

## TECHNOLOGY WORKGROUP

### WORKGROUP PARTICIPANTS & AFFILIATION

Name	Affiliation
*Mike Klemme	Boys Town
*Kyle Kinney	Boys Town
Michelle Nunemaker	Department of Health and Human Services
Phillip McDonald	Boys Town
Dan Dibben	Boys Town
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Todd Van Roy	Boys Town
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\*Denotes Workgroup Chairs

### WORKGROUP REPORT

This workgroup met two times on the following dates:

- 1/28/2022
- 2/17/2022

The following **recommendations** are offered by the group in response to the charges provided to them. **These recommendations are pending DHHS approval.**

- Identify initial and ongoing costs associated with the adoption of recommended solutions.*  
**Recommendation 1.1.** Voice Calls-The Boys Town ACD or Automatic Call Distribution (Cisco) is already in place.  
**Recommendation 1.2.** Text/SMS-Vibrant text/SMS messaging platform is already in place. Photos and videos are TBD. SMS/Text and Web chats are under PureConnect and provided by Vibrant.
- Identify technology solutions allowing the 988 call center to receive and respond to texts (including photos and videos), chats, calls, and geolocation.*  
**Recommendation 2.1.** Voice calls will continue to use the Boys Town ACD for voice calls. Regarding geolocation, current area codes and prefix Numbering Plan Area (NPA) and Number Exchange (NXX) will return the location based on the database.
- Make recommendations prioritizing solutions compatible with Nebraska's next-generation 911 system.*  
**Recommendation 3.1.** The Federal Communications Commission has not allowed access to any organization outside of 911 due to privacy laws. Revisit this recommendation once federal guidance is in place.
- Make recommendations prioritizing solutions to transfer calls to 211 when necessary.*

**Recommendation 4.1.** The Boys Town ACD can be programmed to allow Crisis Counselors to transfer calls to local Public Service Answering Point (PSAP) and to transfer calls to local 211.

5. *Explore how technology may be used to dispatch mobile crises, while also ensuring privacy to callers.*

**Recommendation 5.1.** 988 Crisis Counselors will consult with the Mobile Crisis Response (MCR)/provider and as necessary, will conference the MCR/provider with the caller. In rare cases, a crisis counselor will exit the conference call and leave the caller and MCR/provider connected to continue the conversation.

6. *Explore technology needs to develop and sustain remote workforce capability.*

**Recommendation 6.1.** The Boys Town Crisis Counselor desktop (customer service management or CSM, phone controls) is 100% extensible to a remote workforce.

7. *Make recommendations for expansion of technology to link mobile crisis response with 988 or 911 that is compatible with rural and frontier systems.*

**Recommendation 7.1.** All integrations should be similar and allow Boys Town ACD to transfer calls appropriately to local MCR, whether urban or rural. This would allow for future call transfers or dispatching of Mobile Crisis Response Teams.

No additional considerations were discussed outside of the scope of the current workgroup charges.

## Reviews

1. Implementation Group (date/recommendations)

- a. Meeting on 4/5/2022

- i. Charge 2

**1. Recommendation 2.1**

- a. **Discussion:** The public should be informed about the upcoming implementation of geolocation technology in 988 marketing efforts

- ii. Charge 3

**1. Recommendation 3.1**

- a. **Discussion:** We should explore the possibility of rewording this recommendation to state something similar to the following: “Pending any decisions related to national technology on the federal level, we will explore potential connections to transfer data between 911 and 988.”

2. Stakeholder Advisory Group (date/recommendations)

No Stakeholder Advisory Group recommendations. Approved 3/28/2022