

0:00:04.920,0:00:11.400

Hello and welcome to the "State of 911"
webinar series hosted by the National 911

0:00:11.400,0:00:12.400

Program.

0:00:12.400,0:00:16.680

My name is Sherri, and I will be the moderator
for today's session.

0:00:16.680,0:00:23.960

On the next slide, this webinar series is
designed to provide useful information for

0:00:23.960,0:00:30.939

the 911 stakeholder community about federal
and state participation in the planning, design,

0:00:30.939,0:00:37.330

and implementation of Next Generation 911,
or NG911 systems.

0:00:37.330,0:00:44.159

It includes real experiences from leaders
utilizing processes throughout the country.

0:00:44.159,0:00:52.520

Today's session is going to provide information
on the implementation of 988 for mental health

0:00:52.520,0:00:58.690

emergencies, as well as an overview of NG911
training that was created by the Washington

0:00:58.690,0:00:59.690

D.C.

0:00:59.690,0:01:01.480

Office of Unified Communications.

0:01:01.480,0:01:09.000

For closed captioning, please copy and paste
the URL link in the chat window to an additional

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web browser.

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For more information on National 911 Program
webinars, or to access archived recordings,

0:01:16.990,0:01:24.780

or just learn more about the national 911
program, please visit 911.gov

0:01:24.780,0:01:30.920

Feedback or questions about the webinars can
be sent to the National911Team@MissionCriticalPartners.com.

0:01:30.920,0:01:43.859

And if we go to the next slide, today we have some information that the National 911 Program

0:01:43.859,0:01:46.659

would like to make you aware of.

0:01:46.659,0:01:53.990

The 911.gov Documents and Tools website has been updated with new resources and improved

0:01:53.990,0:01:54.990

access.

0:01:54.990,0:02:00.869

911 stakeholders are encouraged to submit links and documents that would be of use and

0:02:00.869,0:02:08.869

interest to 911 colleagues, such as policy documents, plans, and reports covering topic

0:02:08.869,0:02:16.310

areas like governance, management, technical, operation, and standards and best practices.

0:02:16.310,0:02:24.769

You may access the webpage under the 911 System Resources drop-down menu or scan the QR code

0:02:24.769,0:02:28.000

in the bottom right-hand corner of this slide.

0:02:28.000,0:02:34.370

Content can be submitted by clicking the online submission form on the left- side of the Docs

0:02:34.370,0:02:37.879

and Tools Page.

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Next slide.

0:02:38.879,0:02:46.220

The National 911 Program would also like to invite you to visit the 911 Telecommunicator

0:02:46.220,0:02:52.740

Tree of Life, share the name of a remarkable 911 telecommunicator who has inspired you.

0:02:52.740,0:03:01.890

Share your story at 911treeoflife.org to honor a special 911 telecommunicator who is making

0:03:01.890,0:03:05.480

a difference in your community.

0:03:05.480,0:03:08.209

And finally, some housekeeping notes on the next slide.

0:03:08.209,0:03:15.829

Please note that all participants online have been put in a listen-only mode, and this webinar

0:03:15.829,0:03:18.050

is being recorded.

0:03:18.050,0:03:24.410

To ask questions of our presenters, feel free to take one of two actions.

0:03:24.410,0:03:30.000

Using GoToWebinar's "Question" feature located on the right-hand side of your screen,

0:03:30.000,0:03:34.709

enter your question at any time during the presentation, and it will be entered into

0:03:34.709,0:03:35.719

the queue.

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This feature is not visible while your screen is in the expanded page view.

0:03:40.930,0:03:46.860

Or, if you would like to ask your question live, use the "Raise Hand" feature to

0:03:46.860,0:03:53.530

request your phone line to be unmuted, and you will be called upon to ask your question.

0:03:53.530,0:03:59.690

Individuals registered for this webinar will receive access to today's PowerPoint presentation

0:03:59.690,0:04:02.459

along with the webinar recording.

0:04:02.459,0:04:08.340

And with that, I would like to turn it over to Lori to introduce our first speakers, Richard

0:04:08.340,0:04:11.769

McKeon and John Draper.

0:04:11.769,0:04:13.129

Lori.

0:04:13.129,0:04:15.849

Thanks, Sherri.

0:04:15.849,0:04:22.100

Joining us today to give us an update on the implementation of 988 are two folks that we've

0:04:22.100,0:04:24.750
been working with a little while on this issue.

0:04:24.750,0:04:30.160
The first is Dr. Richard McKeon, who is the Chief of the Suicide Prevention Branch at

0:04:30.160,0:04:34.540
the Substance Abuse and Mental Health Services Administration at the Department of Health

0:04:34.540,0:04:36.230
and Human Services.

0:04:36.230,0:04:41.220
Also joining us is Mr. John Draper, who's the Executive Director of the National Suicide

0:04:41.220,0:04:48.600
Prevention Lifeline, and Executive Vice President of National Networks for Vibrant Emotional

0:04:48.600,0:04:49.600
Health.

0:04:49.600,0:04:52.270
Thank you both for joining us today; please proceed.

0:04:52.270,0:04:54.770
Thank you so much.

0:04:54.770,0:05:03.410
It's a pleasure to be speaking with you all today because the interaction between 988

0:05:03.410,0:05:09.970
and 911 is going to be critical, I think, for both of these vital services.

0:05:09.970,0:05:15.370
So, we are looking forward to the opportunity to updating you, to hearing your questions,

0:05:15.370,0:05:24.230
and most importantly, to work with you through July 2022, which is the date that every cell

0:05:24.230,0:05:33.110
phone, every landline, and every Voice over Internet Provider needs to have made 988 operational.

0:05:33.110,0:05:37.750
We look forward to working with you closely through that date, but also for years beyond

0:05:37.750,0:05:38.750
that.

0:05:38.750,0:05:41.760
So, we can move to the next slide.

0:05:41.760,0:05:45.000
Standard disclaimer.

0:05:45.000,0:05:52.070
If I say something you don't like, please
blame me, don't blame SAMHSA.

0:05:52.070,0:05:53.710
Next slide.

0:05:53.710,0:06:00.890
So, it's important to be aware that this is
one of a number of noteworthy developments

0:06:00.890,0:06:04.600
in Behavioral Health Crisis Services in the
United States.

0:06:04.600,0:06:10.310
Obviously, what we're talking about mostly
is the implementation of 988 as the nation's

0:06:10.310,0:06:19.250
new National Suicide Prevention and Mental
Health Crisis Line by July 16, 2022.

0:06:19.250,0:06:26.940
The existing number, 1-800-273-TALK or 1-800-273-8255,
will not be going anywhere.

0:06:26.940,0:06:34.270
It will still exist, it will continue to be
operational for anyone to use it, but we will

0:06:34.270,0:06:38.500
begin to promote 988 once it is universally
available.

0:06:38.500,0:06:45.310
It's also important to be aware that 988 will
be routed in all instances to the National

0:06:45.310,0:06:46.750
Suicide Prevention Lifeline.

0:06:46.750,0:06:51.270
It's a very different structure than exists
for 911.

0:06:51.270,0:06:59.450
So, all of the cell phone companies, landlines
etc., under order from the FCC, are directing,

0:06:59.450,0:07:04.700
are setting up 988 so it is directed to the
infrastructure of the National Suicide Prevention

0:07:04.700,0:07:05.700
Lifeline.

0:07:05.700,0:07:12.230
In essence, and actually, the number will
actually point to the 800-273-8255 number

0:07:12.230,0:07:22.590
and then be distributed to the entire Lifeline
network based on the area code of the person's

0:07:22.590,0:07:23.590
phone.

0:07:23.590,0:07:29.110
It also will give them the opportunity to
press one to be connected to the Veteran's

0:07:29.110,0:07:38.780
Crisis Line or to press two to be connected
to the Spanish-language Subnetwork.

0:07:38.780,0:07:45.420
In addition to these activities, to 988, last
year the Congress instituted for the first

0:07:45.420,0:07:54.450
time a 5% mental block grant set aside for
crisis services, and this 5% set aside also

0:07:54.450,0:07:58.860
applied to an additional 1.5 billion in block
grant funding.

0:07:58.860,0:08:01.860
SAMHSA mental block grant is a program.

0:08:01.860,0:08:10.150
It's a formula grant funding goes to every
state and a number of the Pacific Territories

0:08:10.150,0:08:11.150
through this.

0:08:11.150,0:08:14.550
So, this 5% set-aside applies to all of them.

0:08:14.550,0:08:21.930
SAMHSA has published "National Guidelines
for Behavioral Health Crisis Care," which

0:08:21.930,0:08:26.650
is available on SAMHSA's website, and I'll
talk a little bit more about, and then currently

0:08:26.650,0:08:38.079
the FCC has issued a notice of proposed rulemaking
on texting to 988, so the FCC is looking at

0:08:38.079,0:08:45.970
it, but it's not yet made a final order on
asking the telecom companies to facilitate

0:08:45.970,0:08:48.970
texting to 988.

0:08:48.970,0:08:54.839
Next slide, please.

0:08:54.839,0:09:02.471
So, I mentioned SAMHSA's National Guidelines
for Behavioral Health Crisis Services, that's

0:09:02.471,0:09:08.399
included in this document, "Crisis Services,
Meeting Needs, Saving Lives."

0:09:08.399,0:09:16.060
And it includes the idea of what we want to
see is that there are three core pillars of

0:09:16.060,0:09:19.949
Behavioral Health Crisis Services in the United
States that we think every community needs

0:09:19.949,0:09:21.040
to have.

0:09:21.040,0:09:28.879
One is access to a crisis hotline that can
meet the person's needs over the phone but

0:09:28.879,0:09:37.089
can also help coordinate what they need if
talking on the phone is not going to be sufficient

0:09:37.089,0:09:38.610
for them.

0:09:38.610,0:09:43.269
The availability of a Mobile Crisis Team to
go to where the person is, because sometimes

0:09:43.269,0:09:51.410
I'm going to need to come to them, as well
as Crisis Receiving Stabilization Units that

0:09:51.410,0:09:55.250
can be an alternative to inpatient hospitalization.

0:09:55.250,0:09:58.290
Next slide, please.

0:09:58.290,0:10:05.329

So, this slide gives you a sense from the standpoint of a person in crisis, how we think

0:10:05.329,0:10:09.180
the system should work, and what SAMHSA is working towards.

0:10:09.180,0:10:16.000
So, the availability of 988 as a number that everyone can remember to call if in crisis

0:10:16.000,0:10:22.499
if thinking about suicide, and our estimate and this data actually comes from Arizona,

0:10:22.499,0:10:27.510
that about 80% of the calls should be able to be resolved on the phone.

0:10:27.510,0:10:35.160
And that, if it's not, that a Mobile Crisis Team can respond to the person, they are oftentimes

0:10:35.160,0:10:39.129
without the police.

0:10:39.129,0:10:45.279
And then, for those for whom the mobile crisis visit is not enough, the availability of Behavioral

0:10:45.279,0:10:51.180
Health, Crisis Receiving and Stabilization Units.

0:10:51.180,0:10:57.829
And we hope that this will help the current situation where too often people need to be

0:10:57.829,0:11:03.970
transported to emergency rooms as the only option where they may end up staying even

0:11:03.970,0:11:10.790
days waiting for a bed when it's quite possible, they could have had their needs met otherwise.

0:11:10.790,0:11:16.319
Next slide.

0:11:16.319,0:11:21.699
The same core elements have been emphasized in the Surgeon General's recently released

0:11:21.699,0:11:25.889
Call to Action On Suicide Prevention and his Crisis Care Recommendations.

0:11:25.889,0:11:32.310
And you can see it's the use of Crisis Call

Centers as statewide or regional Crisis Center

0:11:32.310,0:11:33.410
Hubs.

0:11:33.410,0:11:39.970
So that can coordinate, that can dispatch
Mobile Crisis Teams or coordinate closely

0:11:39.970,0:11:41.970
with Mobile Crisis Teams.

0:11:41.970,0:11:48.449
That cannot lose track of people so that people
don't fall through the cracks of fragmented

0:11:48.449,0:11:51.449
service delivery systems.

0:11:51.449,0:11:57.910
And ensure safe care transitions for patients
at risk and to ensure that the crisis infrastructure

0:11:57.910,0:12:01.699
is sufficient to support the implementation
of 988.

0:12:01.699,0:12:04.600
Next slide.

0:12:04.600,0:12:11.680
So, the National Suicide Hotline Designation
Act, which was passed October 2020, did a

0:12:11.680,0:12:15.540
number of different things; it established
988 in statute.

0:12:15.540,0:12:19.389
The FCC has done a report on geolocation.

0:12:19.389,0:12:26.779
Right now, the situation is that while 911
does have geolocation built into its system.

0:12:26.779,0:12:32.519
The Lifeline currently in 988, at least of
now, does not.

0:12:32.519,0:12:37.730
SAMHSA and the VA are responsible for a joint
report to Congress on resources.

0:12:37.730,0:12:42.069
SAMHSA did a report on training and access
for high-risk populations.

0:12:42.069,0:12:49.410
It also authorized states and localities to

institute fees similar to 911 funding, but

0:12:49.410,0:12:55.730

these need to be quite separate from each other so that there is no potential reality

0:12:55.730,0:12:59.700

or appearance of a diversion of funds.

0:12:59.700,0:13:05.300

Fifteen states have introduced legislation, became law Utah, Virginia actually also Colorado

0:13:05.300,0:13:12.980

and Nevada, now a couple of states of also implemented commissions to look at 988 moving

0:13:12.980,0:13:13.980

forward.

0:13:13.980,0:13:17.740

Next slide.

0:13:17.740,0:13:19.990

And here are some of the key issues.

0:13:19.990,0:13:25.259

One is that to ensure that there's adequate community Crisis Center capacity to answer

0:13:25.259,0:13:31.550

what we anticipate to be a significantly increased number of calls to the National Suicide Prevention

0:13:31.550,0:13:33.720

Lifeline.

0:13:33.720,0:13:39.899

To make sure that there's coordinated crisis response with follow-up afterwards.

0:13:39.899,0:13:48.319

So that people have someone in contact with them who is able to help them make sure that

0:13:48.319,0:13:52.480

they get the help that they need and that they do not enter a period of intensified

0:13:52.480,0:13:56.459

risk where a suicide or a suicide attempt might happen.

0:13:56.459,0:14:00.059

I mentioned about texting.

0:14:00.059,0:14:04.269

We need to promote awareness of 988 and when it should be called.

0:14:04.269,0:14:08.160

And then, particularly important for this audience, a need for collaboration between

0:14:08.160,0:14:12.480

988 and 911 on the federal, state, and local levels.

0:14:12.480,0:14:20.810

We do think that 988 has the potential to reduce unnecessary police, EMS, utilization

0:14:20.810,0:14:26.879

and emergency room boarding, but that's going to take a lot of work, development of protocols,

0:14:26.879,0:14:31.959

about when for example, police and EMS are needed, when they are not moving forward.

0:14:31.959,0:14:37.189

Next slide.

0:14:37.189,0:14:43.839

Just so that you know that there is a strong and robust evaluation literature on the effectiveness

0:14:43.839,0:14:49.250

of the National Suicide Prevention Lifeline, we have shown that calls to the Lifeline,

0:14:49.250,0:14:56.180

callers' intent to die can be significantly reduced during the call, that even when there

0:14:56.180,0:15:01.940

are situations of imminent risk, the counselors are able to obtain collaboration on over 75%

0:15:01.940,0:15:07.629

of them, that follow-up calls that are experienced by 90% of callers is helping to keep them

0:15:07.629,0:15:09.459

safe and not kill themselves.

0:15:09.459,0:15:14.870

And for our chat services, well suicidality being reduced among 50% of those accessing

0:15:14.870,0:15:19.860

the chat system, and that third-party callers who call the Lifeline when they're worried

0:15:19.860,0:15:25.160

about someone who's at imminent risk are able to provide a range of interventions which

0:15:25.160,0:15:29.300
can supplement, and at times replace, calling
911.

0:15:29.300,0:15:31.480
Next slide.

0:15:31.480,0:15:38.589
The, I mentioned the core pillars of the national
guidelines, that's based on what was called

0:15:38.589,0:15:44.759
the Crisis Now Model, the idea of a Call-Center
Hub, Mobile Crisis, and Crisis Facilities.

0:15:44.759,0:15:51.130
And this notion of air traffic control is
that if you fly from D.C. to Los Angeles,

0:15:51.130,0:15:55.319
there's never a time that where there's not
an air traffic controller who knows where

0:15:55.319,0:15:59.360
that plane is and is staying in contact with
it.

0:15:59.360,0:16:04.619
We think that if for Behavioral Health Crisis
Services, there needs to be always someone

0:16:04.619,0:16:11.079
who knows what the status is and stays in
contact to make sure that someone does not

0:16:11.079,0:16:13.950
fall through the cracks.

0:16:13.950,0:16:18.259
Next slide.

0:16:18.259,0:16:24.910
And we think that a Crisis Call Center Hub,
ultimately having caller ID, GPS for mobile

0:16:24.910,0:16:32.240
team dispatch, bed registries, outpatient
scheduling, these exist in some places, but

0:16:32.240,0:16:37.699
such as in the Georgia Crisis Access Line,
but not everywhere, so that's the goal to

0:16:37.699,0:16:40.329
increase these functionalities.

0:16:40.329,0:16:44.220
Next slide.

0:16:44.220,0:16:50.529

In this slide, basically, is to underscore the point that at a time when we can track

0:16:50.529,0:16:55.720

a package halfway around the world, it should be unacceptable in the United States of America

0:16:55.720,0:17:01.350

for us to lose track of people in suicidal crisis, between gaps in our Behavioral Health

0:17:01.350,0:17:02.350

Crisis Systems.

0:17:02.350,0:17:07.569

And that is one of the things that we are hoping that 988 will be able to make a substantial

0:17:07.569,0:17:10.400

contribution to resolving.

0:17:10.400,0:17:13.330

Next slide.

0:17:13.330,0:17:18.820

And that's my contact information, and I am now pleased to turn it over to Dr. John Draper,

0:17:18.820,0:17:22.910

who is the Project Director for the National Suicide Prevention Lifeline.

0:17:22.910,0:17:25.620

Thank you, Richard, appreciate it.

0:17:25.620,0:17:28.459

It's great to be with you all, alongside Richard.

0:17:28.459,0:17:30.830

Who I have been working together with since 2004.

0:17:30.830,0:17:37.060

We're in a different time, in a different place, and doing something a little different,

0:17:37.060,0:17:41.150

and that's what this 988 and 911 collaboration is going to be for this year and coming years.

0:17:41.150,0:17:43.220

Can we go to the next slide?

0:17:43.220,0:17:44.820

This is another disclaimer.

0:17:44.820,0:17:53.920

Again, blame me, don't even blame Richard,

don't blame SAMHSA, anything I say, I'll be

0:17:53.920,0:18:01.700
responsible for all of the things I'm talking
about today, which starts on the next slide.

0:18:01.700,0:18:05.610
Richard did a really nice job, I think, of
summarizing what we are at least implying

0:18:05.610,0:18:08.370
some serious differences between 988 and 911.

0:18:08.370,0:18:13.520
I do just want to underscore so we're very
clear.

0:18:13.520,0:18:17.920
Richard mentioned that one thing that's
clearly different relates to centralized network

0:18:17.920,0:18:18.920
routing.

0:18:18.920,0:18:25.670
All of you are extremely aware of how things
are routed to 911, and in this case, we're

0:18:25.670,0:18:35.240
talking about from the caller going to a centralized
administrator then dispatches to the hopefully,

0:18:35.240,0:18:40.150
the nearest location of the Crisis Center
to the caller.

0:18:40.150,0:18:45.730
That doesn't often happen necessarily because
the person could be calling on a cell phone,

0:18:45.730,0:18:52.010
and we route by area code, so we have geolocation
we're not gonna have that capability to

0:18:52.010,0:18:57.250
be absolutely certain that we're routing
to the nearest center, but that is what we

0:18:57.250,0:18:58.570
are trying to do.

0:18:58.570,0:19:04.730
In the event that that center is unable to
answer a call for some reason, could be a

0:19:04.730,0:19:09.670
power outage, could be a surge in calls, we
can efficiently utilize backup centers to

0:19:09.670,0:19:12.320
make sure every call is answered.

0:19:12.320,0:19:17.210
The other thing about having a centralized administrator, which in this case is to provide

0:19:17.210,0:19:24.030
emotional health, allows us to also have standardized quality assurance expectations across the

0:19:24.030,0:19:29.170
network, so the hope is of answering a call in Mississippi will be the same as answering

0:19:29.170,0:19:32.050
a call in Minnesota, and so on.

0:19:32.050,0:19:37.290
As Richard also indicated, that one thing that is different even though 911 certainly

0:19:37.290,0:19:42.330
provides a critical life-saving service and can intervene on the phone.

0:19:42.330,0:19:49.150
It's not typically seen in and of itself as a crisis care service, where it doesn't have

0:19:49.150,0:19:55.650
to or end up in dispatch most of the time, that is as Richard noted, quite frequent when

0:19:55.650,0:20:01.480
people call the Lifeline, that most of the time we can solve the crisis, according to

0:20:01.480,0:20:06.250
the research and data, so the person doesn't necessarily need additional care, certainly

0:20:06.250,0:20:12.740
not urgent care, however in the event that they do need it, we have the capability in

0:20:12.740,0:20:19.330
many places to provide connections to both crisis teams, outreach teams, and just about

0:20:19.330,0:20:25.870
everywhere really, 911, but what Richard was describing in terms of Crisis Care Systems

0:20:25.870,0:20:31.200
is a bit ideal, what we saw in Arizona, and what we see in Georgia, what we see in metropolitan

0:20:31.200,0:20:37.300

areas, is not true necessarily of most rural, absolutely not frontier areas, so that ideal

0:20:37.300,0:20:45.590

Crisis Care System that extends beyond this front door, answering contacts for phone call,

0:20:45.590,0:20:53.020

text or chat, in many places, we're not going to have for a while additional outreach capabilities

0:20:53.020,0:20:54.540

and dispatch capabilities.

0:20:54.540,0:20:57.360

Next slide, please.

0:20:57.360,0:21:04.930

So, what we do have, and we can expect on July of 2022, when all platforms are capable

0:21:04.930,0:21:10.580

of connecting 988 callers to Lifeline, is a system that looks pretty similar to what

0:21:10.580,0:21:12.180

we have now.

0:21:12.180,0:21:15.230

Right now, we have about 190 centers.

0:21:15.230,0:21:23.140

We answered last year about 2.4 million contacts, not just calls, but text and chat too.

0:21:23.140,0:21:27.910

We have backup centers as noted, we have Chat Centers as noted, and if you press one, you

0:21:27.910,0:21:33.830

can get the Veteran's Crisis Line and press two for Spanish-speaking callers, and we also

0:21:33.830,0:21:40.360

have the ability to provide other languages through tele-interpretation services.

0:21:40.360,0:21:45.470

But again, to make sure every call is answered, there are backup centers in the event that

0:21:45.470,0:21:48.070

local centers cannot get to it.

0:21:48.070,0:21:50.480

Next slide, please.

0:21:50.480,0:21:54.150

So how often are we engaging with 911 now?

0:21:54.150,0:21:59.290

About 23% of the time, our callers to the National Suicide Prevention Lifeline are experiencing

0:21:59.290,0:22:00.500

suicidal distress.

0:22:00.500,0:22:06.250

But only about 2% of the time they're gonna require 911 dispatch, and in speaking to the

0:22:06.250,0:22:09.630

data that Richard was talking about resolving a crisis.

0:22:09.630,0:22:15.970

However, it's a little different with online services, crisis chat; 47% of the chat visitors

0:22:15.970,0:22:21.560

are in suicidal distress, so there's a higher rate, about twice the number of people who

0:22:21.560,0:22:23.370

are in suicidal distress in crisis chat.

0:22:23.370,0:22:29.810

And less than 1% require 911 dispatch, a lot of reasons for that, happy to go into that

0:22:29.810,0:22:31.690

later if you like.

0:22:31.690,0:22:36.880

But we have a number of challenges, as I talk to you about the process about how we link

0:22:36.880,0:22:38.920

to 911 through phone and chat.

0:22:38.920,0:22:44.910

So, for example, with phone we'll use typically through consent, we can find out exactly where

0:22:44.910,0:22:45.910

a person is.

0:22:45.910,0:22:50.130

And that's really what we see and get the overwhelming majority of the time.

0:22:50.130,0:22:52.690

People call us because they want help, and we'll give it to them.

0:22:52.690,0:22:56.930

They'll tell us where they are, and if they need care, we can send it to them.

0:22:56.930,0:23:01.351

But in some cases, they may be unwilling or unable to tell us where they are, and that

0:23:01.351,0:23:07.290

makes things tough, especially if they are on a cell phone and we don't know where they're

0:23:07.290,0:23:08.290

located.

0:23:08.290,0:23:13.210

In the event that we have some sense of where they are, we can look up a local PSAP, we

0:23:13.210,0:23:18.000

have a PSAP lookup tool created for us by Intrado, and that can help us find the right

0:23:18.000,0:23:19.000

PSAP.

0:23:19.000,0:23:23.560

Otherwise, it's a little bit of a challenge, calling up 911 and saying we're not sure who

0:23:23.560,0:23:24.560

this person is.

0:23:24.560,0:23:26.090

Here's their phone number, can you help us?

0:23:26.090,0:23:28.910

That's kind of where we are at.

0:23:28.910,0:23:34.210

For chat, we look up the location of the chatter's IP address, and then we go back to that PSAP

0:23:34.210,0:23:40.610

lookup tool, and then we provide info to that PSAP that you note here, and hopefully, they

0:23:40.610,0:23:42.320

locate them from there.

0:23:42.320,0:23:47.110

Obviously, there's a number of challenges with this current system on a location-based

0:23:47.110,0:23:48.110

routing, I noted.

0:23:48.110,0:23:50.310

It's very limited by an area code.

0:23:50.310,0:23:57.250

IP addresses are unreliable because people are on the move, and there's also unknown

0:23:57.250,0:24:00.710
outcomes of 911 dispatch and transport.

0:24:00.710,0:24:06.660
Richard said it; it's really hard to imagine that we can track packages, but we can't track

0:24:06.660,0:24:13.830
where people who are suicidal are once we dispatch help for them, and that is more often

0:24:13.830,0:24:15.650
than not very true.

0:24:15.650,0:24:24.090
There are some places where 911 can tell us where the person is picked up if the person

0:24:24.090,0:24:27.560
was transported, and where they were transported to.

0:24:27.560,0:24:32.720
In most cases, they are not able to do that yet, and that is something we are hoping we

0:24:32.720,0:24:37.450
will be able to do more efficiently with 988.

0:24:37.450,0:24:39.010
Next slide.

0:24:39.010,0:24:44.190
We've been working with NENA for several years now.

0:24:44.190,0:24:50.440
NENA has been really helpful in terms of helping us get a sense of how we can better collaborate

0:24:50.440,0:24:57.570
with PSAPs, the suicide prevention standard, which was initially published in 2013, we're

0:24:57.570,0:25:03.070
updating that currently, was really focused on local centers collaborating with local

0:25:03.070,0:25:06.940
PSAPs, in this case, most Lifeline Centers.

0:25:06.940,0:25:11.460
And a lot that is about communications, a lot of that is about training, a lot of that

0:25:11.460,0:25:18.070

is about training information that is necessary to keep track of the individual, who we just

0:25:18.070,0:25:20.520

contacted 911 for as I was just describing.

0:25:20.520,0:25:29.510

To give you a sense of how often our centers are formally connected in some way with their

0:25:29.510,0:25:35.090

local PSAPs, only about 21% of them are, most of them say they have informal relationships

0:25:35.090,0:25:40.800

and in terms of standardized agreements or understanding of how to exchange information

0:25:40.800,0:25:42.840

in a more formal way.

0:25:42.840,0:25:45.260

Very few of our centers are currently able to do that.

0:25:45.260,0:25:49.960

Next slide.

0:25:49.960,0:25:52.830

We do expect things to be very different over time.

0:25:52.830,0:25:59.420

Even though we had about 2.4 million contacts last year, we will probably get, you know,

0:25:59.420,0:26:01.340

maybe close to 3 million this year.

0:26:01.340,0:26:07.840

Things will change when it starts being marketed, 988 is not likely to be marketed and sold

0:26:07.840,0:26:12.370

probably until at least 2023, but when it is heavily marketed, we do expect that there

0:26:12.370,0:26:18.190

will be quite a huge change in volume, and that includes diverted volume not only baseline

0:26:18.190,0:26:23.660

volume, which goes up in the Lifeline every year but also diverted volume for people who

0:26:23.660,0:26:29.650

might not otherwise be calling, local crisis helplines, who hear about 988 instead, as

0:26:29.650,0:26:32.620
well as people who might otherwise be calling
911.

0:26:32.620,0:26:35.820
We say no; the right number for me is 988.

0:26:35.820,0:26:38.350
A lot of that depends on how we market.

0:26:38.350,0:26:44.090
Again, so does the new volume estimates, so
getting people who might not have called any

0:26:44.090,0:26:49.530
helpline before, is dependent entirely on
how effectively we can market and reach people

0:26:49.530,0:26:53.050
who didn't know how they could get help from
this three-digit number.

0:26:53.050,0:26:59.430
So, we could get, we estimate in kind of this
moderate level model, we could get in one

0:26:59.430,0:27:02.770
year of marketing about three times what we're
getting now.

0:27:02.770,0:27:08.600
After five years, we do expect market penetration
to make a difference, and we could be up to

0:27:08.600,0:27:10.750
24 million contacts a year.

0:27:10.750,0:27:11.890
Next Slide.

0:27:11.890,0:27:19.200
So, we've got a lot of work ahead of us to
be collaborating with 911 both on the marketing

0:27:19.200,0:27:20.910
and some of the protocols.

0:27:20.910,0:27:28.290
And some very, very key collaborators for
us will be NENA and NASNA, we are, we have

0:27:28.290,0:27:33.650
been talking with them about establishing
a partnership, and that agreement would allow

0:27:33.650,0:27:42.400
us to make them protocols models for 911/988
interoperability, also to engage with all

0:27:42.400,0:27:46.940
the members of these organizations, so we
can promote local collaborations and inseminate

0:27:46.940,0:27:52.230
protocols that have been determined to be
most effective for 911 and 988 Centers to

0:27:52.230,0:27:53.850
be working together.

0:27:53.850,0:27:59.400
I also want to work with them on public messaging
for when to call 988 as opposed to 911.

0:27:59.400,0:28:06.410
How do we apply geolocation technologies for
988 callers?

0:28:06.410,0:28:13.450
Unless and until FCC can grant us the kinds
of 911-like permissions that we see.

0:28:13.450,0:28:20.050
We also want to see how we can co-facilitate
community practice sessions for 911 and 988

0:28:20.050,0:28:27.190
services, that's something that we can do,
and we plan to do with NENA, NASNA, the US

0:28:27.190,0:28:32.620
Department of Transportation Office of EMS,
whom you know very well, SAMHSA, the VA, the

0:28:32.620,0:28:37.590
FCC, our team at Vibrant, Law Enforcement
Crisis Center entities this community of practice

0:28:37.590,0:28:42.940
will again help us establish more protocols
and promising models for collaboration between

0:28:42.940,0:28:47.400
911 and 988 Centers that we can hopefully
replicate elsewhere.

0:28:47.400,0:28:48.500
Next slide.

0:28:48.500,0:28:54.500
That's it, that's my contact information,
and we're happy to answer any questions

0:28:54.500,0:28:57.070
you may have.

0:28:57.070,0:28:58.240
Thank you.

0:28:58.240,0:28:59.341
Thank you to both Richard and John.

0:28:59.341,0:29:06.500
And so now that we are going to start the
Q&A portion of our session, and as a reminder,

0:29:06.500,0:29:11.580
you can ask a question by using the question
feature or by raising your hand.

0:29:11.580,0:29:15.040
Sheila, do you want to read us the first question.

0:29:15.040,0:29:18.000
Yes, thank you, Sherri.

0:29:18.000,0:29:26.310
The question is asking, does 988 line have
applications for people with more generalized

0:29:26.310,0:29:27.480
mental health issues?

0:29:27.480,0:29:34.330
Specifically targeting those who may be possible
active shooters.

0:29:34.330,0:29:35.870
Great question.

0:29:35.870,0:29:46.040
About 77% of our callers are not reporting
suicidal crises and are in emotional distress.

0:29:46.040,0:29:50.770
It's a great question about dangers to others.

0:29:50.770,0:29:56.010
Interestingly, we have had an incident in
the past that I'm aware of, where the center

0:29:56.010,0:30:03.830
was able to prevent a mass shooting from occurring
at a school several years ago in Colorado,

0:30:03.830,0:30:12.090
and we were recently contacted by a researcher
who's working with the Federal Government

0:30:12.090,0:30:19.410
to determine how we can best prevent active
shootings or mass shootings.

0:30:19.410,0:30:27.660
And one of the things that was noting, this
data we are aware of, that people who are

0:30:27.660,0:30:30.620
mass shooters often are suicidal first.

0:30:30.620,0:30:33.800
The degree in which they contact our line
is unknown.

0:30:33.800,0:30:39.380
But Richard, I think we both know that it
would be important for us to find ways to

0:30:39.380,0:30:48.510
assess for violence to others as well as assess
for violence to ourselves.

0:30:48.510,0:30:53.840
I would certainly agree with what John has
said.

0:30:53.840,0:31:01.230
The law establishes 988 as the national suicide
prevention and mental crisis line.

0:31:01.230,0:31:10.300
We have never insisted that someone be suicidal
in order to be able to call.

0:31:10.300,0:31:20.280
We would rather that they be able to reach
out to us before they get to such a desperate

0:31:20.280,0:31:22.410
state where they're thinking about suicide.

0:31:22.410,0:31:29.980
You know, and we know that suicide risk is
heightened among a broad array of mental health

0:31:29.980,0:31:33.680
and substance use diagnoses.

0:31:33.680,0:31:44.720
And certainly, agree that it's important for
Lifeline Centers too, for staff to know how

0:31:44.720,0:31:49.320
to assess for violence risk, and there are
a lot of similarities between suicide risk

0:31:49.320,0:31:59.940
assessment and violent risk assessment but
also a couple of key differences, so that's

0:31:59.940,0:32:09.500
a very important point and something we are
very aware of.

0:32:09.500,0:32:11.130
Thank you.

0:32:11.130,0:32:17.740

We have a caller on today from Alaska, and they are sharing that in Alaska, the majority

0:32:17.740,0:32:20.980

of their communities don't have 911.

0:32:20.980,0:32:28.050

They have the highest suicide rate, so they're asking is there any study that is ongoing

0:32:28.050,0:32:32.840

for their situation in Alaska?

0:32:32.840,0:32:37.820

Yes, it is certainly the case.

0:32:37.820,0:32:44.810

We are very aware of the extremely high rate in the state of Alaska, particularly among

0:32:44.810,0:32:51.070

Alaska native population and Alaska native youth.

0:32:51.070,0:33:01.990

And that there are remote areas in Alaska where a number of the things that we've talked

0:33:01.990,0:33:06.680

about are certainly much more challenging.

0:33:06.680,0:33:13.601

You know, such as the ability to send a Mobile Crisis Team, you know in most places, that's

0:33:13.601,0:33:21.160

a case of people getting into a car, and driving to the location, you know, there are Alaskan

0:33:21.160,0:33:26.530

villages that can only be accessed by plane and that don't have roads.

0:33:26.530,0:33:34.340

So, there are certainly unique challenges around Alaska, and obviously, phone access

0:33:34.340,0:33:35.880

is part of that.

0:33:35.880,0:33:43.670

Whether it's cell phone access or landlines and so, those issues of 988 could certainly

0:33:43.670,0:33:48.540

mirror some that exist for 911 as well.

0:33:48.540,0:33:54.400

SAMHSA does have numerous grants that go to the state of Alaska, but I think that you

0:33:54.400,0:34:02.800

know that we, what underscores the importance of paying attention to the unique needs of

0:34:02.800,0:34:05.120

Alaskan communities.

0:34:05.120,0:34:08.679

Thank you.

0:34:08.679,0:34:17.379

The next individual is stating, I like the idea of specific options for veterans, for

0:34:17.379,0:34:21.210

example, press one, and Spanish language, press two.

0:34:21.210,0:34:27.750

The question is, have you considered an option for police officers, firefighters, EMTs, and

0:34:27.750,0:34:31.109

paramedics as a press three type of option?

0:34:31.109,0:34:34.470

That's another really good question.

0:34:34.470,0:34:42.720

There's quite a number of what we might refer to as high-risk populations that have been

0:34:42.720,0:34:49.860

proposed as additional options and to provide specialized services like the Veterans Crisis

0:34:49.860,0:34:50.860

Line.

0:34:50.860,0:34:56.960

We've heard that for LGBTQ youth, we've heard that for Alaska Natives, American Indians,

0:34:56.960,0:35:03.249

we've heard it for occupational groups, like first responders, also heard for doctors

0:35:03.249,0:35:07.809

and healthcare workers, one of the things that's a real challenge for us is creating

0:35:07.809,0:35:13.220

an automated greeting system that gives you a lot of options, so everyone has to listen

0:35:13.220,0:35:18.430
to those options, when you're in crisis,
it could be a challenge for a number of people

0:35:18.430,0:35:20.069
to listen to all those options.

0:35:20.069,0:35:26.970
But we want to find some way to provide those
specialized services, so working with SAMHSA

0:35:26.970,0:35:31.999
to really determine, are there technical means
for us being able to do this efficiently,

0:35:31.999,0:35:39.180
should we also have certain centers in our
network or workers that are trained to deal

0:35:39.180,0:35:40.180
with the populations.

0:35:40.180,0:35:44.589
So, all of these are challenges that we are
undertaking in the study and implementing

0:35:44.589,0:35:48.920
over time, over the coming years.

0:35:48.920,0:35:55.950
And I would just add to that, Congress has
asked through the Hotline Designation Act

0:35:55.950,0:36:04.150
required SAMHSA to do a report on access and
training for high-risk populations, and as

0:36:04.150,0:36:10.470
part of that to specifically address the question
that was just raised, which is the use of

0:36:10.470,0:36:21.250
the IVR, the integrated voice response, basically
recorded message, for further high-risk populations

0:36:21.250,0:36:25.570
to utilize, that report is currently within
clearance.

0:36:25.570,0:36:32.990
But we anticipate it will be transmitted to
Congress, you know, shortly, and that we would

0:36:32.990,0:36:38.400
hope that it would be then publicly available
after that so that we would be able to give

0:36:38.400,0:36:42.779
a detailed read on SAMHSA thinking regarding

that issue.

0:36:42.779,0:36:47.440

All right, well, thank you to both of our speakers.

0:36:47.440,0:36:52.320

I know we had a lot of interest in this topic, and I know we have several questions that

0:36:52.320,0:36:54.980

we didn't have time to get to.

0:36:54.980,0:37:01.160

We will collect the questions, we will provide them to our speakers, and when the recording

0:37:01.160,0:37:05.609

and the slide deck are posted to 911.gov, we will also provide the questions with responses

0:37:05.609,0:37:08.789

to those questions along with those files.

0:37:08.789,0:37:16.519

So now I would like to ask Lori to introduce our next speakers, Selena McArthur and Heather

0:37:16.519,0:37:18.230

McGaffin.

0:37:18.230,0:37:21.660

Thanks, Sherri.

0:37:21.660,0:37:27.930

When these two ladies originally provided us with this information, it was as a presentation

0:37:27.930,0:37:31.529

to the grantees for the 911 Grant Program.

0:37:31.529,0:37:38.569

And we found the information so interesting that we asked them to do a redo, we asked

0:37:38.569,0:37:44.579

them to present it again to the larger group, so with us today is Selena McArthur, who is

0:37:44.579,0:37:50.010

the CAD and Telepathy Program Manager at D.C.'s Office of Unified Communications, and with

0:37:50.010,0:37:54.769

her is Heather McGaffin who is the Director of Emergency Operations for OUC.

0:37:54.769,0:37:56.119

Ladies, the floor is yours.

0:37:56.119,0:38:01.859

Hi, good afternoon, or good morning, depending on where you are.

0:38:01.859,0:38:04.779

This is Heather McGaffin.

0:38:04.779,0:38:09.749

And I am the Director of Emergency Operations here at the Office of Unified Communications,

0:38:09.749,0:38:15.910

and we are the 911 Center for the District of Columbia.

0:38:15.910,0:38:22.759

Selena is doing i3 testing right now and got held up, so I'm going to fly solo on this,

0:38:22.759,0:38:31.130

but we do have her contact information, and she is more than willing to share her knowledge.

0:38:31.130,0:38:36.059

So, you can go ahead to the next slide.

0:38:36.059,0:38:39.340

And this is just our contact information, and we'll be sure Sherri and her team get

0:38:39.340,0:38:40.609

that out.

0:38:40.609,0:38:45.289

So, our NexGen 911 implementation here at the OUC.

0:38:45.289,0:38:52.740

When that started, we were doing the 911 ALI migration.

0:38:52.740,0:38:57.920

We went into phase two with the LAN/WAN migration.

0:38:57.920,0:39:01.480

Basically, we transitioned our Viper.

0:39:01.480,0:39:05.480

And Selena would be doing a way better job of getting into the nitty-gritty of all of

0:39:05.480,0:39:08.560

the technology of this.

0:39:08.560,0:39:16.210

And then, we began doing our regional interoperability, so in the Washington, D.C. area, if you are

0:39:16.210,0:39:23.099
familiar with the geography at all, we are surrounded by Montgomery and Prince George's

0:39:23.099,0:39:29.039
County in Maryland, and Fairfax, Arlington and Alexandria in Virginia.

0:39:29.039,0:39:35.500
And our region, our National Capital Region, works on a lot of projects together.

0:39:35.500,0:39:40.520
We are in the Council of Governments together, we do a lot of transferring throughout the

0:39:40.520,0:39:48.480
day of resources, and, you know, just as we commemorated the anniversary of September

0:39:48.480,0:39:57.119
11th, and we really got a chance to look back on that day and how interoperability for us

0:39:57.119,0:39:58.859
was a struggle.

0:39:58.859,0:40:08.309
And as we move forward, as a region, and as leaders in all aspects of 911, police and

0:40:08.309,0:40:16.460
fire, you know, really saw the need of being one and moving towards Next Generation as

0:40:16.460,0:40:17.460
one.

0:40:17.460,0:40:24.601
But most of our next generation 911 implementation here was done independently of those regions.

0:40:24.601,0:40:32.539
The leadership here decided at that time that they were going to move forward, as did the

0:40:32.539,0:40:38.480
counties around us, and so things were kind of happening in parallel, but not together.

0:40:38.480,0:40:44.170
Now we're all on the same train, and we're able to connect those calls, because one of

0:40:44.170,0:40:50.859
the big things about us is in a city, and if you have large cities or high populous

0:40:50.859,0:40:57.390

areas in your jurisdictions, you know, especially if you are a border state, that sometimes

0:40:57.390,0:41:03.960

calls don't come right to you, so with the implementation of Next Generation 911, that

0:41:03.960,0:41:10.609

gets fixed, and you know as we moved forward, we were like wait a second, we're making

0:41:10.609,0:41:20.519

all these technological changes, but how are we going to train our call-takers and our

0:41:20.519,0:41:22.710

IT staff to understand what we're doing?

0:41:22.710,0:41:28.420

How do we better, you know, how do we kind of add to the recipe to make Next Generation

0:41:28.420,0:41:33.069

911 digestible to the people it matters to the most?

0:41:33.069,0:41:36.839

Those folks that are working in operations.

0:41:36.839,0:41:46.260

So, we started to devise that plan, and we said, ok, we've gotta make them understand

0:41:46.260,0:41:51.000

this, but we have to make sure that they understand why we are making this change, right?

0:41:51.000,0:41:58.589

Because everybody always struggles with change, especially when it's such a large change,

0:41:58.589,0:42:03.650

but what we found here is in our implementation, we were doing it in small pieces, ok, we'll

0:42:03.650,0:42:08.260

upgrade the technology, they're going to see some over-the-top applications that will help

0:42:08.260,0:42:14.300

them better work with the mapping system, they are going to you know, start seeing less

0:42:14.300,0:42:17.040

calls that they are having to transfer out.

0:42:17.040,0:42:24.799

At some point, we were transferring anywhere between 30,000 and 50,000 calls a year to

0:42:24.799,0:42:27.550
neighboring jurisdictions, and they were doing
the same.

0:42:27.550,0:42:28.550
Ok.

0:42:28.550,0:42:32.420
You can switch to the next slide.

0:42:32.420,0:42:37.740
So, we got together, and we said, ok, let's
train the people that it matters to the most,

0:42:37.740,0:42:40.130
let's identify who those people are.

0:42:40.130,0:42:48.539
Here in, if you've ever been to the OUC,
it's a pretty massive floor, and on that floor,

0:42:48.539,0:42:54.690
we have our 911 call-takers, we have police
dispatchers, and then we also have fire dispatchers,

0:42:54.690,0:43:01.650
and we also have a side that's running our
24 seven operation of 311.

0:43:01.650,0:43:08.950
And so while they're not training 311 on the
Next Generation of 911, we do get some questions,

0:43:08.950,0:43:14.400
we are able to provide them with some information
about how you know, it affects them, sometimes

0:43:14.400,0:43:19.319
people call 311, and they say, you know, I
called 911 the other day, and I got Fairfax,

0:43:19.319,0:43:22.900
but I was really in D.C., how did that happen?

0:43:22.900,0:43:29.829
What we focused on, on our three largest groups
of 911 operations, our operational staff, our

0:43:29.829,0:43:31.880
IT staff, and then our training staff.

0:43:31.880,0:43:40.140
We have an IT staff of about [indiscernible]
people, and at any given time, we have three

0:43:40.140,0:43:48.740
to four IT Specialists on our operations floor,
that is 24 seven operation, and if you are

0:43:48.740,0:43:53.180
in a larger center, I would highly recommend
having that.

0:43:53.180,0:43:57.609
Especially as we migrate to new technology,
things happen.

0:43:57.609,0:43:58.730
Our supervisors are busy.

0:43:58.730,0:44:05.900
We're taking 5,000 plus calls a day and
dispatching close to 20,000 incidents between

0:44:05.900,0:44:07.200
fire and police.

0:44:07.200,0:44:12.789
So, we don't always have time to, you know,
really be able to re-create what happened,

0:44:12.789,0:44:17.529
a lot of times when we are experiencing an
issue with our technology, we are picking

0:44:17.529,0:44:21.609
that person up, we're moving them, and we're
letting IT come in and take over that position

0:44:21.609,0:44:25.809
to try to re-create what has just happened.

0:44:25.809,0:44:29.890
Even if you don't have IT staff on the floor,
I highly recommend that you train your IT

0:44:29.890,0:44:36.309
staff to identify those issues because as
we migrate to this new technology, the way

0:44:36.309,0:44:44.249
things were for service level agreements and
vendors looks a lot different now than it

0:44:44.249,0:44:45.519
did then.

0:44:45.519,0:44:50.470
And then we have about 20 people in our training
staff.

0:44:50.470,0:44:55.650
Those folks are creating and coordinating,
and delivering training.

0:44:55.650,0:45:02.839
They're also our CTOs, or our, and our quality

assurance team members.

0:45:02.839,0:45:07.470

So, when we're doing quality assurance, we're looking at not just how the call was

0:45:07.470,0:45:11.660

processed, but we're making sure that people are using the technology in an appropriate

0:45:11.660,0:45:12.849

manner.

0:45:12.849,0:45:21.859

When you have a veteran workforce, like we do here, in Washington D.C., you realize sometimes

0:45:21.859,0:45:29.170

that old habits die hard, and so the days of, you know, erasing the ALI spill and putting

0:45:29.170,0:45:36.489

in the address as the person is telling it to you, or not paying attention to that, those

0:45:36.489,0:45:41.809

are all things we are trying to pick up on as you know, as we are training people.

0:45:41.809,0:45:46.420

You don't have to do that; you can rely on the technology; you can rely on the technology

0:45:46.420,0:45:47.520

now.

0:45:47.520,0:45:53.049

You know, when you're getting that coming in, it's right; it's a dispatchable location,

0:45:53.049,0:46:00.650

so we focused on those three training groups.

0:46:00.650,0:46:06.430

And then we went through, and we looked at, what did we need to train the individual groups

0:46:06.430,0:46:07.430

on?

0:46:07.430,0:46:11.410

Because what we're training our IT staff on, and what we're training our operations

0:46:11.410,0:46:14.410

and training staff on, were a little bit different.

0:46:14.410,0:46:20.670

So, we developed a training plan, and we,

these are the courses or the modules that

0:46:20.670,0:46:23.980
we designed for each of the three categories.

0:46:23.980,0:46:28.980
And we are aligned all of those with the Recommended Minimum Training Guidelines for the Telecommunicator,

0:46:28.980,0:46:34.339
which if you are not familiar I would highly suggest that you get familiar, it really is

0:46:34.339,0:46:39.539
a saving grace when you're trying to develop curriculum and push it forward, and not just

0:46:39.539,0:46:46.050
the curriculum for your call-takers or dispatchers who are starting out, but it was really helpful

0:46:46.050,0:46:54.519
for us as we were developing this curriculum, to make sure that we didn't overlook anything.

0:46:54.519,0:46:57.499
Ok.

0:46:57.499,0:47:02.250
You can advance, I'm sorry.

0:47:02.250,0:47:04.309
And then this was just our syllabus.

0:47:04.309,0:47:11.980
We had, as you can see, all of these courses, we identified who should be taking what, and

0:47:11.980,0:47:17.320
then the dates that we had proposed, and then whether or not we got there or not, so this

0:47:17.320,0:47:25.279
is accurate from when we, from last week, you know, we already have done some of the

0:47:25.279,0:47:26.279
modules.

0:47:26.279,0:47:33.259
The September 2021, that Next Generation Module, we're in that now, we've actually had

0:47:33.259,0:47:35.479
to kind of shift some things.

0:47:35.479,0:47:41.319
You know, we've had some major events happen here in Washington, D.C. this year, and so,

0:47:41.319,0:47:47.700
obviously, those have been shifted, you know,
because of that, for the most part, we are

0:47:47.700,0:47:50.450
staying on schedule here.

0:47:50.450,0:47:58.789
One of the other things that I will say is,
as we were designing these modules, we were

0:47:58.789,0:48:05.200
really fortunate, and I hope that each of
you would have that same good fortune in reaching

0:48:05.200,0:48:06.200
out to our vendors.

0:48:06.200,0:48:11.660
They offered us a lot of material, they shared
what they could, you know, we did rely on

0:48:11.660,0:48:16.799
them for some of the training as we put in
a new telephony system, all of our call-takers

0:48:16.799,0:48:21.150
took that training, and as we talked about,
you know, building out this training syllabus

0:48:21.150,0:48:28.349
that would withstand the test of time, we
were able to get some of the diagrams and

0:48:28.349,0:48:31.490
some of the information that was taught in
that initial class.

0:48:31.490,0:48:36.279
So, that would be another suggestion, is to,
you know, reach out to your resources.

0:48:36.279,0:48:37.329
Reach out to your vendors.

0:48:37.329,0:48:39.670
See what they can help you with.

0:48:39.670,0:48:45.099
You know, because as you know, you know, as
we are continuously hiring people, we want

0:48:45.099,0:48:50.690
to give them the same training experience
that we had given our call-takers who are

0:48:50.690,0:48:56.170
already here when the training or the technology

was first introduced, and I found that the

0:48:56.170,0:48:59.369
people are really willing to give that.

0:48:59.369,0:49:01.779
Next slide.

0:49:01.779,0:49:08.839
So, when the agency started developing the training, and they were looking around, they

0:49:08.839,0:49:14.940
felt like they wanted to really customize it to our agency, and so what they did was

0:49:14.940,0:49:24.349
they put out an RFP, and they got back a response from the training developer known to our area.

0:49:24.349,0:49:29.170
Now, you don't have to go this route, there are definitely vendors out there who can provide

0:49:29.170,0:49:36.500
Next Generation training for call-takers, managers, you know, even staff on the state-level

0:49:36.500,0:49:43.460
that are running Next Generation programs, but this is what they wanted to this is the

0:49:43.460,0:49:48.529
direction that the leadership at the time wanted to go with.

0:49:48.529,0:49:56.369
So, we met with the training developers, and we had to provide, in our instance, the subject

0:49:56.369,0:49:58.359
matter expertise.

0:49:58.359,0:50:07.520
So, through our trainers, through people like Selena and our CIO and others, we were all

0:50:07.520,0:50:13.329
able to provide all of the NextGen 911 Fundamentals, we used a lot of resources from the National

0:50:13.329,0:50:17.630
911 Program, again great resources, and we were able to give them that documentation

0:50:17.630,0:50:23.530
and say here's is some of the messaging, here's you know how this job is going to

0:50:23.530,0:50:32.650
affect call-takers, and so we use that, and
we worked on a weekly basis with our vendor,

0:50:32.650,0:50:34.619
to design a program.

0:50:34.619,0:50:44.200
And a program that though, it's done, and
it has a, excuse me a slide deck and has an

0:50:44.200,0:50:49.680
instructor's guide, and a participant guide,
and it has quizzes, and it lays everything

0:50:49.680,0:50:57.640
out in a syllabus it is completely editable,
so if NextGen 911, or as NextGen 911 changes,

0:50:57.640,0:51:04.630
we as an organization can go in we can add
if better graphics come out, or we want to

0:51:04.630,0:51:08.585
talk about something, or after we delivered
it a few times we want to tweak the way we're

0:51:08.585,0:51:13.640
doing it, we can go in there and do that because
just like any sort of syllabus or training

0:51:13.640,0:51:16.319
material it's very fluid, and it was made
that way.

0:51:16.319,0:51:24.029
So what we ended up with was a seven-module
NextGen IT training program.

0:51:24.029,0:51:28.849
We have five modules for our call-takers.

0:51:28.849,0:51:33.160
Next slide.

0:51:33.160,0:51:40.579
And, our training metrics for our agency stayed
the same type of training, we you know, we

0:51:40.579,0:51:47.609
always have tracking if employees are passing,
how much of the interacting, you know, this

0:51:47.609,0:51:51.539
is something that we had learned that we were
offering a lot of training, but we weren't

0:51:51.539,0:51:56.799
really ensuring that people really understood

it, and as we would ask people hey did you

0:51:56.799,0:52:03.099

get that, did you understand it, they were saying yes, but then, as we were looking at

0:52:03.099,0:52:07.249

calls that they were taking and processing through our QA process, we were like I don't

0:52:07.249,0:52:11.859

think that, they're really understanding exactly what we were trying to tell them.

0:52:11.859,0:52:21.520

And so, one of the things that we really were focused on was taking, you know, something

0:52:21.520,0:52:31.560

that is very, very technical, and making it digestible, and when you have 225 operations

0:52:31.560,0:52:39.400

staff employees, and 400 total employees in a center, that's gonna look a little bit different

0:52:39.400,0:52:45.720

to everybody, so in the development of our courses, we you know, we have activities for

0:52:45.720,0:52:47.440

all styles of adult learners.

0:52:47.440,0:52:53.299

And so, I think that was one thing that was really beneficial for us using a curriculum

0:52:53.299,0:52:55.569

development organization.

0:52:55.569,0:53:03.450

So, we do get that coach, training assessment, we measure you know, to ensure everybody knows

0:53:03.450,0:53:07.740

what they're doing, you know, we're using those results just as informational, not as

0:53:07.740,0:53:13.799

punitive and then we're, you know, we are definitely going back and following up with

0:53:13.799,0:53:23.200

people as applications advance, as you know, we add widgets, you know, such as Smart 901,

0:53:23.200,0:53:26.799

or Rapid SOS, where callers can go in and put in their profile.

0:53:26.799,0:53:28.039
Do you understand what this means?

0:53:28.039,0:53:30.700
Do you understand what you're seeing?

0:53:30.700,0:53:36.020
We are encouraging them to look at the application
for the user side of things as well so that

0:53:36.020,0:53:41.329
they understand what the caller has input,
or what the caller you know, things that you

0:53:41.329,0:53:44.990
might have when they are calling you.

0:53:44.990,0:53:48.549
Next slide.

0:53:48.549,0:53:52.970
And like with anything, you know, we did come
up against some challenges and barriers.

0:53:52.970,0:53:59.729
But I think, you know, the key is really to
just working through that seeing what other

0:53:59.729,0:54:06.390
places are doing, and that's really why we
wanted to share our experience today, because

0:54:06.390,0:54:13.769
it does kind of maybe sometimes seem a little
overwhelming, and this was no different.

0:54:13.769,0:54:23.309
You know, we have a difficulty of sourcing
of vendors, and that was just, you know, maybe

0:54:23.309,0:54:27.539
not knowing exactly what it was that we were
looking for.

0:54:27.539,0:54:31.930
We had an issue with technology after our
system upgrade.

0:54:31.930,0:54:32.930
That's always something.

0:54:32.930,0:54:37.069
You know why Selena is not here today because,
you know, the best-laid plans when it comes

0:54:37.069,0:54:43.950
to technology upgrades and integrations can
sometimes get foiled by one thing or another.

0:54:43.950,0:54:47.749

We had, of course, the pandemic.

0:54:47.749,0:54:54.170

Everyone except for our operations staff was out of our building, during from March we

0:54:54.170,0:54:58.799

just returned to full capacity here, in July.

0:54:58.799,0:55:01.390

We have to also think about the scheduling.

0:55:01.390,0:55:06.829

We work 12-hour shifts, we can only offer training on certain days while keeping with

0:55:06.829,0:55:13.869

our minimum staffing guidelines, and so, we had to work around that.

0:55:13.869,0:55:18.650

And then, we also have to think about the fiscal things, right?

0:55:18.650,0:55:23.450

The bean counters always there, going you're spending too much money, and that's why we

0:55:23.450,0:55:29.979

had to go, that's ok, this is for the greater good of everybody, and then of course staffing

0:55:29.979,0:55:34.369

challenges, and again some of that being related back to the pandemic, you know, somebody gets

0:55:34.369,0:55:40.589

sick, they're out for two weeks, and of course, the same thing happening with instructors,

0:55:40.589,0:55:44.520

and things like that, so we definitely experienced some challenges.

0:55:44.520,0:55:52.210

I think we definitely ourselves have learned some lessons, and hopefully, those are things

0:55:52.210,0:55:58.089

that in this brief presentation we were able to share, and I know that Selena and I are

0:55:58.089,0:56:07.099

always willing to share our, very transparently, our experience with things as we migrate.

0:56:07.099,0:56:13.180

So, I would just ask at this time if anybody has any questions; we'd be happy to answer

0:56:13.180,0:56:14.180
them.

0:56:14.180,0:56:21.029
If they are too techy, I'll pump them to Selena, and she'll have to get back to you.

0:56:21.029,0:56:22.660
Thank you, Heather.

0:56:22.660,0:56:23.859
I think that's perfect.

0:56:23.859,0:56:30.510
So, with that, we are going to go ahead and start the Q&A portion of our session, and

0:56:30.510,0:56:36.140
as a reminder, you can ask a question by using the "Question" feature on the right-hand

0:56:36.140,0:56:41.150
side of your screen, or you can always raise your hand, and we will unmute your phone line.

0:56:41.150,0:56:44.380
With that, Sheila, do you want to ask our first question?

0:56:44.380,0:56:46.660
Yes, thank you, Sherri.

0:56:46.660,0:56:54.390
Heather, what has been the feedback on this training from call-takers and dispatchers?

0:56:54.390,0:57:00.890
So, for our call-takers and dispatchers, so far, so good.

0:57:00.890,0:57:06.690
I think people are really glad to get the opportunity to understand something.

0:57:06.690,0:57:14.029
I think one of the things that we are hearing from IT is that they're really excited to

0:57:14.029,0:57:19.539
not just have to figure something out, and our supervisors for our call-takers and dispatchers

0:57:19.539,0:57:20.539
have said the same.

0:57:20.539,0:57:26.299

You know, a lot of times they're coming to us when they have an issue, or they're

0:57:26.299,0:57:32.630
not able to navigate something, and we're not really sure how to help them, so I think

0:57:32.630,0:57:36.180
on all levels, this has been really well received.

0:57:36.180,0:57:41.869
We also have a labor union here, and it's been well received by them as well.

0:57:41.869,0:57:50.900
That they feel prepared, going into this migration, so, I would say overall, really well.

0:57:50.900,0:57:52.470
Thanks, Heather.

0:57:52.470,0:58:00.911
Looking to the vendor side of things and recognizing NG911 is a very new and niche subject, how

0:58:00.911,0:58:08.930
did you go about finding vendors to provide the training, and what would you say was the

0:58:08.930,0:58:14.059
quality of the training for the vendors you were able to source and find.

0:58:14.059,0:58:20.230
So, in full transparency, when this project started, I did not work at OUC.

0:58:20.230,0:58:24.029
I was doing something else in the industry.

0:58:24.029,0:58:31.619
So, when I came on board, we had engaged a vendor who had no 911 experience.

0:58:31.619,0:58:44.190
They were a curriculum developer, and so, we as the Executive Staff here at OUC, were

0:58:44.190,0:58:50.809
giving them all of the materials, and so we were reaching out to our other vendors, our

0:58:50.809,0:58:58.430
[inaudible] vendors, our NextGen vendors, the National 911 Program, to really take what

0:58:58.430,0:59:07.210
they had and to put it into a curriculum that wasn't you know, that was going to get the

0:59:07.210,0:59:14.329
job done, being designed by people who were
really also being educated at the same time.

0:59:14.329,0:59:20.029
And I think that looking back; I think that
would probably be my takeaway.

0:59:20.029,0:59:25.730
Is that we were really fortunate here that
we had people who really understood the technology

0:59:25.730,0:59:30.740
and other pieces of it, and our vendors really
helped us in getting on board with getting

0:59:30.740,0:59:35.900
that done, but there are vendors out there
in the agency, there are firms that could

0:59:35.900,0:59:44.759
do this without having to put a big burden
on the operational staff or the leadership

0:59:44.759,0:59:46.940
staff of the agency.

0:59:46.940,0:59:54.079
And so, while I think both ways are doable,
you know, if you are crunched for time, there

0:59:54.079,1:00:00.460
are definitely places out there that could
help you leave that charge without you having

1:00:00.460,1:00:01.619
to sit in on a meeting.

1:00:01.619,1:00:07.320
Selena and I would sit on meetings weekly,
sometimes two hours saying, actually, this

1:00:07.320,1:00:10.579
is how this works, and let me walk you through
this diagram.

1:00:10.579,1:00:17.099
While I think that that was great, I also
recognize that not everybody has that kind

1:00:17.099,1:00:18.760
of time.

1:00:18.760,1:00:25.410
So, that's kind of what I would say about
that.

1:00:25.410,1:00:31.259

And the last question we have for today, Heather, has your vendor been able to provide you with

1:00:31.259,1:00:37.890
statistics to help justify the expense?

1:00:37.890,1:00:46.519
So, we are managing that so, if you are, if the question is, you know, do we have people

1:00:46.519,1:00:52.509
understanding it and moving on, and I would say, yes, we are justifying the expense.

1:00:52.509,1:00:57.690
You know, I think the return on our investment has been great.

1:00:57.690,1:01:07.700
If that question meant something else, I would just probably need a little bit of clarification.

1:01:07.700,1:01:09.190
And that's ok.

1:01:09.190,1:01:10.220
Thanks, Heather.

1:01:10.220,1:01:17.329
As we did earlier, if there are other questions that come in, we will capture those questions

1:01:17.329,1:01:20.490
and get them to you for you to provide a response for.

1:01:20.490,1:01:26.729
So, I want to thank you and both of our other speakers earlier today.

1:01:26.729,1:01:33.329
This is gonna conclude today's webinar, and if you go to the last slide, we appreciate

1:01:33.329,1:01:34.329
everyone's participation.

1:01:34.329,1:01:43.349
As a reminder, an archived version of today's webinar will be unavailable on 911.gov soon.

1:01:43.349,1:01:53.869
And the next webinar for this year is scheduled on Tuesday; this will be November the 9th,

1:01:53.869,1:01:58.170
and at Noon Eastern Time, and we hope that you all will be able to join us.

1:01:58.170,1:02:02.559

Thank you again for joining us today, and
have a great rest of your Tuesday.

1:02:02.559,1:02:02.999

[Event Concluded]