SUMMARY & RECOMMENDATIONS
SUBJECT MATTER EXPERTS – 988 SERVICES

GAPS / CHALLENGES	RECOMMENDATIONS
Funding is not adequate or sustainable (compare to 911). Funding is not just about volume; must also account for: • ability of centers to respond to spikes • adequate call answering capacity throughout a 24 hour period • salaries at levels adequate to minimize turnover • greater number of management and support staff needed for an intense crisis helpline (supervision, staff support, coaching, training, quality assurance) • Consider geography as well as population for MRT funding	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?) State should determine amount needed to fully fund the comprehensive 988 service network, including call answering, mobile response, crisis stabilization, and marketing
Difficult to get providers to sign MOU's with the 988 centers. Providers and MRT's need to be educated about 988. 988 centers are required to do follow-up, but providers are not sharing client information with 988 centers.	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. ME's: Encourage providers to sign MOU's and require providers to acknowledge warm hand-offs, provide outcome information, and confirm access to services. State should provide clarity regarding care coordination and HIPAA
Data: There is a disconnect between Vibrant Data and 988 center data.	Measure multiple data elements in order to gauge the true quality and quantity of 988 services; don't overemphasize Vibrant's answer rates.

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). Short abandons negatively impact and skew answer rates (i.e. some are counted as unanswered before they ring into a 988 center). Need to capture additional performance measures and data elements and provide context, such as: • How one measure impacts another • Speed to answer • Data related to follow-up calls • State level data excluding short abandons • Capture crisis call data from 211 and other center lines to gain a truer picture of crisis needs and funding requirements. • Standardizing data across centers.	Create a state system of checks and balances when comparing center data to Vibrant data. Identify and report measures that provide a true and full picture of 988 services in the State of Florida. Include explanations, disclaimers, and context when publishing data.
Is the back-up routing structure working? Does it make sense? Should there be one or multiple back-up centers for Florida?	Assess and determine the most efficient and effective method for back-up call routing.
Routing by area code does not ensure a local response.	Prioritize geolocation for call routing.
Centers need stable staffing and minimal turnover.	State should provide salary recommendations and other guidelines for hiring.