

# Crisis Systems Enhancement

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The new 988 line and HB 1477 system

# Crisis Systems Team

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# Background and Goals

Overview, Implementation and Goals of 988 and 1477

*Someone to talk to*

# Background on 988

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- ▶ In July 2020, the federal government passed legislation to add 988 as an option to contact the National Suicide Prevention Lifeline hotline
  - ▶ This is to make it easier for people in crisis to access help rather than remember a 10 digit number.
- ▶ 988 will start routing calls to state NSPLs on July 16
  - ▶ There are 3 designated NSPLs in Washington
  - ▶ All other hotlines and regional call centers will continue to operate as normal
- ▶ SAMHSA created a [best practices toolkit](#) with tips to implement 988 and improve crisis systems

# Background on HB 1477

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- ▶ In the 2021 legislative session the legislature passed E2SHB 1477, “The Crisis Call Center Hub Act” to implement 988 in Washington and improve access to crisis services
- ▶ Key points of the legislation include:
  - ▶ Funds 988 and related activities with a line tax
  - ▶ Established the Crisis Response Improvement Strategy (CRIS) committee to bring input and consultation to the implementation of 1477
  - ▶ Creates crisis call center hubs to dispatch mobile crisis teams
  - ▶ Creates a technology platform to improve coordination in the crisis system
  - ▶ Creates next day appointments for all insurance plans
  - ▶ Includes distinct directives for equity in development, provision and access of crisis services

# Crisis Call Center Hubs

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- ▶ Crisis call center hubs will receive calls to the 988 line
  - ▶ Certified NSPLs
  - ▶ Call will be triaged, and support provided by phone
- ▶ Technical and Operational plan
  - ▶ Plan is under development and will be presented in fall 2022
  - ▶ This plan will create a system of systems to ensure a crisis call center hub can coordinate and dispatch crisis services
  - ▶ Some systems will be available to service providers
- ▶ Go live for hubs is July 2024
  - ▶ Roll out of systems and resources will occur in 2023

# Tribal Hub and Tribal Crisis Line

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- ▶ Launched May 2022 it serves indigenous and Tribal affiliated individuals.
- ▶ The Indian BH Hub offers culturally appropriate aid to all Tribal and non-Tribal providers who support tribal communities in any behavioral health capacity.
- ▶ Created in partnership between
  - ▶ Tribal Centric Behavioral Health Advisory Board (TCBHAB)
  - ▶ American Indian Health Commission (AIHC)
  - ▶ VOA, HCA, and DOH
- ▶ Native and Strong Crisis line planned go live in July.

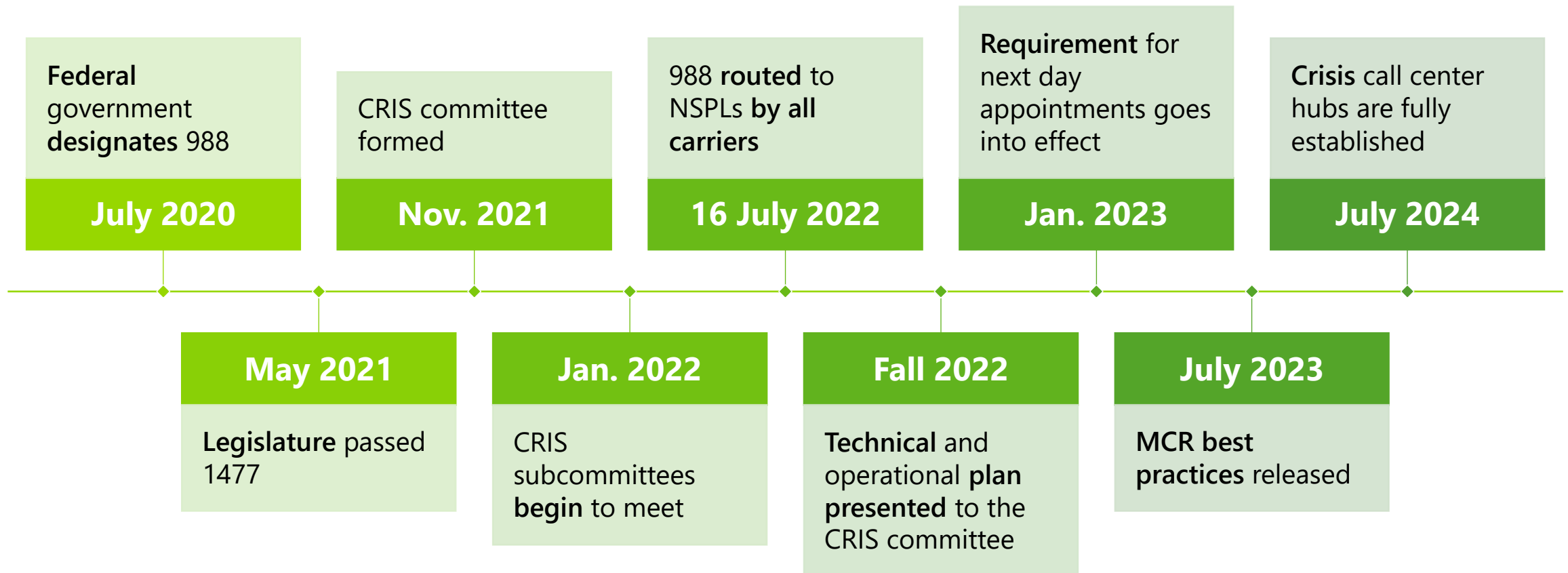
# CRIS Committee & Subcommittees

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- ▶ HB 1477 established a 36 member CRIS Committee
- ▶ 5 CRIS Committee members comprise the Steering Committee
- ▶ Subcommittees
  - ▶ Credentialing and Training
  - ▶ Technology
  - ▶ Cross-System Crisis Response
  - ▶ Confidential Information Compliance and Coordination
  - ▶ Tribal 988
  - ▶ Rural and Agricultural
  - ▶ Lived Experience



# Implementation Timeline for 988 & 1477



# Mobile Crisis Teams

Adult and Youth teams being implemented with SAMHSA's vision  
of someone to respond

# Adult Mobile Crisis Response

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## ▶ Someone to Respond

- ▶ Offer community-based interventions wherever they are needed including homes, work or anywhere else in the community
- ▶ Utilize two person teams to enhance safety and engagement while supporting emergency department and justice system diversion
- ▶ Multidisciplinary teams that utilize professionals and certified peer counselors
- ▶ Starting 6 new adult teams and 3.5 team equivalents to enhance existing teams in July 2022

# Mobile Response & Stabilization Services

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- ▶ Youth crisis continuum of care model to intervene *before* a crisis
  - ▶ Meet the developmental needs of youth, young adults, and families
  - ▶ De-escalate a crisis to prevent costly out of home interventions
  - ▶ Promotes a shift to home and community-based services
  - ▶ Teams connect families to natural, community and clinical supports

Allows youth and parents/caregivers to define the crisis, not the team.  
Designed to send help when families need it, where they need it.  
Youth or families call, and the team responds - in person

Starting 6 new youth and family teams and 0.5 team to enhance an existing team in July 2022.

# Crisis Resolution

Somewhere to go and something to support

# A place to go

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- ▶ Expanding Crisis Stabilization facilities
  - ▶ Expanding the number of crisis stabilization beds to ensure there is adequate access across the state.
- ▶ Creating and implementing 23-hour facilities
  - ▶ "Mental health minor emergency" are facilities people can stay at and receive onsite support while they work with a team to go directly to their next step in resolving their crisis
- ▶ Expanding and implementing Peer Respite
  - ▶ Peer respites are new modality for the state. They are an alternative to crisis stabilization where a person stays for up to 7 days and receives onsite intense peer support

# Crisis Resolution Services

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## ▶ Next Day Appointments

- ▶ HCA will require MCOs to provide next day appointments to people in crisis
- ▶ OIC issued rules for commercial insurance providers to make next day appointments available to those in crisis

## ▶ In community stabilization services

- ▶ Mobile crisis teams will provide stabilization services to the youth and their family after a crisis to work through lasting issues. These services are provided at a person's home or in the community.

# Expanding Access to Crisis Services

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- ▶ HB 1688 eliminated balance billing for out of network behavioral health emergency services
  - ▶ BH emergency services include mobile crisis, crisis stabilization, detox, and inpatient/residential services
- ▶ Goal of the bill is to ensure commercial carriers pay for services
  - ▶ Reduce the reliance on Medicaid and block grant dollars
  - ▶ Expand services traditionally available to Medicaid enrollees to everyone
  - ▶ Achieve parity of service for behavioral health



# Expanding Peers in Crisis Services

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- ▶ Peers will be integrated into crisis services
  - ▶ DBHR working with other HCA divisions and DOH to reduce barriers for certified peer counselors in crisis services
- ▶ The goal is bringing lived experience perspective to empathize and communicate with someone in crisis
- ▶ Peers are already being added to mobile crisis teams and work will be undertaken to expand them into:
  - ▶ Crisis stabilization facilities
  - ▶ EDs
  - ▶ And more

# What happens July 16, 2022?

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- ▶ Calls will begin to be routed by all carriers to the state's NSPL providers
  - ▶ All call lines that exist now will still exist after July
  - ▶ NSPLs will continue to coordinate with regional resources and 911
  - ▶ 988 will just be another option to access the Suicide Prevention Lifeline
- ▶ Text messages will be routed through 988
- ▶ Native and Strong crisis call line



# Questions?

Thank you for listening

## Contact information

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▶ [Information about the CRIS Committee](#)

▶ [More information about 988](#)

▶ [SAMHSA best practice toolkit](#)