



Advocates for Human Potential, Inc.

AGENDA			
Date	2024.08.28	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 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			Owner
1	Welcome		Euna Ra-Smith
2	Funding Update <ul style="list-style-type: none">Funding will be increased in October 2024 and then quarterly thereafter. For any questions regarding funding, please email the CA 988 Inbox at ca988network@ahpnet.com.		Euna Ra-Smith
3	DHCS Update <ul style="list-style-type: none">Corinne Kamerman, Crisis Care Section Chief of the DHCS Community and Crisis Care Programs Branch is leaving DHCS on September 13. The rest of the current team will continue to support with CA 988 efforts.		Euna Ra-Smith

4	<p>CalHHS 988 Crisis Policy Advisory Group Update</p> <ul style="list-style-type: none"> HHS is working on a draft implementation plan and will review at the next policy advisory group in Sacramento on September 18. The draft will be ready for 988 center review on September 6 for return by September 10. Last meeting of Funding and Sustainability Workgroup (workgroup 6) will be on Tuesday, September 3. 	Anh Thu Bui
5	<p>Crisis Center Discussion Items</p> <ul style="list-style-type: none"> This will become a recurring agenda item for centers to share best practices and collaborate on issues that arise during the course of the project period. One center is having difficulty with iCarol, specifically getting usable data. Are any centers using alternative platforms? <ul style="list-style-type: none"> Most centers seem to be using iCarol. Switching databases will be a really heavy lift. Optum uses its own internal system. Contra Costa uses Service Point. Buckelew uses GoTo connect. Felton Institute uses Salesforce and Zoom. A center is struggling to get chat/text data out of Vibrant unified system platform. <ul style="list-style-type: none"> Other centers are having the same issue. Didi Hirsch utilizes a monthly download from Vibrant to get access to data metrics needed for reporting. The data metrics can be downloaded here: Sign In · Vibrant Emotional Health. Monthly download login access can be requested through the Vibrant exchange. A center wants to use bilingual staff to support multiple language calls, bypass “press 2” for Spanish? <ul style="list-style-type: none"> There may not be a workaround at this time. 	Brett Hall
6	<p>Vibrant Update</p> <ul style="list-style-type: none"> Changes in routing for Georouting <ul style="list-style-type: none"> Coverage area is a delineated geographic region that each center is either a primary or backup for. Area codes will be replaced with distinct counties, moving away from area code routing to county routing. Four centers have area code as their primary routing process. 	Nancy Hobbins

	<ul style="list-style-type: none"> ○ Buckelew, Alameda, Felton, Santa Clara, Star Vista, and WellSpace have area code routing as backup. ○ Centers to receive coverage area charts from Vibrant for review. ○ Georouting rollout for the first two carriers will begin on 9/17. ● 988 Training Evaluation Program <ul style="list-style-type: none"> ○ Four trainings in the 988 lifeline portal. ○ Evaluate core training outcomes and transfer to counselor behaviors. ○ Please see attached document for a copy of the presentation. ○ Centers can complete surveys here: Organizational Catalyst and Capacity Inventory Survey (surveymonkey.com). ○ Survey results will be used to identify strengths and opportunities for centers and to gauge each center's and network's capacity for participation in research and training <p>** Please note that only one OCCI survey should be completed per center. **</p>	
7	<p>CA 988 Crisis Center Consortium Update</p> <ul style="list-style-type: none"> ● Vibrant network agreement – the executive committee of 988 Crisis Center Consortium met with DHCS and CalHHS and Vibrant. <ul style="list-style-type: none"> ○ One concern was data ownership and another was service delivery expectations to conduct follow-ups. ● An effort towards those standards is what Vibrant is looking for. Vibrant will be issuing a formal written response which the consortium will share with the whole group. 	Narges Dillon
8	<p>988 Day Update</p> <ul style="list-style-type: none"> ● Didi Hirsch will be supporting with TTA. ● September is Suicide Prevention Month, and Sunday, 9/8 is 988 Day. ● September 10 is World Suicide Prevention Day. The White House will have some social media activities. 	Shari Sinwelski

	<ul style="list-style-type: none"> Centers are preparing for an increase in call volume over the next month due to these events. You can learn more about 988 Day by visiting the SAMHSA website: 988 Day Crisis Support Services of Alameda County will be hosting a 988 Conference on 9/20: 988 Virtual Conference: Current Approaches in Suicide Prevention Tickets, Fri, Sep 20, 2024 at 9:30 AM Buckelew shared their "988: Answering the Call for Suicide Prevention Among Older Adults" video. Many centers shared that they will attend various events, conduct outreach, post videos and social media posts, and share resources within their communities for 988 Day and Suicide Prevention Month. 	
9	Next Meeting: September 25 th @ 11:00am	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>
CallHHS to send draft implementation plan to centers by 9/6	Anh Thu Bui	9/6	Open
Call centers to review draft implementation plan from CalHHS and provide feedback by 9/10	All centers	9/10	Open
Vibrant to send centers georouting information for review.	Nancy Hobbins	-	Open

Vibrant to issue written response to meeting with the 988 consortium	Nancy Hobbins	-	Open
DHCS to follow up with more information regarding budget allocation changes	Corinne Kamperman	-	Open