

# HB 1477 Crisis Response Improvement Strategy Committee

June 20, 2023

HEALTH  
MANAGEMENT  
ASSOCIATES

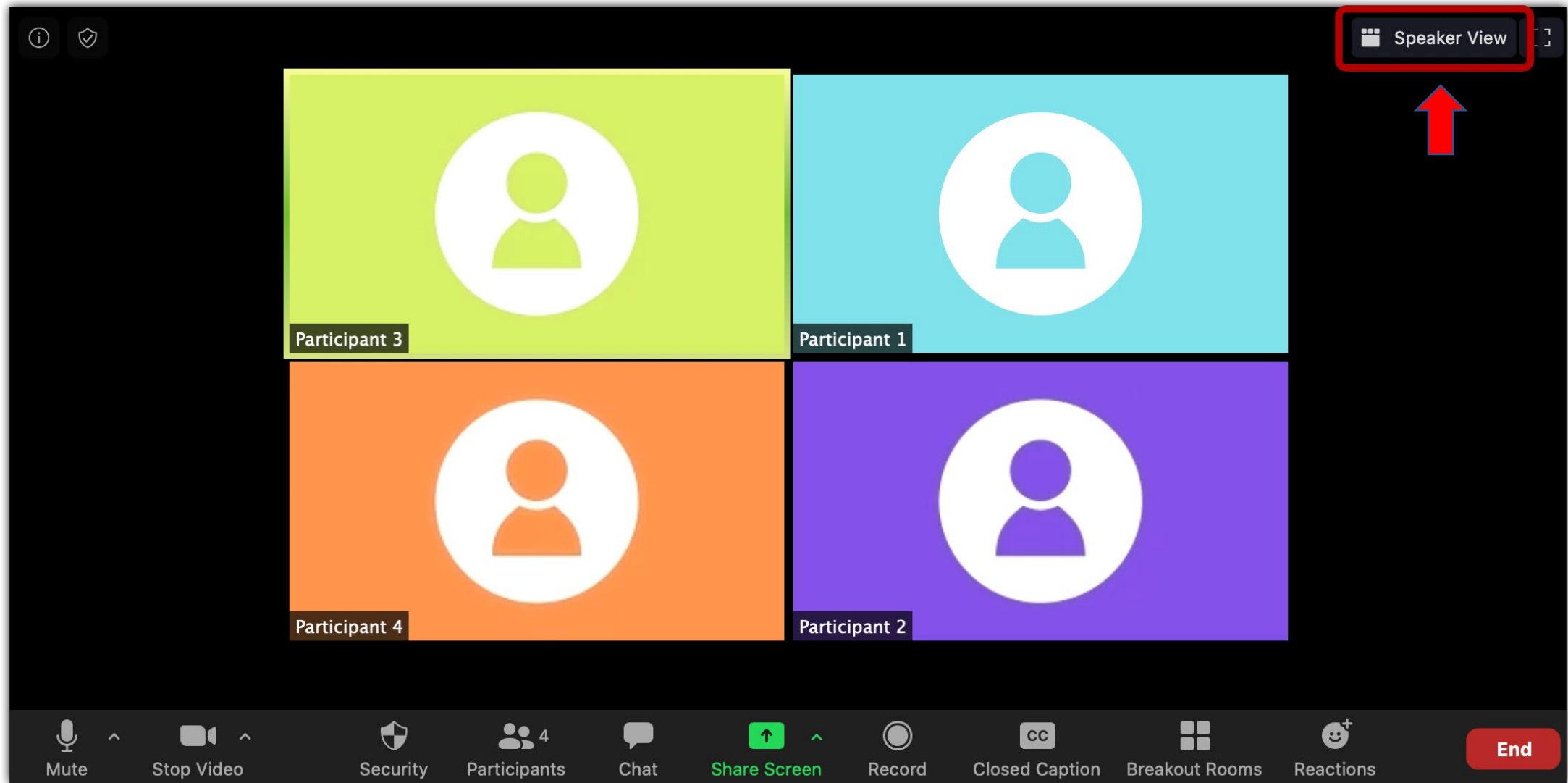
HARBORVIEW  
MEDICAL CENTER

UW Medicine  King County

# Zoom Etiquette: CRIS Committee Members



# Zoom Etiquette: Members of the Public



## CRIS Committee Meeting Objectives

1. Understand where we've been, where we are now, and where we are going in the CRIS process.
2. Hear updates from state agencies and Governor's Office relevant to CRIS work.
3. Hear outcomes from HCA update of Crisis Response Dispatch Protocols, including how CRIS feedback has been considered and addressed, and receive overview of the Crisis Response Best Practices Guide.
4. Begin discussing recommendations for addressing system gaps related to crisis stabilization, as captured in the root cause analysis.
5. Confirm action items and next steps.
6. Hear public comment.

## Meeting Agenda

TIME	TOPIC
1:00 pm	Technology Review
1:05 pm	Welcome, Introductions, Review Meeting Agenda
1:20 pm	Personal Story
1:40 pm	Agency Q&A
2:15 pm	Presentation: Crisis Response Dispatch Protocols and Best Practices Guide
2:40 pm	Break
2:50 pm	Discussion: Potential Recommendations to Address System Gaps for Crisis Stabilization
3:45 pm	Action Items and Next Steps
3:48 pm	Public Comment Period
4:00 pm	Adjourn

# CRIS Committee Decision Process Map – 2023

**February 2023**  
(Someone to Come)

- Objectives:**
- ✓ Discussion of **adult mobile crisis response** services and system gaps.

**March 2023**  
(Someone to Come)

- Objectives:**
- ✓ Discussion of Behavioral Health Crisis Response and **Collaboration with First Responders**

**April 2023**  
(Someone to Come)

- Objectives:**
- ✓ Discussion of **youth crisis response services** and gaps.

**May 2023**  
(Crisis Stabilization)

- Objectives:**
- ✓ Discussion of **Crisis Stabilization Services** and Gaps.

**June 2023**  
(Services Recommendations)

- Objectives:**
- ✓ Synthesis of Recommendations relating to **Crisis Stabilization**.
  - ✓ HCA Dispatch Protocols and Best Practice Guidelines

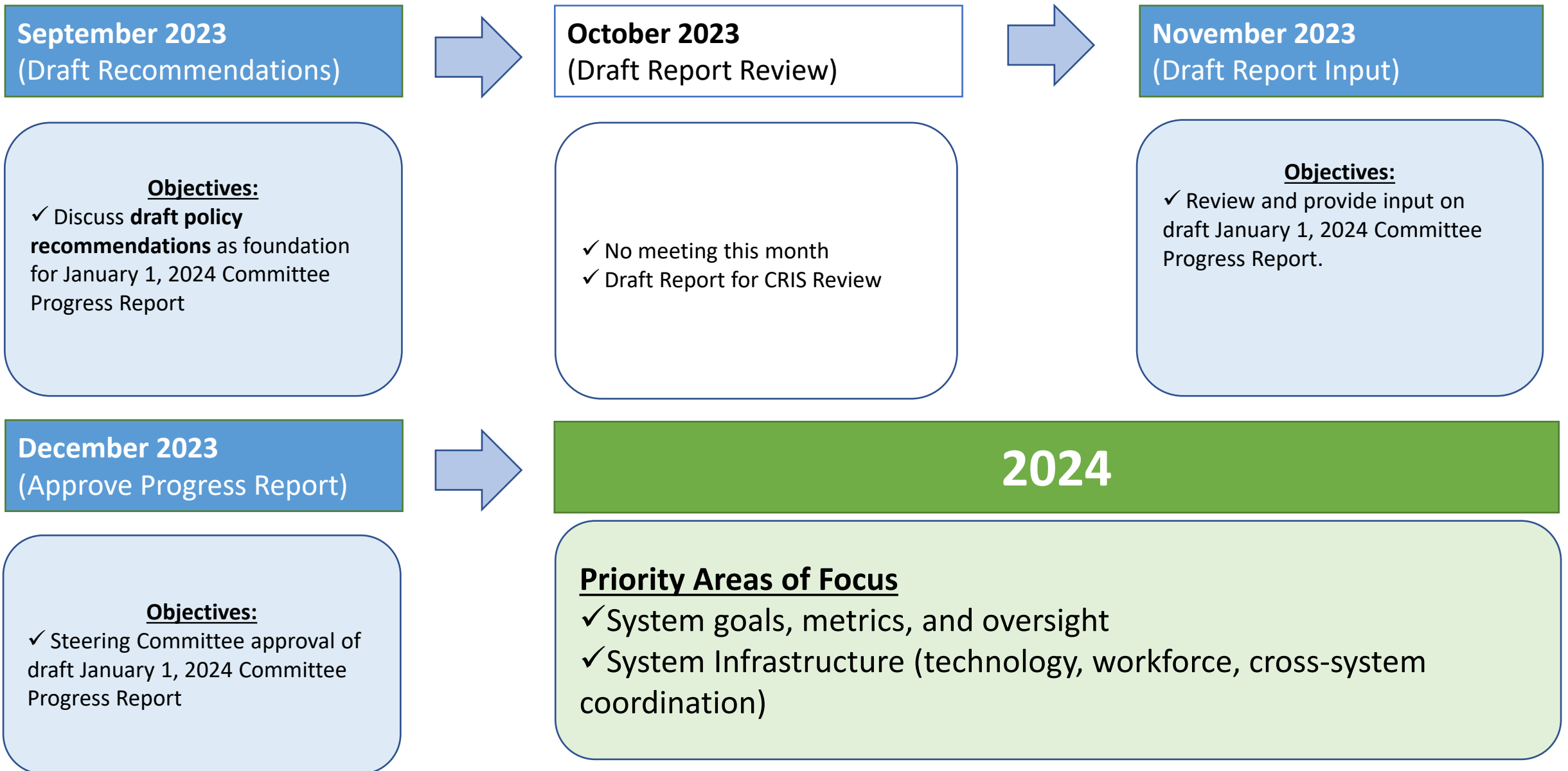
**July 2023**  
(Services Recommendations)

- Objectives:**
- ✓ Synthesis of **Recommendations relating to Someone to Come**, including collaboration with first responders
  - ✓ HCA Mobile Crisis Response expansion workplan

**August 2023**  
(Recommendations Synthesis)

- Objectives:**
- ✓ Discuss recommendations to **close gaps and enhance resources to support** Washington's crisis response system
  - ✓ Synthesis of **policy recommendations** as foundation for January 1, 2024 Progress Report
  - ✓ Discussion of **988 Contact Hub Rulemaking**

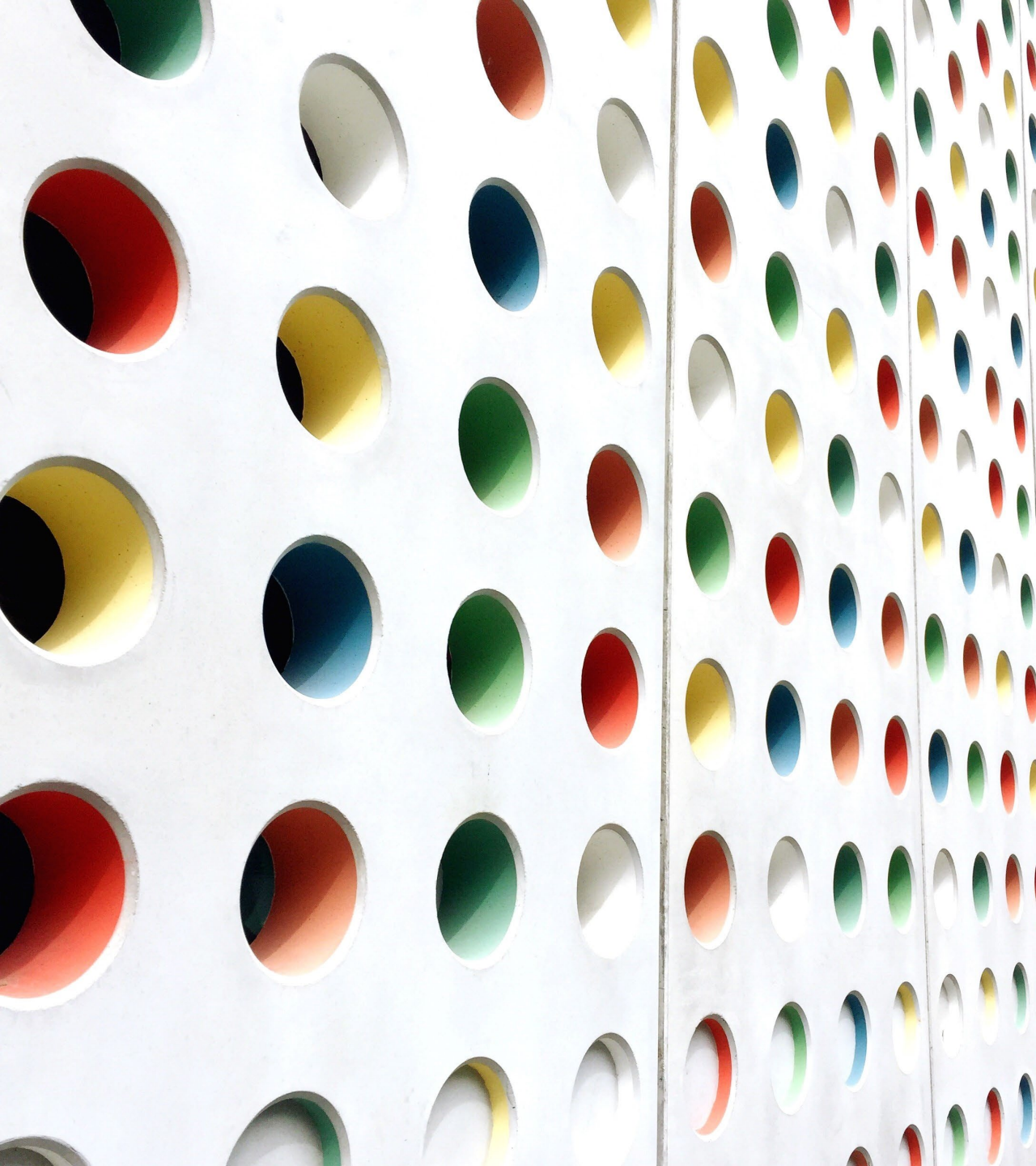
# CRIS Committee Decision Process Map – 2023



# PERSONAL STORY

*Objective: Set the context for why we are engaging in this work.*





# Marilyn Roberts

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LIVED EXPERIENCE STORY FOR  
CRIS, JUNE 20, 2023

# The dilemma...

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WHO YA GONNA CALL?



DIVERT TO WHAT?



WHEN WILL I GET THE  
HELP I NEED?

# 911 vs 988?

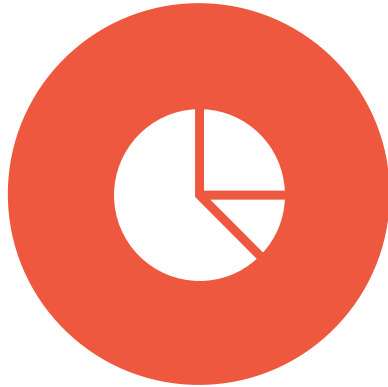
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2004 - 2019



# The dilemma...

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WHO YA GONNA CALL?



DIVERT TO WHAT?



WHEN WILL I GET THE  
HELP I NEED?

# AB vs DSHS

Trueblood



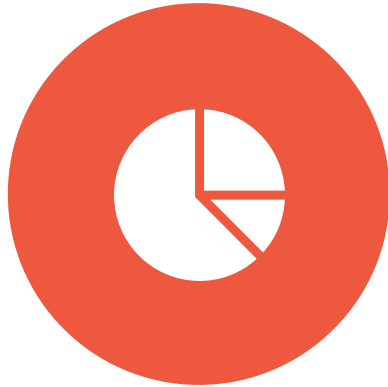
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UNITED STATES DISTRICT COURT  
WESTERN DISTRICT OF WASHINGTON  
AT SEATTLE

A.B., by and through her next friend Cassie Cordell Trueblood; D.D., by and through his next friend Andrea Crumpler; K.R., by and through his next friend Marilyn Roberts; Q.M., by and through his next friend Kathryn McCormick; all others similarly situated; and Disability Rights Washington;	No. 14-cv-01178MJP
Plaintiffs,	<b>SECOND AMENDED COMPLAINT FOR INJUNCTIVE AND DECLARATORY RELIEF</b>
v.	<b>CLASS ACTION</b>
Washington State Department of Social and Health Services; Kevin Quigley, in his official capacity as Secretary of the Department of Social and Health Services; Western State Hospital; Ron Adler in his official capacity as Chief Executive Officer of Western State Hospital; Eastern State Hospital; and Dorothy Sawyer in her official capacity as Chief Executive Officer of Eastern State Hospital,	
Defendants.	

# The dilemma...

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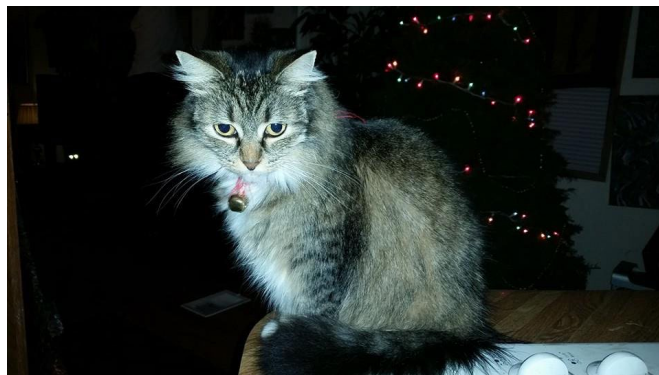
WHO YA GONNA CALL?



DIVERT TO WHAT?



WHEN WILL I GET THE  
HELP I NEED?



# Agency Q&A

## ***Objectives:***

- *Answer questions from CRIS committee members about updates in the monthly CRIS e-newsletter..*



# 988 Coordinator

- Position created in 1477 and extended in 1134
- Oversee statewide implementation of 988 with BH partners
- Collaborate with lead state agencies accountable for the work
- Create infrastructure to support a large cross agency project
- Gov. Rep on CRIS /attend CRIS sub-committees
- Communicate on statewide implementation
- Work with a lot of stakeholders
- 911 Advisory Committee voting member



# 988 Cross Agency Project

- Created organizational structure to move work forward last year, evolving
- Executive Sponsors & Project Sponsors
- Hired lots of staff
  - Project managers
  - SMEs
  - Upcoming IT/Tech additions; Governance team
- Project Teams, Exec Teams (agency, and cross agency), sub committees
- Integrating 1134 and 5120 into our project scope
- Adjusting CRIS deliverables
- New geo-location subcommittee work
- 988 Affinity group



# 988 Affinity Group

- Washington State formed the 988 Affinity Group
- Convening since March 2023
- 44 states, D.C., 2 territories
- States and territories collaborate, share risks, barriers, advice, funding, state plan amendments, Vibrant UP, air traffic control model, closed loop referrals, etc.
- Leadership now shared based on topics



# 1477 – Funding Focus 2021



# 1134 – 988 Bill - 2023

Someone to call  
(988)



A Place to go  
- Adults

A place to be  
- Youth



# 1134 New Work

- Work plans
- Timelines
- Funding

**Mobile Response**  
1. Expanded  
2. Community

**Create new program, standards**

- Establish Comm. MCR standards
- Rural standards

**Establishment grants**

- Award grants to build capacity for qualifying teams.

**Develop rates, options and enhancements**

- Contract w/ actuaries
- Develop options for payment mechanisms/ rate levels
- Conduct analysis

**Medicaid Match**

- Ensure maximizing MM

**Performance Program/Payments**

- Establish performance program
- Issue Payments
- Issue Enhanced payments

**Reports**

- Payment options report
- Review of endorsed teams

**Regional Collaboratives w/BHASOs, BHI, WA Council, 988 Coord.**

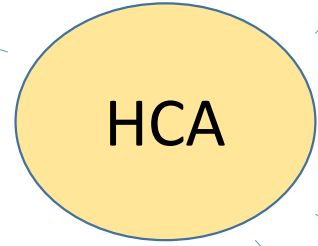
- Assessment, recommendations for workforce and training collaboratives
- annual forum – regional solutions

**Technology Solution**

- Continuing tech work

**Best Practices high risk**

- Veterans, disabled, LGBTQ, people of color, youth, agriculture, AI/AN



# 1134 New Work

- NSPLs to submit 911/988 protocols
- BHASOs – dispatching rapid teams and comm teams

- Fund the platform 7/1/2024

- DOH, HCA, NSPLS, BHASOs
- Reports and client level data

Protocols  
911/988  
NSPL/BHASO

Call Center  
Platform

Data Sharing  
Agreements

Co-location

Hubs  
Rules  
Designation

DOH

- Rules 1/1/2025
- Designation 1/1/2026

988  
Outreach  
and  
Education

Training

NSPL  
Funding, data  
monitoring/  
reporting

- Outpatient
- Discharge info
- 988 statewide media campaign
- Social Media

- Update minimum training standards
- Agricultural trainings for hubs

- Provide 988 services
- Spanish interpreters and staff
- Collecting and reporting data

# SB5120 – 23 Hour Facilities

Someone to call  
(988)



Someone to  
Respond



A Place to go  
- Adults

A place to be  
- Youth





# SB 5120

Establishes a new facility type – the 23-hour Crisis Relief Center

- Provides a place to go when in behavioral health crisis
- Accepts walk ins and drop offs from first responders, DCRs, MCR teams, and referrals through 988 system
- 24 hours, 7 days per week
- No medical clearance
- 90% acceptance required
- Can transfer when medically appropriate
- Ability to dispense medications
- DOH to complete licensure/certification process by Jan. 2024



# SB 5120

- DOH to convert crisis triage facilities to crisis stabilization units
- Ensure center services are eligible for Medicaid
- Track and analyze data from facilities



# What are focused on?

- New Funding becomes available in July for DOH and HCA
- 2-day in person planning meeting held in June
- Assimilating new work into our project scopes
- Hiring new staff – IT/Tech Funding awarded to HCA
- Beginning work with OCIO for project oversight
- Policy Statement Workgroups to be convened
- Will begin regional collaborative work



# Presentation: Crisis Response Dispatch Protocols and Best Practices Guide

## *Objectives:*

- *Hear outcomes from HCA update of Crisis Response Dispatch Protocols, including how CRIS feedback has been considered and addressed, and receive overview of the Crisis Response Best Practices Guide.*

# Why we developed a toolkit

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- ▶ HB 1477 mandated the creation of the toolkit
- ▶ Originally meant for this toolkit to be the manual for the crisis contact hubs to adopt for their operation.
- ▶ Amends timeframe for implementation of “Designated 988 Contact Hubs”
  - ▶ Adopt rules in January 1, 2025, instead of July 1, 2023.
  - ▶ Designate hubs January 1, 2026, instead of July 1, 2024.
  - ▶ Created 988/911 co-location pilots
- ▶ Which means the toolkit was adapted to pilot many of the needed changes and teach system partners.
  - ▶ Information sharing protocols were delayed until feedback from co-location

# System level goals for the toolkit

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- ▶ Standardization
  - ▶ Standardize dispatch systems across regions
- ▶ Coordination
  - ▶ Adopt practices to work with system partners
- ▶ Decision making
  - ▶ Change current processes to improve service outcome
- ▶ Teaching system partners
  - ▶ Develop better relations and closing knowledge gaps

# Components of the toolkit

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- ▶ Overview of the Crisis Redesign Project
- ▶ System Best Practices
- ▶ Crisis Contact Hub Best Practice Program Guide
- ▶ Mobile Crisis Outreach Best Practice Program Guide
- ▶ Standardized Dispatch Protocols
- ▶ High-Risk Guidelines

# Development and review process

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- ▶ Each component of the toolkit was created separately and initial review was done with the workgroups that helped create them.
- ▶ Dispatch protocols reviewed with the Lived Experience Subcommittee and a CRIS workgroup
- ▶ The initial review of the document was done through a tier process
  - ▶ Tier 1: internal agency review
  - ▶ Tier 2: external review with system partners
  - ▶ Tier 3: high-level review – where we are now
  - ▶ Final approval and accessibility review



# How will the toolkit change?

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- ▶ Adapt based on feedback
  - ▶ Dispatch protocols to be piloted and adjusted based on the pilot
  - ▶ Regional protocols to be developed from these initial protocols
- ▶ Training on the toolkit will drive changes to the toolkit
  - ▶ What is too much information
  - ▶ Where is more info needed
- ▶ Will grow with new components added to the crisis system
  - ▶ Addition of crisis facility best practices
  - ▶ Information sharing protocols



# Questions?

Thank you for listening

## Contact information

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Sherry Wylie – Youth MCT Program Administrator  
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- ▶ [Information about the CRIS Committee](#)
- ▶ [More information about 988](#)
- ▶ [SAMHSA best practice toolkit](#)
- ▶ [Tribal Hub](#)

**BREAK**

**Discussion: Begin  
Exploring Potential  
Recommendations  
to address system  
gaps for crisis  
stabilization**

***Objectives:***

- *Inform Steering Committee recommendations for 2023 report to the Legislature.*

The focus of our discussion is to start generating ideas for potential recommendations to address some of these root causes. Please answer the following three prompt questions:

**1. Which of these root causes do you think are within the CRIS's scope to address or influence?**

Note: The role of the CRIS Committee is to advise the Steering Committee as it formulates its recommendations to the Governor and legislature for an integrated behavioral health crisis response and suicide prevention system.

**2. What are some ideas or potential best practices that state agency staff could investigate to address a problem that you identified as within the CRIS scope?**

**3. What are some potential policy, funding, or legislative solutions to the problem(s) that you identified as within the CRIS scope?**

# ACTION ITEMS & NEXT STEPS

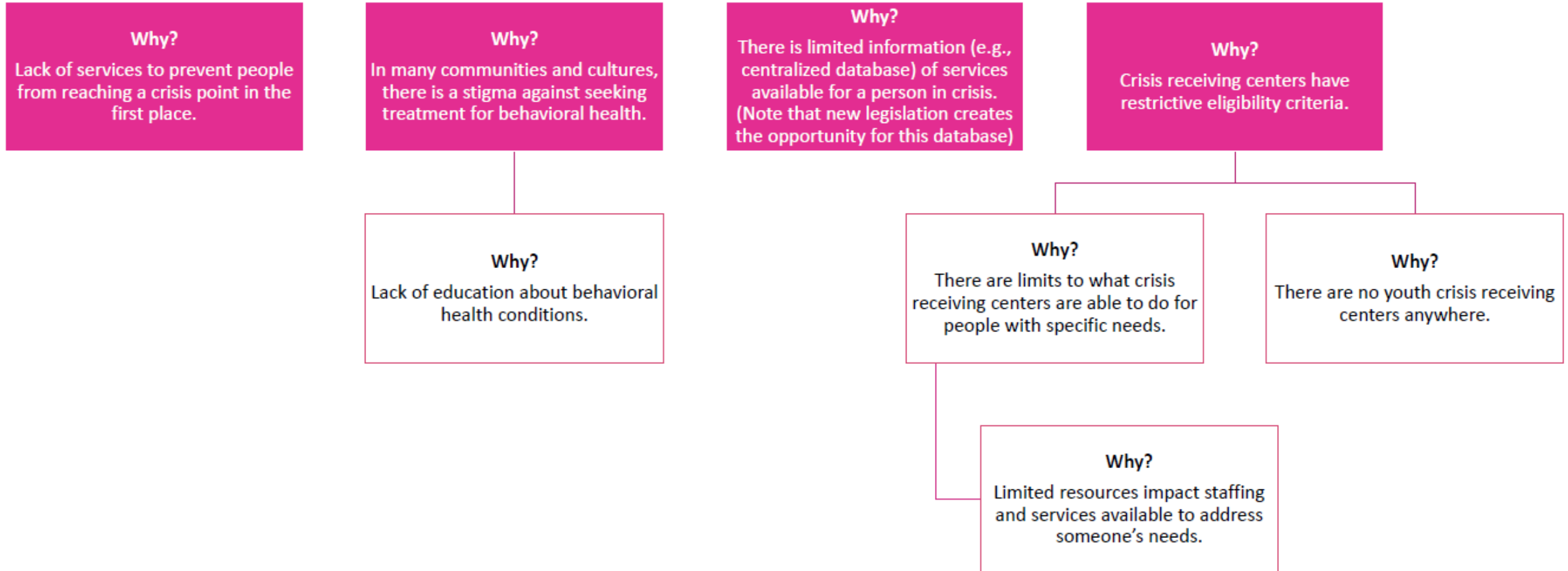
# PUBLIC COMMENTS



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## HB 1477 CRIS Committee – Root Cause Analysis

At the May meeting, we described a problem with crisis stabilization—not everyone who needs it gets stabilized—and worked together to identify many of the root causes of this problem. We took all of your ideas and synthesized them into the root cause analysis.



# HB 1477 CRIS Committee – Root Cause Analysis

