



988 Planning Grant

Planning Coalition Meeting

June 9, 2022

Members Present:

Wendy Bailey, DMH Executive Director
Katie Storr, DMH Chief of Staff
April McNair, DMH Special Projects Officer
Suzanne Rabideau, Health Management Associates
Falisha Stewart, DMH Office of Consumer Supports
Kristi Kindrex, DMH Special Projects Officer
Brenda Patterson, Executive Director of Contact Crisis Line
Nicole Bedsole, Mental Health Association of South Mississippi
Katrina Sunivelle, Executive Director of Contact Helpline
Andrew Day, Mississippi Division of Medicaid
Sitaniel Wimbley, Executive Director of NAMI of MS
Layne Goode, DMH Crisis System Coordinator
Jackie Chatmon, DMH Division of Children and Youth
Katherine Simmons, DMH Division of Children and Youth
Ja'Quila Newsome, DMH Director of Suicide Prevention
Rachel Alcorn, Oxford Communicare
Christiane Williams, Dept. of Corrections CIT Training Coordinator
Angela Bergefeld, Health Management Associates
Darren Schwindaman, Creative Distillery
Dr. Sandy Rogers, Executive Director of Oxford Communicare
Amy Mosley, Director of Crisis Services, Region 10
Captain Wade Johnson, CIT Coordinator of Crisis Services East MS
Melody Madaris, Assistant Director of Communicare
Mangle Shanks, State Coordinator
Brent Hearn, Creative Distillery

I. Welcome

- Wendy Bailey, Executive Director with the Department of Mental Health, welcomed all team members to the 988 Planning Coalition meeting.

II. Approval of Minutes from March 8, 2022

- The 988 Planning Coalition meeting minutes for March 8, 2022, were postponed.

III. Community Forum-Key Themes

- Suzanne Rabideau and Angela Bergefurd with Health Management Associates reviewed the Community Forums.
 1. State of Mississippi Crisis System Enhancement Forums were held May 2022
 - First Responders – May 11, 2022
 - Individuals and Families with Lived Experience – May 12, 2022
 2. Crisis Response Continuum of Care was reviewed with participants at both forums
 - Outreach & Engagement of People at Risk: Many people in the early stages of crisis need referral to appropriate services and supports.
 - Crisis Call Hub Center: Evidence suggests that most crises can be resolved by skilled telecommunications responders.
 - Mobile Crisis Teams: Mobile crisis teams resolve the majority of crises in the community.
 - Crisis Stabilization Options: Those requiring a higher level of care should have multiple options, such as crisis stabilization or hospitalization corresponding to their level of need.
 - Post-Crisis Community-Based Support: With appropriate care and support, most remain stable in their community's post-crisis.
 3. Crisis System Enhancement Community Lived Experience Forum Suggestions
 - All of the components of a crisis continuum exist, but there isn't enough capacity to meet the demand.
 - People need to be made aware of the available resources & materials should be tailored to populations, such as youth and young adults.
 - Improve education, coordination and care across systems, agencies, and providers.
 - Address language and cultural barriers as well as stigma.
 - Assure adequate training and competencies across all components of the crisis continuum
 4. Crisis System Enhancement Community First Responder Forum Suggestions
 - There are some pockets of excellence in how first responders and crisis services work together, but the efforts need to be strengthened across the state.
 - Crisis response providers need to know what is expected of them (including not saying no).
 - There is a need for local collaboration between first responders and crisis providers.
 - There needs to be planned collaboration between 988 and 911 – consider utilizing the local PSAP (911) coalitions for this.

5. National Resources for Collaboration with 911 Centers-SAMHSA Playbook-Public Safety Answering Points (PSAPs)

- Goals:
 - Articulate the need for operational readiness for 988
 - Help PSAPs prepare for the 988 transition (not a specific mandate for them)
 - Explain how to make progress on the criteria that are central to 988 Readiness
 - Identify best practices and examples seen in the field today

- Audience:
 - The playbook was written for public safety answering point supervisors and leadership

- Structure:
 - Operations readiness self-assessment for PSAPs
 - Playbook for PSAPs
 - Additional resources for PASPs

- Notes:
 - Equity: The playbook aims to highlight equity considerations across topics, including how equity needs to be considered across all areas of readiness
 - Case studies and examples: The playbook includes many case studies and examples from individual PSAPs. Examples will not be applicable to all PSAPs.

IV. Updates on Call Center prep for July Soft Launch

- Katie Storr, Chief of Staff with the Department of Mental Health, discussed updates on grants received.
 1. SAMHSA Grant
 - SAMHSA funds have been received in preparation of 988 going live on July 16 to build capacity at the local 988 centers
 - RFPs for the grants have been sent to the local 988 centers
 - Grants will provide funding to purchase technology to support increased demand
 - Grants will provide funding to hire additional staff to support increased demand

 2. SAMHSA Goals
 - Increase the capacity of the 988 centers so that they can meet the demand 24/7
 - Maintain 24/7 primary and backup coverage

- Increase collaboration among the Mississippi Lifeline Centers
- Increase collaboration with crisis system partners to unify 988 response

3. ARPA Grant

- ARPA grant funding for \$3,000,000 will be available FY23 for 988 implementation
- Funds will be used to hire additional staff for CONTACT The Crisis Line to support calls, chat & text
- Purchase additional technology equipment that is needed for CONTACT The Crisis Line
- Hire additional staff for CONTACT Helpline
- Purchase additional technology equipment that is needed for CONTACT Helpline

V. Updates on Call Center Preparation for 988 Soft Launch July 16, 2022

- Suzanne Rabideau with Health Management Associates discussed the updates for the 988 call centers soft launch.
 1. Updates
 - The goal is to resolve the call and to help the individual connect to services in their local community
 - In cases where it's not resolved then connect to Mobile Crisis
 - Nothing is changing with the 911 process
 - If someone calls in to 911 needing someone to talk, then 911 would transfer the call to 988

VI. Marketing Plans for 988

- Katie Storr, Chief of Staff with the Department of Mental Health, discussed marketing plans for 988.
 1. Marketing Plans for 988
 - Soft launch for July 16, 2022
 - Ramping up for staffing and connections to be able to handle the increase in calls, chats, and text
 - The Department of Mental Health will have a press release in July and August
 - Education materials being developed
 - Targeting key groups that are going to be the most prominent people to let them know that the 1-800-273-8288 national number is changing to 988
 - Logos for messaging for 988 available on SAMHSA's messaging site
 - Marketing services through Creative Distillery who will begin a broad public awareness campaign
 - SAMHSA has published about marketing 988
<https://www.samhsa.gov/find-help/988/partner-toolkit>

VII. Collaboration Between 988 Call Centers and CMHC's for Mobile Teams

- Suzanne Rabideau with Health Management Associates announced that the Department of Mental Health will collaborate with the 988 Call Centers, Community Mental Health Centers, and Mobile Crisis Teams. They will meet on June 21, 2022, to discuss flow chart process, follow ups, protocols, staffing, and data intake.

VIII. Study Commission

- Katie Storr, Chief of Staff with the Department of Mental Health, announced that the Study Commission through legislation for 988 will serve as a companion and it will consist of some key leadership members. The purpose is to help us continue with the linking of the 988 system and ongoing funding for 988 in the crisis system.

IX. Standing Agenda Item

- Suzanne Rabideau with Health Management Associates encouraged everyone to attend the weekly National Crisis Jam Corner at <https://talk.crisisnow.com/learningcommunity/>.

X. Next Steps

- Suzanne Rabideau with Health Management Associates announced the next steps:
 1. Next 988 Coalition Team meeting is July 19, 2022
 2. 988 Call Centers, Community Mental Health Centers, and Mobile Crisis Teams will meet on June 21, 2022
 3. Subcommittees will continue to meet