



Advocates for Human Potential, Inc.

CA 988 All Crisis Centers Monthly Meeting Agenda

AGENDA			
Date	2024.10.23	Time	11:00 am PT
Facilitator	Euna Ra-Smith		
Meeting Info	CA 988 All Crisis Center Monthly Meeting		
Related Documents			
Attendees:			
AHP DHCS Vibrant Cal OES Cal HHS Buckelew Programs Family Service Agency of the Central Coast Contra Costa Crisis Center Crisis Support Service of Alameda County Didi Hirsch Felton Institute Kern County Behavioral Health & Recovery Services Kings View Central Valley Suicide Prevention Hotline Optum-San Diego Santa Clara County StarVista WellSpace Health			
AGENDA ITEMS			
Agenda Topic			Owner
1	Welcome <ul style="list-style-type: none">AHP hired a new staff member to the CA 988 Project Team, Principal Consultant Matthew Moody. Matthew has experience managing 988 centers in Arizona.		Euna Ra-Smith
2	DHCS Staff Update <ul style="list-style-type: none">Casey Heinzen, Chief of the DHCS Community and Crisis Care Programs Branch, is leaving DHCS on November 4, 2024. The rest of the current team will continue to support with CA 988 efforts.		Euna Ra-Smith
3	CalHHS 988 Crisis Policy Advisory Group Update <ul style="list-style-type: none">The draft AB 988 Five-Year Implementation Plan & Community Engagement Report will be posted on November 4, 2024, on the CalHHS 988 Website.		Anh Thu Bui

	<ul style="list-style-type: none"> • An informational webinar on the 988 Five-Year Implementation Plan will be held on November 4, 2024, from 12:30pm-2:00pm. Link to register. • The Public Comment period for the draft Five-Year Implementation Plan will be open from November 4 to 14, 2024. Centers can send written comments to ABB988info@chhs.ca.gov. • The final 988 Crisis Policy Advisory Group will be held on November 20, 2024, from 10:00am-3:00pm. For more information visit the CalHHS 988 Website. 	
4	<p>Georouting Update</p> <ul style="list-style-type: none"> • Georouting has been added to the CA 988 All Crisis Center Monthly Meeting Agenda as a recurring item moving forward. • CalHHS is meeting with Vibrant tomorrow (date?) to discuss georouting. CalHHS hopes to clarify coverage areas discrepancies as they transition from area code to county with a goal for the Broad State Metrics Report to be accurate. CalHHS wants to understand what Vibrant's methodology is with georouting and will ask about a toolkit and suggested guidance for explaining georouting changes to the community. • Didi Hirsch mentioned they are receiving more out-of-area calls; however, they are likely from state backup coverage. • Santa Clara shared that georouting has been well received. They were recently interviewed by ABC Bay Area, the local radio station, and local newspaper about how georouting works. They are making sure to mention that only Verizon & T-Mobile are currently functional with georouting. • StarVista noted they are seeing an increase in 988 calls since georouting started and that it has been well received in their county. • WellSpace mentioned they have also seen an increase and georouting has been going well so far. • Contra Costa County shared that georouting has been well received in their area, but they have not seen much of an increase yet. • Kern shared they noticed a decrease of 100-150 calls over the past month. 	Anh Thu Bui

	<ul style="list-style-type: none"> • The Family Service Agency of the Central Coast noted that georouting has been well received and they have experienced an increase in calls. • Felton mentioned that some previously banned callers from their local line have been able to get through via the 988 line with the switch to georouting. They will be reaching out to Vibrant to try and set boundaries. • Optum shared that they recently had a problematic caller and were able to utilize Vibrant queuing process to mitigate it. • WellSpace shared that Vibrant has a department with a process for the problematic frequent callers and it has been very helpful for their call center. • Several centers expressed struggles with verbally abuse, racially motivated abuse, sexual harassment, and prank calls as well as issues with denial-of-service attacks and robocalls, all of which are extremely disruptive to services. • Alameda County shared they have had difficulty with placing people on the Vibrant queue and it seems there are strict standards for what is considered queue-worthy. • StarVista mentioned they have also had difficulty with using the Vibrant queue. Many of their requests have not been approved or Vibrant is unavailable afterhours and on weekends. 	
5	<p>CA 988 Revised Monthly Data Survey Overview</p> <ul style="list-style-type: none"> • Based on 988 Crisis Center feedback, the CA 988 Project Team has created a revised CA 988 Monthly Data Report, complete with fewer questions, simplified language, and a data dictionary entry for each question to define key terms. • 988 Crisis Centers will be asked to utilize this new monthly data survey for the first time when reporting October data (due by November 15, 2024). • Training and technical assistance will be provided by AHP at an office hours event on November 5, 2024. 988 Crisis Centers should have team members that are directly involved in data 	Lee Shaw

	<p>collection, analysis, and reporting attend this event.</p> <ul style="list-style-type: none"> • Additional TA will be available during the mandatory November 1:1 meeting with your Grantee Liaison. • Revised Monthly Data Survey to be sent out by November 1, 2024. 	
6	<p>CA 988 Crisis Center Consortium Update</p> <ul style="list-style-type: none"> • The consortium is following up with AHP and DHCS regarding the eligibility of grant funding for computer equipment costs. AHP, DHCS, and Cal OES have a meeting regarding this topic and will follow up with the consortium once an answer has been determined. 	Narges Dillon
7	<p>Debrief October Robocall 988 Network Disruption</p> <ul style="list-style-type: none"> • Didi Hirsch shared that the robocall 988 Network disruption on October 3, 2024, affected their call rates but their center was able to rebound to normal levels the next day. • WellSpace mentioned the robocall on October 3, 2024, tripled their call volume and impacted services as they are operating at capacity on a regular day. • Alameda shared their peak was over 50 robocalls coming in within the span of 3 hours on October 3, 2024, and, so far, they have had the same robocaller across 37 different numbers reach them this month. • StarVista shared they experienced a robocall issue a few months ago that caused their answer rate to decrease to 50%. 	Matthew Taylor
8	<p>Funding Update</p> <ul style="list-style-type: none"> • DHCS sent an email to the CA 988 Crisis Center Consortium on October 23, 2024, to ask for input on their proposed funding allocation methodology. DHCS is hoping to keep the line of communication open over the next few days and share official allocations with 988 Crisis Centers within the month. 	Casey Heinzen
9	<p>TTA Events Reminder</p> <ul style="list-style-type: none"> • AHP reminded 988 Crisis Centers to attend required webinars and monthly meetings, as it is a 	Brett Hall

	required deliverable in their SOW. Office hour events are optional.	
10	Next Meeting: December 11th @ 11:00am <ul style="list-style-type: none"> The November and December CA 988 All Crisis Center Monthly Meetings will be combined and held on December 11, 2024. 	Euna Ra-Smith

Decisions	Impact <i>(Capture Immediate Thoughts)</i>

Action Items			
Topic <i>(high-level description, add details to RAID log)</i>	Person Responsible <i>(first & last name)</i>	Due Date <i>(mm/dd/yyyy)</i>	Status <i>(open, closed, in-progress)</i>
Draft AB 988 Five-Year Implementation Plan & Community Engagement Report to be posted on CalHHS website	CalHHS	11/4/2024	In progress
Informational Webinar to be held on the 988 Five-Year Implementation Plan	CalHHS	11/4/2024	In progress
Public Comment period to open for the draft Five-Year Implementation Plan	CalHHS	11/4/2024	In progress
988 Office Hour: Revised Monthly Data Survey to be held	AHP	11/5/2024	In progress
Public Comment period to close for the draft Five-Year Implementation Plan	CalHHS	11/14/2024	In progress
October CA 988 Monthly Data Report due using new revised survey	988 Crisis Centers	11/15/2024	In progress

Final 988 Crisis Policy Advisory Group to be held	CalHHS	11/20/2024	In progress
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