

CRIS Committee

Thursday, August 7th, 2025, 1:00 pm to 3:00 pm

Via Zoom; in-person at Cherry Street Plaza in the Sue Crystal Conference Room
626 7th Ave SE, Olympia, WA 98501

Meeting Agenda

TIME	TOPIC	Notes
1:00-1:15pm	Welcome <ul style="list-style-type: none">• Presenter Introduction	Speakers: Teesha Kirschbaum and Michele Roberts
1:15-1:25pm	Tech Update	Speaker: Damon Wright 988 Crisis Care Continuum -Goal: Support help seeker in navigating levels of care and not retelling their story. -Tech Solution Project Principles: phased, flexible, aligned with partner priorities, leverage existing platforms and technology, ability to share data. -Proposed Approach: Move forward with a modular implementation. We can do this by reuse of existing investments, reduced risk, financial sustainability, operational agility. This approach honors the work and voices of our staff, partners, and technical teams while positioning us to deliver high-quality outcomes within our means. -Inputs for the Recommendation: a. State staff working sessions b. Engagement with external partners (crisis partners interviews and listening sessions, state benchmarking interviews, vendor demonstrations and interviews, and Tribal partner interviews) c. IT architecture recommendations d. A comprehensive feasibility study e. An RFI to investigate market alternatives and costs -Project Next Steps for Tech: 1. Draft decision packages

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		<p>2. Request for Proposals</p> <p>3. Implementation Advanced Planning Document (APD) to CMS for approval</p>
1:25-1:50pm	Updates on CRIS Recommendations	<p>Speakers: Luis Moreno Nunez, Morgan Quigley, Sherry Wylie, Elaina Perry, Cat Robinson</p> <p><i>Peer Voice Recommendations</i></p> <ul style="list-style-type: none"> - Recommendation 1: 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. -Recommendation 3: Engage consumer voice in informing system design and changes needed. -Recommendation 11: Convene and support a mechanism to engage diverse communities and individuals with lived experience in ongoing efforts to develop and monitor the crisis response system. -Recommendation 17: Engage consumer voice to develop strategies to expand and sustain a diverse behavioral health workforce that shares language, culture, and experience with the populations being served. -Agency Progress: <ul style="list-style-type: none"> a. Ongoing work to build relationships and gather feedback for the crisis response system. b. Outreach and engagement at Lived Experience Collaborative meetings to discuss the RCL/988 transition and collect feedback to inform the Statewide Transition Plan. c. Support of the development of the Caller Bill of Rights, which is being created by the Lived Experience Collaborative. d. 988 Lifeline crisis centers report on how they're diversifying their 988 workforce and community engagement activities and increasing understanding of culturally appropriate care, including the Native & Strong Lifeline. <p><i>Cross System Collaboration Recommendations</i></p> <ul style="list-style-type: none"> -Recommendation 13: Encourage and foster regional collaboration that convenes system partners to create regional plans and protocols for crises. -Recommendation 14: Encourage and provide support for ongoing

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		<p>collaboration between first responders and behavioral health providers to support a safe, effective, appropriate, and unified behavioral health crisis response that minimizes law enforcement involvement.</p> <p>-Recommendation 15: Develop cross-system coordination protocols that can be adapted regionally to establish warm handoffs, referrals, and common decision criteria and definitions across a range of system partners.</p> <p>-Recommendation 16: Pursue youth-specific crisis system coordination. Youth contacts to 988 get MRSS.</p> <p>-Recommendation 19: Engage providers and first responders across the crisis care continuum in cross-system training to ensure a unified crisis response across the state. Engage Tribal partners to tailor trainings to the needs of Tribal communities.</p> <p>-Agency Progress:</p> <ol style="list-style-type: none"> Development of regional and statewide standards and protocols, with consideration of youth specific requirements. Engagement in 988 crisis care continuum cross-system training. Other regional coordination opportunities. <p>Quality and Oversight Recommendations</p> <p>-Recommendation 10: Create a transparent system of oversight and accountability, including system standards, performance targets, and metrics, create a dashboard, track who the system serves and who it misses, work with Tribes to incorporate Tribal-specific performance metrics, ensure system recognition of Tribal data sovereignty.</p> <p>-Agency Progress:</p> <ol style="list-style-type: none"> Creation of system standards, performance targets, and metrics. Incorporate Tribal-specific performance metrics and socialize metrics framework with Tribes. The Data Sharing Agreement workstream has a Tribal Subgroup to discuss the best ways to incorporate Tribal data sovereignty principles. <p>Technology Recommendations</p> <p>-Recommendation 22: Continue to develop plans to implement the 988 Technology Platform, as informed by CRIS Committee and</p>

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		<p>Subcommittee input.</p> <p>-Agency Progress</p> <p>a. Spring 2025 listening sessions informed prioritization of features for new tech platform.</p> <p>b. In pre-procurement phase of implementing a new technology platform with improved functionalities. Planned technology platform components include contact center, crisis counselor CRM triage/dispatch, referral system, and data sharing infrastructure.</p> <p>c. Ongoing work to support improved client-centered approach and clear exchange of information.</p> <p>Next Steps</p> <p>-Agencies to provide bi-annual update on CRIS recommendations.</p>
1:50-2:05pm	Tribal Update	<p>Speakers: Lucy Mendoza and Amira Caluya</p> <p>-Native & Strong lifeline will be expanding to include text and chat.</p> <p>a. Soft launch on August 18, operational by August 25.</p>
2:05-2:20pm	Lived Experience Update	<p>Speakers: Bipasha Mukherjee, Kristen Wells, and Luis Moreno Nunez</p> <p>Help Seeker Bill of Rights</p> <p>-The Lived Experience Collaborative is working to draft a Help Seeker Bill of Rights. They are looking at the following documents as reference:</p> <p>a. Trans Lifeline's Crisis Callers Bill of Rights</p> <p>b. 988 Lifeline User Tenets (Frontier Behavioral Health)</p> <p>c. BHA Individual Rights (WAC 246-341-0600)</p> <p>d. Individual Rights (Volunteers of America Western Washington)</p> <p>e. 988 Lifeline Best Practice Guidelines (Health Care Authority)</p> <p>f. International Council for Helplines accreditation standards (provided by Crisis Connections)</p> <p>-Themes for the Bill of Rights (so far):</p> <p>a. Trauma informed care</p> <p>b. Privacy/confidentiality – use of pseudonyms</p> <p>c. Safety and protection</p> <p>d. Agency in decision making</p> <p>e. Transparency, especially related to 911 involvement</p> <p>f. Plain-talk</p> <p>g. Informed consent</p> <p>h. Cultural humility and sensitivity</p>

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		<ul style="list-style-type: none"> i. Respect and dignity j. Right to complain <p>-Bill of Rights Conversation Points:</p> <ul style="list-style-type: none"> a. Alleviation of fears, anxiety, and stigma surrounding seeking help. b. Clarity surrounding how choosing to remain anonymous impacts available services. c. Should the Bill of Rights cover just 988? Should it cover outreach and in-person services? Should there be a separate Bill of Rights for each pillar of services? d. Should youth have a separate or additional Bill of Rights? e. How will we ensure people are aware of their rights? f. What does implementation look like once the Bill of Rights is finished? g. What can people do if their rights are violated? <p>-Bill of Rights next steps:</p> <ul style="list-style-type: none"> a. Continued document review b. Continued collection of Lived Experience Collaborative discussion points c. Creation of a workgroup to develop a draft d. Bring the draft to the Lived Experience Collaborative e. Additional workgroup meetings to adjust draft based on Lived Experience Collaborative feedback f. Engagement with service providers g. Submit final document (need to determine where to submit when the time comes)
2:20-2:55pm	Public Comment	
2:55-3:00pm	Adjourn and Closing Statements	Speakers: Teesha Kirschbaum and Michele Roberts