HB 1477 Crisis Response Improvement Strategy Committee

February 27, 2024

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. Ground our work in the personal stories and experiences of people who encounter the crisis response system.
2. Articulate potential performance metrics for the crisis response system.
3. Confirm action items and next steps.
4. 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	System Updates and Q&A
1:55 pm	Group Discussion: Performance metrics for crisis response system
2:15 pm	Break
2:25 pm	Breakout Discussion: Performance metrics for crisis response system
3:45 pm	Action Items and Next Steps
3:48 pm	Public Comment Period
4:00 pm	Adjourn

Personal Story

Objective:

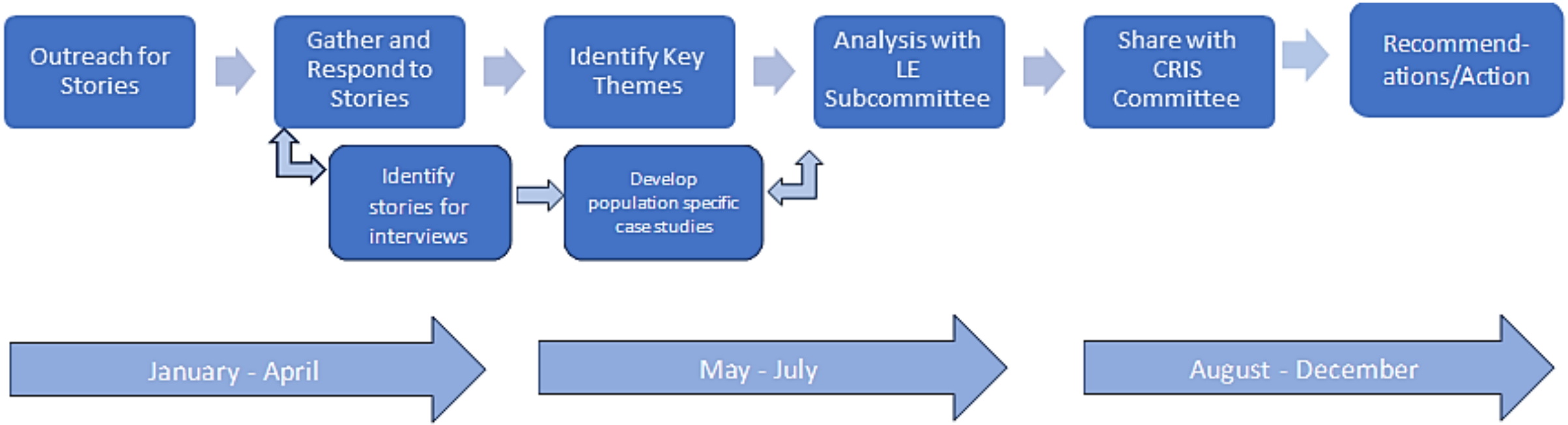
- *Set the context for why we are engaging in this work.*

System Updates and Q&A

Objectives:

- *Ensure transparency and demonstrate progress.*
- *Connect agency work to CRIS recommendations.*
- *Inform CRIS committee of what is happening so they can build on what is already progressing in 2024.*

CRIS Lived Experience Subcommittee: Stories Project Approach



Group Discussion: Performance metrics for crisis response system

Objectives:

- *Remind ourselves what an effective and equitable crisis response system looks like (i.e., the CRIS vision).*
- *Articulate what the first guiding principle looks like in practice.*
- *Identify potential metrics for measuring the extent to which the first guiding principle is being fulfilled.*
- *Prepare the group to participate in breakout discussions.*

Washington's Vision and Guiding Principles for Crisis Response and Suicide Prevention

Vision: 988, Washington's Crisis Response: building understanding, hope, and a path forward for those in need, where and when they need it.

People in crisis experience:	The Crisis System is intentionally:
▪ Timely access to high-quality, coordinated care without barriers ▪ A welcoming response that is healing, trauma-informed, provides hope, and ensures people are safe ▪ Person and family centered care ▪ Care that is responsive to age, culture, gender, sexual orientation, people with disabilities, geographic location, language, and other needs	▪ Grounded in equity and anti-racism ▪ Centered in and informed by lived experience ▪ Coordinated and collaborative across system and community partners ▪ Operated in a manner that honors tribal government-to-government processes ▪ Empowered by technology that is accessible by all ▪ Financed sustainably and equitably

Approved by the HB 1477 Steering Committee, May 2022

CRIS Discussion: How will we know we have been successful?

Guiding Principle: People in crisis experience timely access to high-quality, coordinated care without barriers.

1. *What does this mean in practice?*
2. *How might we measure whether this is happening?*

Break

Breakout Discussion: Performance metrics for the crisis response system

Objective:

- *Articulate what each guiding principle looks like in practice.*
- *Identify potential metrics for measuring the extent to which each guiding principle is being fulfilled.*

CRIS Discussion: How will we know we have been successful?

Guiding Principle: People in crisis experience timely access to high-quality, coordinated care without barriers.

1. *What does this mean in practice?*
2. *How might we measure whether this is happening?*

Public Comment

Room 1		Room 2		Room 3	
Michael	**Anderson-Nathe**	**Nicola**	**Pinson**	**Liz**	**Arjun**
Aleesia	Morales	Anna	Nepomuceno	Adam	Wasserman
Caitlin	Safford	Bipasha	Mukherjee	Amber	Leaders
Claudia	D'Allegri	Dillon	Nishimoto	Connie	Chapman
Darcy	Jaffe	Fennec	Oak	Heather	Sanchez
Jane	Beyer	Jan	Tokumoto	Kashika	Arora
Jessica	Shook	Justin	Johnson	Kim	Mosolf
Joan	Miller	Kristen	Wells	Larry	Wright
Krystina	Felix	Michael	Robertson	Linda	Grant
Levi	Van Dyke	Michele	Roberts	Michael	Reading
Michelle	McDaniel	Rep. Tom	Dent	Rep. Tina	Orwall
Puck	Kalve Franta	Ron	Harding	Robert	Small
Mark	Snowden	Senator Manka	Dhingra	Senator Judy	Warnick
		Summer	Hammons	Teesha	Kirschbaum

Action Items & Next Steps

Public Comments

Public Comment

	Name
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2.	
3.	
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