.
- Relieve emergency room crowding by providing needed evaluation and crisis intervention in the community whenever possible.
- Better meet the behavioral health needs of all people experiencing crises in a way that reduces stigma and encourages people at risk and their family members to seek help in the future.

# Hope Has A New Number!

