

OPEN MEETING MINUTES

Name of Governmental Body: Wisconsin Lifeline Advisory Group			Attending: Julianne Dwyer, Lalena Lampe, Shelly Missal, Jenny Younk, Chris Bivins, Kari Schave, Angie Moran, Liza Daleiden, Jeremiah Bogdonovich, Tom Diel, Becky Boquist, Kris Dejanovich, Shar Lopez, Joannette Robertson, Shauna Grossman, Zachary Todd, Donavon Schumacher, Santana Stauty, Kari Foss, Jess Hake, Sue Miller, Wendy Winger, Brad Munger, Kim Propp, Michael Loy, Carri Renchin, Wendy Trefz
Date: 12/7/2020	Time Started: 1:00 pm	Time Ended: 2:00 pm	
Location: Virtual via Zoom			Presiding Officer: Julianne Dwyer
Minutes			

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 members to introduce themselves. It was also noted that the Zoom chat feature had been disabled and participants were encouraged to unmute themselves and speak as needed during the meeting.

Discussion of the purpose and scope of the group: Julianne described this program as being part of DHS/DCTS efforts to augment the continuum of crisis response in the state. A Grant Funding Opportunity was released earlier in 2020 and the grant was awarded to Family Services of Northeast Wisconsin (Family Services). A major goal of the grant was for a vendor to become a member call center of the National Suicide Prevention Lifeline (NSPL) to improve Wisconsin's in-state answer rate. Calls to NSPL are routed to member centers using the caller's phone number (area code and extension) as the basis of the caller's geographic location. The in-state answer rate has been at around 30 percent for years, as much of the state is outside the responsibility of the four previously existing, locally-funded NSPL call centers in Wisconsin. Family Services started taking NSPL calls in August 2020, and the in-state answer rate is now consistently above 80%. The DHS-funded Family Services program has been given the name "Wisconsin Lifeline" and is not meant to replace any county-based crisis lines. In addition, local providers are encouraged to become NSPL member call centers if they are interested. Family Services is conducting outreach with county crisis programs in order to provide local connections and resources for NSPL callers as appropriate.

The creation of an advisory group for this program was requested by members of a crisis services workgroup at DHS. It is intended as a dedicated forum for feedback from county-based programs on services provided by the Wisconsin Lifeline. The feedback will be taken to the DHS crisis services workgroup and the Wisconsin County Human Service Association Behavioral Health Policy Advisory Committee as needed.

Julianne asked the group for input about other stakeholders to invite to the group, remarking that we would like to include people with lived experience (of suicide, including suicidal thoughts and actions). No other suggestions were made, and it was noted that this item would be revisited later in the meeting.

Presentation of Wisconsin Lifeline data: Shelly Missal of Family Services took the group through a PowerPoint presentation of data relating to NSPL calls handled by the Wisconsin Lifeline from August through November of this year. There were a number of participant questions, which were fielded by Shelly and Jenny Younk, also of Family Services. One question related to what types of calls came into the Wisconsin Lifeline, if not all callers were suicidal. Shelly described some of the issues callers have, such as relationship problems and other life stressors. Jenny explained that most callers to NSPL are first-time, one-time callers with emotional support needs that can be addressed within the call, much like a warmline. There was also a question relating to when Family Services would make direct contact with a county crisis program. Shelly explained the circumstances in which these direct connections would be made, including after a welfare check or active rescue initiated by the Wisconsin Lifeline. Family Services staff also answered a question related to the qualifications of Wisconsin Lifeline phone counselors. It was explained that the phone counselors are trained to the standards in Wisconsin Administrative Code DHS 34, though it is important to note that the Wisconsin

Lifeline is not a DHS 34 certified program. Another question was about the tools used by Wisconsin Lifeline phone counselors to screen and assess callers for suicide risk. Per Jenny, they screen using the standard C-SSRS (Columbia-Suicide Severity Rating Scale) and assess in a narrative format using questions that cover intent, plan, means, protective factors, etc. The assessment questions will be distributed to the group as a follow-up item, along with the presentation slide deck.

Information about 988 as the approved 3-digit dialing code for a national suicide hotline: Julianne explained 988 as recently approved at the federal level for a national suicide hotline that will be routed to NSPL and its member call centers. Telecom carriers have until July 16, 2022, to activate 988. As of December 7, 2020, DHS/DCTS is aware of only one major carrier that has activated 988 (T-Mobile/Sprint). Currently, the state has five NSPL-affiliated call centers, including the Wisconsin Lifeline, that cover all Wisconsin-based phone numbers. DHS/DCTS expects to hear more from the federal level in early 2021 about a state planning process for 988. A 988 factsheet was distributed to the group. It is also available at: https://www.vibrant.org/wp-content/uploads/2020/07/988_final.pdf.

Scheduling future meetings: Julianne suggested meeting quarterly and asked the group for feedback. Group members agreed that, given the current amount of business, meeting quarterly makes sense. The group also agreed to increasing the length of meetings to 90 minutes. The next meeting is scheduled to be held virtually on March 2, 2021, from 1:00 pm to 2:30 pm.

Call for agenda items for future meetings: The following items are scheduled to be on the agenda of the March 2 meeting: data presentation from Family Services; opportunity for feedback from county staff about Wisconsin Lifeline services; discussion of additional stakeholders (a member suggested that Julianne reach out to Ashley Williams at Northwest Connections about joining the group); and the rollout of 988.

Meeting attendees were encouraged to contact Julianne Dwyer at julianne.dwyer@dhs.wisconsin.gov if they would like to be added to the distribution list and receive follow up items, including future meeting invitations.

Prepared by: Julianne Dwyer on 12/22/2020.

These minutes are in draft form. They will be presented for approval by the governmental body on: 3/2/2021