



Advocates for Human Potential, Inc.

CA 988 All Crisis Centers Monthly Meeting

AGENDA			
Date	2025.03.26	Time	11:00 am PT
Facilitator	Matthew Moody		
Meeting Info	CA 988 All Crisis Center Monthly Meeting		
Related Documents	EMSA Listening Sessions Flyer (attached)		
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		Facilitator	
1	Welcome	Matthew Moody	
2	CalHHS 988 Crisis Policy Advisory Group Update <ul style="list-style-type: none">CalHHS has been engaging with folks across the state presenting the AB988 implementation plan.Concern in the federal landscape around funding for populations of focus. States are taking the solution of advertising local resources – 988 Centers are messaging locally to populations of focus. Feel free to email Dr. Bui directly regarding what you’re seeing in specific populations around accessing crisis services in light of current national events.AnhThu.Bui@CHHS.CA.GOV	Dr. Anh Thu Bui	

	<ul style="list-style-type: none"> Three in-person all day events hosted by EMSA coming up – flyers attached in monthly call follow up email. 	
3	<p>CalOES 988 Update</p> <ul style="list-style-type: none"> Centers will be able to use the new CRM platform and provide feedback on experience – starting with Buckelew. Need feedback from Centers to ensure it meets needs. Longterm desire is for everybody to be on the same platform – however, if the platform doesn’t meet your needs, Centers will have the option to opt out of use following the testing and update period. Dr. Bui/CalHHS: We want to get to a system better than the current system that is uniform and meets everyone’s needs. We agree that we can’t require everyone to use it until it meets everyone’s needs. Alec/DHCS: Uniform system will be required per subcontracts with Centers through AHP. CalOES will track metadata for reporting but will not have any direct access to data or the CRM. CalOES will run aggregate call data for each centers. 	Paul Troxel
4	<p>CA 988 Crisis Center Consortium Update</p> <ul style="list-style-type: none"> Discussing a work group focused on mobile crisis dispatch – more details to come. Computers and laptops are needed as our teams are expanding. Feedback for funding mechanism – main things that came up were aligning with the five-year implementation priorities, e.g., if increasing chat and text, capacity for 911 diversion are priorities, ensure that the funding mechanism is methodically aligned to that broader vision. 	Narges Dillon
5	<p>Didi Hirsch: Predictions of and Impacts from AT&T Geo Routing</p> <ul style="list-style-type: none"> On March 4th Vibrant announced the final major carrier initiated Georouting for 988 calls. In mid-February Vibrant sent out an impact analysis predicting that CA would see a slight reduction due to Georouting (varying across the county level). 	Matt Taylor

	<ul style="list-style-type: none"> • We're still early and it has been up and down since the rollout of Georouting. • Center Feedback: We track monthly, on a weekly basis, any and all weeks that have some fluctuation. More information is expected in the data for the month of March. No reported major uptick in volume at this time. 	
6	<p>Support Form Overview</p> <ul style="list-style-type: none"> • This was also mentioned in the Quarterly check in in February – we will be rolling out the support form for the monthly data in February. Aiming to understand what might be getting in the way of meeting KPIs and what support and technical assistance will be helpful moving forward. • You may not see an email if KPIs are on track. 	Amanda Flores
7	<p>Poll for 988 Tribal Webinar Participation</p> <ul style="list-style-type: none"> • Live poll was shared regarding webinar events coming up in partnership with a tribal partner. Centers responded and feedback will be considered in planning. More details to come regarding these events. • Events will also be recorded and accessible after they take place. 	Amanda Flores
8	<p>Feedback on Funding Allocation Methodology</p> <ul style="list-style-type: none"> • Centers provided feedback on the funding methodology, particularly aligning to broader Center requirements, system level goals in the five-year plan, and accounting for shift differentials. 	Maja Jolly
9	<p>Closing</p> <ul style="list-style-type: none"> • Dr Bui: If federal funding for subnetworks were to go away, what would that look like in terms of local demand for services? What would we need to do as a state to ensure we can still deliver services to everyone who needs it? • Center Feedback: having some pushback on calls routing to places where they can't be serviced by local crisis teams. We want to look toward the call centers having competence so that we can connect them to those resources. • Dr Bui suggests creating a space to discuss near- and long-term goals, particularly around the local 	Matthew Moody

	<p>state and federal landscape. Feel free to email Dr. Bui directly to discuss.</p> <ul style="list-style-type: none">• AnhThu.Bui@CHHS.CA.GOV	
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