HB 1477 Crisis Response Improvement Strategy Committee
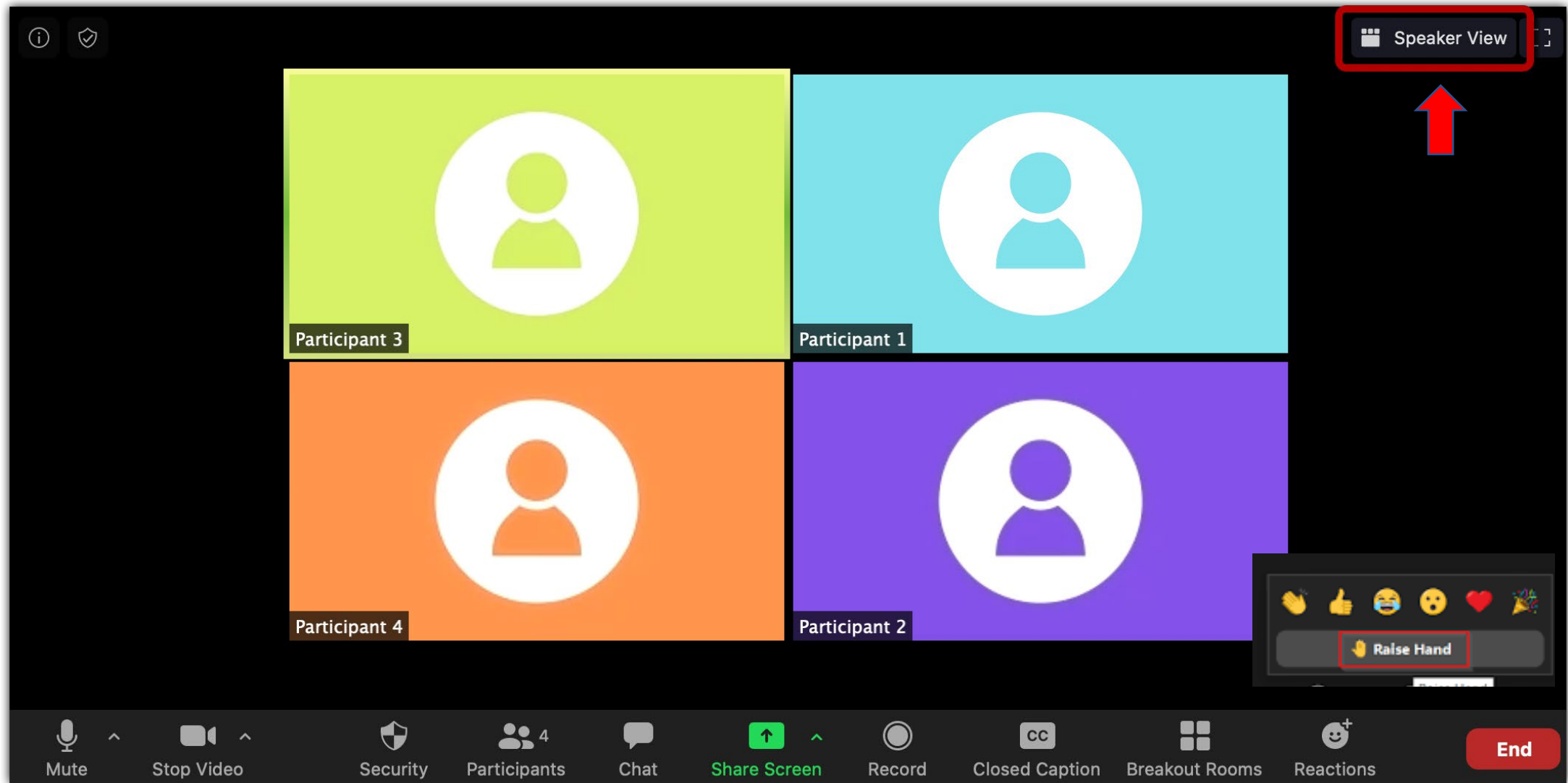
November 7, 2023

HEALTH
MANAGEMENT
ASSOCIATES

HARBORVIEW
MEDICAL CENTER
UW Medicine | King County

Zoom Etiquette: CRIS Committee Members

HEALTH MANAGEMENT ASSOCIATES

1. Understand where we've been, where we are now, and where we are going in the CRIS process.

2. Learn about Department of Health's work on the technology user experience design process and outcomes.

3. Ask questions on newsletter updates from state agencies, Governor's Office, and CRIS members relevant to 988 and behavioral health crisis response system improvements.

4. Learn about Tribal 2024 behavioral health crisis legislative priorities.

5. Gather CRIS Committee feedback on the draft recommendations for the progress report to the Governor and Legislature.

6. Confirm action items and next steps.

7. Hear public comment.

Meeting Agenda

TIME	TOPIC
12:00 pm	Technology Review
12:05 pm	Welcome, Introductions, Review Meeting Agenda
12:20 pm	Personal Story
12:40 pm	System Updates and Agency Q&A
1:20 pm	Break
1:30 pm	Discussion: CRIS feedback on Recommendations for the Progress Report
2:45 pm	Action Items and Next Steps
2:48 pm	Public Comment Period
3:00 pm	Adjourn

Overview of Next Steps to Review and Approve the January 1, 2024 Committee Progress Report

DATE	PROCESS TO REVIEW AND APPROVE COMMITTEE PROGRESS REPORT
November 7th	**CRIS Meeting**: Review and Feedback on Draft 2023 Committee Recommendations ○ Grouped and synthesized list of recommendations discussed and prioritized during the September 19th CRIS in-person meeting. ○ Recommendations are the foundation of the January 1, 2024 Committee Progress Report
November 13th – December 1st	**Draft Report Review & Feedback:** CRIS and Steering Committee
December 11th	**Final Draft Report:** Share with Steering Committee for final review and approval.
December 18th	**Steering Committee Meeting:** Review and approve Final Draft Report
December 22nd	**Submit Final Report** to the Governor and Legislature

PERSONAL STORY

Objectives:
- *Set the context for why we are engaging in this work.*

System Updates and Q&A

Objectives:

- *Share outcomes from DOH technology user experience work.*
- *Share Tribal 2024 Behavioral Health Crisis Legislative Priorities*
- *Answer questions regarding updates that are relevant to the CRIS.*

PRE-RFP PHASE:
USER EXPERIENCE INSIGHTS

988 Program Update

988 Personas Workgroup: Department of Health and HCA Team Members

Elaina Perry
they/she
988 Program Supervisor (DOH)

Sachin Lande
He/him
Chief System Integration Officer (DOH)

Bridget Doyle
She/her
988 Change Manager (DOH)

Maddy Cope
she/her
HIT 988 Subject Matter Expert (HCA)

Beth Schuurmans
they/them
988 Implementation Specialist (DOH)

Eric Grace
He/him
Business Analyst (DOH)

988 Pre-Request for Proposal (RFP) Phase: User Experience Insights

DOH AND HCA UPDATE

Agenda

1. **Background**
   - What Happens in the 988 Pre-RFP Phase
   - Deliverables Under Development in this Phase

2. **How lived experience and local experts informed our user experience insights**
   - Insights gained through partner collaboration and knowledge sharing
   - Where we need additional partnerships to achieve outcomes

3. **Next steps**
   - Refine Personas
   - Finalize Systems Requirements
   - Write User Stories
   - Use Pre-RFP Deliverables to Publish RFP

4. **Questions or comments**

5. **Appendix**

988 High-Level IT Update: What Happens in the Pre-RFP Phase

- 988 is in the **Pre-Request for Proposal** (Pre-RFP) phase.

- Department of Health (DOH) & Health Care Authority (HCA) pursued the Pre-RFP Phase in a way that **incorporated user experience** into design work.

- Personas, the first pre-RFP deliverable entailed:
  - Workshops with 988 Lifeline crisis centers, Native & Strong Lifeline, and joining CRIS Lived Experience Subcommittee members.
  - Partners generously shared experiences and knowledge.
  - In these gatherings, we listened, collected user feedback, and learned.
  - Analysis and common understanding formed the many insights presented and incorporated in next steps.

Deliverables Under Development In the Pre-RFP Phase

Personas

Systems Requirements

User Stories

Pre-RFP User Experience Insights

In this presentation we have organized **user experience insights** gained as:

- Common themes that emerged

- Insights specific to crisis center staff

- Insights specific to help seekers

- Revisions to agency written systems requirements

- Insights where improvements depend on partnerships outside of the agencies' direct control

User Insights: Common Concerns

Feedback related to 988 Lifeline staff experience from personas workshops and partner engagement was organized into **areas of opportunity.**

The **5 common concerns** from user comments related to *staff* insights:

1. Data and reporting
2. Diversion between 211-988-911
3. Geolocation, geo-routing, and geofencing considerations
4. Staff, capacity, and training
5. Systems navigation and accessibility

User Insights: Common Concerns

We organized feedback pertaining to caller experience from workshops and partner engagement into **areas of opportunity.**

The **8 common concerns** that emerged related to *help seeker* insights:

1. Demographic support
2. Diversion between 988-911-211
3. Emotional state and coping skills
4. Fears or hesitancy around contacting the 988 Lifeline
5. Resources needed
6. Systems navigation and accessibility
7. Third-party callers
8. Youth

Personas Insights: Crisis Center Direct Service, Shift Leads, Supervisors

Some *staff* user experience findings that emerged:

- A warm transfer from 988 to 211/911 can involve up to 3 staff at the crisis center

- Daily working experience involves managing multiple systems

- Lack of a consistent, easy-access resource directory makes it more challenging to deliver care effectively

- A number of factors have an impact on future training modalities:
  - Shift variations on the types and volume of callers
  - Crisis management systems need to be able to meet accessibility needs for staff who require accommodation
  - Lack of a consistent feedback mechanism to gather help seeker experience

User Experience Insights: Help seekers

Some ***help seeker*** user experience findings that emerged from personas work:

- Help-seekers continue to have concerns with privacy

- Help-seekers report isolation and need for human contact as top 988 support needs

- A selection of demographic considerations expressed are:
  - Veterans who want to remain anonymous may choose 988 over other resources
  - Help seekers to N&S Lifeline struggle with cultural connection due to deteriorating societal support
  - People in rural areas have concerns about peer identification by call takers
  - Increased calls from LGBTQIA2S+ folks asking for support and strategies on behalf of partners

- The average chat/text conversation is longer than voice calls

- Trend in increased calls about relationship issues and domestic/relationship abuse

- Help seekers have expressed frustrations with Interactive Voice Response (IVR)

Requirements Informed by the User Insights Learning Journey

A sample of ***systems requirements*** that emerged from personas work:

- Adequately incorporate tribal data sovereignty throughout

- Make sure to include expectation-setting on accessibility integration capabilities

- Consider cutover and stabilization period productivity loss concerns and ways to mitigate

- Emphasize system capabilities and training for warm transfers to limit help-seekers' need to repeat their story

- Ensure quality assurance access for crisis center supervisors

- Allow for peer call-shadowing across voice, text, and chat to provide real-time counselor training

- Identify features to streamline crisis center capabilities to provide prompt guidance on resources for help-seekers

Where do we need additional partnerships to achieve outcomes?

- Short- and long-term support for systemic inequities

- Overnight rehab support on weekends

- Help-seekers who want inpatient care

- Parents and other caregivers of youth or adult dependents who need a timely mobile response during a crisis

- Third-party help-seekers who contact the 988 Lifeline for another person

- Systemwide gaps in support of children ages 4–12

Next Steps in Pre-RFP Phase: User Experience in Action

Personas (Aug. 2023 – Feb. 2024)

Personas work for 988 largely will be complete in November 2023.

- On-going refinement will continue with new discovery of user experiences.

Systems Requirements (Sept. 2023 – Feb. 2024)

Systems Requirements are actively under development and reviewed with internal and external reviewers.

- 500+ systems requirements defined.
- Review and revision work is active.
- Hundreds of reviewer comments from partners including CRIS LE subcommittee were considered and incorporated to **enhance** the **requirements.**

User Stories (Oct. 2023-Feb. 2024)

User Stories efforts are in the implementing phase.

- Combined **learnings from workshops and requirements** form the **bedrock to write actionable user stories.**
- **Reviewed strategy & approach in October.**
- User stories will be developed from November and completed before the RFP narrative.

Pre-RFP User Experience Insights Make the RFP Possible

- Persona workshops and systems requirements reviewer feedback led to hundreds of findings, refinements, and a deeper understanding of overall opportunities for future crisis management systems.

- With **thousands of help seekers** and **no unified means** of collecting feedback, lived experience and local expert feedback gathered in the Pre-RFP Phase is invaluable to the agencies and the future crisis management system.

- Out of the Pre-RFP phase learnings, DOH and HCA will collaborate to draft an appropriate RFP approach.

Questions or comments?

Thank you!

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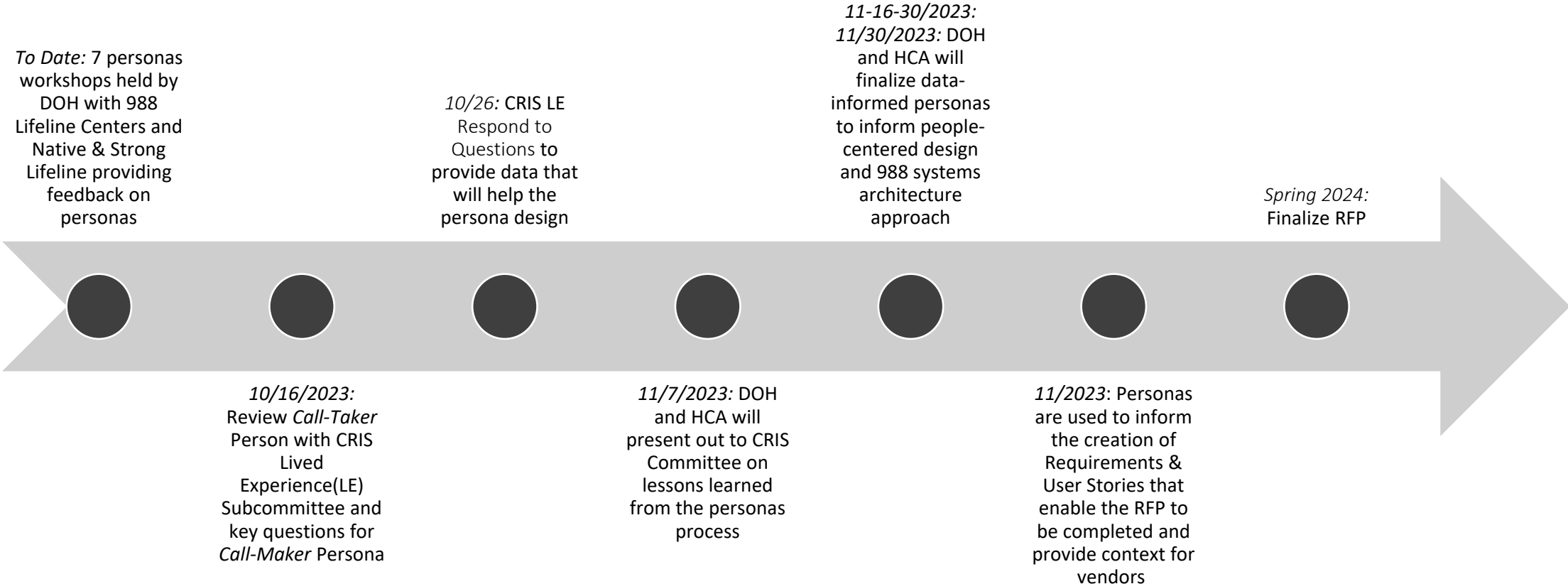
Pre-RFP Learning Journey: Terms and Definitions

Term	Definition
Persona	A user representation based on research, data and insights that can range from specific user groups experience to user groups that are more broad archetypes.
Systems Requirements	This refers to detailed specifications, features and functionalities that the crisis management system must have to achieve its intended purpose. Requirements are like a blueprint for designing, developing and user testing to ensure desired criteria are met.
User Stories	Short and simple **narratives** (e.g., usually 1-2 sentences) that **describe a desired feature or functionality** from the users' view. User Stories boil down to a simple structure like "As a [type of user], I want [an action] so that [benefit/value]." One example, "As a help seeker experiencing crisis, I want to experience the least possible delay before I am connecting with a real person to receive the supports needed from the crisis system."

Center Call Taker Archetype	Staff Direct Services Persona (Roberta)
Personal Background	Adult. Lives in Burlington, WA with 2 pet rabbits
Professional Background	Holds a Bachelors, Lived Experience, 3 months experience as a 988-crisis counselor professional
Challenges & Pain Points	Being a crisis call taker is emotionally demanding, experiences vicarious trauma, activation of her own trauma. Lack of an integrated crisis system makes it difficult to quickly connect someone with local resources.
Motivations & Values	Desire to save lives, active listening, understanding help seekers' needs
Description	Passionate about behavioral and mental health, volunteer experience during college
Short-Term Goals	Enhanced crisis intervention skills, team-building, and training activities
Long-Term Goals	Additional training/certifications in behavioral health counseling, increased earnings for a mortgage
Spectrum (H)/Context (V)	**Permanent**
Type of Context	ADHD, hands-on tech learning, microlearning, intentional breaks
	Temporary
	Excited for upcoming vacation
	Situational
	Unable to attend in-person trainings due to remote work
Workday	Log in to multiple systems and have 3-7 different systems open to support each caller, document calls, check emails/follow-ups

Pre-RFP Phase (Personas): Timeline

To Date: 7 personas workshops held by DOH with 988 Lifeline Centers and Native & Strong Lifeline providing feedback on personas

10/26: CRIS LE Respond to Questions **to** provide data that will help the persona design

11-16-30/2023: *11/30/2023:* DOH and HCA will finalize data-informed personas to inform people-centered design and 988 systems architecture approach

Spring 2024: Finalize RFP

10/16/2023: Review *Call-Taker* Person with CRIS Lived Experience(LE) Subcommittee and key questions for *Call-Maker* Persona

11/7/2023: DOH and HCA will present out to CRIS Committee on lessons learned from the personas process

11/2023: Personas are used to inform the creation of Requirements & User Stories that enable the RFP to be completed and provide context for vendors

Break

Discussion: CRIS Feedback on Draft Recommendations for the Progress Report

Objectives:
- *Gather CRIS Committee feedback on the draft recommendations for the progress report to the Governor and Legislature.*

Request to consider the following questions:

1. *As you review the summary of recommendations, what is your feedback on how we are presenting recommendations of the CRIS?*

2. *As we hand this report off to the Governor and legislators to take action, do you feel like the content conveys the CRIS's recommendations effectively?*

3. *If not, what changes would you make?*

Action Items & Next Steps

Public Comments

Public Comment

	Name
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	