Working Group Charter

To be completed by the Committee Co-Chairs, all Working Group Co-Chairs, and approved by the Development Steering Council. The initial charter may be changed during the course of the project.

1. Working Group

<table>
<thead>
<tr>
<th>Working Group Name</th>
<th>988-911 Operations Interoperability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parent Committee</td>
<td>PSAP Logistics &amp; Agency Systems</td>
</tr>
<tr>
<td>Charter Approval Date</td>
<td>11/16/2021</td>
</tr>
<tr>
<td>Charter Last Revision Date</td>
<td>11/16/2021</td>
</tr>
<tr>
<td>Working Group Meeting Schedule:</td>
<td>TBD at member’s availability—suggested time Tuesday/Wednesday late morning/early afternoon.</td>
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</tbody>
</table>

NENA WorkSpace Link to Working Group Home Page

2. Issues addressed with this charter

2.1 Issue

<table>
<thead>
<tr>
<th>Issue Number</th>
<th>20210706</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject</td>
<td>911-988 Operational Interoperability</td>
</tr>
</tbody>
</table>

NENA WorkSpace Link to Issue Submission Form (ADM-003)

NENA WorkSpace Link to Issue Tracking Form (ADM-010)

3. Chairs

Who are the Chair(s) for the group performing this work? Provide name, phone, and email.

<table>
<thead>
<tr>
<th>Name</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maureen Dieckmann</td>
<td>303-495-0446</td>
<td><a href="mailto:maureen@moetivations.com">maureen@moetivations.com</a></td>
</tr>
<tr>
<td>Jenna Streeter</td>
<td>843-301-9470</td>
<td><a href="mailto:jennaburdstreeter@gmail.com">jennaburdstreeter@gmail.com</a></td>
</tr>
<tr>
<td>Cherie Bartram</td>
<td></td>
<td><a href="mailto:cbartram2@msn.com">cbartram2@msn.com</a></td>
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</table>
4. **Charter Statement**

Provide a one-half to two-page description of the scope limits, responsibilities, problems, and possible solutions that this Working Group will address.

The FCC’s creation of a national three-digit number for individuals experiencing a mental health crisis and the July implementation deadline for communications providers necessitates consideration and clear documentation on how 988 will work with public safety entities and ECC’s to address mental health calls and resource allocation.

The 911-988 operations work group seeks to provide call and information sharing solutions to ECC’s and 988 call centers. The goal is to provide uniform best practices to stakeholders in the ECC environment and the new 988 system; and begin to address each entity’s role and responsibility, the processes and training needed to properly handle mental health crises.

This working group will focus on operational questions only, and work in conjunction with other NENA committees addressing technical aspects of this new relationship. The work group will use existing NENA documentation and research, the experience of our group, and other available resources to create a first-draft standard that will be available at or around the July 2022 FCC deadline.

Questions to be addressed include (but are not limited to):

- Transfers to-from the 911 environment, (this says “to/from” - which will need to include if caller is transferred to 988 and then turns into something needing dispatch, can they transfer back?)
- Practical application of call sharing for the end user
- Baseline information gathered by and shared with 911 and 988 ANI ALI /Callback number, plus questions/answers
- Process/SOP: who calls back abandoned call
- Policy recommendations for remaining on the line or passing off calls.
- Edits and/or Protocol adjustments that may be needed for agency’s utilizing existing protocol software for pre-arrival instructions
- Agencies that have push 1 for fire or 2 for medical – will they need a push 3 for 988
- Interagency agreements defining interagency interaction
- What processes ECC staff and 988 staff must engage with to share information and allocate appropriate resources
- Create a 988 agency type or assumptions/description list – such as “does not have dispatch capabilities” or “does have ability to dispatch EMT”
- Training recommendations for ECC staff and 988 staff
- How to address calls that include both mental health and police/fire/ems Include 988 protocol for after hours pre-arrival, dispatch support – some 988 may be 9 to 5 – ECC will need a subset of “afterhours” protocols and training for this scenario.
Consideration of supplemental triage and/or pre-arrival instructions.

Location validation processes.

Analytics collection – how many, how often, cost, billing, impact on staffing

Wellness impact – ECC calltaker wellness and ‘trigger’ in analytics or CAD for supervisor to check in on ECC staff that might be involved in suicidal caller, traumatic event and have a need for peer support - cross reference to working groups in wellness group

Obtain from the i3 Architecture WG and the NG9-1-1 PSAP WG any necessary guidance or advice for ECCs and 988 centers that will ensure proper delivery and treatment of transfers between 988 and 911 Agencies.
5. Deliverable(s)

5.1 Essentials

| Title | NENA Standard for 911-988 Interagency Response to Mental Health Calls  
ANS Candidate NENA-STA-045.1-202Y |
<table>
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<tr>
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</thead>
<tbody>
<tr>
<td>Type of Deliverable</td>
<td>Click to select type. ☒ New ☐ Update</td>
</tr>
</tbody>
</table>
| New Document Outline: | Roles and Responsibilities of 911 and 988 systems  
Policy creation and required documentation for response  
Call handling processes for the end user  
Recommended training for 911 and 988 staff  
Recommended call handling for 988 receiving a transferred 911  
Oversight of mental health calls  
Further investigation for a second version of this standard |
| Relationship to other NENA Documents | This document will work in conjunction with the 911-988 technical interoperability document and suicide hotline standard, interagency standard, other technical standards? |
| Estimated Completion Date | 4/1/2022 |

5.2 Editors

Who are the Editor(s) for this deliverable? Provide name, phone and email.

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<thead>
<tr>
<th>Name</th>
<th>Telephone</th>
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5.3 Dependencies

Identify all known dependencies for producing this deliverable, e.g., completion of work or coordination in other NENA committees or organizations outside of NENA.

Work should be completed at or around the FCC deadline and must coordinate with the 911-988 tech group and Vibrant Emotional Health (988 contract administrator)

5.4 Subject Matter Expertise Needed:

Identify the types of Subject Matter Experts needed to produce this deliverable.

ECC staff with operational experience, policy development, training, interagency operations, mental health experts working with agencies that will provide 988 services, professionals with knowledge of state planning on 988, a tech rep, other NENA working group chairs as recommended.