

## OPEN MEETING MINUTES

Name of Governmental Body: Wisconsin Lifeline Advisory Group			Attending: Shelly Missall, Sue Norton, Corby Stark, Jenny Younk, Wendy Winger, Ashley Williams, Julianne Dwyer, Becky Borquist, Tana Koss, Chris Bivins, Caroline Crehan Neumann, Zachary Todd, Brad Munger, Elizabeth Rudy, Kim Propp, Sara Olinger, Santana Stauty, Tom Diel, Kari Foss, Patty Slatter
Date: 6/1/2021	Time Started: 1:00 pm	Time Ended: 2:30 pm	
Location: Virtual via Zoom			Presiding Officer: Julianne Dwyer
<b>Minutes</b>			

**Welcome and Introductions:** Julianne Dwyer introduced herself as the Department of Health Services Division of Care and Treatment Services (DHS/DCTS) contract administrator for the Wisconsin Lifeline and asked attendees to introduce themselves. A new member, Patty Slatter, joined the group at Julianne's invitation and introduced herself as a person with lived experience of suicide attempts and psychiatric hospitalizations.

**Review and approval of minutes from March 2, 2021:** Julianne asked participants if there were any corrections or additions to the minutes. None were offered and the minutes were approved.

**988 update:** Caroline Crehan Neumann gave the group an update on 988. She walked attendees through a report, "Wisconsin 988 State Volume and Workload Estimates," produced by Vibrant, the operator of the National Suicide Prevention Lifeline. The report includes a national user analysis, and distinguishes between an "addressable population" of 150 million people and a "serviceable population," which is a subset of 39 million people. A description of national demand for the service was also outlined, including Vibrant's projected volume growth for years 1-5 of 988 using low, medium, and high growth models. The report also distinguishes between baseline volume, diverted volume, and new volume. It continues with a workload forecast, as well as cost estimates for member centers. The report provides a "Wisconsin 988 First Year Cost Model." Overall, Vibrant's modeling shows that having fewer member centers handle 988 volume results in economies of scale. It was also noted that on June 29 Caroline will be holding a virtual meeting on the state's 988 planning efforts for any interested stakeholders.

Note: The deadline for telecom carriers to activate 988 is July 16, 2022. And while several have done so already, the National Suicide Prevention Lifeline (NSPL) has asked that, until July 2022, all public communications continue to direct people to call the current Lifeline number, 1-800-273-8255.

**Opportunity for county staff to comment on experiences with the Wisconsin Lifeline:** There was no specific feedback from either county programs in attendance or DHS Area Administration (AA), which has been soliciting feedback from its regions. It was suggested that this indicates contacts with Wisconsin Lifeline have been positive. A group member whose agency contracts to provides crisis services for a large number of counties noted that hand-offs between the agency and Wisconsin Lifeline have been going well. Attendees were encouraged to contact Shelly Missall, Outreach Coordinator for Wisconsin Lifeline, or their regional AA staff with any feedback.

**Presentation of Wisconsin Lifeline data:** Shelly Missall of Family Services (FS) presented Wisconsin Lifeline call data for 10/1/2020 to 3/31/2021. During the presentation, the following comments and clarifications were made:

- There was a marked increase in call volume for March, compared to previous months
- In addition to showing the mean amount of time that a phone counselor is connected with a caller, FS could consider showing the range of call times as well
- FS phone counselors are required to ask the three NSPL suicide screening questions during the call, but it can be done as part of a conversation, rather than just "check box" style

- In NSPL terminology there is a difference between a “frequent caller,” which is someone who has 50+ contacts per month, and a “familiar caller,” which is someone who has 30+ contacts per month. Wisconsin Lifeline works with these callers, if possible, to determine how their needs might best be met locally, but aims to meet their immediate needs just as they would any other caller and does not discourage contact. Such calls can be “reassurance” calls that are brief. The group member with lived experience applauded this approach as not only consumer-friendly but also as a practice that could save someone’s life.
- There is not a good way for FS to sort frequent callers out of the volume data (such calls can skew county-level volume data)
- The number of callers who decline a warm-transfer to another resource is not a data point FS currently tracks
- An “acute” call correlates to the top 4 categories on slide 28, “Suicide Potential” (in progress, disclosed intent with means, disclosed intent, disclosed thoughts)
- A “welfare check” means Family Services has called a county’s emergency dispatch to contact law enforcement regarding the caller. Caller is informed that this contact has been made and a welfare check has been requested.
- There was a change in how FS tracks disposition of calls. They have started to track this information for all calls, not just those deemed “acute,” and will have enough data to share disposition information again in September

**Wisconsin Lifeline success stories and practice examples:** Shelly shared with the group stories of positive collaboration and outcomes. A caller under the age of 18 with a disclosed history of suicidal thoughts said he had a gun and was thinking about making an attempt. The phone counselor stayed on the call with him and another FS counselor made contact for a welfare check at the caller’s location (home). FS was also able to contact the caller’s mother and she went to the family’s home. Phone counselor was still on with the caller when the mother arrived.

An adult caller who identified as non-binary and disclosed a mental health diagnosis said they wanted to be admitted to inpatient services but lacked transportation. FS was able to arrange for law enforcement and an ambulance to go to the caller’s location without using lights or sirens. The phone counselor remained on the line with the caller, who said these actions enabled them to avoid having a panic attack.

**Dunn County First Episode Psychosis (FEP) Program of CHOICES:** Sara Olinger of Dunn County presented on this program, which is available in a 9-county area in the Western Region (the Western Region Recovery and Wellness Consortium), as well as in Milwaukee and Madison. The program is designed to connect youth and young adults experiencing voices, visions, and other signs of possible psychosis with community-based service providers who specialize in providing support for this population. Peer specialists are an integral part of the program, which has made 18 referrals since services began in May 2020. There was a question about whether this program was in the 211 WI resource database. Sara said she believes so and will double-check.

**Agenda items for next meeting on September 21, 2021:** Julianne noted that the September agenda will contain the usual standing items (items 1-6 above), and group members should feel free to email her with any suggested agenda items.

Meeting attendees not currently on the group distribution list are encouraged to contact Julianne Dwyer at [julianne.dwyer@dhs.wisconsin.gov](mailto:julianne.dwyer@dhs.wisconsin.gov) if they would like to be added to the list and receive follow up items, including future meeting invitations.