



Advocates for Human Potential, Inc.

CA 988 All Crisis Centers Monthly Meeting Agenda				
Date		2025.02.26	Time	11:00 am PT
Facilitator		Matthew Moody		
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		Matthew Moody	
2	AHP Temporary Staff Update <ul style="list-style-type: none">Brett Hall is officially on maternity leave.While Brett is out, Matthew Moody (mmoody@ahpnet.com) and Amanda Flores (aflores@ahpnet.com) will be sharing her responsibilities.		Matthew Moody & Amanda Flores	
3	CalHHS 988 Crisis Policy Advisory Group Update <ul style="list-style-type: none">CalHHS submitted the AB988 5-year implementation plan to the legislature.February 14, a corrected version of the implementation plan was uploaded.		Dr. Anh Thu Bui	

	<ul style="list-style-type: none"> • This process will continue in order to potentially implement these changes. • CalHHS is open to talking with centers and the communities they serve as the plan is considered and ultimately implemented. • 988-Crisis Policy Advisory Group - California Health and Human Services • Building California's Comprehensive 988-Crisis System: A Strategic Blueprint 	
4	<p>CA 988 Crisis Center Consortium Update</p> <ul style="list-style-type: none"> • The consortium completed a proposed routing structure for backup centers in California, which has been submitted to CalHHS, DHCS, and CalOES. • The hope is for each center to have all three of its backups located in California. • The consortium also wants to assess the impact of providing backup from services on centers. • The consortium requests bringing back the mobile crisis workgroup in order to gather intentionally to discuss crisis services. 	Narges Dillon
5	<p>Georouting Touch Base</p> <ul style="list-style-type: none"> • Georouting for AT&T starts March 4th. • Centers should have received an email from Vibrant, centers will likely see some change in call volume. 	Matthew Moody
6	<p>Successes & Challenges with Hiring Expansion Efforts</p> <ul style="list-style-type: none"> • Didi Hirsch is improving their QI and workforce expansion efforts, ensuring that they are hiring enough support staff to support the efforts of counselors. • When hiring out-of-state employees, background check can result in 40-50 day wait for fingerprinting return • Centers are facing the challenge that the usual workforce pipeline is volunteers who are then promoted to staff, but because centers have been hiring so much, that workforce is very limited. • As a result, many people have to be completely trained from scratch, which prolongs the onboarding process. During this training phase, many applicants have decided not to pursue the position. • The situation is similar for other positions that are not direct service – growth has diminished the available workforce. Many people with behavioral health 	Rebecca Zeitlin & Nathan Fenderson (Didi Hirsch)

	<p>experience do not necessarily have the needed experience in crisis response.</p> <ul style="list-style-type: none"> • It can be helpful to have new applicants shadow crisis counselors to better understand the scope of work. • Some centers are having problems with promoting volunteers, as there are no qualifications for volunteers, but there are qualifications for staff members, which those volunteers do not meet. • Many centers are operating under a “hire, train, refill” mindset. • Managing laws about employing people from different states is difficult; receiving more guidance would be beneficial. • Frontloading during the interview process is helpful to make sure applicants understand what they are applying for, as well as implementing roleplay into interviews. • Creating tip sheets for applicants to more fully set expectations has also reduced turnover. • ICMI hiring recommendations have guided the hiring practices of some centers, which has allowed for staff allocation to chat and text services. • Some centers partner with schools to receive volunteers doing their practicum hours. 	
7	<p>CA 988 Project Updates</p> <ul style="list-style-type: none"> • Chat and Text CoP occurred earlier this month. • Yesterday, AHP sent out a survey link to inform the next CoP session, which has been extended by 30 minutes for discussion and Q&A. • Call Documentation Office Hours occurred earlier this week. The draft call documentation sheet has been shared with centers; please feel free to provide feedback or request TTA specific to the implementation of that form. • The financial office hour slides, recording, and FAQ will be shared with centers soon. • Wellspace has hired a new Director of Crisis Programs. 	Amanda Flores
8	Closing	Matthew Moody

