988 Coordinating Council
Tuesday, September 19, 2023
9am - 12pm

Meeting Notes

Meeting Materials: 988 Broad State Metrics, July Meeting Minutes, 988 Budget, KHI 988 Infographic, GIS and 911 Slide Deck, Vibrant Slide Deck

Agenda
9:00am Welcome
9:10am GIS Mapping
10:00am Vibrant: Universal Platform
10:30am Break
10:40am Budget Recommendations
11:30am Reports, and Other Matters
11:50am Next Steps

Attendees
KDADS: Andy Brown (in person); Laura Brake (virtual); Drew Adkins (virtual)
Council Members
> *In person:* Colin Thomasset, Chief Executive Officer at Wheat State Healthcare; Zack Odell, Chief Executive Officer at S&T Communications; Monica Kurz, VP of External Programming at KSPHQ
> *Online:* Ken Nelson, GIS Section Manager of Kansas Geological Survey; Representative Brenda Landwehr; Gene Ward, Sheriff of Seward County; Patrick Fucik, National Director of State Government Affairs for T-Mobile; Nick Wood, Associate Director of InterHad; Paul Davis, Director of Emergency Services for Johnson County; Russ Klumpp, Major/Bureau Chief of Topeka Police Department

Speakers: Melanie Corwin, Technical Project Manager for Vibrant
KHI: Hina Shah (virtual); Valentina Blanchard (in person)

Welcome
Vote: July meeting minutes were approved by the council.

Geographic Information Systems (GIS) Mapping, Ken Nelson
- The presentation discussed the background and progress of the GIS data project in Kansas. It emphasized the importance of maintaining accurate and up-to-date geographic data for emergency response, including road centerlines, address points, emergency service boundaries, and more. It also highlighted the success of the statewide imagery acquisition program, which provides high-resolution imagery for mapping purposes.
- Collaboration opportunities with 988 were shared, including the potential to share GIS data layers, high-resolution imagery, and web mapping services with other agencies or initiatives like 988. There is also a mobile application being developed by Rapid Deploy, which will utilize the GIS data and potentially benefit 988-related efforts.
- Youtube Video: https://www.youtube.com/watch?v=dsSIEBMZC0M

Discussion/Questions
- **Complexity of 911 and Integration:** The discussion acknowledged the technical complexity involved in the progression of 911 and its integration with other systems like NG911 (Next Generation 911) and GIS. It was noted that while things might seem straightforward on diagrams, the real world involves numerous complexities, standardization challenges, and technical intricacies.
- **Future Use of GIS Data**: The conversation touched on the potential future use of GIS data for 988. It was suggested that the GIS data could potentially be used for location sharing, especially by first responders in the field. Questions were raised about whether someone with the app on their phone could transmit location data back to dispatch. It was proposed that the lightning app by Rapid Deploy, which uses GIS data, might enable voluntary location sharing for field personnel. The discussion highlighted the need for someone on the dispatch side to provide information to the app, and it was inquired whether location data could flow in the opposite direction—from someone in the field to the dispatch location. While it was mentioned that at the national level, the use of GIS data for 988 isn't yet ready, the presentation highlighted that the Geological Survey is ready to provide support when needed. Specific use cases and customization of GIS data for 988 would require further discussion.

Vibrant: Universal Platform, Melanie Corwin
- The presentation provided insights into the roadmap, explaining the progress made through previous releases and the upcoming features and enhancements planned until the end of 2023. Notable developments included the recent launch of video phone capabilities and forthcoming additions like monolingual Spanish support, LGBTQ+ routing improvements, outbound SMS, and enhancements to the resource database. The presentation explored the future roadmap development, emphasizing the importance of maintaining a faster release cycle and enhancing the platform's architecture to avoid downtime during updates.
- Regarding migration, the presentation detailed the progress made, with several centers already migrated and plans for future cohorts. It explained the Center Readiness Assessment process and how it aids in grouping centers for migration. It also highlighted the priority on migrating chat and text cohorts due to the upcoming sunsetting of Pure Connect by the end of 2023. Centers with a state centralized platform were given the flexibility to choose between the state platform and the Unified Platform. The presentation underscored Vibrant's commitment to improving the process based on feedback received from centers. Various mechanisms, including surveys and advisory council meetings, were mentioned as channels for gathering input.

Discussion/Questions
- **Migration and Support:** Questions were raised about the sufficiency of one-week post-migration support and the training process, considering the challenges some centers faced during migration. The timeline for migration cohorts was discussed, with a focus on providing more notice and flexibility for voice centers.
- **Functionality and Software Integration:** Concerns were raised about whether additional software would be needed to fulfill specific functions not included in UP's future versions. The discussion touched upon the idea of mandatory migration for all call centers to ensure consistency. Questions were asked about who would conduct training for voice centers.

- **Data Access and Handling**: Concerns were raised about access to center-level data and the handling of internal data, especially in terms of call recordings. The conversation highlighted the importance of clear guidelines on data access and center-level data handling within UP.
- **Future Development and Collaboration**: The conversation emphasized the importance of collaboration between states, centers, and UP's development team to prioritize features and enhancements. Questions were asked about UP's future plans, particularly regarding functions like dispatching or tracking open beds. The possibility of a Kansas 988 network conversation to decide on a unified approach to migration was mentioned.

Budget Recommendations

- It was noted that there is approximately $1 million in unallocated funds from the available 988 funds. The final decisions on how to use this funding may be influenced by the availability of the SAMHSA Capacity Grant and the need for more information on campaign costs and software options. The possibility of issuing a Request for Information (RFI) to gather information from vendors regarding campaign costs and requirements were discussed and the Council agreed to push the decision-making to the November meeting to explore RFI and other budget recommendation options.
- **Legislative Recommendations:**
  - Rolling over unallocated funds from fiscal year 2023 to fiscal year 2024.
  - Potential request for an increase in funding for fiscal year 2025 to support the development of a unified platform. The council would like a platform that can do bed tracking, mobile crisis dispatch and closed-loop referrals.
  - Evaluating the budget needed for a statewide behavior change campaign and potentially reallocating funds accordingly.
  - Share states' various funding approaches to provide objective funding information to legislators.

Reports and Other Matters:

- **Reports and Metrics**: The importance of sharing metrics with the legislature was stressed, including data related to mobile crisis unit dispatches and suicides prevented to address skepticism about the system's success. It was also suggested to break down data by regions for legislatures.
  - August data shows a dip below 90% for in-state answer rate for the first time since December. Council members had a discussion related to the potential causes for the dip.
- **Technical Issue:** An issue was brought up about office phones not able to make 988 calls and suggestions to report and resolve the issue were made by council members. Members had a discussion on potential impacts of this type of issue on statewide implementation. After the meeting, an email was sent to share that the issue has been resolved.
- **Spanish-Speaking Network:** KDADS staff will reach out to list provided by KHI to determine if any Kansas organizations have an interest in joining the 988 network.

Next Steps

- The next Council meeting will be held on November 14, from 9am-12pm. There are potential presentations about broadband access and from KHIN about ADT notifications. Council members

were also asked to think about people or topics they did not hear from this year that they would like to line up for next year.

- The Council agreed to meeting again in December to finalize the report to the 2024 Legislature. That meeting will be held on December 12 from 9am-10:30am.

ACTION ITEMS

- KDADS to explore the possibility of issuing an RFI for statewide campaign costs and software options.
- KDADS to reach out to Spanish-speaking organizations.
- KHI to share states' various funding approaches with Council members.
- Council members to identify people or topics they would like to include in future meetings.