

CRIS Updates (August 2023)

HB 1477 Committee Updates

The CRIS is meeting on August 29, 2023, 12:30pm-3:30pm. This meeting will wrap up discussion on the synthesis of recommendations relating to “Someone to Come”, as well as share information regarding the King County Crisis Care Centers levy.

Welcome New CRIS Members: The Health Care Authority has appointed the following new CRIS Committee members:

- Fennec Oak, Fennec Oak Counseling, representing an organization specializing in facilitating behavioral health services for LGBTQIA+ individuals
- Larry Wright, Forefront Suicide Prevention, representing a University-based Suicide Prevention Center of Excellence

September 19th In-person Meeting Update: The upcoming CRIS Committee meeting on September 19th will be held in-person for CRIS members and members of the public. The meeting will be held at the DoubleTree Hilton by Seattle Airport. CRIS members are invited to join for lunch and group activity (11am-1pm) before the formal CRIS Committee meeting with members of the public attending (1-4pm). Committee members have received calendar updates with this extended time for lunch and a group activity before the CRIS meeting.

Several subcommittees and workgroups have also been convening to inform system recommendations, including the recent meetings below:

Date	Subcommittee/Workgroup	Topics of Focus
July 10	Lived Experience Subcommittee	CRIS & Lived Experience Input
July 19	Tribal 988 Subcommittee	Tribal 2023 Process & Updates
Aug 9	Technology Subcommittee	Technology RFI Responses - Update
Aug 14	Lived Experience Subcommittee	‘Someone to Come’ & LE Input
Aug 18	Tribal 988 Subcommittee	‘Someone to Come’ & Updates

State Agency Updates

988 Implementation

988 Call Volumes

According to Vibrant Emotional Health, the national 988 administrator, Washington’s 988 crisis centers answered 5,956 calls, 1,378 texts and 753 chats statewide in July this year. In addition, there were 342 calls to the Native and Strong Lifeline in July. The overall call answer rate in Washington meets the national performance benchmark.

988 Co-Location Pilots

The Washington State Department of Health (DOH) is engaging in strategic planning with 988 crisis centers to begin co-location pilot programs with one Public Safety Answering Point (PSAP) in each of their regions. During this phase, the 988 crisis centers will engage with the community in pilot planning efforts, including clarifying and gathering feedback on what co-location between 988 and 911 means, identifying common data points and metrics, determining staffing and hiring needs, and preparing to submit pilot program strategic plans to DOH. The pilots are set to kick off in January 2023 and run for one year (January 1, 2024 – December 1, 2024), followed by a six-month evaluation period.

CRIS Updates (August 2023)

	<p><i>Crisis Contact Center Hub Rulemaking</i> DOH is engaging several upcoming community and Tribal 988 rulemaking workshops to inform the development of draft rules for Crisis Contact Center Hubs. Two community workshops will be held (September 11th 5-7 p.m. and September 21st 9-11am), and two tribal workshops will be held for tribal members (September 26th 2-4pm, and September 28th, 9-11am). For further information, please reach out to Amira Caluya (amira.caluya@doh.wa.gov) or see the DOH rulemaking workshop announcements attached to the CRIS meeting materials.</p> <p><i>988 Crisis Center Implementation and Planning Group</i> The Washington Department of Health convened a 988 Crisis Center user group with Washington’s three 988 crisis centers. The group met twice in June since there was no meeting in July. The June meetings focused on the co-location pilot program and updates from DOH, HCA, and the Crisis Centers.</p>
<p>Crisis System Technology Platform</p>	<p><i>Crisis System Technology Request for Information (RFI)</i> HCA and DOH are reviewing vendor responses received on the Crisis System Technology Platform Request for Information (RFI) and developing recommendations to inform the future Technology Platform Request for Proposal (RFPs). The agencies provided an update on the RFI results (11 vendor responses received) during the August Technology Subcommittee meeting. Next steps are for HCA and DOH to create a series of technical specifications for the RFP based on 988 call center needs, legislative requirements, and learnings from the RFI.</p>
<p>Crisis System Best Practices Guide</p>	<p><i>Crisis System Best Practices Guide</i> The Crisis System Best Practice guide was completed by HCA, DOH and stakeholders by July 1, 2023. The guide was shared for input and feedback at the June CRIS meeting. The guide is now going through a series of internal and external review prior to publication. The goal of the guide is to standardize crisis response and incorporate SAMHSA’s best practices into Washington’s crisis system. The guide will serve crisis workers in the field, providers building new programs and to educate system partners on the crisis system to improve collaboration.</p>
<p>Crisis Services Updates</p>	<p><i>23-hour Crisis Relief Center Rulemaking (SB 5120)</i> DOH is currently engaging rulemaking workshops to inform the development of draft Crisis Relief Center rules. SB 5120, passed during the 2023 legislative session, requires that DOH must establish rules to license or certify Crisis Relief Centers by January 1, 2024. Upcoming rulemaking workshops is occurring on August 29th at 12pm, and Rule Workshop Briefings are planned for August 24th and August 31st at 5pm (follow hyperlinks to register).</p> <p><i>Mobile Response Team Endorsement & Performance Payment</i> HB 1134 charges HCA to develop a Community-Based Crisis Team (new model created) and Mobile Rapid Response Team performance program. HCA, in partnership with Milliman, is developing payment options and rate structures for the performance payments. HCA is holding a public stakeholder meeting on Tuesday, September 12th (10-11am) to discuss the purpose, process and scope of the project and to gather feedback on key topics (see registration here). You are invited to register if you are interested in joining.</p>

CRIS Updates (August 2023)

Crisis Service Funding Gaps

HCA is convening a workgroup with system providers per a 2023 budget proviso to assess gaps in the current funding model for crisis services, including facility-based stabilization, and to recommend options to address these gaps.

Mobile Response & Stabilization (MRSS) Youth Teams Update

HCA is happy to report the youth teams across the state have tripled since this time last year, from four dedicated youth teams to 12. This expands county coverage from 5 previously to 15 of 39 Washington counties with dedicated youth teams. Teams are completing training in developmentally appropriate modules for harm reduction, de-escalation, and trauma informed care. Youth providers are attending the monthly MRSS workgroup meetings facilitated by HCA and working toward model fidelity in Mobile Response and Stabilization Services (MRSS) best practices.

Next Day Appointments

HCA and the Office of Insurance Commissioner (OIC) are working to implement changes to the current processes to connect individuals to next-day appointments. A Next Day Appointment (NDA) directory is being developed and hosted by OneHealthPort.

A workgroup convened by OIC and HCA, called the Next Day Appointment Workgroup, continues to meet to improve the process for people with commercial coverage to access Next Day Appointments from either a call center or mobile crisis team. This effort is addressing implementation challenges of the current process, including crisis workers' lack of access to information about enrollment or eligibility in commercial insurance. The workgroup also plans to address the lack of provider availability for NDAs, especially on the weekends. Ideas like a Partnership Access Line (PAL line) were explored but were put on hold due to technical issues. Testing of the current process for improvement will begin in July with the implementation of a new referral directory.

Commercial Coverage of Crisis Services – Updates

Commercial Coverage of Behavioral Health Emergency Services

The 1688 workgroup, which is working independently of the NDA workgroup, continues to work on implementing its recommendations to support processes to bill commercial carriers for behavioral health emergency response services. This includes development of the technical infrastructure to support access to enrollment and eligibility information and building out systems to support information sharing. Technical challenges for processing claims have been identified and solutions are being actively sought.