



Advocates for Human Potential, Inc.

<b>AGENDA</b>		
<b>Date</b>	2024.07.24	<b>Time</b> 11:00 am PT
<b>Facilitator</b>	Maja Jolly	
<b>Meeting Info</b>	CA 988 All Crisis Center Monthly Meeting	
<b>Attendees:</b>		
AHP DHCS Cal OES 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		
<b>Agenda Topic</b>		<b>Owner</b>
1	Welcome	Maja Jolly
2	Contract Updates <ul style="list-style-type: none"> <li>• AHP has been reaching out to all centers who have not executed their contracts – reach out to grantee liaison or through the inbox for support.</li> <li>• Reach out to grantee liaison or through the inbox if you need invoice support as well.</li> </ul>	Maja Jolly
3	Data Feedback <ul style="list-style-type: none"> <li>• Data trends:               <ul style="list-style-type: none"> <li>○ AHP followed up regarding rollover rates. Center looking for support in using iCarol – consensus is that iCarol cannot provide rollover data; 8x8 can generate that data. Nancy-Bui Thompspon is willing to help. AHP will connect them.</li> <li>○ Not sure if rollover can come from local centers or only from Vibrant – “press 1” might prevent recognition.</li> </ul> </li> </ul>	Brett Hall

4	<p>CalOES Updates</p> <ul style="list-style-type: none"> <li>• MOU process with SAMHSA has been stalled and discussions continue.</li> <li>• CalOES is in negotiation with SAMHSA to ensure that centers own the data and broad state metrics are tracked, but not personal information.</li> <li>• In the next few weeks, CalOES will schedule a in-person meeting with each center to talk about CRM deployment, implementation process, and barriers and will take findings back to DHCS.</li> <li>• CalOES to re-start meetings with NGA once deployment schedule planning is ready.</li> <li>• Centers are citing conflicting timelines for systems.</li> <li>• Update from DHCS: Informed SAMHSA that centers have a limited capacity to provide all data points and have reached an understanding with SAMHSA that data collection will improve with the CalOES CRM. SAMHSA has not raised any recent concerns.</li> <li>• Centers indicating that not having timelines is impacting their ability to be effective, plan, and meet KPIs.</li> <li>• Centers want more clarification regarding how Cal OES is utilizing funds, the extent of available funds from CalOES for centers relative to the delays in implementation. <ul style="list-style-type: none"> <li>○ CalOES says funding policy will be addressed in the Policy Advisory Group, Workgroup 6 Meeting on July 29 <a href="#">988-Crisis Policy Advisory Group - California Health and Human Services</a>.</li> <li>○ CalOES provided this link for reference: <a href="https://www.youtube.com/watch?v=qjLOVYXLOCs">https://www.youtube.com/watch?v=qjLOVYXLOCs</a></li> </ul> </li> </ul>	<p>Curt Guillot &amp; Dr. Jessica Sodhi</p>
5	<p>California 988 Consortium Update: Lifeline Network Agreement</p> <ul style="list-style-type: none"> <li>• Concerns regarding the network agreement Vibrant sent out for signature in July. <ul style="list-style-type: none"> <li>○ Follow-up standards not feasible, need more resources to answer increasing volume while also increasing follow-up.</li> <li>○ QI monitoring – do not have resources to monitor 3% of contacts.</li> <li>○ Data ownership – Many centers are moving over to Vibrant’s unified platform, California is awaiting its own unified platform, centers want to understand data sharing/ownership agreement – callers wonder about data sharing. Concern about perception of open data dynamic.</li> </ul> </li> <li>• DHCS: Meet regularly with SAMHSA and has raised these concerns with them. Consortium would like DHCS to discuss further with SAMHSA. DHCS will continue regular monthly meetings with SAMHSA and discuss requirements and resource needs.</li> </ul>	<p>Narges Dillon</p>

	<p>DHCS/AHP is also reviewing the Network Agreement and plans to provide feedback and ask clarifying questions to Vibrant.</p> <ul style="list-style-type: none"> <li>Centers indicate that Vibrant is setting public expectations that they are internally flexible on, but worried about public perception as they cannot meet those goals. They suggest it may be helpful to have a long term plan indicating there will be a process to meet the requirements.</li> <li>DHCS indicated the CalHHS 5 year implementation plan for a comprehensive 988 system may be a good resource to use when explaining timeframes and all the components of a comprehensive 988 system.</li> <li>The centers indicated they sent questions to Vibrant but are awaiting some answers. Vibrant wants to engage with consortium to make sure that all answers are complete and meet expectations.</li> </ul>	
6	<p>Regional Convening in San Francisco</p> <ul style="list-style-type: none"> <li>Vibrant will be sending out stipends for two staff members per center to attend – Arizona and Nevada will also be joining.</li> <li>Centers to respond to Vibrant’s survey agenda.</li> </ul>	Nancy Hobbins
7	<p>August Quarterly 1:1 Meetings</p> <ul style="list-style-type: none"> <li>First required quarterly 1 on 1 meeting. AHP to send out bookings link.</li> <li>Touch base with centers, review data deliverables, repeat this over the course of the grant.</li> </ul>	Brett Hall
8	Next Meeting: August 28 <sup>th</sup> @ 11am	Maja Jolly

Action Items			
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<b>Topic</b> <i>(high-level description, add details to RAID log)</i>	<b>Person Responsible</b> <i>(first &amp; last name)</i>	<b>Due Date</b> <i>(mm/dd/yyyy)</i>	<b>Status</b> <i>(open, closed, in-progress)</i>
CalOES to reach out to centers to schedule site visits and determine MOU timeline.	Curt Guillot	Next 2-3 weeks	In progress
DHCS to remind SAMHSA that centers will not be able to provide all data points until the CalOES CRM is implemented.	Corinne Kamerman	Next DHCS/SAMHSA meeting	In progress
CalOES to present more information on AB 988 funds available to CalOES.	Curt Guillot	Next all center meeting	In progress
DHCS to follow up with SAMHSA and Vibrant concerning network agreement changes and provide updates to the group.	Corinne Kamerman	Next all center meeting	In progress

Centers/consortium to follow up with Nancy Hobbins with any questions regarding Vibrant network agreement updates.	-	-	-
Centers to respond to Vibrant's survey agenda.	-	-	In progress
Vibrant to send a registration email link for regional San Francisco convening next week.	Nancy Hobbins	Next week	In progress
Centers to schedule required August quarterly one-on-one meetings with Brett Hall	-	-	Open