

# 988 Coordinating Council

Tuesday, November 19, 2024

9am - 12pm

## Meeting Notes

**Meeting Materials:** Agenda, State and Center Metrics, Budget vs. Actuals, September meeting minutes

### Agenda

9:00 AM Welcome/Updates

9:10 AM EMS and 911 Collaboration

9:30 AM Report Update

10:15 AM Break

10:30 AM Other Matters

11:00 AM Q & A with Vibrant

11:45 AM Next Steps

### Attendees

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

*Council Members:* Paul Davis, Monica Kurz, Representative Brenda Landwehr; Colin Thomasset, Sherriff Gene Ward, Ken Nelson, Matt Fletcher, Russ Klump, Zack Odell, Patrick Fucik

*KHI:* Valentina Blanchard, Shelby Rowell

*Guests:* Kirk Vernon, Dan Watkins, Chrissy Bartel, Melanie Roberts, Jamie Evans, Shelley Polanco, Anna Nicolosi, Paloma Woo, Aaron Santiago, Colin Wells

### Welcome/Updates

- September meeting minutes were approved by council members.

### EMS and 911 Collaboration, Melanie Roberts

- **Key Challenges and Opportunities for 988-911 Collaboration**
  - **Coordination Needs:** Addressing liability concerns, establishing clear transfer protocols, and improving relationships between 988 centers and PSAPs (Public Safety Answering Points).
  - **Information Flow:** Challenges include ensuring efficient call transfers, sharing vital caller details (e.g., location, mental health history), and addressing gaps in systems compatibility (e.g., CAD systems).
  - **Training and Awareness:** Both 911 and 988 teams require tailored training to build confidence in call transfers and ensure appropriate responses. Examples include FBI's crisis negotiation training for 911 staff and awareness of 988 counselor qualifications for 911 operators.
- **Actionable Next Steps**

- **Policy and Protocol Development:** Develop and share sample MOUs, transfer policies, and best practices from other states, including the use of IAED Protocol 41.
- **Technology Integration:** Explore options for real-time data sharing, silent monitoring, and leveraging tools like live 911 to enhance situational awareness.
- **Stakeholder Engagement:** Plan a larger statewide discussion involving 988, 911, EMS, law enforcement, and other entities to improve coordination and address systemic issues.
- **ACTION ITEMS:**
  - Headquarters to schedule a follow-up meeting with Shawnee County's dispatch team to explore MOU templates and transfer policies.
  - KHI to research air traffic control systems for information tracking in new year.
  - KDADS/KHI to research legal and regulatory frameworks (e.g., FCC allowances) impacting call handling and data sharing between 988 and 911.
  - Distribute Vibrant's transfer policies to all council members.

### **Report Update**

- **Title and Organizational Adjustments**
  - Confirm updates to titles and roles (e.g., Andy, Matt, Ken, Monica).
  - Adjust language to reflect changes in interim leadership at headquarters, including details about the interim director and ongoing audits.
- **Performance Metrics and Discrepancies**
  - Updated performance metrics based on the new Vibrant data source.
- **Budget and Legislative Considerations**
  - Add a summary of council action items to the executive summary to improve clarity for legislators.
- **Council Actions on the Report**
  - **Press Release Approval:** Voted to issue a press release highlighting the report and related efforts to improve public and legislative awareness.
  - **Distribution Recommendations:** Additional committees to send the report to include House Health and Human Services, House Social Services Budget, Bob Bethel, Senate Ways and Means Subcommittee and Senate Public Health.
- **Future Improvements**
  - Proposed enhanced marketing campaigns, including digital and physical signage in public spaces and improved collaboration with media for PSAs.
  - Request Governor's Office to require that state agencies to put 988 information on their website home pages
- **Next Steps Before Publication**
  - Finalize data and visuals
  - Council review

### **Other Matters**

- **October Metrics and Center Performance**

- **Statewide highlights:** 90% in-state answer rate, 1,000 more calls, 23.5-second average answer time, and increases in chat (+200) and text (+350) compared to last year, though text is slightly down from summer.
- **Center-specific metrics:** Wyandotte (new) achieved 90% answer rate with 530 calls; Johnson County answered 400 more calls with a 90% rate; COMCARE had 60 more calls but a lower 77.5% rate, potentially due to network provider issues; HealthSource handled 100 more calls with a 70% rate.
- **Transition to Vibrant Exchange State Dashboard:** Reports now generated directly from Vibrant’s system, replacing email reports. Minor discrepancies in historical data noted, attributed to differences in data sources. Further clarification pending from Vibrant’s FAQ.
- **Budget Discussion**
  - Fiscal year 2024-2025 budgets reviewed, noting delays in invoicing and financial reporting. Salary expenditures are pending calculation, and some marketing campaigns, such as hospital ads, are under KDADS review with no spending recorded yet.
  - Headquarters has not submitted invoices for July–October 2024, raising concerns about operational processes. A similar delay occurred last year.
  - Social media campaigns managed by Mammoth are active, focusing on platforms like Facebook and Instagram. The council discussed reallocating unspent marketing funds to other projects for fiscal year 2025 if delays persist.
  - A point was made about adding a trigger provision if state general funds ever decreased that would kick in a 988 telecom fee (e.g. \$0.10).
- **ACTION ITEMS:**
  - KDADS/KHI to ask Vibrant to clarify historical discrepancies in call data.
  - KDADS to follow up with COMCARE on discrepancies with network provider and Vibrant.
  - KDADS to ensure all pending invoices and financial data are added prior to report being released.

### Q & A with Vibrant

- **Overview and Key Updates:** Jamie Evans introduced the Vibrant team, covering operations, policy, and system improvements for 988 chat and text services. Text, the most popular modality, has the longest handle time due to asynchronous communication, while chat requires triage questions for routing. Kansas maintains a 20-second average speed to answer with zero October abandonment.
- **Geo-Routing and System Improvements:** Geo-routing based on physical location (not area code) is live for T-Mobile and Verizon, with FCC-mandated implementation by January 2025 for major carriers. Vibrant is expanding geo-routing to text services and enhancing 988-911 collaboration to improve crisis response and data-sharing capabilities.
- **Metrics and Optimization:** Kansas-specific metrics, including heatmaps, track chat and text demand to optimize staffing and reduce wait times. Queue-level metrics (statewide

performance) differ from center-level data (agent-specific activity), guiding resource allocation.

- **Funding and National Trends:** Shelly Polanco outlined state funding approaches, including 988 fees (10 states), Medicaid, and general appropriations. FCC mandates and evolving state funding models aim to solidify 988 infrastructure and support services.
- **ACTION ITEMS:**
  - Vibrant (Shelley Polanco) to connect the Council with Amanda from the Crisis Continuum Team.

### **Next Steps**

- The next meeting is scheduled for December 10, at 9am to ratify the annual report to the legislature.

### **ACTION ITEMS:**

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- KHI to research air traffic control systems for information tracking in new year.
- KHI to distribute Vibrant's transfer policies to all council members.
- KDADS/KHI to research legal and regulatory frameworks (e.g., FCC allowances) impacting call handling and data sharing between 988 and 911.
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- KDADS to ensure all pending invoices and financial data are added prior to report being released.
- KDADS/Vibrant (Shelley Polanco) to connect the Council with Amanda from the Crisis Continuum Team.