

Update on 988 & Access to Behavioral Health Crisis Services

Senate Health & Long-Term Care
January 21, 2025



Washington State
Health Care Authority



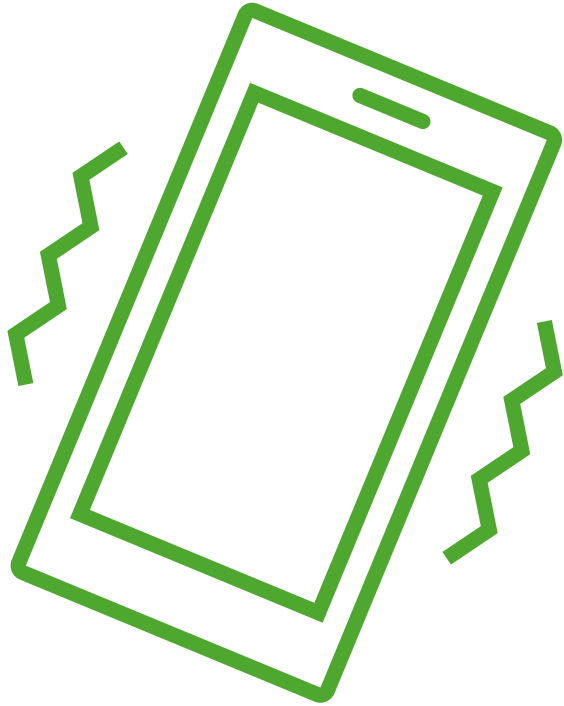
Background on Crisis Legislation

- 2021 – Washington Legislature passed [E2SHB 1477](#) to implement 988 and expand mental health crisis response and suicide prevention services.
- 2023 – Washington Legislature passed [E2SHB 1134](#), which expanded on HB 1477.
- 2024 – Washington Legislature passed [E2SB 6251](#), which further expanded on HB 1477.
- 2024 – Washington Legislature passed [SB 6308](#), which extended timelines for implementing 988.



Washington Behavioral Health Crisis Care Continuum Vision:

DOH and HCA Lead Roles



Someone to contact
DOH: 988 contact hubs



Someone to respond
HCA: Mobile rapid
response crisis teams

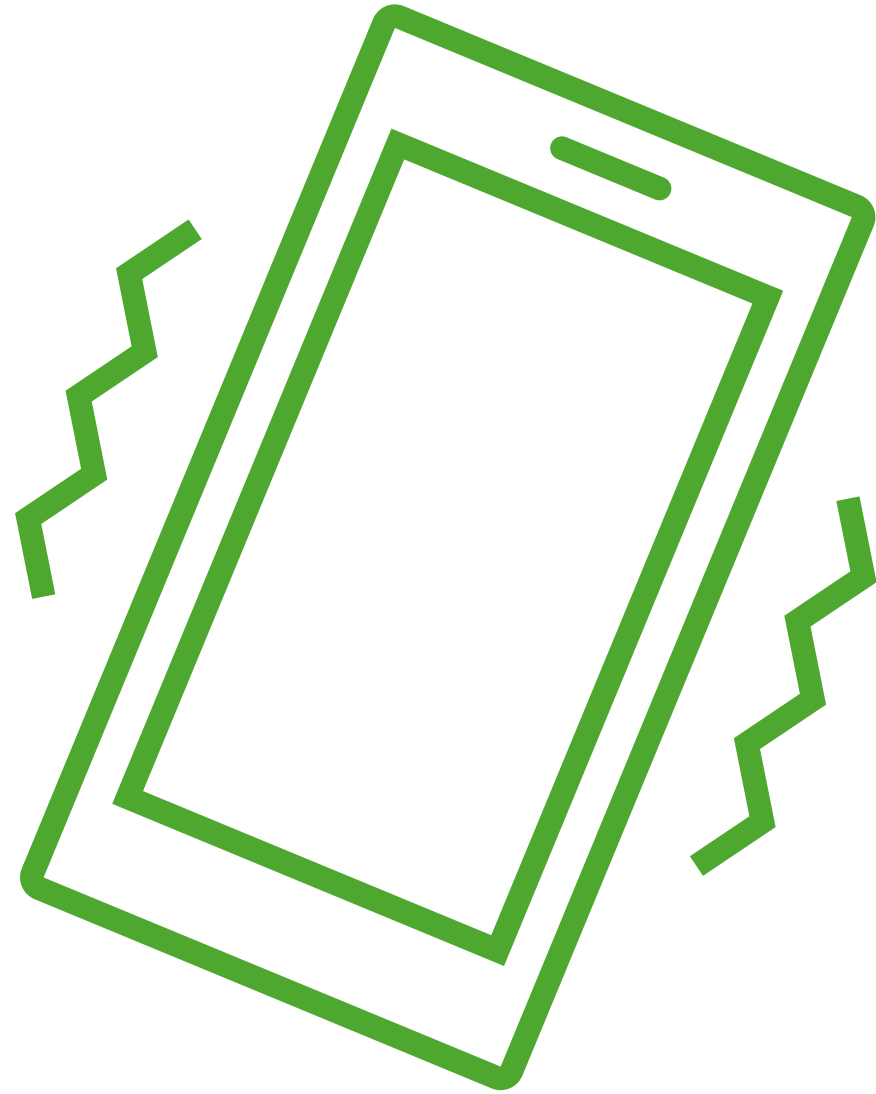


A safe place for help
HCA: Crisis stabilization
services



Someone to contact

DOH: 988 contact hubs



Process of a Call

Call placed

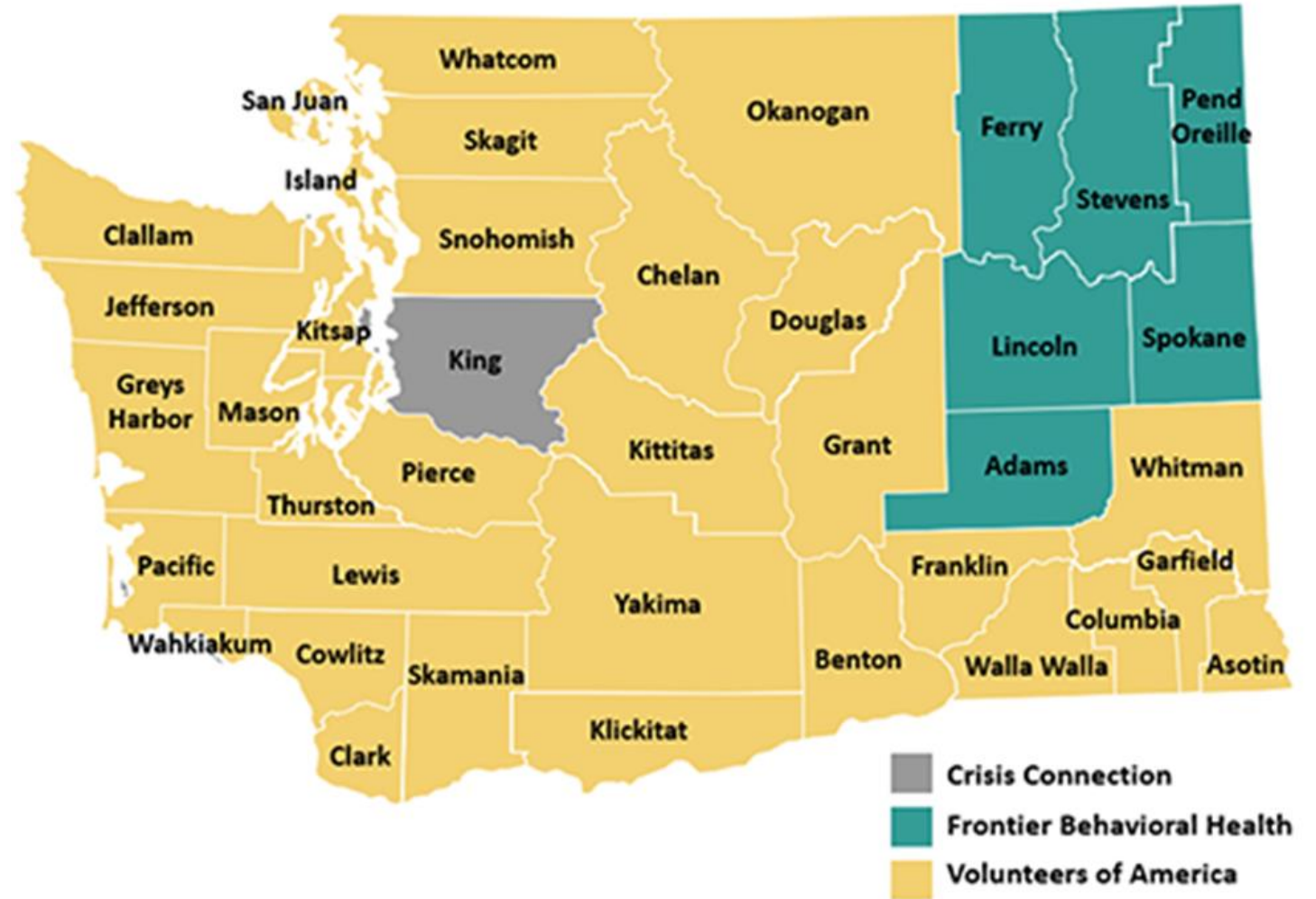
- Call is taken nationally on a pre-recorded line before being routed

Call routed

- Major phone servicers geo-route calls to a 988 center in Washington

Call answered

- Counselor answers and provides support
- If call isn't answered within 30 seconds, it goes to a back-up center



988 Awareness Campaigns

- Campaigns align with House Bill (HB) 1134, which identified several priority audiences to reach over 3 years.
- The 988 campaigns use both HB 1134 and SAMHSA funding to support its efforts in reaching these audiences.
- As part of the campaign work, Department of Health:
 - Investigated barriers and motivators to specific behaviors.
 - Got input from subject matter experts, partners, and people with lived experience on language, campaign communication channels, and the impact of the campaign materials.
- Smaller elements of this campaign launched in late December 2023. The materials dedicated to specific priority audiences launched in January and May 2024. This campaign ran until the end of June 2024.

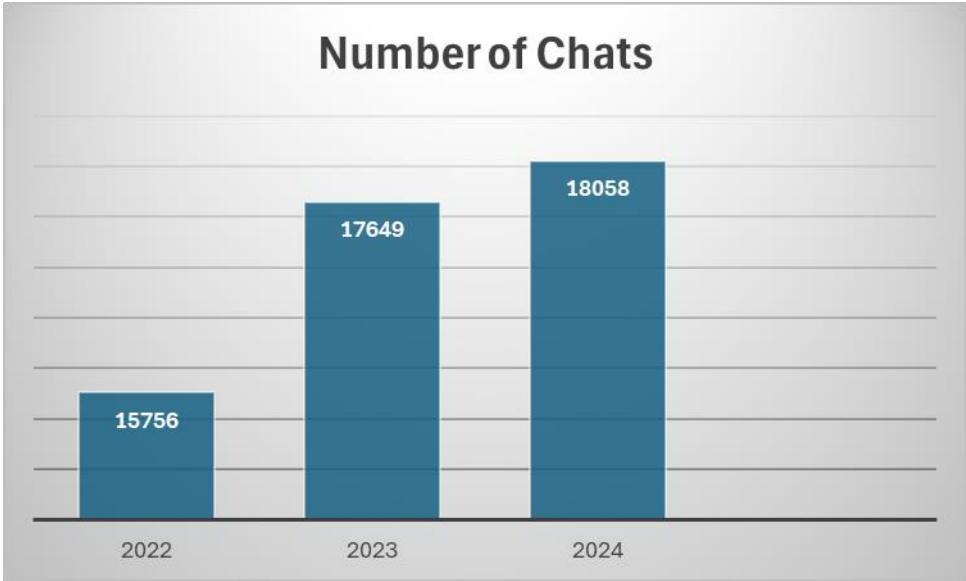
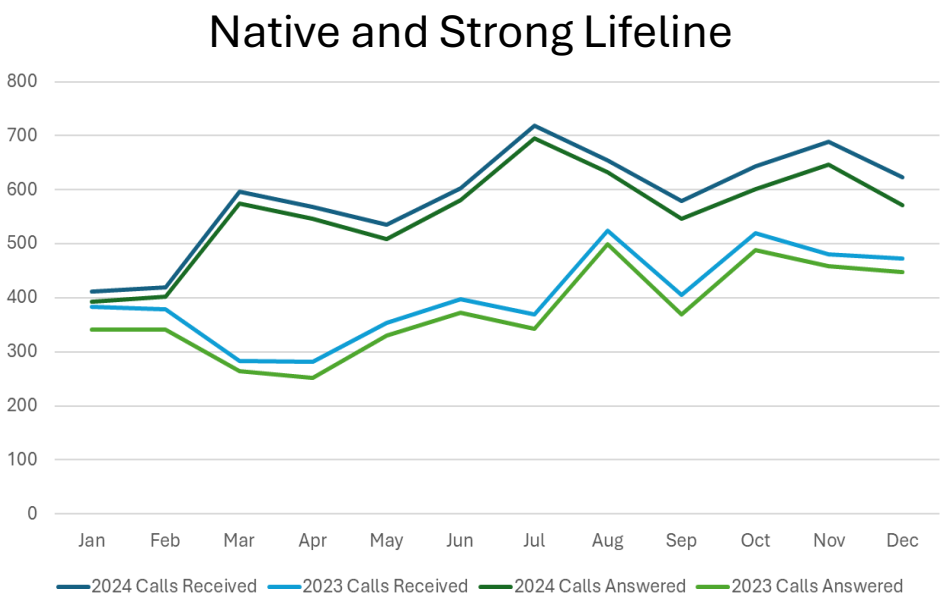
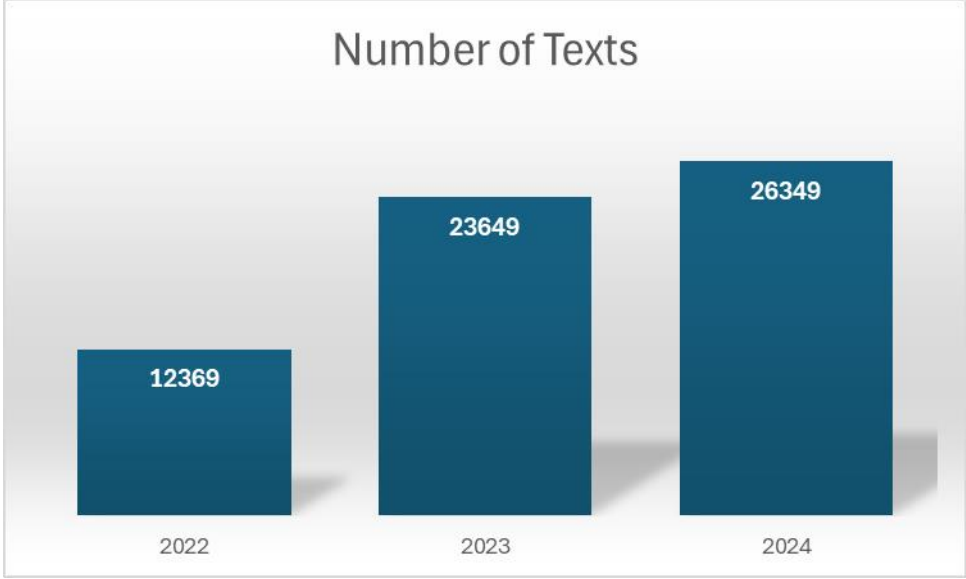
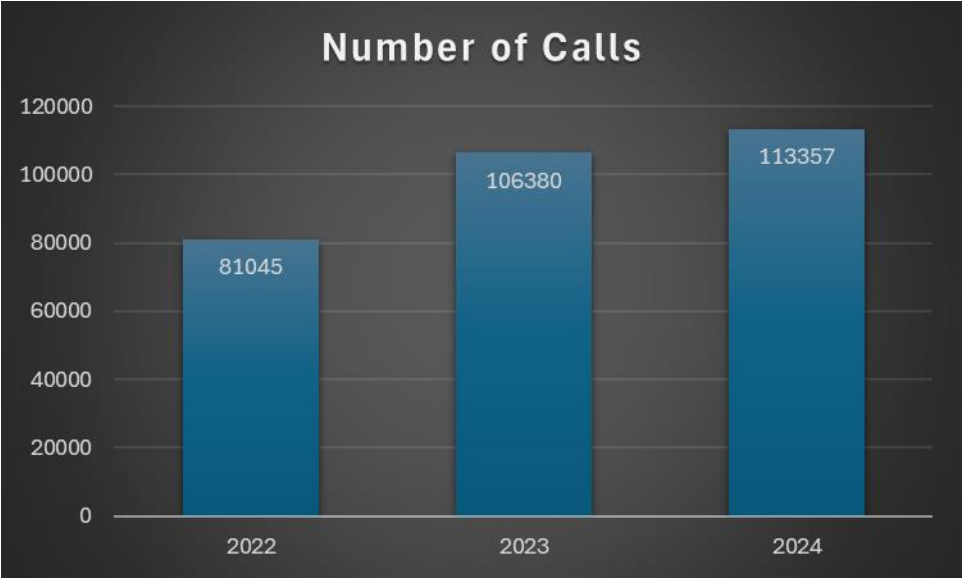


Native & Strong Lifeline Campaign

Campaign ran April through June 2024



Number of Calls, Texts, or Chats by Year



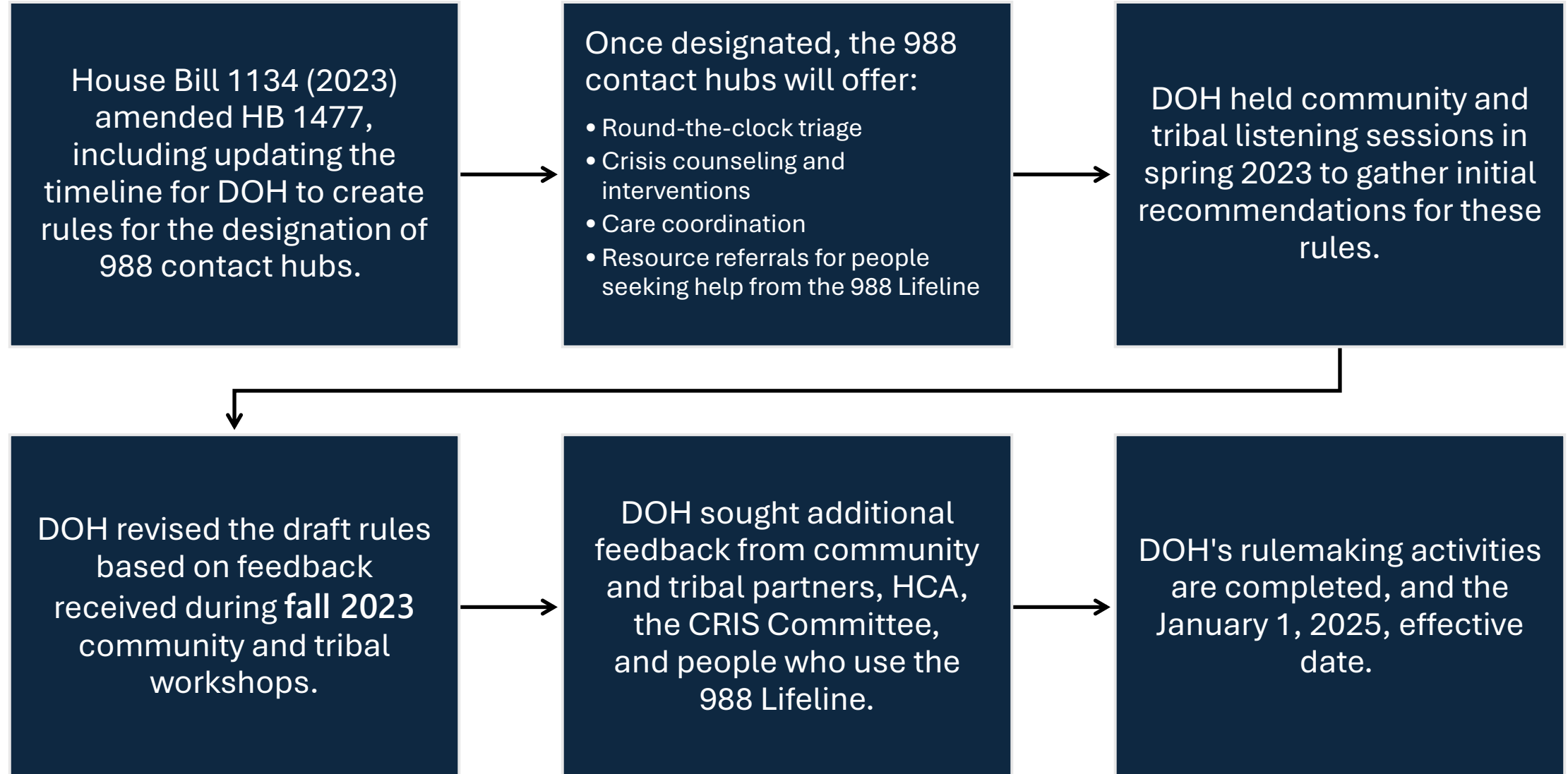
Mental Health Crisis Call Diversion Initiative Pilot Program

- Partnership between 911 Public Safety Answering Points (PSAPs) and 988 Suicide & Crisis Lifeline crisis centers.
- 3 pilots between 988 and 911 centers.
- From January through December 2024, some crisis counselors “embedded” in the PSAPs (take calls at that location).

Over 5000 calls have been diverted from 911 to 988.



HUB Designation Equitable Rulemaking





Someone to respond

HCA: Mobile crisis teams



Mobile Rapid Response Crisis Teams (MRRCT)

*Someone to
respond*

MRRCT teams are a key component of Washington's crisis system.

- Help shift in-person response away from law enforcement.
- Include a mental health professional or a mental health care provider and a certified peer counselor.
- Will work to understand the person's risk and support them with resolving the crisis in the least restrictive setting.

MRRCT services offer voluntary, community-based interventions to people who need crisis support at their location.



Endorsements

- What are endorsed teams?
 - Mobile crisis teams that are enhanced to respond to the highest acuity calls received
- To ensure that individuals in a crisis can easily get help in their regions
- Endorsed Mobile Rapid Response Crisis Teams (EMRRCTs)
- Community-Based Crisis Teams (CBCTs)



A safe place for help

HCA: Crisis stabilization services





Facility-Based Crisis Stabilization: A safe place for help

Facility-based crisis stabilization provides low-barrier behavioral healthcare for people in crisis 24/7 using skilled multidisciplinary teams.

- **23-Hour Crisis Relief Centers (CRCs)** – maximum stay of 23 hours and 59 minutes
- **Crisis Stabilization Units** – stays vary from 3 to 14 days

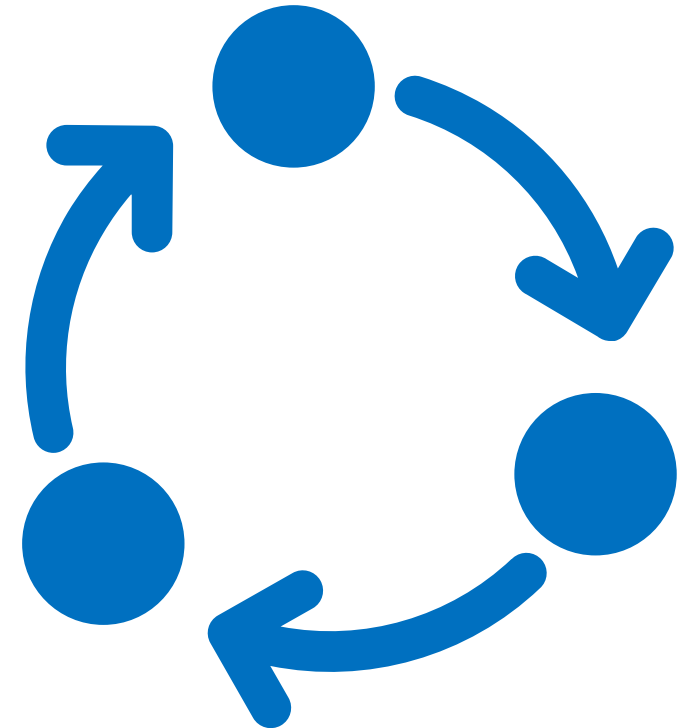
Regional Crisis Lines - 988

- Moving to a more centralized approach for how to access the crisis system
- Washington has multiple crisis line numbers across the state
- We are moving to one 3-digit number that's easy to remember.



What's Next for Crisis Care Continuum alignment?

- The 988 Lifeline will be the entry point for the public.
- They will manage most phone services and **arrange follow-ups for help-seekers who don't need immediate crisis interventions.**
- 988 Lifeline crisis counselors will work with help-seekers to identify urgent crisis situations and whether the help-seeker may need dispatch.
- Future state RCLs will manage the deployment of mobile rapid response crisis teams, community-based crisis teams, and DCRs.
- Professionals like hospital social workers, community professionals, and first responders will be able to access the RCLs directly.



Washington's 988 technology planning

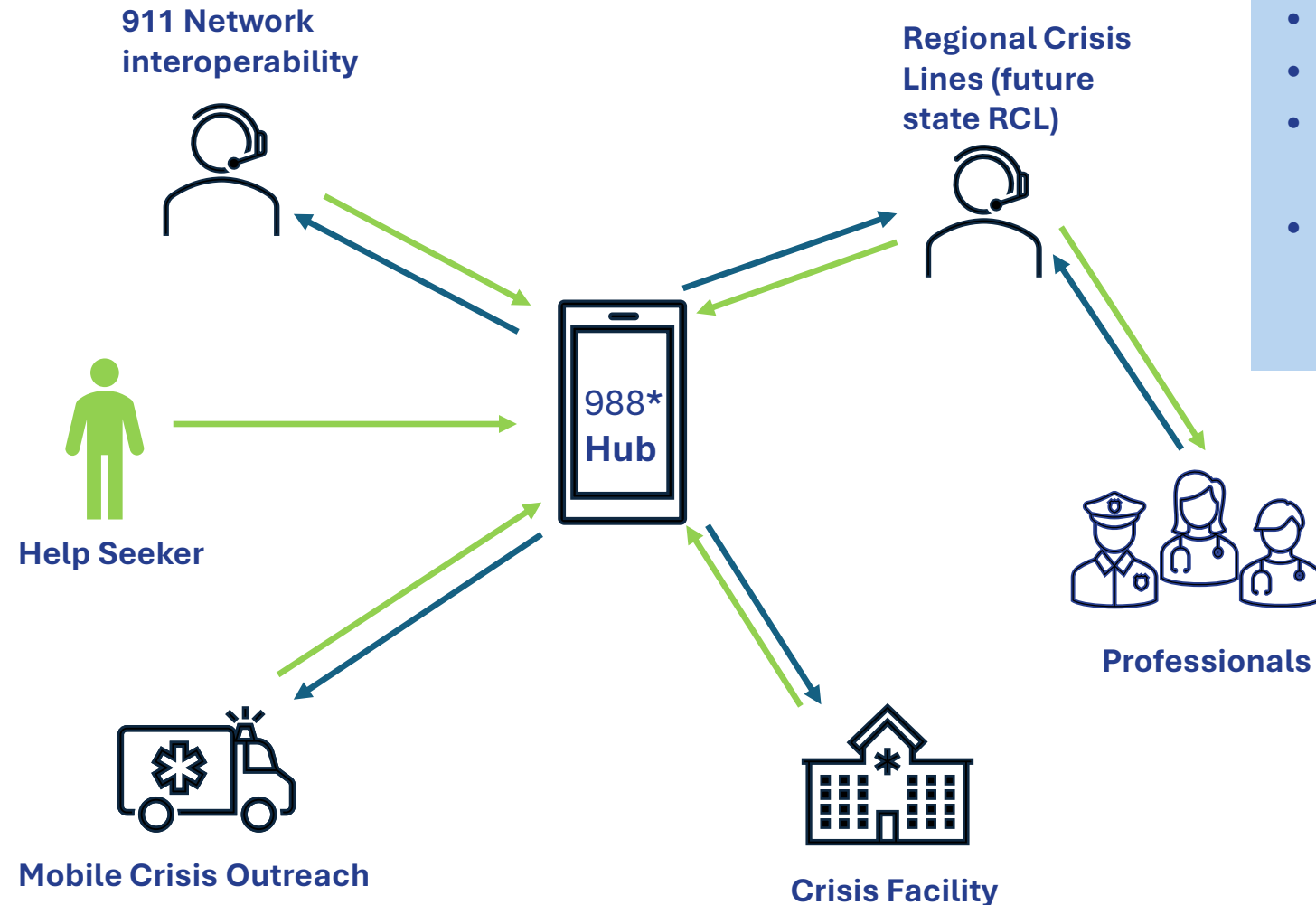
Help Seekers reach out to 988 for crisis support via, call, chat, or text

First Responder & Health Professionals

reach out to the future state Regional Crisis Lines, for in person response, technical consultation, and partner collaboration

988 Contact Hub

identifies and determines dispatch
Future state **RCL** coordinates deployment



Less use of:

- 911 dispatch
- Jail
- Emergency rooms and
- Inpatient hospitalization

Contact us

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