



988 Planning Grant

Planning Coalition Meeting

August 31, 2021

Members Present:

Wendy Bailey, DMH Executive Director
Katie Storr, DMH Chief of Staff
April McNair, DMH Special Projects Officer
Kelly Breland, DMH Chief Financial Officer
Suzanne Rabideau, Health Management Associates
LaQuisha Grant, Health Management Associates
Cami McIntire, Health Management Associates
Jan Ulrich, 988 Planning Grant Manager
Veronica Vaughn, DMH Director of Branch of Coordinated Care
Falisha Stewart, DMH Program Coordinator of Office of Consumer Support
Kristi Kindrex, DMH Special Projects Officer of Consumer Support
Ann Rodio, Region 8 Director of Alcohol and Drug Services
Brenda Patterson, Executive Director of Contact Crisis Line
Teresa Mosley, Psychometrist/Adjunct Instructor of Mississippi College
Molly Taylor, DMH Program Director of Outreach and Planning
Jeff McCutchen, Chief of Police
Scott Sumrall, Region 8 Compliance Director
Andrew Day, Mississippi Division of Medicaid
Karen Frye, Region 7 Chief Operations Officer of Community Counseling Services
Marissa Nooner, Region 4 Mobile Crisis Team
Karin Lewis, Region 8 Director of Strategic Planning & Development

I. Welcome

- Katie Storr, Chief of Staff with the Department of Mental Health, welcomed all team members to the 988 Planning Coalition meeting and thanked everyone for attending as we continue to move forward on the implementation of 988 in Mississippi.

II. Approval of Minutes from July 27, 2021, and July 13, 2021

- Veronica Vaughn, Director of Branch of Coordinated Care with the Department of Mental Health, presented the 988 Planning Coalition meeting minutes for July 27, 2021, and July 13, 2021.
 1. 988 Planning Coalition meeting minutes from July 27, 2021, were approved as submitted, with no changes.

Motion to accept minutes:
* Teresa Mosley, Adjunct Instructor of Mississippi College
*All members were in favor
 2. 988 Planning Coalition meeting minutes from July 13, 2021, were approved as submitted, with no changes.

Motion to accept minutes:
*Teresa Mosley, Adjunct Instructor of Mississippi College
*All members were in favor

III. Coalition Discussion Items

- Suzanne Rabideau, Health Management Associates, announced the primary key staff for the 988 Coalition grant.
 1. Primary Key Grant Staff:
 - a. Katie Storr, Chief of Staff, Department of Mental Health
 - b. Veronica Vaughn, Director of Branch of Coordinated Care, Department of Mental Health
 - c. Falisha Stewart, Program Coordinator of Office of Consumer Supports, Department of Mental Health
- Suzanne Rabideau, Health Management Associates, discussed the top state/territory priorities for change to prepare for 988 roll out in July 2022.
 1. Priority #1:
 - a. Mississippi's top priority is to re-structure the overall crisis system to create a coordinated and integrated system that provides effective crisis care. Overall re-structure includes integration within crisis services and across the larger community system including effective coordination with 911, law enforcement, emergency departments and other system partners.
 2. Priority #2:
 - a. Mississippi also has as a top priority to identify and obtain necessary funding to fund the full continuum of crisis care with an emphasis on ensuring Lifeline centers have adequate funding.
 3. Priority #3:
 - a. Mississippi supports the advancement of the Lifeline centers by providing resources and technical support to operate in a manner that is highly professional and utilizes best and promising practices.

4. Priority #4:
 - a. Mississippi supports the continued development and practices for crisis mobile teams and crisis stabilization services.
- Laquisha Grant, Health Management Associates, discussed the Core Areas that ensure statewide 24/7 coverage for 988 calls, chats, and texts that are included in Mississippi's draft implementation plan.
 1. Core Area #1: Ensure Statewide 24/7 Coverage for 988 Calls, Chats, and Texts
 2. Core Area #2: Secure Adequate, Diversified, and Sustained Funding Streams for Lifeline Member Centers
 3. Core Area #3: Expand and Sustain Center Capacity to Maintain Target In-State/Territory Answer Rates for Current and Projected Call, Text, and Chat Volume
 4. Core Area #4: Support Crisis Centers in Meeting Lifeline's Operational Standards, Requirements, and Performance Metrics
 5. Core Area #5: Convene a Coalition of Key Stakeholders to Advise on 988 Planning and Implementation
 6. Core Area# 6: Maintain a Comprehensive, Updated Listing of Resources, Referrals, and Linkages; Plan for Expanded Services
 7. Core Area #7: Ensure All State/Territory Centers Can Provide Best Practice Follow-Up to 988 Callers/Texters/Chatters
 8. Core Area #8: Plan and Implement Marketing for 988 in Your State/Territory
- Laquisha Grant, Health Management Associates, reviewed the background of Statewide coverage for 988 Contacts
 1. Background: Current Situation, Gaps, Progress, and Proposed Approach for Statewide Coverage for 988 Contacts
 - a. 988 Calls: Current Situation
 - * Mississippi has 24/7 primary and backup coverage to every county in the state through its two Lifeline centers, CONTACT The Crisis Line and CONTACT Helpline. According to the MS State Report (June 2021) provided by Vibrant, MS routed 18,079 Lifeline calls between June 2020 and June 2021. Both centers have the capacity to meet this volume, as evidenced by the fact that both call centers show an answer

rate of 81%-95% each month during the same time period. Plans are underway to support both Lifeline Centers to ensure both will have the capacity to handle increased Lifeline/ 988 volume with additional staffing and technology improvements that are detailed in Core Area 3 of this plan.

b. CONTACT Helpline Coverage Areas

*Oktibbeha, Lowndes, Webster, Winston, Clay, Noxubee, Choctaw, Monroe, Rankin, Franklin, Lafayette, Hinds, Pontotoc, Claiborne, Jasper, Lawrence, Walthall, Stone, Harrison, Union, Scott, Covington, Panola, Tishomingo, Tippah, Coahoma, Bolivar, Lee, Newton, Alcorn, Pearl River, Adams, Hancock, Clarke, Neshoba, Copiah, Yazoo, Tunica, Attala, Holmes, Perry, George, Lauderdale, Chickasaw, Prentiss, Jackson, Yalobusha, Leflore, Desoto, Smith, Forrest, Amite, Marion, Washington, Greene, Grenada, Sharkey, Simpson, Leake, Pike, Jones, Kemper, Warren, Jefferson, Benton, Lamar, Calhoun, Marshall, Tate, Quitman, Sunflower, Tallahatchie, Wayne, Carroll, Lincoln, Madison, Itawamba, Humphreys, Wilkinson.

c. CONTACT The Crisis Line Coverage Areas

*Oktibbeha, Lowndes, Webster, Winston, Clay, Noxubee, Choctaw, Monroe, Rankin, Franklin, Lafayette, Hinds, Pontotoc, Claiborne, Jasper, Lawrence, Walthall, Stone, Harrison, Union, Scott, Covington, Panola, Tishomingo, Tippah, Coahoma, Bolivar, Lee, Newton, Alcorn, Pearl River, Adams, Hancock, Clarke, Neshoba, Copiah, Yazoo, Tunica, Attala, Holmes, Perry, George, Lauderdale, Chickasaw, Prentiss, Jackson, Yalobusha, Leflore, Desoto, Smith, Forrest, Amite, Marion, Washington, Greene, Grenada, Sharkey, Simpson, Leake, Pike, Jones, Kemper, Warren, Jefferson, Benton, Lamar, Calhoun, Marshall, Tate, Quitman, Sunflower, Tallahatchie, Wayne, Carroll, Lincoln, Madison, Itawamba, Humphreys, Wilkinson.

2. CONTACT Helpline additional steps that have been taken:

- a. Expand their partnership with Mississippi State University Psychology Department to assist with training, text, chat, and suicide line.
- b. Had a new iCloud phone system installed by May 2021.
- c. Increased the number of volunteers, focusing on retired individuals and college students.
- d. Began conversations about a potential for partnership with Mississippi University for Women Psychology Department to assist with training, text, chat, and suicide line.
- e. Actively pursuing text and chat certification

f. Mississippi's proposed plans are to continue to provide 24/7 primary and backup coverage to every county in the state in the same way that it currently does. In order to maintain coverage at the same rate it already has, we will hire additional Lifeline center staff for both call centers in the state.

3. The CONTACT TCL/CONTACT Helpline:

- a. The CONTACT TCL currently responds to text and chat on a very limited basis and most of the text and chat are from out of state per Vibrant's current routing approach. CONTACT TCL reports that responding to text and chat exceeds the time for responding to calls and is staff intensive. CONTACT Helpline is in the process to be certified to provide text and chat. Neither center can engage in additional text and chat without funding for the services.
- b. According to the MS State Report (June 2021) provided by Vibrant, there were 1,418 chats and 527 texts initiated in Mississippi (although not answered in MS).

IV. Next Steps

- Suzanne Rabideau, Health Management Associates, announced that the next steps will be:
 1. Review content and gaps in the Mississippi 988 Draft Plan Outline.

V. Date and Time of Next Meeting

- THE NEXT MEETING WILL BE HELD ON TUESDAY, SEPTEMBER 14, 2021, at 10:00AM.