



# **988 Planning Grant**

## **Planning Coalition Meeting**

### **March 30, 2021**

#### **Members Present:**

Wendy Bailey, DMH Executive Director

Katie Storr, DMH Chief of Staff

Veronica Vaughn, DMH Director of Branch of Coordinated Care

Falisha Stewart, DMH Program Coordinator of Office of Consumer Support

April McNair, DMH Special Projects Officer of Outreach and Planning

Kristi Kindrex, DMH Special Projects Officer of Consumer Support

Brenda Patterson, Executive Director of Contact Crisis Line

Nicole Bedsole, Housing Case Manager of Mental Health Association

Marissa Nooner, Region 4 Mobile Crisis Team

Jonathan Grantham, Region 6 Clinical Director of LifeHelp

Karen Frye, Region 7 Chief Operations Officer of Community Counseling Services

Ann Rodio, Region 8 Director of Alcohol and Drug Services

Amy Mosley, Region 10 Director of Crisis Services

Katrina Sunivelle, Region 12 Executive Director of Contact Helpline

Jan Ulrich, 988 Planning Grant Manager

#### **I. Welcome**

- Katie Storr, Chief of Staff of the MS Department of Mental Health, welcomed everyone to the Planning Coalition meeting as we continue to plan for the 988 Implementation and sincerely thanked everyone for their time and expertise.
  
- Katie Storr, Chief of Staff of the MS Department of Mental Health, reported the following:
  1. MS Department of Mental Health was awarded a Vibrant Emotional Health grant that will be utilized for the planning of implementation of 988
  2. Finale Implementation Plan is due in December 2021
  3. New three-digit 988 number will roll out nationwide in July 16, 2022
  4. Visibility with the three-digit number will increase calls

- Katie Storr, Chief of Staff of the MS Department of Mental Health will email team members the following documents:
  1. SAMHSA's National Guidelines for Behavioral Crisis Care – Best Practice Toolkit
  2. GAP's Roadmap to the Ideal Crisis System
  3. Model Bill for a Core State Behavioral Health Crisis Services System

## **II. Approval of Minutes from February 23, 2021**

- Planning Coalition Meeting minutes from February 23, 2021, were approved as submitted, with one change. Section III.- Change Contact Crisis Line to Contact Helpline.  
Motion to accept minutes:
  1. Jonathan Grantham, Region 6 Clinical Director of Lifehelp
  2. Karen Frye, Region 7 Chief Operations Officer of Community Counseling Services
  3. All members were in favor

## **III. Introduction of 988 Grant Manager, Jan Ulrich**

- Jan Ulrich, 988 Grant Manager introduced herself via the text feature and stated that she will be participating in the monthly Planning Coalition meetings.

## **IV. Progress to Date-Updates on Landscape Analysis**

- Falisha Stewart, DMH Program Coordinator of Office of Consumer Support, reported that herself and Veronica Vaughn participated in the Community of Practice (CoP) sessions which discussed the following:
  1. The National Suicide Prevention Lifeline Safety Net and 988
  2. 411 on 988 Legislative History and Future Steps
  3. 988 Planning Core Activities and Background on Lifeline Membership
  4. 988 Market Analysis, National Demand Projections and State Volume Forecast
  5. Vibrant Emotional Health's Creating the Future Themes and Tenets for 9-8-8
  5. Answer Rates in the Lifeline 988 Network
  6. Understanding Legislation and Implementing 988 Coalitions
  7. Operation and service Levels in Lifeline 988 network
  8. Quality Assurance and Improvement
  9. Lifeline Clinical Standards
  10. Understanding Legislation and Implementing 988 Coalitions
  11. Best Practice in Follow-Up Care
  
- Falisha Stewart, DMH Program Coordinator of Office of Consumer Support, reported that HMA will assist the Department of Mental Health with 988 implementation planning once approved by the Board. Stipends awarded and issued to Crisis Centers. The Landscape Analysis began in February and was completed in March. Crisis Centers will provide information on what the analysis entailed. Falisha reported that she conducted a monthly call meeting with Jan Ulrich, 988 Planning Grant Manager, on March 18, 2021 to discuss upcoming deadlines and any issues that we may be experiencing.

- Brenda Patterson, Executive Director of the CONTACT Crisis Line, stated that she was able to complete and submit the Landscape Analysis questionnaire for the CONTACT Crisis Line. There are currently 180 Helpline Centers that are part of lifeline groups, each one of the Helpline Centers are set up a little differently. The purpose of the landscape is to get an idea of how each center is set up, how they are staffed and how they operate. The Contact Crisis Line in Jackson, MS has around forty-five to fifty volunteers and ten paid staff. All call information is logged into the iCarol database and chats are logged into Pure Connect database. During October 1, 2020 to December 31, 2020, they received three thousand one hundred sixty-six calls with a ninety six percent answer rate with calls. Chat services are on a very limited basis, Monday and Wednesdays, but can be expanded with staff availability.
  
- Katrina Sunivelle, Executive Director of the CONTACT Helpline, stated that she was able to complete and submit the Grant Landscape Analysis questionnaire for the CONTACT Helpline. Their Center is currently at a 98% percent answer rate with calls and still utilizing Pure Connect for chats. The Center is moving towards ICloud with phone lines and adding additional volunteers who will work remotely. There are currently eight back-up centers to answer calls that are missed. The CONTACT Helpline is partnering and working closely with MS College Psychology Department and Professors for college students to be able to answer text and chats, then receive credits for volunteering. College students will be required to complete the forty hours of training, due to Accreditation requirements. Also, Mississippi University for Women and LGBTQ Safe Zone want to be a part of the volunteer services. They are partnering with Back to Behavioral Health to improve services to accommodate individuals that call, text and chat. Training dates will be April 13-15, 2021.

#### **V. Planning Consultant Selection**

- Katie Storr, Chief of Staff of the MS Department of Mental Health, announced that the Department of Mental Health is hiring a Planning Consultant that will assist in developing the roadmap and evaluate what we are currently doing. Department of Mental Health issued a request for qualifications and received great feedback. Health Management Associates (HMA) was selected, which is a national research and consulting firm with over thirty-five years of experience. Contract will be presented to the Department of Mental Health Board meeting on April 15, 2021. Once approved, the firm will start to work on April 16, 2021.

#### **VI. Open Discussion**

- Katie Storr, Chief of Staff of the MS Department of Mental Health, reported that the Department of Mental Health is planning on funding the Asist Training for a limited number of Community Mental Health Center employees and will be communicating with the Directors of the Community Mental Health Centers to train the Mobile Crisis Teams in all Regions.
  
- Karen Frye, Chief Operations Officer of the Community Counseling Services, questioned the increase referenced to the number of calls that are being answered within Mississippi in the past few years.

1. What practice was put in place that generated more of those calls being answered in Mississippi compared to other states?

Brenda Patterson, Executive Director of CONTACT Crisis Line, responded the Center is currently set up to have individuals that are dedicated to answering the Lifeline calls. Currently they have a second call center that handles other crisis calls that roll over to trained volunteers if call is missed, which helps in managing calls. The increase of calls that will take place when the 988 three-digit number goes nationwide, will require more staff to handle and maintain the increase in calls received.

Wendy Bailey, Executive Director of the MS Department of Mental Health, responded by stating that that several years ago the Department of Mental Health received a Federal Grant and was able to sustain the grant to help get that increase rate of calls answered.

Veronica Vaughn, Director of Branch of Coordinated Care of the MS Department of Mental Health, added that it is a contract that gets renewed and Department of Mental Health sustains it by using General Funds.

- Karen Frye, Chief Operations Officer of the Community Counseling Services, questioned how many Asist trainers are needed and what are the benefits of having a trainer in all regions.

1. Is the issue that there are no trainers or that the trainers have not been offering training?

Katie Storr, Chief of Staff of the MS Department of Mental Health, responded that Mississippi is down to only a few trainers in the state. The goal is to have one designated person from each Community Mental Health Center attend Asist training for Asist Trainer capability.

Brenda Patterson, Executive Director of CONTACT Crisis Line, added that they are in need of a trainers in order to keep certification.

Katrina Sunivelle, Executive Director of the CONTACT Helpline, responded that they are also in need of a trainers in order to keep certification.

- Ann Rodio, Region 8 Director of Alcohol and Drug Services, inquired about an opportunity for the CODS Trainer and/or the Prevention Specialist.

1. Is there an opportunity for the Cods Trainer or the Prevention Specialist to train?

Katie Storr, Chief of Staff of the MS Department of Mental Health, responded that she will check on the requirements and get back to her regarding her question.

## **VII. Next Steps-Timelines**

- Veronica Vaughn, Director of Branch of Coordinated Care of the MS Department of Mental Health, discussed the 988 Implementation Planning Overview, which included the following:

### January – February 2021

1. Apply for 988 Planning Grant
2. Grant Awarded
3. Establish Planning Coalition
4. Seek consultant to help with 988 implementation planning

### February – August 2021

1. Complete analysis of current state of crisis response infrastructure to support 988
2. Consultant selected
3. Research funding strategies
4. Develop initial draft 988 Implementation Plan
5. Draft plan to include recommended crisis system infrastructure, funding and other resources needed for long term

### August – December 2021

1. Further review, vetting, and revision of initial draft Implementation Plan
2. Final 988 Implementation Plan to ensure 988 is ready to go live on July 16, 2022
3. Final Implementation Plan for long term improvement and sustainability of 988

## **VI. Date and Time of Next Meeting**

- THE NEXT MEETING WILL BE HELD ON TUESDAY APRIL 27, 2021 at 10:00AM.