

**Washington Behavioral Health Crisis Response System - Draft Vision & Principles
For Steering Committee Review – May 19, 2022**

Comment Theme Area	Summary of Changes Made
Vision	
<p><i>Summary:</i> <u>Revised:</u> 988, Washington's Crisis Response: building understanding, hope, and a path forward for those in need, where and when they need it.</p> <p><u>Original presented to CRIS (5/10):</u> 988 offers a connection to anyone who is struggling, meeting them with acceptance and empathy, offering hope and recovery.</p>	
1. Clarify focus on 988 vs. comprehensive crisis system that is broader than a single call point.	Added: "988, Washington's Crisis Response"
2. Recognize populations experiencing crises, such as the agricultural community and LGBTQ+, that are not limited to mental health or substance use disorder conditions.	Removed the term "recovery" given relationship to substance use disorder conditions.
<p>3. Too much jargon – needs more direct, plain language</p> <ul style="list-style-type: none"> ○ <i>Remove term recovery</i> ○ <i>Hope and recovery sounds amorphous - be more specific about connecting people to the right resources.</i> ○ <i>Concern with term "struggling" and how it is received culturally – suggested use of word "need"</i> 	<p>Removed "acceptance and empathy, offering hope and recovery" and replaced with: "building understanding, hope, and a path forward for those in need, when and where they need it."</p> <p>Removed "struggling" and replaced with "need"</p>
4. Remove the term "them" in the vision statement	Removed the term "them"
5. Use more action-oriented language	Added the term "building" in place of "offering"
6. Caregivers/family don't see themselves in the vision	Replaced "anyone who is struggling" with "those in need"
7. Question about whether to include the term crisis or behavioral health needs	Included the term "988, Washington's Crisis Response"
8. Add access to timely and appropriate care/rapid response	Added "when and where they needed it" (see also language added in principles – "timely access")

Comment Theme Area	Summary of Changes Made
Guiding Principles	
<p><i>Summary (revision in tracked changes)</i></p> <p>People in crisis experience:</p> <ul style="list-style-type: none"> ▪ <u>Timely access to high-quality, coordinated care without barriers</u> A seamless system without barriers ▪ A welcoming response that is healing, <u>trauma-informed</u>, provides hope, and <u>ensures people are safe</u> ▪ Person and family centered care ▪ Care that is responsive to age, developmental, culture, <u>gender, sexual orientation, people with disabilities, geographic location, language, linguistic, and other needs</u> <p>The Crisis System is intentionally:</p> <ul style="list-style-type: none"> ▪ Grounded in equity and anti-racism ▪ Centered in and informed by lived experience ▪ Coordinated and collaborative across system <u>and community partners</u> ▪ Empowered by technology <u>that is accessible by all</u> ▪ Sustainably and equitably financed ▪ <u>Operated in a manner that honors tribal government-to-government processes</u> 	
1. Tribal recommendation for explicit recognition of government-to-government processes as part of system principles	Added “Operated in a manner that honors tribal government-to-government processes.”
2. Add access to high-quality care regardless of geographic location	Added “timely access to high-quality care regardless of geographic location.”
3. Missing concept of trauma-informed care	Added term “trauma-informed”
4. Add care that is responsive to gender, sexual orientation, and people with disabilities	Expanded language: care that is responsive to culture, gender, sexual orientation, people with disabilities, geographic location, language, and other needs
5. Varying feedback to shorten/simplify versus add more detail	Language was kept brief based on operating understanding of principle statements as short phrases.
6. Recognize lack of access to technology in rural communities	Added “that is accessible by all” to the phrase “Empowered by technology”
7. Add concept of safety and keeping people safe	Added “ensures people are safe”
8. Include concept of community	Added “and community” so that statement reads “Coordinated and collaborative across system and community partners”
9. Visual makes it seem like the people and the system are separate and there is no intersection/ nothing in common.	Removed visual for purposes of development of statements.