

For Help in Crisis: 988 and 911

Presentation for the:

Healthy Neighborhoods Committee

Special Sessions on Childhood Trauma

June 23, 2022

Who we are...

City of Cincinnati

Emergency Communications Center



Talbert House

281-CARE



Talbert House: 281-CARE / Crisis Hotline

- *Call: 513-281-CARE(2273)*
- *Text: TALBERT to 839863*
- 281-CARE is a 24-hour telephone crisis intervention service for suicide prevention, psychological crises, marital and relationship conflicts, bereavement, loss and other personal emergencies. The hotline offers information and referrals for services throughout the agency as well as training on suicide prevention.



Cincinnati Emergency Communications Center

- Emergency:
 - ***Call or Text 911***
- Non-Emergency:
 - ***Call 311 or 513-765-1212***
- Mission:
 - The Cincinnati Emergency Communications Center's protects life and property in the Queen City by quickly and accurately sending help to those who need it and by supporting our first responders.



911 and 988 Collaboration

- ECC and Talbert House working together to enhance 911 and 988 collaboration and partnership.
 - 988 getting assistance from 911 when needed
 - Sending first responders when an Active Rescue is required to save a life
 - 911 getting assistance from 988 when needed
 - Adding 988 crisis line counselor's support with 911 caller deescalation
 - Potentially divert some 911 callers to a more appropriate type of help

ARC Pilot Program

- 988 – 911 Enhanced Partnership
- ARC Response Team Pilot
 - Cincinnati 911 + Cincinnati Health Department + Cincinnati Fire Dept
 - Response to low-risk crises in lieu of traditional police response
 - Six months beginning this summer
 - One team, 40 hours per week
 - Mental Health Clinician (CHD)
 - Paramedic (CFD)



Questions?

City of Cincinnati

Emergency Communications Center

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Talbert House

281-CARE

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