

988 Coordinating Council

December 20, 2022

8:30-10am

Meeting Notes

Meeting Materials: Copy of 988 Appointees; Proposed Policies the Kansas 988 Coordinating Council; 988 Coordinating Council: Scope of Work and Budget; 988 Broad State Metrics Report; September/October 2022 Reporting Clarification; 988 Council Report

Agenda set by KDADS

Attendees

KDADS: Andrew Brown; Laura Brake, Alyssa Chundak, Leigh Keck

KHI: Hina Shah, Senior Analyst; Kari Bruffett, CEO; Valentina Blanchard, Analyst

Council Members: Chris Chambers, Center for Public Partnerships & Research; Nicholas Wood, Associate Director of InterHad; Representative Brenda Landwehr; Zack Odell, Chief Executive Officer at S & T Communications; Colin Thomasset, Chief Executive Officer at Wheat State Healthcare; Paul Davis, Director of Emergency Services for Johnson County; Molly Perkins, Case Manager with Johnson County Government Mental Health; Patrick Fucik, National Director of State Government Affairs for T-Mobile; Monica Kurz, VP of External Programming, Kansas Suicide Prevention HQ; Kenneth Nelson, GIS Section Manager of Kansas Geological Survey; Senator Pat Pettey

Brief Introductions

Charge of Council

The council chair reviewed Senate Bill 19, which outlines the overarching goal of the 988 suicide prevention and mental health crisis hotline and outlines the following charges for the council:

“The 988 coordinating council shall advise the secretary for aging and disability services on:

- The delivery of 988 services
- Strategies for future enhancements to the 988 system, and,
- The distribution of funds to organizations providing services as national suicide prevention lifeline centers.

To the extent possible, the council shall include individuals with technical expertise regarding mental health crisis delivery services, call center technology and services and any other relevant subject matter.”

Discussion

None

Annual Report Draft

The current draft report to be presented to the 2023 Legislature was reviewed. While information is limited as the funds have only been operational since July 2022, the report will fulfill the obligation of the Senate bill. It includes the following sections:

- Executive Summary

- Launching the 988 Coordinating Council
- Governor's 988 Coordinating Council Appointees (non-voting members in italics)
- The Kansas 988 Network
- 988 Fund Budget Overview
- Sidebar on JCMHC preparation for 988
- 988 Fund Center Expenses YTD SFY 23

Discussion

1. Clarification on figures provided within the report
2. Question: Who is our day-to-day manager?
 - a. Answer: The council does not have assigned staff, but KDADS handles the contracts and agreements and KHI has a proposal for facilitation services. Today the council is just being established and there will be things to vote or act on today and in future meetings.

VOTE: The motion to adopt and accept the report as written passed with 7 aye votes.

KPI/Call Center Metrics Report

A report generated by Vibrant, a national contractor of SAMHSA, is released approximately once per month to look at various call metrics including all calls, abandoned in-state answer rate, flow out to back out, speed to answer, etc. Overall, Kansas' KPIs are better compared to surrounding states.

- July 2022 (988 launches): 84% in-state answer rate
- September 2022: 89% in-state answer rate
- The goal is to be over 90% consistently

Text and chat features are not currently operational 24/7 due to staff and funding shortages and HealthSource (the backup state center) is also working on hiring additional staff.

Discussion

1. Question: If a call doesn't get answered and rolls over to another state, do we know what state it rolls to?
 - a. Answer: There are 4 backup centers nationally, so it would get sent to where the wait time is the shortest. The closest one to Kansas is in Missouri.
2. Question: When did Johnson County come on?
 - a. Answer: In 2021, they were part of the planning grant and were working 6-8 months before 988 came online.
3. Question: Where is HealthSource located?
 - a. Answer: Topeka
4. Question: What are the 4 rollover states?
 - a. The contracts have changed, so Monica will work on tracking that information down.
5. Question: What will it take to get text services up 24/7?
 - a. Answer: On January 1, the hours will change to 8 am-midnight. The plan is to be 24/7 but the spring, but it's all based on training and bringing staff in.
6. Question: Is there a routing process that is different for deaf/hard-of-hearing individuals that use a videophone/video relay service?
 - a. Answer: We're moving away from TTY and more towards videophone. The primary services are provided by a center in central Missouri. At this time, we haven't heard

anything from Vibrant saying that they cannot handle the current demand, but there is a desire to increase current capacity as Spanish language speakers and VA calls are also routed to specialized centers.

Council Policies

- A. Budget Request and Approval: the council will develop an annual budget that will be reviewed and approved by KDADS
- B. Reimbursement of Council Expenses: expenses will be submitted to the council chair; a financial report will be presented at each council meeting for approval
- C. Travel Policy: the council and KDADS will approve travel expenses and KDADS will pay directly based on the travel authorization form provided to the council chair.

Discussion:

1. Question: Are we going based on the state fiscal year?
 - a. Answer: Yes
2. Question: Do documents go to Andy Brown or to the position? What happens if Andy Brown is not available?
 - a. Answer: Documents will go to the chair of the council; the governor will appoint a new chair if needed.

VOTE: The motion to approve the three policies as one as written passed with 9 aye votes.

Scope of Work Prepared by KHI

Kansas Health Institute (KHI) submitted a proposal to offer facilitation and administrative support services to KDADS and the 988 Council. The project director for KHI would be Hina Shah. This proposal outlines:

- Roles and responsibilities of KHI, KDADS, Council Chair, and Council Members
- A proposed meeting schedule and general agenda
- Budget

The proposal assumes that the group will want to meet in a hybrid format, there will be bimonthly or quarterly meetings, and that meetings should be no longer than 3 hours.

Discussion:

1. Question: What is KHI?
 - a. Answer: A non-profit, non-partisan, educational research organization and neutral convener of tough conversations around health and health policy.
2. Discussion surrounding flipping meeting months so the council can begin working on the budget for the legislators as soon as possible.
3. Several council members made positive comments about previous work KHI has provided and the reasonability of their proposal.
4. Question: Can KHI provide operations management services, if needed?
 - a. Answer: There have been challenges in the past on timing and having KHI on board will assist us in making sure we stay on task and stay moving forward. I'm not sure how many duty items the Chair is able to delegate to a contractor, but we do have the ability to get the resources we need to operate effectively and can come back to the table to look at expanding the agreement if needed.

VOTE: The motion to approve the proposal from KHI passed with 8 aye votes.

Future Considerations

- The budget and role proposed by KHI may need to be adjusted in the future based on the workload
- There is a possibility of meeting in other locations besides Topeka at times, with chances of visiting call centers around the state

Action Items

- Schedule a meeting in January, with Friday being the preferable day
 - Topic to be discussed in January is the current state fiscal year budget as well as next year's state fiscal