



December 9, 2022

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988 Implementation  
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## Engrossed Second Substitute House Bill (E2SHB) 1477

- Passed on May 13, 2021, by the Washington Legislature
- Enhances:
  - The crisis call and response platform
  - The behavioral health integrated client referral system
- Requires:
  - Health Care Authority, in collaboration with Department of Health (DOH), to produce a Technical and Operational Plan
  - DOH to create rules with standards that crisis centers must meet to be designated as crisis call center hubs
  - DOH to designate crisis call center hubs

# 988 Implementation in Washington

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## HB 1477 established state excise tax

- October 1, 2021 through December 31, 2022: \$.24/line; January 1, 2023: \$.40/line
- Used to fund 988 implementation and ongoing work

## Additional funding

- One-time planning grant from Vibrant Emotional Health
- SAMHSA grant

## Crisis center capacity building

- Increase staffing capacity, training, IT, etc.
- Working toward 90% in-state answer rate

# Washington Crisis Centers

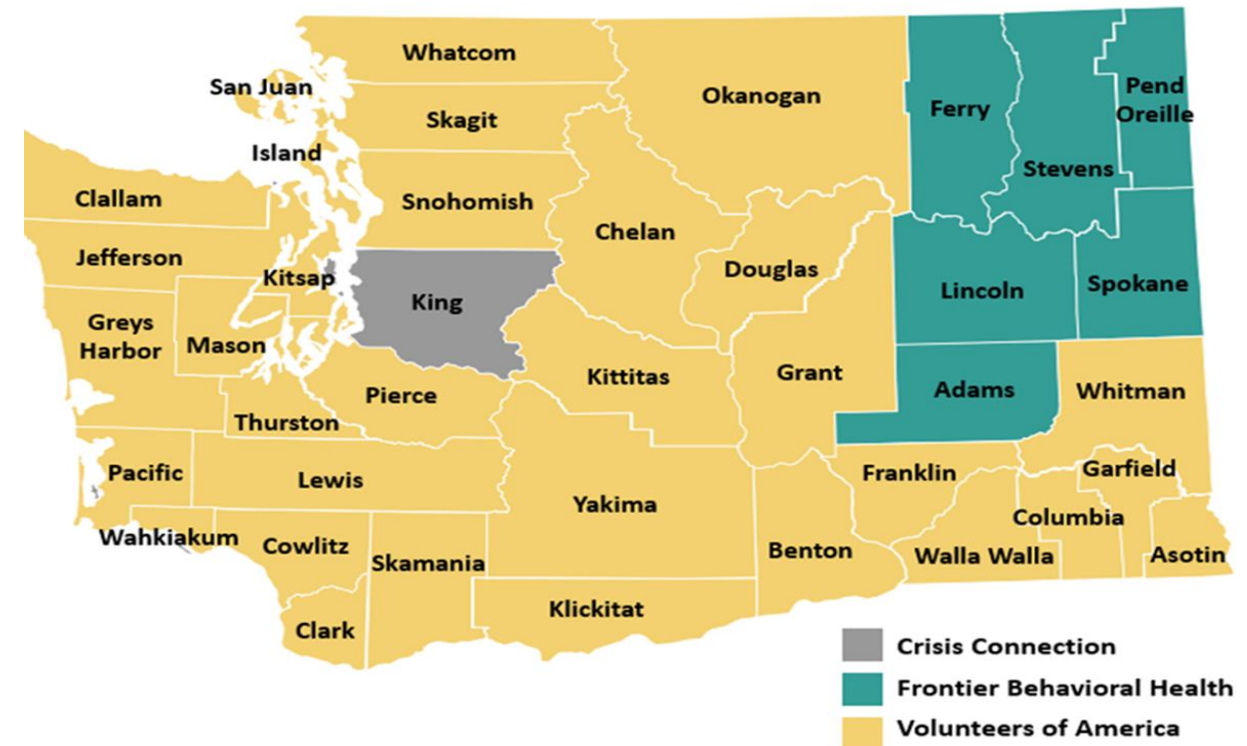
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## Three 988 Lifeline crisis centers in Washington State

- Crisis Connections
- Frontier Behavioral Health
- Volunteers of America Western Washington (VOA)

### Text/chat

- VOA accredited to answer 988 Lifeline text and chat messages

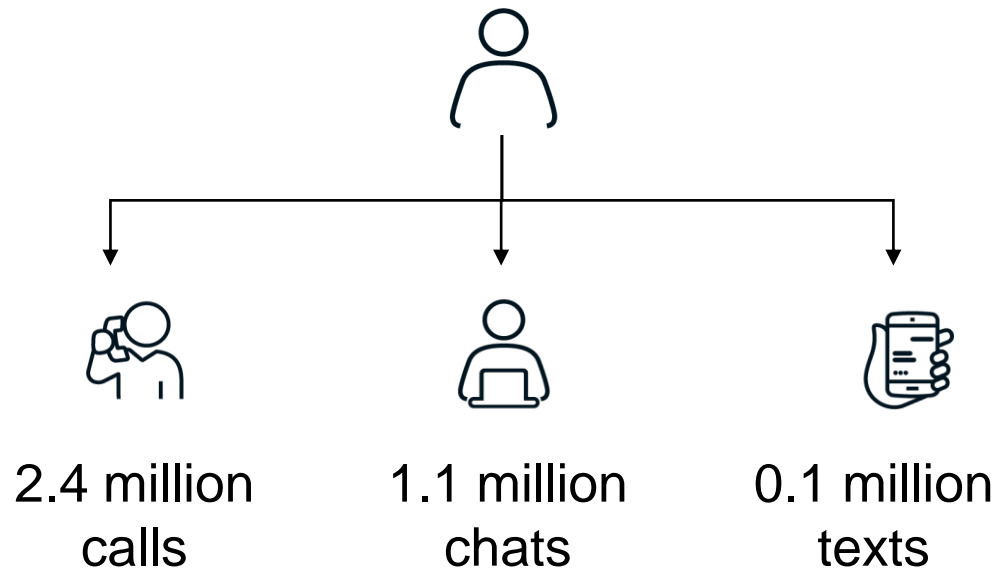


## Washington's Native and Strong Lifeline

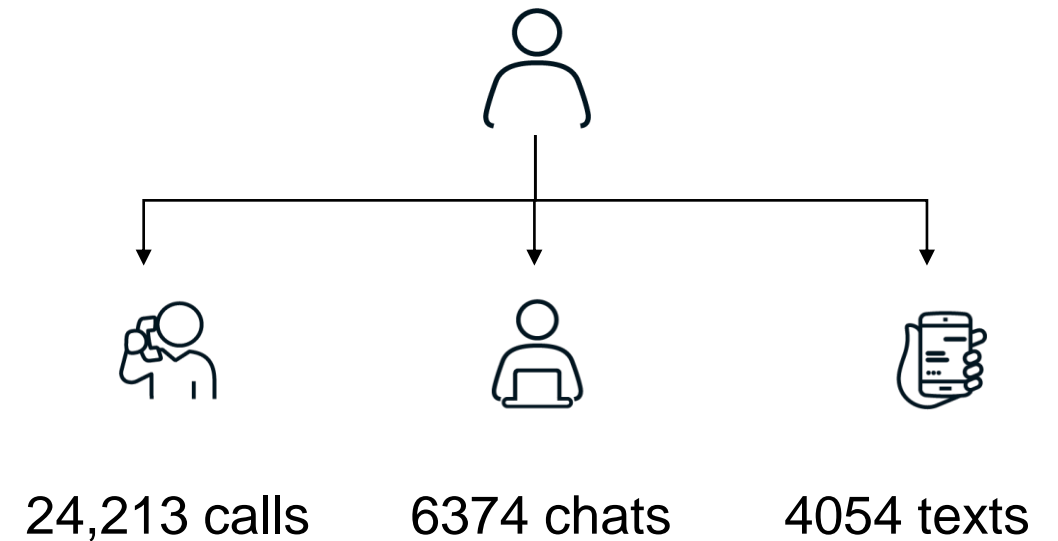
- Launched on November 10, 2022
- Specifically for American Indian and Alaska Native communities who call 988 from a Washington State area code
- The first program of its kind in the nation dedicated to serving American Indian and Alaska Native people
- Calls are answered by Native crisis counselors
- Counselors are fully trained in crisis intervention and support with special emphasis on cultural and traditional practices related to healing



In FY21, the Lifeline received about 3.6 million contacts



From July through October, Washington crisis centers received 36,641 contacts



Washington's in-state answer rate is 89%

# Thank you!

Contact:

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# Crisis Response Improvement Strategy (CRIS) Committee overview





# Overview of HB1477 Steering Committee, CRIS Committee, and Subcommittees

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## Steering Committee

**Role: Make Recommendations to the Governor and Legislature**

## CRIS Committee

**Role: Advise the Steering Committee as it formulates recommendations**

## Subcommittees

**Role: Provide professional expertise and community perspectives on discrete topics**

<b>Tribal 988 Subcommittee</b>	<b>Credentialing and Training Subcommittee</b>	<b>Technology Subcommittee</b>	<b>Cross-System Crisis Response Subcommittee</b>	<b>Confidential Information Subcommittee</b>	<b>Rural &amp; Agricultural Communities</b>	<b>Lived Experience</b>
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\* Five of the seven subcommittees are established by HB 1477. The Steering Committee established two additional subcommittees: Lived Experience, and Rural & Agricultural Communities

# HB 1477 CRIS high-level workplan

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- ▶ The Steering Committee approved a workplan to ensure the full continuum of crisis response:
  - ▶ Objective 1: A place to contact – NSPL call centers
  - ▶ Objective 2: Someone to respond – Mobile crisis response teams
  - ▶ Objective 3: A place to go – Broad range of crisis stabilization services
  - ▶ Objective 4: Pre- and Post-Crisis Care
  - ▶ Objective 5: Crisis system infrastructure and oversight
- ▶ State agencies are responsible for implementation of this work, and the Steering Committee, CRIS and Subcommittees will provide recommendations.

# Technical and Operations Plan



# Final Technical and Operational Plan recommendations

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- ▶ HCA and DOH recommend proceeding with the following:
  - ▶ Select a primary vendor who would partner with other technology vendors to offer a robust solution that meets the requirements in E2SHB 1477.
  - ▶ Analyze the 911 technical infrastructure in Washington State to support anticipated future use.
- ▶ Identifies funding amounts that will be needed to support this work.

# Statutorily required review and approval process

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## ▶ **Submitted to:**

- ▶ Governor's Office
- ▶ Office of Financial Management
- ▶ Steering Committee of the CRIS
- ▶ Appropriate policy and fiscal committees of the legislature

## ▶ **Reviewed by:**

- ▶ Senate Ways and Means Committee chair,
- ▶ House of Representatives Appropriations Committee chair,
- ▶ Senate Environment,
- ▶ Energy and Technology Committee chair,
- ▶ Senate Behavioral Health Subcommittee chair
- ▶ House of Representatives Health Care and Wellness Committee chair

## ▶ **Approved by:**

- ▶ Director of the Office of Financial Management (approved)
- ▶ Steering Committee of the CRIS (to be discussed October 25, 2022)

# What is upcoming

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- ▶ Draft 2<sup>nd</sup> CRIS progress report to the legislature will be reviewed in the next CRIS meeting on 12/13/22.
- ▶ CRIS committee next year will focus on:
  - ▶ System goals and metrics
  - ▶ Crisis system services
  - ▶ Funding
  - ▶ System infrastructure
- ▶ Gaps, Barriers, and Opportunities whitepaper
- ▶ Legislative session!

# 988 24/7 Crisis & Support

## For questions

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