

HB 1477 Crisis Response Improvement Strategy Committee

January 31, 2024

HEALTH
MANAGEMENT
ASSOCIATES

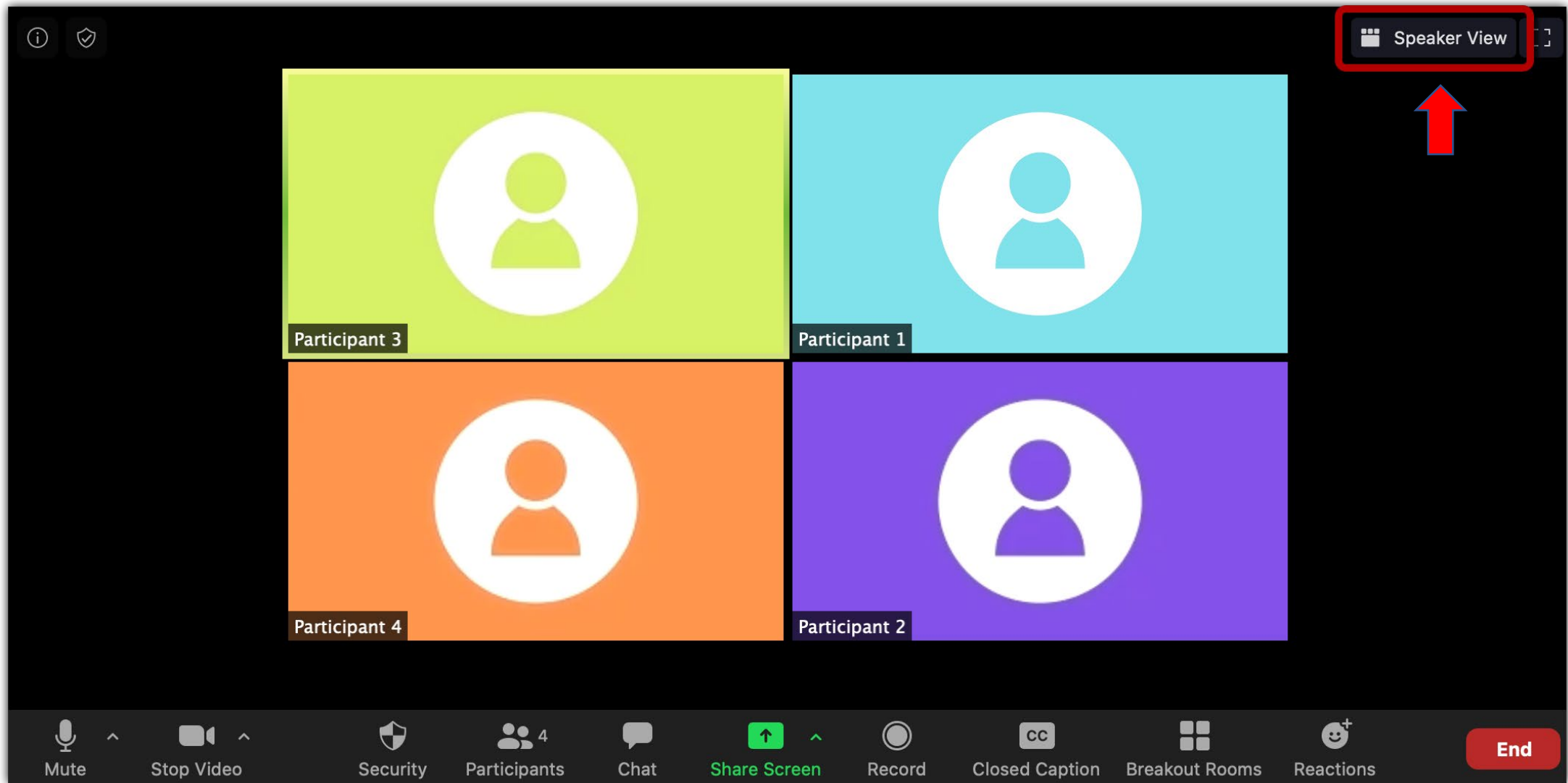
HARBORVIEW
MEDICAL CENTER

UW Medicine  King County

Zoom Etiquette: CRIS Committee Members



Zoom Etiquette: Members of the Public



1. Ground our work in the personal stories and experiences of people who encounter the crisis response system.
2. Lay a foundation for setting CRIS priorities for 2024 by:
 - a) Reviewing the behavioral health-related legislation introduced in the current session.
 - b) Understand state agency priorities for 2024 and how they were informed by CRIS input to date.
 - c) Learn about Lived Experience Subcommittee plans to engage lived experience stories to inform system improvements.
3. Inform the 2024 CRIS workplan by discussing priorities.
4. Confirm action items and next steps.
5. Hear public comment.

Meeting Agenda

TIME	TOPIC
9:00 am	Technology Review
9:05 am	Welcome, Introductions, Review Meeting Agenda
9:20 am	Personal Story
9:40 am	Discussion: Legislative Session
10:10 am	Discussion: State Agency Priorities for 2024
10:30 am	Break
10:40 am	Discussion: Plans to Engage 988 Lived Experience to Inform Systemic Improvements
11:00 am	Discussion: CRIS Priorities for 2024
11:45 am	Action Items and Next Steps
11:48 am	Public Comment Period
12:00 pm	Adjourn

PERSONAL STORY

Objective:

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

Discussion: Legislative Session

Objective:

- *Lay foundation for setting 2024 CRIS priorities by reviewing behavioral-health related legislation moving through the current session.*

- 1. Other CRIS members are engaged in the legislative session. What are you seeing that is related to behavioral health?*
- 2. Is there anything you would add to this overview?*

Discussion: State Agency Priorities for 2024

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 COMMITTEE MEETING DEPARTMENT OF HEALTH UPDATE

January 31, 2024

Washington 988 Awareness Campaign

Priority Area: Community engagement and 988 media campaign

2024

Creative concept testing and analysis of baseline awareness survey results		Asset production concludes		Native and Strong Lifeline media bolster concludes	
January	February	March	April	May	June
Native and Strong Lifeline media bolster begins	Asset production begins		Campaign launch		Campaign concludes

National 988 campaign

- There have been no updates on when a national campaign will begin
- The latest information from Vibrant and SAMHSA indicated early 2024

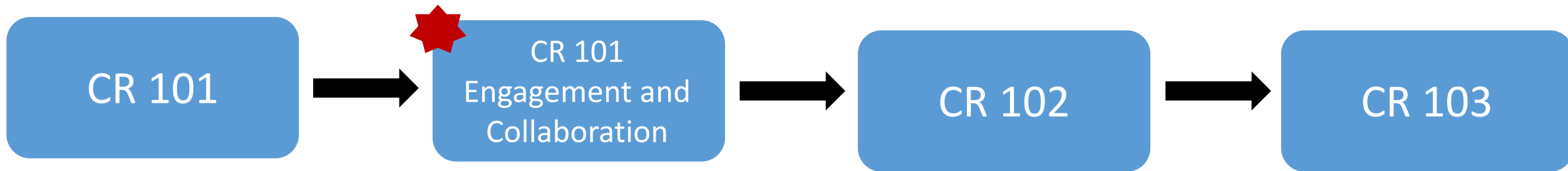
988 Contact Hub Rulemaking

Priority Area: Rulemaking and policy work

HB 1477 required DOH to:

- Adopt rules to establish standards for the designation of crisis call center hubs
- Designate hubs
- Incorporate CRIS Committee recommendations in hug agreements, as appropriate.

HB 1134 extended rulemaking and hub designation dates



Tribes may request formal consultation during these phases

Mental Health Crisis Call Diversion Initiative (MHCCDI) Pilot

Priority Area: Systems transformation

MHCCDI state-funded pilot

- Two main purposes:
 1. To help people in crisis connect quickly and easily to trained crisis counselors
 2. To divert crisis calls made to 911 to help improve the caller's experience and reduce the strain on emergency services
- Planning work with 911 partners and crisis centers started in September
 - Pilot is January 1 through December 31.
 - Evaluation report done in 2025 to explore the results of this work.

Mental Health Crisis Call Diversion Initiative (MHCCDI) Pilot

Priority Area: Systems transformation

National Association of State Mental Health Program Directors (NASMHPD)
Transformation Transfer Initiative (TTI) Grant Project

- DOH received a \$250,000 award from NASMHPD to:
 - Create an environmental scan around current Washington 911 mental health crisis efforts and processes
 - Develop adaptable statewide warm transfer protocols from 911 to 988 with 988 and 911 partners
 - Develop a train-the-trainer program for 911 telecommunicators in order to embed the protocols
- Activities will include tribal consultation and also be informed by public engagement and comment, as well as CRIS and partner comment

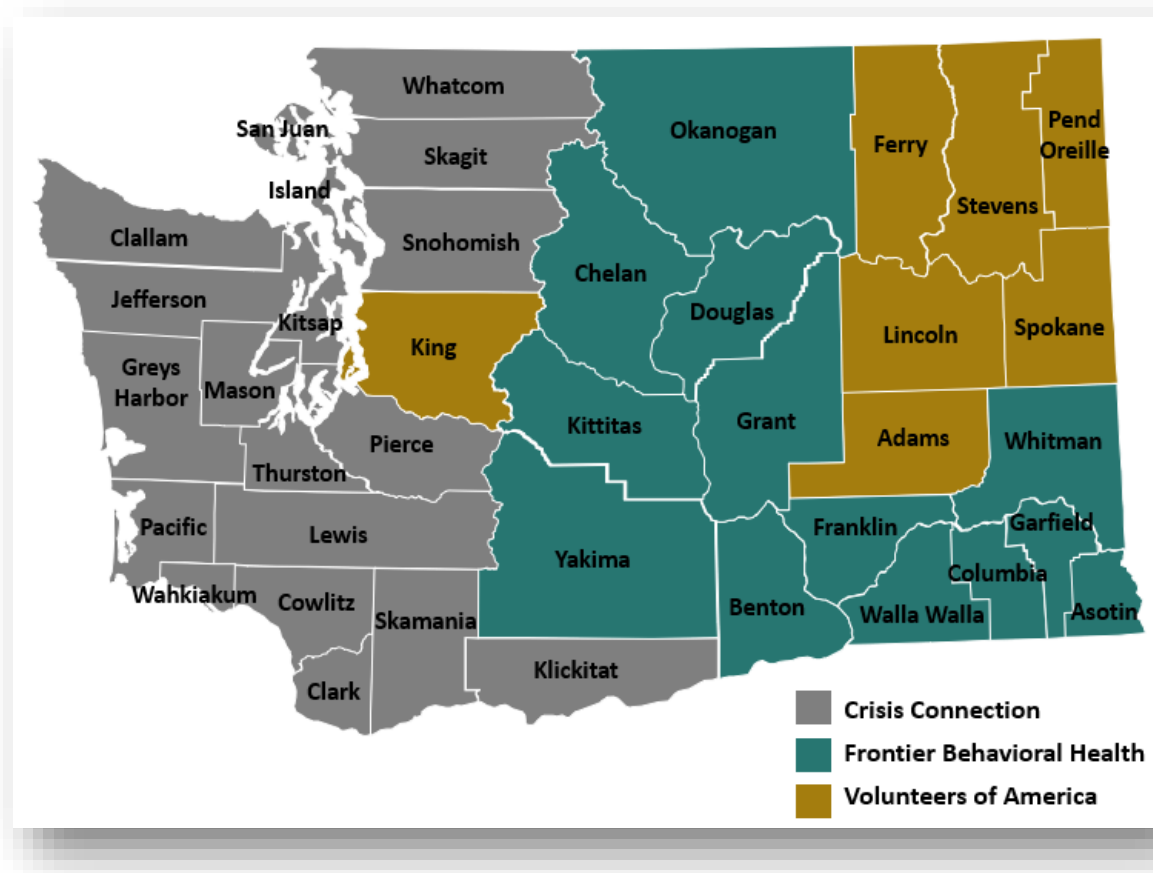
Quality Improvement Updates

Updated IVR/greeting

- Vibrant piloted a shortened IVR/greeting in 2023
- The new, shortened greeting was implemented this month

In-state backup routing

- All three 988 Lifeline crisis centers now back each other up for calls
- Crisis Connections is providing backup text and chat services
 - Frontier hopes to provide backup text and chat services later this year



Other Work Happening Now

SAMHSA grants

- DOH administers two SAMHSA grants. The grants fund:
 - 988 Lifeline crisis center follow-up staff and workforce efforts
 - Expansion of the 988 awareness campaign
 - Support for the Health Care Authority's efforts on Peer WA Community Crisis Response Teams

Future state hubs/Regional Crisis Lines

- Cross-agency workgroup developed recommendations and shared with Executive Sponsors last week
- Work is planned in the spring to mitigate gaps and identify ways to streamline access


Medicaid match – program

- DOH is in the beginning stages of exploring whether Medicaid match could be available for our program work
- Meeting with HCA to start conversations

Other Work Happening Now

Updated/new 988 fact sheets

988 SUICIDE & CRISIS LIFELINE
The 988 Suicide & Crisis Lifeline
September 2023



What happens when you call?

Thinking of calling the 988 Lifeline but not sure what to expect?

Here's how it works:

- First, you'll have the option to dial 2 and get support in Spanish.
- Then, you'll have the option to dial 1 for the Veterans Crisis Line or dial 3 for the LGBTQ+ Youth Subnetwork. This line supports lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and two-spirit (LGBTQIA2S+) teens and young adults under age 25.
- When calling from a Washington area code, you can dial 4 to connect with a Native crisis counselor at the Native and Strong Lifeline.
- Calls are routed based on area code. If you call from a Washington area code, your call will be routed to one of Washington's 3 crisis centers.
- The crisis counselor who answers your call will listen to your concerns, offer support with your crisis, and help you find other resources.
- Counselors will only transfer calls, chats, and texts to emergency services when a risk to someone's life can't be reduced during the conversation.

Free and confidential
The 988 Lifeline is free to call, chat, or text, and you don't need to give any personal data. Most calls stay confidential. Fewer than 2% are transferred to emergency services.

Available 24/7/365
Contact 988 at any time to get help for yourself or a loved one dealing with thoughts of suicide, a substance use crisis, or any other type of emotional distress.

Language options
The 988 Lifeline offers call translation services in over 240 languages. You can also call, chat, or text in Spanish.

Washington State Health Care Authority
HCAProgram1477@hca.wa.gov

Washington State Department of Health
988ProgramInfo@doh.wa.gov

To request this document in another format, call 1-800-526-0221. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email cust.information@doh.wa.gov.

Washington State Health Care Authority
HCA 82-0455 (09/23)

988 SUICIDE & CRISIS LIFELINE
The 988 Suicide & Crisis Lifeline
September 2023



Fast facts

988 is the 3-digit dialing code for suicide prevention and crisis support.
Call, text, or chat the 988 Suicide & Crisis Lifeline to get support for:

- Thoughts of suicide
- Substance use concerns
- Any type of emotional distress

Trained crisis counselors will listen, offer support, and connect you with resources.

The 988 Lifeline is free, confidential, and available 24/7/365. It has 4 lines for specific groups of people calling from a Washington area code. Dial 988 and select:

- Option 1 for the Veterans Crisis Line.
- Option 2 for the Spanish Language Line.
- Option 3 for the LGBTQ+ Youth Subnetwork, a line for lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and two-spirit (LGBTQIA2S+) teens and young adults under age 25.
- Option 4 for the Native and Strong Lifeline. This line connects American Indian and Alaska Native people calling from a Washington area code with a Native crisis counselor.

Language options
988 also offers interpretation services in over 240 languages.

Call volume
Calls, texts, and chats to the 988 Lifeline have increased since 988's launch in July 2022.

Getting help
You can contact 988 to get support for yourself or a loved one.

HB 1477 and 1134
These bills provide funding to Washington's 3 crisis centers to expand support options for people in crisis.


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HCA 82-0456 (01/24)

988 SUICIDE & CRISIS LIFELINE
The 988 Suicide & Crisis Lifeline
December 2023



What 911, Fire, EMS, and First Responders Need to Know

988 is the number for suicide prevention and crisis support.

911 and First Responders: What to know
You can keep using your current processes to connect with mental health crisis services, including:

- **Regional Crisis Lines (RCLs):** These 24/7 toll-free lines provide crisis intervention and triage services, including screening and referrals to health or mental health care workers and community resources.
- **Mobile Rapid Response Crisis teams:** Teams of mental health care workers with crisis training meet people in crisis at their location to provide timely support. Calling the region's RCL is often the quickest way to connect with a mobile rapid response crisis team.

As programs continue to expand, you can connect help-seekers experiencing a mental health crisis to the 988 Lifeline via warm transfer. A warm transfer involves sharing some of the help-seeker's details with the 988 Lifeline counselor and then speaking to the help-seeker again to let them know you're transferring them.

This type of transfer can make it easier for help-seekers to get timely support and resources without having to tell their story over and over. Warm transfers often have benefits when people who aren't at risk of immediate harm to themselves or others want to discuss their mental health needs or learn about available resources.

You can also let people know they can call or text 988 or chat with the **988 Lifeline** to get free, confidential support for themselves or loved ones dealing with thoughts of suicide, substance use concerns, or any type of emotional distress.

Goal
The goal of the 988 Lifeline is to provide people in crisis with 24/7/365 access to someone to call, someone to respond, and somewhere to go. The 988 Lifeline and other regional crisis services continue to grow to achieve this goal and meet the needs of people in crisis.

988 coverage by county
• Calls and texts to 988 are routed by area code.
• Washington has three 988 Lifeline crisis centers that answer calls, texts, and chats from around the state. **View coverage by county.**
• If the nearest crisis center can't answer a call, text, or chat, another crisis center in Washington will answer.
• **Behavioral Health Administrative Service Organizations (BH-ASOs)** support the 988 Lifeline by providing resources and coordinating crisis care and follow-up services. **View a list of county crisis lines.**

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988 SUICIDE & CRISIS LIFELINE
The 988 Suicide & Crisis Lifeline
September 2023



The Native and Strong Lifeline

Washington's crisis line for American Indian and Alaska Native people is the first of its kind in the United States.

Dial 988 and choose option 4 to reach a Native crisis counselor.



Fast facts
The Native and Strong Lifeline is administered by Volunteers of America Western Washington (VAWW), one of Washington's 988 Lifeline crisis centers. Currently, it's the only program in the nation entirely staffed and operated by Native crisis counselors.

The program launched in November 2022. Since launch, staff has expanded to almost 30 counselors. The Native and Strong Lifeline has answered thousands of calls, and the number of calls has increased steadily over time.

Why the Native and Strong Lifeline matters
Native communities have the highest suicide rates out of all racial and ethnic groups in the United States. Among Native youth between the ages of 10 and 24, suicide is the second leading cause of death.

Suicide is preventable, and culturally affirming support can make a difference. It's normal to need help during a mental health crisis, and getting the support you need can help you heal.

The Native and Strong Lifeline exists to prevent suicide in Native communities. It offers Native people an option for getting support and resources.

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HCA 2024 988 Top Priorities

2023 was an impactful, productive year and we're looking for the same in 2024

Building off the December 2023 CRIS Report, HCA's top priorities include:

- ▶ Continuing our work on system quality & oversight:
 - ▶ Regional coordination/training collaboratives
 - ▶ Developing Endorsement Standards to improve quality and response time for mobile crisis
- ▶ System Infrastructure:
 - ▶ Enhanced Funding request for integrated crisis response system sent to the Centers for Medicare and Medicaid (CMS) submitted December 2023 – approval expected in February 2024
 - ▶ Selection of vendor to build a state-wide technology platform to support the crisis system and ensure it is people-centered
- ▶ Services & funding:
 - ▶ Tulalip and Nisqually Mobile Crisis Grants
 - ▶ Grants for startup for Crisis Relief Centers and for teams to meet 1134 endorsement standards
 - ▶ Mobile Response & Stabilization Services (MRSS) grant and rollout statewide
 - ▶ Crisis System Actuarial analyses and funding needs

BREAK

Discussion: Plans to Engage Lived Experience to Inform System Improvements

Objective:

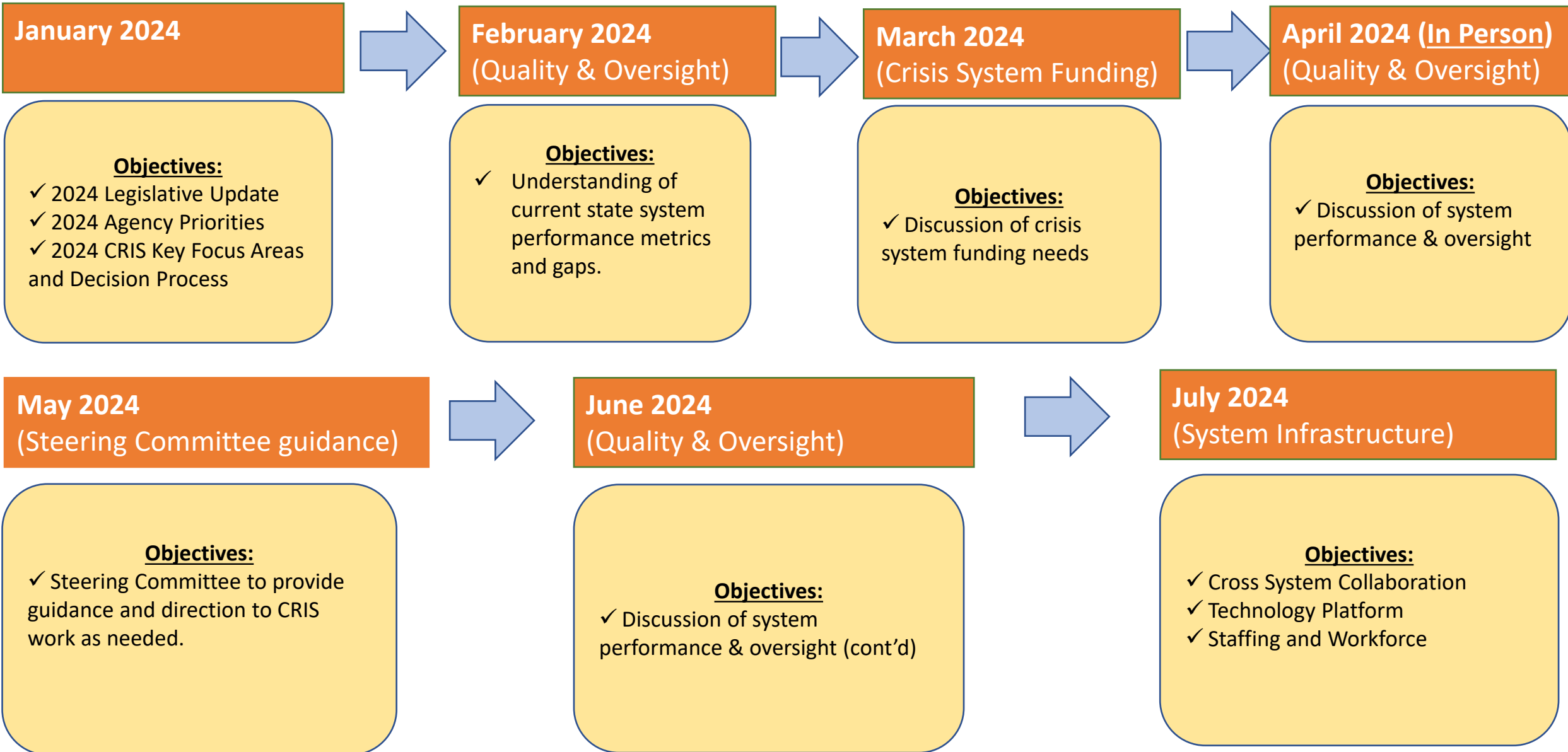
- *Share update on Lived Experience Subcommittee plans to engage lived experience stories to inform system improvements.*

Discussion: CRIS Priorities for 2024

Objective:

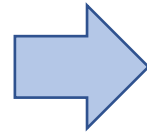
- *Inform 2024 CRIS plans by gathering CRIS member input on their priorities.*

CRIS Committee Decision Process Map – 2024 (DRAFT)

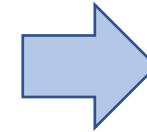


CRIS Committee Decision Process Map (DRAFT)

August 2024
(Lived Experience Focus)



September 2024 (In-Person)
(Draft Recommendations)



October 2024
(Draft Report Review)

Objectives:

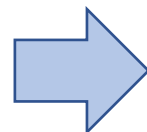
- ✓ Small group discussions of Lived Experience stories and recommendations for system improvements.

Objectives:

- ✓ Discuss **draft policy recommendations** as foundation for Committee Final Report.

- ✓ No meeting this month
- ✓ Draft Report for CRIS Review

November 2024
(Draft Report Input)



December 2024
(Approve Final Report)

January 1, 2025

Objectives:

- ✓ Review and provide input on draft January 1, 2025 Committee Final Report.

Objectives:

- ✓ Steering Committee approval of draft January 1, 2025 Committee Final Report

Final Report and Recommendations

Reflecting on CRIS recommendations that we developed in 2023 and what you learned today about the legislative session, agency priorities, and the Lived Experience Subcommittee's plans, what are key considerations to inform our priorities for the CRIS in 2024 and why?

ACTION ITEMS & NEXT STEPS

PUBLIC COMMENTS

	Name
1.	Karen Kelly
2.	
3.	
4.	
5.	
6.	
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9.	