

# Crisis Text Line in Ohio

Text "4HOPE" to 741 741



Department of  
Developmental Disabilities

## Supporting Ohioans in stressful times

The Ohio Department of Mental Health and Addiction Services (OhioMHAS) has entered into a contract with the national Crisis Text Line to provide Ohioans with a state-specific keyword to access its free, confidential service available 24/7 via text on mobile devices. This new resource is intended to broaden the options available through current community crisis hotlines.



Throughout Ohio, individuals can text the keyword "4hope" to 741 741 to be connected to a Crisis Counselor. This keyword was originally chosen by the Stark County Mental Health and Addiction Recovery Board and will now be available statewide through this partnership.

## Key message

Any person may need help in coping with a stressful situation. Reach out by text to communicate with someone trained to listen and respond in a method that is private, secure and confidential.

## Who can use Crisis Text Line?

Anyone should feel free to text "4hope" to 741741 for help. It serves all ages.

CRISIS TEXT LINE |

## Is the Crisis Text Line like counseling or therapy?

No, it is designed to get a person through an intense or emotional period of time, but it is not there to serve as counseling or therapy. It is a human response during a time of need. According to Crisis Text Line, it is "in the moment" crisis work. The highly trained volunteers are supervised by full-time paid staff who have a higher degree in social work, psychology or a related field.

## How does the text line work?

Text the keyword "4hope" to 741 741 and expect a reply from a trained Crisis Counselor within five minutes. Your message is confidential, anonymous and secure. Data usage while texting Crisis Text Line is free and the number will not appear on a phone bill with the mobile service carrier. An algorithm reviews text for severity and messages that are determined to be from someone at imminent risk are placed at the top of the queue.

## Who can help?

Anyone can share the word about this new resource as individuals or community members. School personnel, faith-based organizations, social workers, treatment providers and media outlets are especially encouraged to promote access to the text line and access the toolkit.

## How can I share the word locally?

OhioMHAS, the Ohio Department of Developmental Disabilities and the Ohio Association of County Behavioral Health Authorities are developing a toolkit of digital and print materials to enable you to share the word with your community.

### **Are there other keywords to reach this service?**

Yes, other states, cities or communities may have their own keyword. In addition, the word "HELLO" can be texted to 741 741 in all area codes in the U.S.

### **How can I volunteer to become a Crisis Counselor?**

You must be over 18, go through a rigorous applications process that includes a background check, and receive 34 hours of web-based training. Apply through [crisistextline.org](http://crisistextline.org). As of July 2016, there were 1,541 trained Crisis Counselors responding to 50,000 texters per month.

### **Is data collected and shared?**

All data is auto-scrubbed for personally identifiable information. No personal information of texters or Crisis Counselors is shared. CrisisTrends.org shares aggregated data, revealing trends. Universities or research institutions who pass a stringent application process can apply to access a limited subset of data for learning about mental health in general.

### **What if I am not comfortable texting?**

Please consider calling the National Suicide Prevention Lifeline at 1-800-273-TALK (8255), call the Huron County Hotline at 1-800-826-1306, or reach out for help to a trusted friend or family member.