

988 Coordinating Council

Tuesday, July 16, 2024

9am - 12pm

Meeting Notes

Meeting Materials: Agenda, 988 Metrics Report, 988 Budget

Agenda

9:00 AM Welcome/Updates

9:10 AM 988 Center Presentations

10:50 AM Break

11:00 AM Discussion of Center Operations

11:50 AM Other Matters and Next Steps

Attendees

KDADS: Chair Andy Brown, Laura Brake, Drew Adkins, Aneliese Apala Flaherty, Allyson Sanders

Council Members: Paul Davis, Director of Emergency Services for Johnson County; Monica Kurz, Director of Administrative Services at HealthSource, Patrick Fucik, National Director of State Government Affairs for T-Mobile; Representative Brenda Landwehr; Zack Odell, Chief Executive Officer at S&T Communications; Russ Klumpp, Major/Bureau Chief at Topeka Police Department; Colin Thomasset, Chief Executive Officer at Wheat State Healthcare; Gene Ward, Sheriff of Seward County

KHI: Valentina Blanchard, Shelby Rowell, Ibrahim Ciftci

Speakers: Renee Van Meter; Lindsey Selzer; Jennifer Wilson; Colene Medrano; Aaron Newton; Brooks Robertson; Kirk Vernon; Dan Watkins

Welcome/Updates

- May meeting minutes were approved by council members.

988 Center Presentations

- The council invited representatives from each of the call centers (COMCARE of Sedgwick County, Johnson County, Wyandot BHN, HealthSource, and Headquarters) to present on center operations, staff breakdown and educational requirements and capacity to grow chat and text in the state. Each center addressed staffing shortages and strategies being used to fill open positions. Several centers are working on onboarding to the Vibrant chat and text network in the coming months.
- Discussion centered around partnerships with 911 and 988 centers (COMCARE), staffing ratios and credentialing levels (COMCARE, HealthSource, Headquarters), referrals and follow up with callers (all centers), mobile crisis integration (COMARE, Wyandot BHN), and age demographic information (all centers).
- Dan Watkins, the court appointed custodian for Headquarters, outlined the search process for the Headquarters board of directors and leadership. He shared that they are figuring things out as they go but expect to have both in place by the end of the year.

Discussion of Center Operations

- **Operations:** Centers are still exploring systems and using different platforms for phone calls; however, the Vibrant platform is required for chat and text.
- **Staff Training and Protocols:** The council discussed the [Crisis Helpline Specialist Certification](#) through the International Council for Helplines (ICH), which requires a minimum of 150 hours of direct talk/chat/text, training, reference and exam. The cost for this certification is \$35 per ICH member and must be renewed every 5 years. Some centers are going to require this for staff members.
- **Staffing Levels:** Each center expressed the need to hire more staff. The council discussed the Vibrant agreement and new requirements, which will include a workforce report.
- Capacity for chat/text, reasons for contacts, and overall best practices and challenges will be discussed at a future meeting.
- **ACTION ITEM:** KHI to reach out to 988 centers for additional information related to referral processes and age demographics of callers
- **ACTION ITEM:** Invite Vibrant to a future meeting to discuss MOU process and separate lines of business.

Other Matters and Next Steps

- **988 Report Review:** The in-state answer rate remained the same between May and June at 85% while the call volume increased. Chat and text numbers also increased from May to June. HealthSource has continued to increase the number of calls answered. Vibrant data is now showing volume by subnetwork for chat and text. The council discussed that Wynadot BHN has a good answer rate for being a new center.
- **Chat and Text Funding:** The council decided to discuss expanding chat and text funding at the September meeting, as there may be a need to request an overall budget increase. Currently, 988 is projected to spend \$9.6 million of the allotted \$10 million.
- **Updates from July Meeting:** Contract language indicating the clear expectation that a center reports to KDADS when pulling out of the queue is being added and should be set by the next meeting.
- **Next Steps:** The next meeting is scheduled for September 17th from 9:00 AM – 12:00 PM and will include information about EMS collaboration, 911 and non-emergency line transfers to 988, and the 988 report to the 2025 Legislature.

ACTION ITEMS:

- KHI to reach out to 988 centers for additional information related to referral processes and age demographics of callers
- Invite Vibrant to a future meeting to discuss MOU process and separate lines of business.