

IV. Appendix

Appendix A: Active surge management example protocol from BHR

Example protocol⁹⁶

- If calls hold for two minutes:
 - An automated email notification will go out to all of the on-call management team
 - If the Operations Analyst is available, they will notify the contact center leads and managers that they are taking care of notifying CICs who need to get in queue via email and/or teams to individual/s
 - The Operations Analyst will also note any DND and call lasting longer than 10 minutes during the surge
 - A clinical staff member who supports the contact center leads and a manager (the person with the most seniority, who is on shift first) will stay out of queue to assist CICs by taking over their Telehealth / Mobile outreach team (MOT) dispatching and staffing during the surge
 - If Operations Analyst is not available, the staff with the most seniority, who is on shift first, will monitor the dashboard for calls waiting and will also stay out of the queue to assist with all staffing needed during the surge. They will keep the dashboard and teams open on their screen
- At two minutes, contact center staff who are not on lunch, break, actively working with IT, or in a scheduled meeting with their supervisor must become available
 - If sending a MOT, telehealth, or on-call email, leads and managers and the person with the most seniority (as noted above) will do it. Leads will stop making outbound SL calls at this mark
- At four minutes, all clinical staff need to log in (i.e., leads, CCC, managers) except for one identified person (as noted above) who handles staffing, contacting MOTs / Telehealth / or on-call resources

Ongoing Surge / Extended Surge

- Notice of emergency call coverage: Contact the Operations Analyst and the Clinical Director of the contact center
- If high surge volume continues, at 30 minutes maximum or earlier based on the managers / leads discretion, the Clinical Director will be contacted about the issue
- If the Clinical Director does not believe this will be resolved in less than an hour, they will contact the Chief Clinical Officer

- CLINICAL DIRECTORS
 - REGIONAL, FEMA
 - MOUS, MEMORANDUM OF UNDERSTANDING
 - REDIRECT THROUGH WRAPAROUND SERVICES

⁹⁶ Behavioral Health Response via National Council for Mental Wellbeing.

BUSINESS¹¹
 - EFFICIENCY
 - PRODUCTIVITY

For example, Lifeline contact centers who are "beginning" work within specific categories that they believe are important can use information from the playbook to chart a path to initiate activities aimed at achieving "emerging" readiness. Centers that are already "emerging" in certain categories can use the playbook to fully solidify their readiness in those categories.

Criteria

Criteria	Beginning	Emerging	Solidified
UNIVERSAL AND CONVENIENT ACCESS			
Reliable and timely response: All persons contacting 988 will be connected to professionally trained individuals reliably, efficiently, and in a timely manner.			
How timely and efficient is the response to Lifeline calls?	80 percent answered in 60 seconds or lower service level (e.g., <80 percent, >60 seconds)	90 percent answered in 60 seconds	90 percent answered in 15 seconds
What share (%) of Lifeline calls are currently answered?	Less than 70 percent of Lifeline calls are answered	70-90 percent of Lifeline calls are answered	More than 90 percent of Lifeline calls are answered
How does the center's <u>timeliness and efficiency of response on the Lifeline compare to its other lines of business</u> (LOBs), particularly those that are well-funded, if applicable?	Less timely and efficient response compared to other lines of business	Equally timely and efficient response compared to other lines of business	<u>More timely and efficient response compared to other lines of business</u>
Multi-channel availability: 988 will be accessible through various modalities based on individuals' needs and routed to network centers via a central administrator			
To what extent does the center provide coverage for Lifeline calls?	Does not provide coverage for Lifeline calls	Provides some, but not 24/7 coverage for Lifeline calls	<u>Provides 24/7 coverage for Lifeline calls.</u>
To what extent does the center provide any coverage for non-Lifeline texts?	Does not provide coverage for texts	Provides some, but not 24/7 coverage for texts	<u>Provides 24/7 coverage for texts</u> SECTION 230 SECTION 508 HIPAA
To what extent does the contact center provide any coverage for non-Lifeline chats?	Does not provide coverage for chats	Provides some, but not 24/7 coverage for chats	<u>Provides 24/7 coverage for chats</u> SECTION 230 SECTION 508 HIPAA

- WORKFORCE DEVELOPMENT PROGRAMS

Appendix

Appendix A: Example SDOH screening tool (Arlington, VA)¹⁰⁴

Client Contact Information:

Email: _____
First name: _____
Last name: _____

Questionnaire:

1. Are you worried that in the next 12 months, you may not have stable housing?
 - Yes
 - No
2. In the last 12 months, has the electric, gas, oil or water company threatened to shut off your service in your home?
 - Yes
 - No
3. Within the past 12 months, did you worry that your food would run out before you got money to buy more?
 - Yes
 - No
4. Do you have trouble finding or paying for a ride (or any form of transportation)?
 - Yes
 - No
5. In the last 12 months, have you been hit, slapped, kicked, or otherwise physically hurt by someone?
 - Yes
 - No
6. Within the past 12 months, have you been humiliated or emotionally abused in other ways by your partner or ex-partner?
 - Yes
 - No
7. Do you often feel that you lack companionship?
 - Yes
 - No
8. Think about the place you live. Do you have problems with any of the following?
(Check all that apply)
 - Pest such as bugs, ants, or mice
 - Mold
 - Lead paint or pipes
 - Lack of heat
 - Oven or stove not working
 - Smoke detectors missing or not working
 - Water leaks
 - None of the above

¹⁰⁴ Oliver Russell, Assistant Chief, Behavioral Healthcare at Arlington County, Arlington Department of Human Services.

9. In the past year have you or any of your family members been unable to get any of the following when it was really needed (Check all that apply):

- Food
- Clothing
- Utilities
- Childcare
- Medicine or any health care (medical, dental, mental health, or vision)
- Do not have problems meeting my needs
- Other:

10. Are any of your needs urgent? For example, I do not have food for tonight, I am afraid I will get hurt if I go home today.

ADDENDUM for 988

9. Are you pregnant and need for additional testing?

10. Do you feel like you were given misinformation or disinformation from any medical provider that you contacted?

11. Are you potentially pregnant and are in a domestically abusive relationship?

12. Are you pregnant and homeless?

13. Are you pregnant and may not be able to carry to term because of health complications?

14. Are you pregnant and considering having an abortion for any reason?

15. Are you pregnant and in fear of losing your life for any reason?

16. Would you like additional assistance and help with any question you needed help with?

IF YOU HAVE ANY ADDITIONAL QUESTIONS FOR ADD PLEASE
ADD!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!