

**SUMMARY & RECOMMENDATIONS**  
**SUBJECT MATTER EXPERTS – 988 SERVICES**

<b>GAPS / CHALLENGES</b>	<b>RECOMMENDATIONS</b>
<p>Funding is not adequate or sustainable (compare to 911).</p> <p>Funding is not just about volume; must also account for:</p> <ul style="list-style-type: none"> <li>• ability of centers to respond to spikes</li> <li>• adequate call answering capacity throughout a 24 hour period</li> <li>• salaries at levels adequate to minimize turnover</li> <li>• greater number of management and support staff needed for an intense crisis helpline (supervision, staff support, coaching, training, quality assurance)</li> <li>• Consider geography as well as population for MRT funding</li> </ul>	<p>State should provide clarity regarding expectations for federal, state, and local shares of 988 funding (Include information from Nikki Wotherspoon regarding federal and state funding pieces?)</p> <p>State should determine amount needed to fully fund the comprehensive 988 service network, including call answering, mobile response, crisis stabilization, and marketing</p>
<p>Difficult to get providers to sign MOU’s with the 988 centers.</p> <p>Providers and MRT’s need to be educated about 988.</p> <p>988 centers are required to do follow-up, but providers are not sharing client information with 988 centers.</p>	<p>Make policy changes that acknowledge that 988 is part of the behavioral health system and should fall under the same guidelines for sharing client information.</p> <p>ME’s: Encourage providers to sign MOU’s and require providers to acknowledge warm hand-offs, provide outcome information, and confirm access to services.</p> <p>State should provide clarity regarding care coordination and HIPAA</p>
<p>Data: There is a disconnect between Vibrant Data and 988 center data.</p>	<p>Measure multiple data elements in order to gauge the true quality and quantity of 988 services; don’t overemphasize Vibrant’s answer rates.</p>

<p>Need a better understanding of Vibrant’s methodology and impacts to data elements that are outside a 988 center’s control (i.e. Vibrant routing problems skew state answer rates).</p> <p>Short abandons negatively impact and skew answer rates (i.e. some are counted as unanswered before they ring into a 988 center).</p> <p>Need to capture additional performance measures and data elements and provide context, such as:</p> <ul style="list-style-type: none"> <li>• How one measure impacts another</li> <li>• Speed to answer</li> <li>• Data related to follow-up calls</li> <li>• State level data excluding short abandons</li> <li>• Capture crisis call data from 211 and other center lines to gain a truer picture of crisis needs and funding requirements.</li> <li>• Standardizing data across centers.</li> </ul>	<p>Create a state system of checks and balances when comparing center data to Vibrant data.</p> <p>Identify and report measures that provide a true and full picture of 988 services in the State of Florida.</p> <p>Include explanations, disclaimers, and context when publishing data.</p>
<p>Is the back-up routing structure working? Does it make sense? Should there be one or multiple back-up centers for Florida?</p>	<p>Assess and determine the most efficient and effective method for back-up call routing.</p>
<p>Routing by area code does not ensure a local response.</p>	<p>Prioritize geolocation for call routing.</p>
<p>Centers need stable staffing and minimal turnover.</p>	<p>State should provide salary recommendations and other guidelines for hiring.</p>