



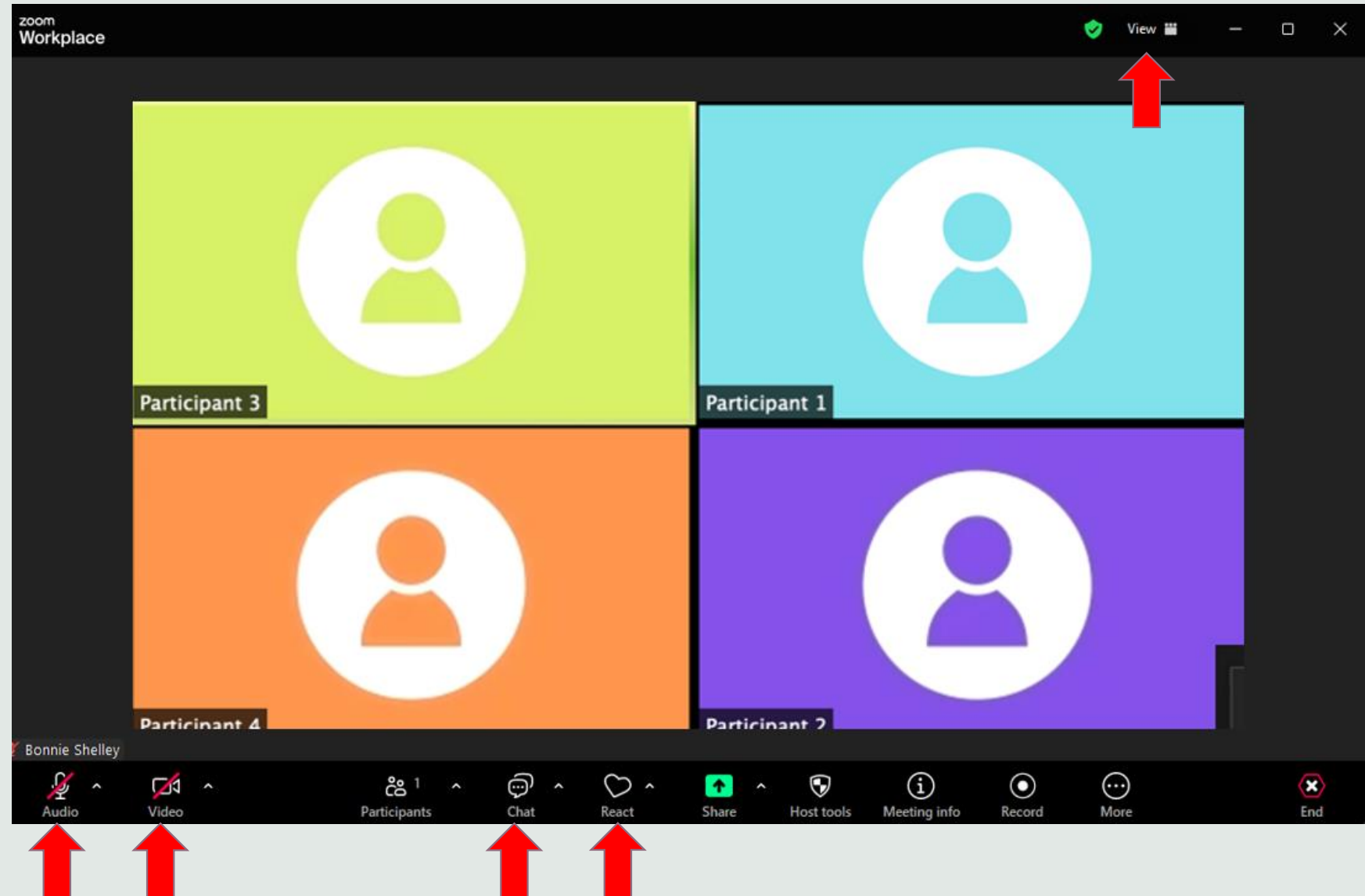
## Zoom Technology Moment: Committee Members

-The "Audio" and "Video" buttons are in the bottom left corner. These help you mute and unmute or turn your video on or off.

-The "Chat" button is just left of the bottom center of the screen.

-The "React" button is to the right of the chat button. You can find the "Raise Hand" function here.

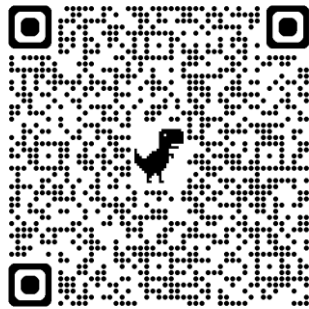
-In the top right corner is the "View" button. This helps you change the way you view the meeting.



# AGENDA

- **Welcome, Intros, Agenda review**
- **CRIS Committee Updates**
- **Future of the Lived Experience**
  - *Caller Bill of Rights*
  - *Status of items recommended in CRIS report*
  - *Kirkland Connections*
- **Community Updates and Opportunities**
- **Open Discussion**
- **Next Meeting - Mon. July 14th, 2025 1 PM - 3 PM**

To access these slides scan





A vertical photograph on the left side of the slide shows a dark brown branch of a cherry tree. The branch is covered with numerous small, five-petaled pink flowers. Some flowers are in sharp focus in the foreground, while others are blurred in the background, creating a soft, bokeh effect. The background is a light, hazy white.

## 2025 Meetings, Mondays 1-3 PM

- **July 14<sup>th</sup>**
- **August 11<sup>th</sup>**
- **September 8<sup>th</sup>**
- **October 13<sup>th</sup>**
- **November 10<sup>th</sup>**
- **December 8<sup>th</sup>**

**\* Information on how to join the meeting will be sent out one week in advance of each meeting, as well as posted to the HCA Website.**



# Comfort Agreement

Here is our comfort agreement from the last meeting:

- Keep an open mind when others are sharing.
- Experiences are different. Be respectful of differences.
- "Step up and step back."
- Listen and don't judge.
- Keep things confidential and do not disclose without consent.
- Agree to disagree,
- Assume best intent.
- Active listening.



Is there anything that should be added or updated?



# CRIS Committee Updates

- DOH Updates
- Legislative updates
  - *General update*
- Changes at the federal level
- 988 contact hub application and designation
- Mental Health Crisis Call Diversion Initiative report
- Curricula Review Report for Washington's 988 Lifeline Crisis Centers



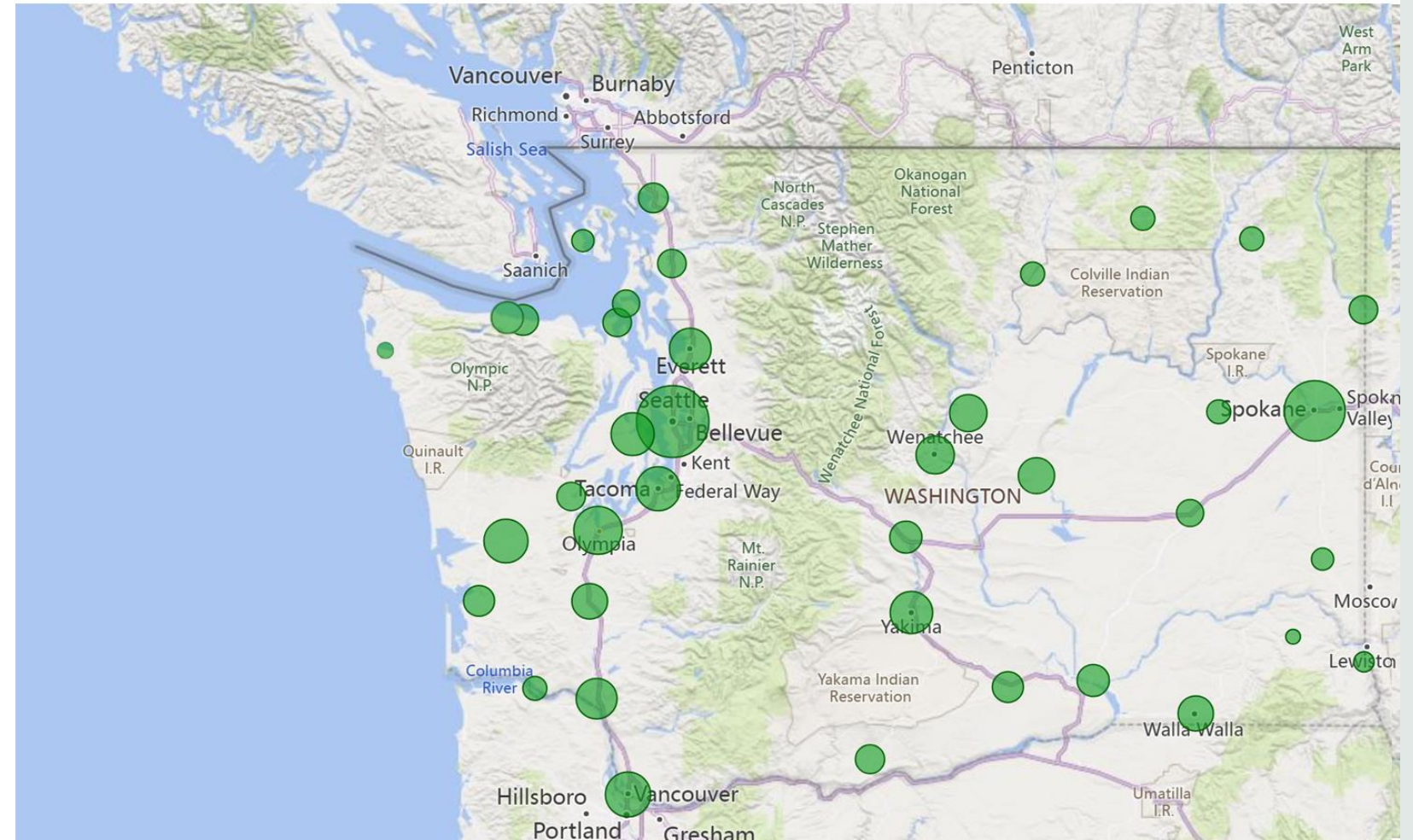
# CRIS Committee Updates

- HCA Updates
- Legislative update
  - *General update*
  - *State funds shifted to 988 funds*
- Changes at the federal level
- Mobile Crisis Teams
  - *Over 50 teams in the state and 18 specific youth teams*
- Endorsement
  - *We are in the final stages of endorsing the first cohort of applicants.*



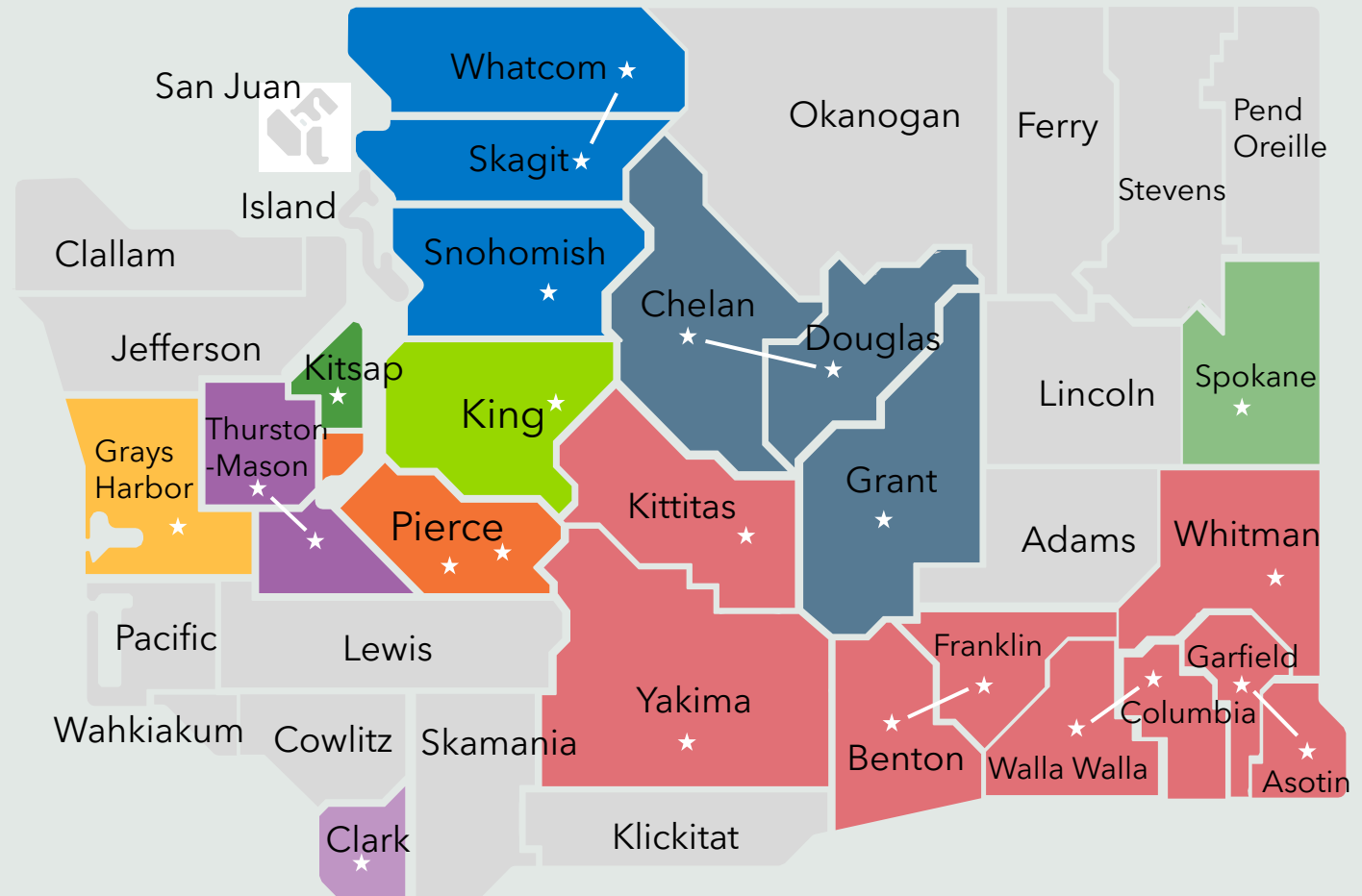
# Mobile Crisis Team Map

Number of FTEs by County





# Mobile Response and Stabilization Services – Youth Teams





# CRIS Committee Updates

## Technology Decisions to Make

### Technology Approach

- Best of Breed
- Single Platform
- Orchestrator Model

### RFP

- Solution(s)
- System implementor

### Implementation Strategy

- Phased implementation
  - Minimum Viable Product (MVP)
  - Release management

# Tribal Crisis Initiatives Updates

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Office of Tribal Affairs








# CRIS Committee Updates

- Lived Experience Updates
- LE Collaborative name update
- Review of our upcoming topics
- Talked about the future of lived experience, possibly as part of a larger group under OCVE.
- Sarah shared her story.
- 30 minutes of open public comment / discussion.



# Lived Experience Collaborative Plans

## CRIS LINK

- Status CRIS recommendations – Quarterly updates after meetings
  - Crisis System Bill of Rights – Starting today
  - meetings and encourage every
  - MRRCT – August 11<sup>th</sup> meeting
  - Kirkland Connections, MRSS, Co-Response – In progress
  - Other topics?
- 



# 988 Help-Seeker Bill of Rights

Recommendation from final CRIS Steering Committee Report: "In partnership with consumers, develop a **Caller Bill of Rights** that provides information to consumers about what they should expect when they contact 988, and holds the system accountable"

*"Just because someone is houseless or addicted they have the same rights and deserve the same respect as anyone else!"*

*— Lived Experience Stories Project Participant*





Trans Lifeline is a trans-led organization that connects trans people to the community, support, and resources they need to survive and thrive.

# Trans Lifeline

## Principles



Peer Support



Community, Not  
Cops



Harm Reduction



Confidentiality &  
Anonymity



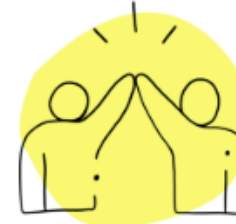
Structural, Not  
Pathological



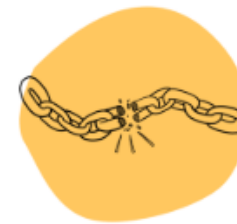
Informed Consent



Autonomy & Self  
Determination



Equity, Not  
Equality



Dismantling White  
Supremacy



Financial  
Redistribution



# Trans Lifeline Bill of Rights

## Safety

*Callers have the right to...*

1. Trust that the help we seek will be supportive, not harmful
2. Receive crisis support free of judgment, irrespective of substance use, participation in sex trade, mental health condition, disability, gender identity, sexual orientation, race, age, citizenship, housing status, religion, nationality, or caste
3. Reach out for support in a crisis without being criminalized, detained, or deported
4. Have all trauma responses, including suicidality, understood as normal responses to current or past traumatic experiences, and be able to speak about suicidality without fear of more trauma
5. Get crisis support without police violence, harassment, or threats
6. Share our identities and experiences without being outed to unsupportive caregivers, workplaces, or abusers
7. Be made aware of short- and long-term options for support that we can accept or refuse

A vertical image on the left side of the slide showing a dark brown branch with several bright pink cherry blossoms in various stages of bloom. The background is a soft, out-of-focus white and light pink.

# Trans Lifeline Bill of Rights

## Transparency

*Callers have the right to...*

1. Know what services we're receiving when we call
2. Clear and upfront information about which situations hotlines use police and emergency services – to be included on websites, apps, chatbots, and greeting/hold recordings, including geotracking
3. Understand if and when our calls are being recorded, how they'll be used, and who they'll be shared with
4. Be informed by operators at the beginning of calls about which situations or circumstances hotline policies dictate the use of law enforcement or emergency responders
5. Be informed if police or emergency services are being dispatched to our location






# Trans Lifeline Bill of Rights



*Callers have the right to...*

1. Determine which supports and care we utilize and which we refuse, as the experts in our own lives.
2. Access support and services without police or other emergency responders entering our homes, work, school, or any other location without our knowledge and consent. We did not call 911.
3. Make decisions about what's best for our financial and mental wellbeing, including not being charged ambulance or hospital bills for services we did not seek or consent to, or losing work, housing, etc.
4. Protect ourselves from further trauma, harm, and instability.



# Discussion – 988 Help-Seeker Bill of Rights

“In partnership with consumers, develop a **Caller Bill of Rights** that provides information to consumers about what they should expect when they contact 988, and holds the system accountable”

- What would you like to see in a 988 Bill of Rights?
- What resonates from Trans Lifeline?

*“Just because someone is houseless or addicted they have the same rights and deserve the same respect as anyone else!”*

*– Lived Experience Stories Project Participant*



# Community

- \* Resources

- \* Information

- \* Opportunities





# Deadline for Certified Peer Counselor Crisis Training extended to 2026

Certified Peer Counselors who work as crisis responders were legislatively directed to receive Crisis Awareness and Communication in Peer Support training before **Tuesday, July 1, 2025**. HCA recognized that there were barriers that made getting this training by the deadline difficult.

HCA has extended the deadline for Certified Peer Counselors/Specialists to complete the Crisis Awareness and Communication in Peer Support training to **Thursday, January 1, 2026**.

HCA will add additional Crisis Awareness and Communication in Peer Support training to the training calendar for the next fiscal year.

Priority will be given to peers working as crisis responders or who have job offers as crisis responders.

**Contact the peer support program with questions**

## About the Health Care Authority (HCA)

Functioning as both the state's largest health care purchaser and its behavioral health authority, the Washington State Health Care Authority (HCA) is a leader in ensuring Washington residents have the opportunity to be as healthy as possible.

There are three pillars of our work: Apple Health (Medicaid); the Public Employees Benefits Board (PEBB) and School Employees Benefits Board (SEBB) programs; and behavioral health and recovery. Under these pillars, HCA purchases health care, including behavioral health treatment for more than 2.7 million Washington residents and provides behavioral health prevention, crisis, and recovery supports to all Washington residents.

Please do not reply directly to this message. For more information, [visit the HCA website](#), where you'll also find contact information.

## Disclosure notice

All messages we send via GovDelivery are subject to public disclosure, as are the names and email addresses of those who sign up for email notifications.

## Nondiscrimination

The Washington State Health Care Authority (HCA) complies with all applicable federal and Washington state civil rights laws and is committed to providing equal access to our services. Visit HCA's website to [view complete nondiscrimination statements](#).



# Open Discussion & Sharing





**#We can apply Ragnar, Relay for Life, Staggered breath singing ideas to the work we do!**

**we Work - we Rest**

**we Take Turns!**

**We do it Together!**





# What We Covered

- **Welcome, Intros, Agenda review**
  - **Presentation: Interoperable Behavioral Health Documents**
  - **Update on CRIS Steering Committee**
  - **Future of the Lived Experience**
    - *Caller Bill of Rights*
    - *Status of items recommended in CRIS report*
      - CRIS meeting on June 6<sup>th</sup> from 10am-noon
    - *Kirkland Connections*
  - **Legislative Updates**
  - **Community Updates and Opportunities**
  - **Next Meeting - Mon. June 9th, 2025 1 PM - 3 PM**
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