



# Charter Nevada 988 Planning Coalition

## Introduction

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A new, national, three-digit number for mental health crisis and suicide response will be launched in all 50 US States, the District of Columbia, and all US Territories by July 16, 2022. To ensure the successful transition away from the current 10-digit 1-800 crisis number towards the new three-digit number, which will be 988, Vibrant Emotional Health (“Vibrant”) has made grant funding available to Nevada.

When implemented, the new 988 number will be routed to the Lifeline’s current 1-800 number. Grant awardees are required to meet certain standards with their implementation planning process.

988 can improve access to vital crisis services, improve the efficacy of suicide prevention efforts, and reduce the stigma about mental health and getting help.

## Purpose of this Charter

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This Charter is a statement of the scope, objectives, and participants for the Nevada 988 Planning Coalition. It outlines the mission of the Coalition, identifies the stakeholders, and provides a delineation of roles and responsibilities.

It also defines the authority of the Coalition as the Division of Public and Behavioral Health (DPBH) which will serve as the responsible party for submission of the Implementation Plan to Lifeline and the Substance Abuse and Mental Health Services Administration (SAMHSA).

This Charter serves as a reference for the Coalition.

The purpose of the Nevada 988 Planning Coalition is to bring together a multiagency and multidisciplinary group of entities and individuals from across the State of Nevada working together to promote, plan, and collaborate in a unified response to implementation of 988 in Nevada.

The Coalition will guide and inform the development of the Nevada 988 statewide Implementation Plan. The Coalition is specifically tasked with the following objectives:

- Develop clear roadmaps for how to address key coordination, capacity, funding, and communication strategies that are foundational to the launching of 988 to occur on or before July 16, 2022; and
- Plan for the long-term improvement of in-state answer rates for 988 calls.

The scope of the Implementation Plan is to address the following eight core elements:

1. Ensure 24/7 coverage within Nevada by Lifeline member contact center for 988 calls, chats,

and texts.

2. Identifying and supporting funding streams to support call centers answering 988 calls, chats, and texts.
3. Capacity building for current and projected 988 volume for calls, texts, chats and follow-up services.
4. State support of Lifeline's operational, clinical, and performance standards for centers answering 988 (including completion of the Landscape Analysis).
5. Identification of key stakeholders for 988 rollout and gathering stakeholder feedback as part of the 988 Implementation Planning Coalition.
6. Ensure systems are in place so that Lifeline member centers have up-to-date local resource and referral listings.
7. Ensure centers are able to provide follow-up services to 988 callers, texters, and chatters.
8. Alignment with national initiatives around public messaging for 988 (including developing a framework for how 988 will be marketed).

The draft 988 implementation plan is due to the Lifeline by August 30, 2021 and the final Implementation Plan will be provided by DPBH to both the Lifeline and SAMHSA by December 31, 2021. The draft will be developed in accordance with the mission, vision, and principles of the Coalition. They include:

## Mission

Everyone in Nevada will have immediate access to effective and culturally informed behavioral health services, crisis services, and suicide prevention through 988.

## Vision

988 will serve as the foundation of Nevada's behavioral health safety net. We will reduce behavioral health crises, strive to attain zero suicides in our state, and provide a pathway to recovery and well-being.

## Guiding Principles

The Nevada 988 Planning Coalition will use the following best practice principles to guide implementation. Not all of the principles are achievable by the launch of 988. Rather, these principles are designed to guide discussions and decisions as implementation planning occurs and implementation commences:

## **Principle 1: Universal and convenient access**

- *Public awareness and engagement:* 988 will have public awareness levels comparable to 911, and the public will be aware of the scope of services provided.
- *Resources for self-help:* 988 will provide access to resources for individuals to effectively help themselves and others to de-escalate crises, develop coping skills, and build resiliency.
- *Multi-channel availability:* 988 will be accessible through varying modalities based on individual needs through a unified platform.
- *Reliable and timely response:* All persons contacting 988 will be connected to professionally trained individuals reliably, timely, and efficiently.

## **Principle 2: High quality and personalized experience**

- *Tailored support based on the age, culture, language, and other characteristics of each person:* 988 will be a source of personalized, trusted support.
- *Consistency in line with best practices:* All persons contacting 988 will receive care in line with best practices.

## **Principle 3: Connection to resources and follow-up**

- *Localized response based on geographic area:* All persons contacting 988 will be connected to helpline support and additional local community resources as needed.
- *Connection to local public health and safety services:* 988 will work to connect to local public health and safety services to provide appropriate support while avoiding unnecessary law enforcement involvement, emergency department use, and hospitalization.
- *Follow-up as needed:* As appropriate, persons contacting 988 will be offered follow-up services to facilitate ongoing support and safety.

## 988 Coalition Membership and Meetings

**Membership:** Membership in the Coalition is open to all entities or individuals that agree to work collaboratively on the Implementation Plan for 988 in Nevada and who self-identify as a key stakeholder for the new 988 system.

- Essential Membership: Members who have committed to supporting the Implementation Planning process and are able to stay abreast of developments in the planning process via the 988 webpage. Essential members can opt into workgroup meetings based on subject area.
- General Membership: General Membership in the Coalition is open to any entity or individual in the community desiring to participate in 988 Implementation Planning through attendance at Planning Coalition meetings or workgroups but is not able to stay abreast of the planning process on a regular basis.

Membership responsibilities/expectations: Members of the Coalition will commit to ongoing participation in the Coalition specific to their areas of interest and expertise. Members will act in an advisory capacity to assist DPBH in completing the Landscape Analysis.

### **Conducting Coalition Business**

Coalition members will advise the body as a whole, providing input, feedback, and discussion points during meetings. Decisions will be made on a consensus basis, meaning that members are empowered to share if they object to a particular decision expressed by the majority of the Coalition with a suggestion for how to achieve consensus.

### **Meetings**

The 988 Implementation Planning Coalition shall meet at least monthly. Additional workgroup meetings that will include Coalition members and other interested stakeholders will be convened as needed to accomplish the planning necessary for the eight core elements.

Materials for monthly Coalition meetings will be provided to all members at least seven days in advance of the meeting. Materials for Coalition workgroup meetings will be provided to workgroup members at least three days in advance of the meeting.

Agendas will include the time, date, and objective of the meeting, and information on how to join the meeting electronically.

Minutes of all meetings shall be prepared and distributed to the Coalition and will be posted on the webpage for viewing.

## **Coalition Leadership Roles**

Chair: The state's point of contact for the Implementation Planning grant shall be designated the Chair of the Coalition and shall collaborate with a Core Planning Team including consultants to conduct the business of the Coalition. The Chair shall work with Coalition members to promote collaboration. The Chair shall represent the Coalition for the state and on state committees. The term of office for the Chair shall be the length of the Implementation Planning grant.

Legislative Sponsor: The legislator responsible for sponsoring 988 legislation shall provide leadership and support to the Coalition via the development of legislation. The legislation sponsor shall provide updates on the legislation proposed to establish 988.

Other Officers and Committees: The Membership may create workgroups and other officers such as the chair of workgroups as it deems necessary to conduct the business of the Coalition.

## **Additional Resources**

The Coalition has access to other formal documents and resources regarding 988 implementation. The following sites are available to members of the Coalition to view documents and resources:

- SEI website: <https://socialent.com/resources/nevada-988-implementation-planning/>
- Vibrant Lifeline Community of Practice website: <https://vibrant.edc.org/988/content/#/>

## **Additional Provisions**

This Charter shall not supersede any existing mutual aid agreement or agreements. The Coalition will become effective upon the ratification of this charter by consensus of Coalition members in attendance at the first meeting of the Coalition.

This Charter shall not be interpreted or construed to create a legal relationship, association, joint venture, separate legal entity or partnership among the member bodies, nor to impose any partnership obligation or liability upon any member. Further, no member shall have any authority to act on behalf of or as or be an agent or representative of, or to otherwise bind, any other member body.

## **Coalition Operating Guidelines**

### Planning Support

- Facilitators will open up a space in which people have information and are comfortable asking for what they need.
- Facilitators will provide information for Coalition meetings a week in advance.
- Facilitators will be available to respond to questions between meetings.

## Coalition Member Operating Guidelines

- Treat each other with dignity and respect.
- Listen first to understand, and practice openness to the input received when you listen.
- Act transparently and be clear if your agenda differs from the mission of the Coalition.
- Share complete information that you have upfront.
- Avoid territoriality; think instead of the overall good for the Coalition and its goals.
- Accept that it is okay to not know the right answer and acknowledge it. The Coalition Team can find the answer.
- Present objections regarding decisions in a way that promotes mutual discussion and resolution.
- Own the whole end product of the Implementation Plan, not just a piece that pertains to your organization or interest.
- Be accountable and responsible to the Coalition when you commit to doing something.
- Come prepared for meetings and workgroups so that you demonstrate value and respect for the time and convenience of others.

**Approval of Charter:** This Charter is adopted by those assenting to its terms and indicating so via electronic polling, either in the capacity as a duly authorized representative or as an individual. Participation in future activities of the 988 Coalition constitutes assent to the terms of this charter.

This Charter was adopted on May 5, 2021 by the Nevada 988 Planning Coalition.