



988 Funding Overview

988 By the Numbers | July 2022 – March 2025

- **496,038** total 988 contacts (calls, chats, and texts) since July 2022.
- **19,438** average number of 988 contacts per month in calendar year 2025.
- **13,330** average number of monthly 988 calls from Ohio area codes in calendar year 2025.
- **2,138** average number of chats received per month from Ohio area codes in calendar year 2025.
- **3,970** average number of texts received per month from Ohio area codes in calendar year 2025.
- **0.7%** average percentage of calls rolled over to a national back-up call center in calendar year 2025.
- **25 seconds** averaged speed to answer rate in Ohio, compared to **34** seconds nationally.

Staffing

The number of 988 call specialists staffing individual centers can range from 6 staff to 40 staff. There are a total of 400 employees assisting callers at the 19 call centers.

988 Contact Specialists have a wide range of education, experience, and backgrounds, including:

- High school diploma with mental health and substance use training (many have lived experience)
- Peer supporters
- Prevention specialists
- Licensed clinicians - bachelor and master level social workers and counselors

A licensed practitioner is required at each call center 24/7 to ensure 988 specialists always have access to a licensed clinician for the purpose of consulting and support.

Funding

The 988 funding amounts for FY 26 and FY 27 were determined through an actuarial analysis that projected a 28% increase or nearly 528,000 contacts over the biennium. HB 96 includes funding to support that additional call volume as well as the sustainment of a new state centralized system with 911-988 interoperability which will provide Ohio with more robust real-time data. This will promote greater accountability for Ohio's 988 call centers and greater transparency for OhioMHAS and the legislature on areas of opportunity.



988 Funding Overview (Total, State Allocation, and Federal Allocation)				
Category	SFY 25 Funding	SFY 26 Funding	SFY 27 Funding	Description
Operating Costs	\$23,775,621	\$26,155,640	\$27,752,940	988 contact center operations and call center back-up. Funding above base rate determined by proportionate contact volume being answered by each center.
Chat/Text Operational Costs	\$3,300,000	\$5,000,000	\$6,000,000	Cost associated with increasing in-state chat and text response answer rate (currently at 50% in-state answer rate)
Administrative Cost	\$486,681	\$530,000	\$557,000	Covers administrative oversight and coordination by the Ohio Department of Mental Health & Addiction Services.
Technology Cost	\$1,580,000	\$2,000,000	\$2,500,000	Infrastructure and system support related to Ohio's 988 state-centralized platform to achieve 9-1-1 / 988 interoperability, develop in-state data control, and build the ability to dispatch mobile crisis response including MRSS.
Marketing Costs	\$3,241,160	\$3,000,000	\$3,000,000	Public awareness and outreach campaigns. Funding approved by Controlling Board for FY 24 & FY 25.
Training Costs	\$545,741	\$545,700	\$545,700	Ohio State University 988 Training Series to ensure all 988 Specialists in Ohio receive continuous training to support help seeker needs in Ohio.
Evaluation and other required costs	\$267,560	\$267,560	\$267,560	Pacific Institute of Research & Evaluation (required evaluation for federal grants).
Telehealth		\$2,000,000	\$2,000,000	
Total	\$33,196,763	\$39,498,900	\$42,623,200	
Total State Allocation	\$26,840,278	\$34,191,840	\$41,298,200	
Total Federal Allocation	\$6,356,485	\$5,307,060	\$1,325,000	
Total Allocation	\$33,196,763	\$39,498,900	\$42,623,200	