



Advocates for Human Potential, Inc.

CA 988 All Crisis Centers Monthly Meeting Agenda			
Date	2025.01.22	Time	11:00 am PT
Facilitator	Brett Hall		
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 Topic			Facilitator
1	Welcome		Brett Hall
2	Funding Update <ul style="list-style-type: none">AHP’s finance team has completed initial budget reviews, is awaiting budget revisions from some centers, and then will move on to issuing contract modifications over the next few weeks.Santa Clara County requested a written statement that the funding will continue after June 30, 2025, as their board will not approve hiring for permanent positions otherwise.<ul style="list-style-type: none">DHCS indicated they can provide the requested written statement for all CA 988 Crisis Centers, subject to budget approval, and also mentioned		Brett Hall

	<p>that there is known and certain ongoing AB988 and SAMHSA funding.</p> <ul style="list-style-type: none"> StarVista requested guidance on January spending. Because centers are in different places in terms of the progress of their revised budget approvals, by 1/23, AHP will send each center a status update and estimated timeline for contract modification. 	
3	<p>DHCS Staff Introduction</p> <ul style="list-style-type: none"> AHP introduced Diane Shinstock as the new Crisis Care Section Chief and Alex Simpson as the new Community and Crisis Care Programs Branch Chief with DHCS. They will be supporting CA 988 efforts moving forward. 	Diane Shinstock & Alexandria Simpson
4	<p>CalOES Staff Introduction</p> <ul style="list-style-type: none"> AHP introduced Paul Troxel as the new CA 988 System Director with CalOES. He will be conducting individual site visits with each CA 988 Crisis Center. 	Paul Troxel
5	<p>CalHHS 988 Crisis Policy Advisory Group Update</p> <ul style="list-style-type: none"> The AB988 Five Year Implementation Plan was submitted to the state legislature with supplemental documents including a chart book with comprehensive assessment of the crisis system. <ul style="list-style-type: none"> To access the plan visit: https://www.chhs.ca.gov/home/committees/988-crisis-policy-advisory-group/ Year 1 of implementation begins July 1, 2025. CalHHS can support centers in presenting to their communities or can come out directly and present at centers' request, in collaboration with CalOES – Santa Clara County mentioned that they are interested. <ul style="list-style-type: none"> Contact Dr. Bui for more information at: AB988info@chhs.ca.gov. CalHHS mentioned they are directly involved in fire response efforts and encouraged centers to reach out if they have any related needs. 	Dr. Anh Thu Bui
6	<p>Georouting Touch Base</p> <ul style="list-style-type: none"> Bucklelew Programs mentioned they have experienced a decrease in call volume. Didi Hirsch mentioned they are noticing more local, California-based contacts. 	Brett Hall
7	<p>Equipment & CRM Touch Base</p> <ul style="list-style-type: none"> CalOES is continuing to work on initiating the rollout of the statewide CRM platform with an aim to get the MOU 	Brett Hall

	<p>signed and sent to SAMHSA. The California fires are causing delays.</p> <ul style="list-style-type: none"> • Paul will be setting up meetings to review centers' technology status and identify specific needs. • Cal OES entered into a contract with NGA to fulfill the centers' technical needs and is working with them to ensure that remote workers are supported. • Cal OES is discussing with DHCS how they can support equipment requests. Centers should coordinate with Kurt and Paul on their equipment needs. • Centers requested parameters concerning the equipment they can request, and the timing of when they will be able to request it, including computers/laptops for newly hired staff. Centers have equipment needs currently but are not able to include equipment in their budgets with AHP. Will Cal OES cover these equipment needs? • AHP will work with CalOES to document the equipment request process and send it out to the entire network. 	
8	<p>CA 988 Crisis Center Consortium Update</p> <ul style="list-style-type: none"> • The Consortium requested that any time any CA 988 Network updates are made regarding the progress of the CRM or the pending equipment policy with CalOES, that the change be documented and sent out to all centers. • The Consortium is working on creating a backup map for California, but centers are hesitant to sign up as a backup due to a potential increase in contact volume and the impact that could have on KPIs. The Consortium would like to meet with AHP and DHCS to consider supporting back-up services in future funding allocation decisions. 	Narges Dillon
9	<p>Chat & Text Discussion</p> <ul style="list-style-type: none"> • The next optional office hour is Monday, January 27, 11am-12pm on Self-Care for Frontline Workers. All centers and interested staff are welcome to attend. • There will be an upcoming mandatory Community of Practice session in February on chat and text services as it is a priority to increase this capacity in California. • A follow-up, mandatory, chat and text Community of Practice will then be held in March. 	Matt Taylor
10	<p>CA 988 Network Contact List Survey</p> <ul style="list-style-type: none"> • AHP is creating a CA 988 Network Contact List Survey that will be sent out by the end of the week and inform 	Brett Hall

	<p>the development of specific contact lists for various grant-related communications.</p> <ul style="list-style-type: none"> • The survey will also ask each center to identify their main POC for ongoing general communication to streamline interactions. • AHP will check in quarterly to ensure that these lists are up to date – centers can also request changes as they are needed. 	
11	<p>Upcoming Events Reminder</p> <ul style="list-style-type: none"> • AHP provided reminders about the following upcoming events: <ul style="list-style-type: none"> ○ January 27, 2025: Office Hours – Strategies for Boosting Resilience and Self-Care in Frontline Staff and Supervisors <ul style="list-style-type: none"> ▪ 11:00 a.m. – 12:00 p.m. PT ○ February 11, 2025: Community of Practice, 988 Chat & Text Services (Mandatory) <ul style="list-style-type: none"> ▪ 3:00 p.m. - 4:00 p.m. PT ○ February 24, 2025: Office Hours – Call Documentation <ul style="list-style-type: none"> ▪ 11:00 a.m. – 12:30 p.m. PT ○ February 26, 2025: All Crisis Centers Meeting <ul style="list-style-type: none"> ▪ 11:00 a.m.-12:00 p.m. PT ○ March 11, 2025: Follow-up Community of Practice, 988 Chat & Text Services (Mandatory) <ul style="list-style-type: none"> ▪ 3:00 p.m. - 4:00 p.m. PT • AHP also asked centers to make sure to complete the generative AI survey as it is needed for contracting purposes. 	Brett Hall
12	Closing	Brett Hall