



988 Planning Grant
Planning Coalition Meeting
June 8, 2021

Members Present:

Veronica Vaughn, DMH Director of Branch of Coordinated Care
Kristi Kindrex, DMH Special Projects Officer of Consumer Support
Nicole Bedsole, Housing Case Manager of Mental Health Association
Ann Rodio, Region 8 Director of Alcohol and Drug Services
Katrina Sunivelle, Region 12 Executive Director of Contact Helpline
Teresa Mosley, Psychometrist/Adjunct Instructor of Mississippi College
Andrew Day, Mississippi Division of Medicaid
Suzanne Rabideu, Healthcare Management
Laquisha Grant, Healthcare Management
Cami McIntire, Healthcare Management
Sitaniel Wimbley, Executive Director of Nami of Mississippi
Jonathan Grantham, Region 6 Clinical Director of LifeHelp
Tiffany Anderson, Region 9 Mobile Crisis Response Team
Monica Wolters, PACT Peer Support Specialist
Amelia Hayes, Contact Crisis Line

I. Welcome

- Laquisha Grant, Healthcare Management, welcomed everyone to the 988 Planning Coalition meeting.

II. Approval of Minutes from May 25, 2021

- Planning Coalition meeting minutes from May 25, 2021, were postponed until the next Planning Coalition meeting on June 29, 2021.

III. Call Center Capacity Planning for 988 Coalition

- Laquisha Grant, Healthcare Management, presented the Call Center Capacity Planning.
 1. One of the 988 grant requirements is to plan for capacity building for current and projected 988 volume for calls, texts, chats and follow-up services. Through call volume predictions and cost per call predictions provided by the Lifeline, as well as guidance on center performance metrics for 988, states and territories will identify both current and projected volume capacity challenges Lifeline member contact centers face and, in collaboration with these centers, develop a three-year plan to expand and sustain contact center capacity to maintain a 90% in-state answer rate for 988 contacts.
 2. Lifeline Call Metrics for October 1, 2020, to December 31, 2020- Landscape Analysis.
 - a. CONTACT Helpline-Lifeline Calls
 - *Calls received-218
 - *Calls answered-205
 - *Answer rate-0.01%
 - b. CONTACT TCL-Lifeline Calls
 - *Calls received-3,166
 - *Calls answered-3,035
 - *Answer rate-0.94%
 3. Another 988 grant requirement is for the CONTACT TCL to offer chat and text services. Services are offered part-time on Mondays and Wednesdays from 1:00pm to 3:00pm. When 988 goes live in 2022, they will have to offer 24/7 chat and text services. CONTACT TCL will have to expand services and capacity in order to meet that requirement.
 4. Center Capacity for Increased Lifeline/988 Volume- Landscape Analysis
 - a. CONTACT Helpline
 - * Expand our partnership with Mississippi State University Psychology Department to assist with training, text, chat, and suicide line.
 - * New iCloud phone system installed by May 2021.
 - * Increase the number of volunteers, focusing on retired individuals and college students.
 - * Potential for partnership with Mississippi University for Women Psychology Department to assist with training, text, chat, and suicide line.
 - b. CONTACT TCL
 - *Did not answer.

5. Katrina Sunivelle, Executive Director of Contact Helpline, reported that they are currently getting their numbers switched over to the new iCloud phone system to utilize text and chat capabilities. Their center is in the process of partnering with Mississippi State University Women's Psychology Department to assist with training, text, chat, and the suicide line. Once students are trained, they will be able to receive extra credits for volunteering.
6. Amelia Hayes, with the Contact TCL, stated that they are considering training volunteers to work remotely for text, chat and crisis calls. Goal is to increase capacity to take on increasing calls.
7. Suzanne Rabideu, Healthcare Management, recommended that the Contact Helpline and the Contact TCL increase hiring paid staff employees, not just volunteers.
8. Laquisha Grant, Healthcare Management, presented the Mississippi 988 First Year Cost model produced by Vibrant, based on the population in Mississippi.
 - a. Mississippi Population
* 2,976,149
 - b. Mississippi's Percentage of US Population
* 0.90%
 - c. Projected Volume
 - * Inbound calls-28,400
 - * Outbound calls-1,400
 - * Chat-19,100
 - * Text-1,100
 - d. Veronica Vaughn, DMH Director of Branch of Coordinated Care, will forward the DMH and CMHC's overall annual call volume data in the next few days to the 988 Coalition members.
 - e. Suzanne Rabideu, Healthcare Management, stated that the caller's need resources and the earliest intervention, as possible.
9. Laquisha Grant, Healthcare Management, reviewed the considerations in Mississippi that could impact capacity.
 - a. Public Expectation
 - b. Triage verses Live Answer
 - c. Implications for Staff Credentials
 - d. 988 verses 911
 - e. National Program verses Local Decision

10. Jonathan Grantham, Clinical Director of Region 6 LifeHelp, asked what the difference is between triage and live answer. He reported that currently Region 6 Crisis Centers after hour calls are answered with a Registered Nurse. Triage assesses the caller. If it is considered a true crisis call, then the caller is put in contact with a Licensed Clinician who oversees the mobile crisis therapist in case the caller needs to be seen and a mental health assessment needs to be completed in person.
 - a. Laquisha Grant, Healthcare Management, responded that triage is when the caller is prompted to be routed to a different number or additional steps are needed. Live answer is where the caller taker provided immediate services.
11. Veronica Vaughn, DMH Director of Branch of Coordinated Care, reported that Mobile Crisis Contact calls received in 2020 was 35,450 calls.
12. Ann Rodio, Region 8 Director of Alcohol and Drug Services, stated that immediate physical shelters are needed for homeless and domestic violence individuals to ensure their safety and for completing assessment.
13. Teresa Mosley, Psychometrist/Adjunct Instructor of Mississippi College, stated that the crisis is relative to the individual's needs.

VI. Date and Time of Next Meeting

- THE NEXT MEETING WILL BE HELD ON TUESDAY JUNE 29, 2021, at 10:00AM.