

988 Coordinating Council

Tuesday, September 17, 2024

9am - 12pm

Meeting Notes

Meeting Materials: Agenda, 988 Metrics Report, Georouting FAQs, Vibrant Traffic Study, Georouting vs. Geolocation slides and webinar

Agenda

9:00 AM Welcome/Updates

9:10 AM Georouting Discussion

10:10 AM Break

10:25 AM Report Draft Review

11:00 AM Other Matters

11:30 AM 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; Representative Brenda Landwehr; Colin Thomasset, Chief Executive Officer at Wheat State Healthcare; Gene Ward, Sheriff of Seward County; Ken Nelson, Associate Director for GIS and Information Technology Division; Matt Fletcher, Executive Director of InterHab

KHI: Valentina Blanchard, Shelby Rowell, Valerie Emerson, Michele Sumpter

Welcome/Updates

- July meeting minutes were approved by council members.

Georouting Discussion

- A presentation was given on the upcoming implementation of georouting for 988 calls, which will transition routing from area codes to physical location. This change is expected to improve connections to local crisis centers and streamline emergency responses. Major carriers are preparing for a rollout by the end of 2024, with privacy protections in place. Studies are being conducted to assess the impact on call volumes, and crisis centers will receive training and support to manage the transition smoothly.
- Discussion centered around the early effects of georouting for 988, noting a projected 4% decrease in overall call volume as out-of-state calls are rerouted, while centers near state borders, like those in Johnson County and Headquarters, may see slight increases. Public confusion between georouting and geolocation was addressed, with an emphasis on clear communication to preserve caller anonymity. Concerns were raised about how specific populations, such as college students and temporary workers with out-of-state

numbers, could be affected, suggesting the need to adjust 988 advertising strategies accordingly.

- The conversation expanded to consider the impact of large-scale events and media promotions on call volume, especially for Kansas centers. There was a suggestion to collaborate with tourism boards and local agencies to anticipate increased call volumes during major events. The council also discussed the importance of tracking metrics like call volume and answer rates, particularly in relation to neighboring states like Missouri and Colorado. Infrastructure challenges, especially in rural areas, and the need for ongoing adjustments to the routing system were highlighted as key considerations moving forward.
- **ACTION ITEMS:**
 - KDADS to connect with Sherry Massey, Executive Director of the 911 Coordinating Council, to gauge interest in presenting at their council meeting.
 - KDADS/KHI to ask the Board of Tourism for a calendar of events to share with centers as events may impact call volume.
 - KDADS/988 Centers to have a conversation about transient populations (college students, temporary workers, people attending events, etc.) and impact on centers.
 - KDADS/KHI to create a simplified FAQ document on georouting.
 - KDADS to look into consumer satisfaction survey.

Report Draft Review

Some comments and changes were made directly in the draft document.

- **Executive Summary**
 - Keep recommendation for revising the current funding mechanism. Specifically, propose adding new funds on top of any remaining unspent funds from the capped \$10 million fund.
- **Background**
 - Add a paragraph explaining the current funding mechanism, as this will be a key point for incoming legislators.
 - Consider adding a graphic that visually represents the increase in 988 calls, chat, and text usage since the program's launch.
- **Areas of Focus**
 - Maintain the key performance indicators (KPIs) from the previous year, as they are considered easy to understand.
 - Explore adding more demographic data, especially related to chat and text services, if available.
 - Prioritize call center operations, followed by chat and text, georouting, and EMS collaboration in the report's layout.
 - Create a dedicated section for the awareness campaigns that explains the contracts and efforts involved and any demographic information on impacts.
- **Budget**
 - Keep rollover funding recommendations.

- Update language regarding staffing requirements for chat and text support, reflecting changes since last year.
- *Software Implementation*: Keep the software implementation discussion in the report, emphasizing the need for a solution that connects mobile crisis response and stabilization. Consider discussing potential statewide solutions and the centers' discussions with software companies.
- *Sustainable Funding Options*: Keep sustainable funding options in the report, emphasizing ongoing discussions about Medicaid's role and any recent changes in federal guidance. Include an explanation of the complexities around Medicaid funding and how it differs from other Medicaid services.
- Clarify that the budget reflects only state funding and not the total funding for the program.
- **Appendices**
 - Core Areas and Goals: Keep goals from the initial implementation plan.
- **ACTION ITEM**: KDADS, 988 Centers, and federal partners to review initial implementation plan and suggest new recommendations/goals.

Other Matters

- **Call Center Demographic Data**
 - *Data Reporting Concerns*: The discussion highlighted the necessity for consistent data reporting standards to facilitate accurate comparisons between local crisis line contacts and the 988 line. Participants expressed a desire for standardized metrics to enhance the reliability and comparability of data in future reports.
 - *Referral Handling and Age Data*: Questions were raised regarding the management of referrals post-call, emphasizing the importance of clarity in age data collection. Concerns were noted about the completeness of age information for callers and the methodology used for calculating percentages.
 - *Dashboard Development and Data Collection*: There was a collective focus on the creation of a dashboard to monitor demographic and call data across centers. Participants emphasized the need for a formalized approach to data gathering and discussed the potential use of tools to improve data management, ultimately aiming to support legislative and funding initiatives.
- **SAMHSA Grant Update**
 - An update was shared on the allocation of grant funds for chat and text services, with discussions indicating that funds will likely be directed to three centers. The team is considering waiting for additional information related to georouting before finalizing allocations, as one center, COMCARE of Johnson County, has expressed a lack of interest in pursuing these services due to their new status and limited staff capacity. Efforts will begin to input financial figures for the contract, with expectations to finalize and distribute funds within the next few weeks.
- **988 Metrics Report**
 - The latest metrics report indicates a significant increase in both the number of calls received and calls answered compared to the previous year. However, the

in-state answer rate remains lower than desired. The onboarding of Wyandot has improved the overall situation, allowing Headquarters to stabilize call volumes closer to previous levels.

- There were discussions about the call handling capacity of various centers. It was noted that as technology issues are resolved, call response rates are expected to improve. Participants expressed optimism that the recent staffing increases would positively impact call handling metrics moving forward as well.

Next Steps

- The next meeting is scheduled for November 19, 9am-12pm. Topics will include EMS collaboration and a presentation from Vibrant on the universal platform, contracts with centers, and text and chat.
- The Council agreed to a virtual ratification meeting in December. All voting members should be present at this meeting. A poll will be sent out to determine the date.

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