



988 and 911 Collaboration: A Review of the 2024 Conversation

Current State: Understanding the Challenges

? Uncertainty About Processes

PSAPs (911 centers) have expressed hesitancy about transferring calls to 988, with concerns about liability and unclear protocols for when transfers are appropriate.

👤 Staffing Limitations

Many 911 centers face severe staffing shortages, with some operating at half capacity. This limits training opportunities and creates situations where dispatchers are tied up with mental health calls.

💬 Information Sharing Barriers

Different software systems between agencies create challenges in sharing critical information, leading to callers having to repeat their stories and potential safety issues for responders.





Opportunities for Collaboration



Call Transfers

Establishing protocols for transferring appropriate calls between 911 and 988 could reduce dispatcher burden and provide better care for callers in mental health crisis.



Three-Way Calls

Maintaining three-way calls would allow 988 counselors to provide crisis support while 911 dispatchers handle other emergencies, with the ability to quickly reconnect if the situation escalates.



MOUs and Policies

Developing formal agreements between PSAPs and 988 centers would clarify roles, responsibilities, and procedures for collaboration.



Cross-Training

Providing training for both 911 and 988 staff about each other's capabilities and limitations would build trust and improve coordination.

Technical Considerations

Location Information

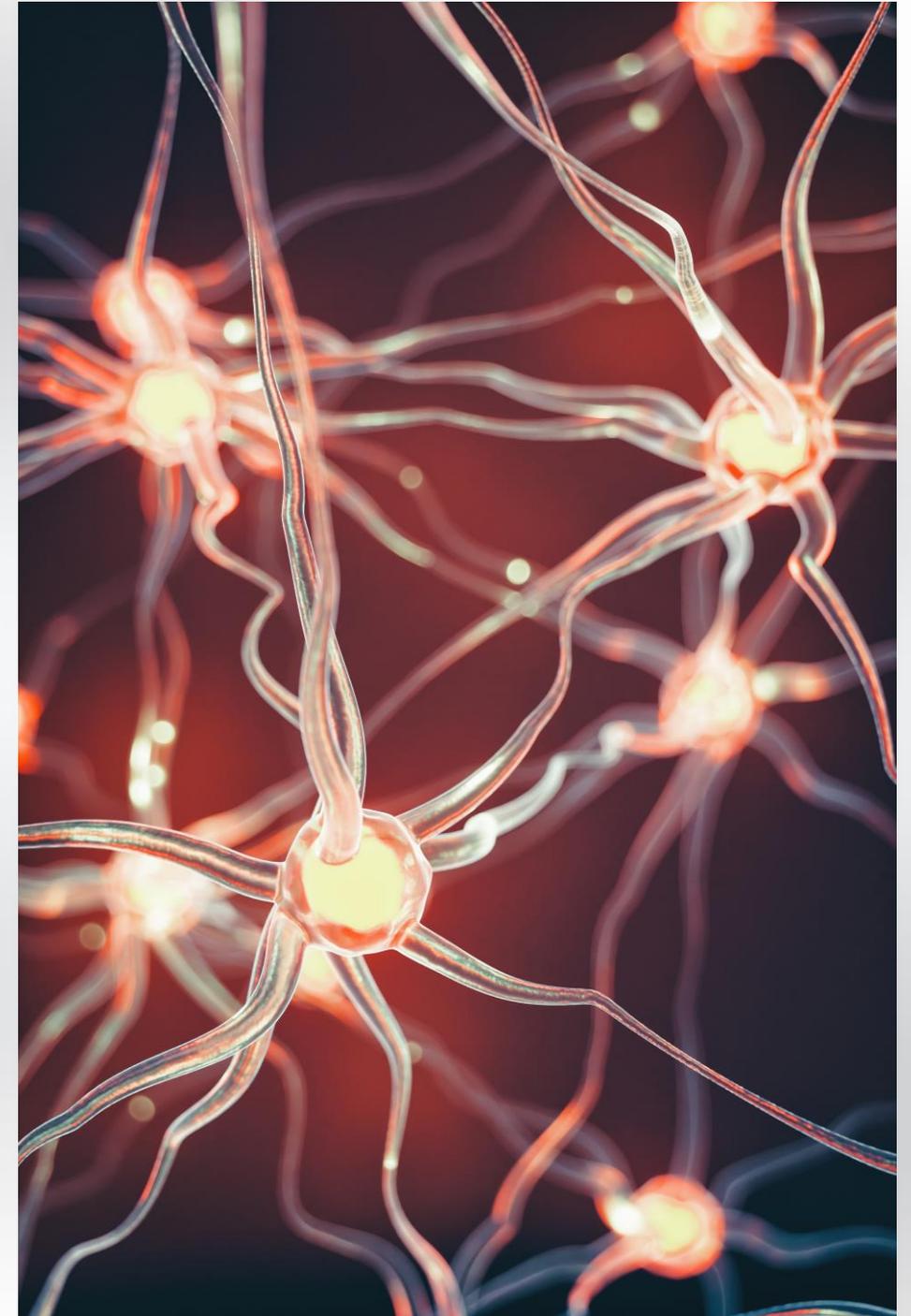
988 centers receive more limited location data than 911 centers due to privacy concerns. This creates challenges when 988 needs to transfer calls requiring emergency response, as pinpointing caller location can take 15-20 minutes.

CAD Systems

Different Computer Aided Dispatch (CAD) systems between agencies create barriers to information sharing. Even within counties, multiple PSAPs may use different systems, complicating coordination efforts.

Call Recording

While 911 routinely records calls, 988 centers have different policies. Some record calls for quality assurance but have internal policies about retention periods and privacy protections.





Protocol Development

Identify Appropriate Calls

Develop clear guidelines for which types of calls should be transferred between 911 and 988, reducing dispatcher burden in making these decisions.

1

Implement Feedback Loop

Develop mechanisms for tracking outcomes and addressing issues that arise during transfers to continuously improve the process.

2

3

4

Establish Transfer Procedures

Create step-by-step protocols for warm handoffs between systems, including what information needs to be shared and how to maintain connection if needed.

Train All Personnel

Ensure all staff understand the protocols and have opportunities to practice them before implementation.

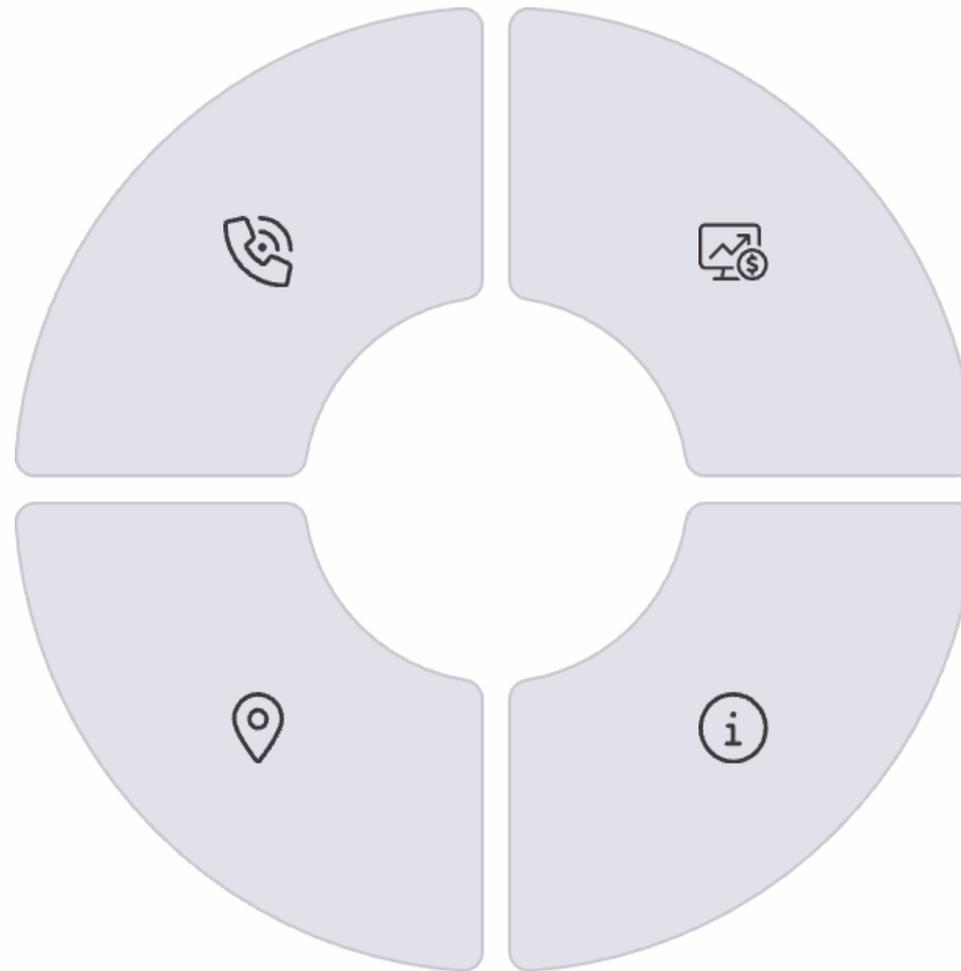
Training Needs

Call Identification

Training for 911 operators to better identify mental health-related calls that could be addressed by 988.

Location Protocols

Procedures for handling limited location information when transferring between systems.



Transfer Protocols

Specific procedures for how to transfer calls between systems while maintaining caller trust and safety.

Cross-System Education

Information about training and capabilities of 988 counselors to build confidence among 911 operators.

Success Metrics

The conversation identified several key metrics for measuring successful collaboration between 911 and 988 systems.

Reduced Dispatcher Burden

Appropriate Response
Matching

Information Sharing
Efficiency

Response Time

Caller Satisfaction

Next Steps for Kansas

Individual PSAP Meetings

Coordinate meetings between 988 representatives and local PSAPs to discuss specific needs and challenges in each community.

Share Resources

Distribute sample MOUs, policies, and public information materials to PSAPs interested in collaboration. Provide information about Protocol 41 from IAED for handling suicidal callers.

Broader Stakeholder Convening

Organize a larger conversation including 988, 911, EMS, and law enforcement representatives from across the state to address coordination challenges and develop standardized approaches where possible.