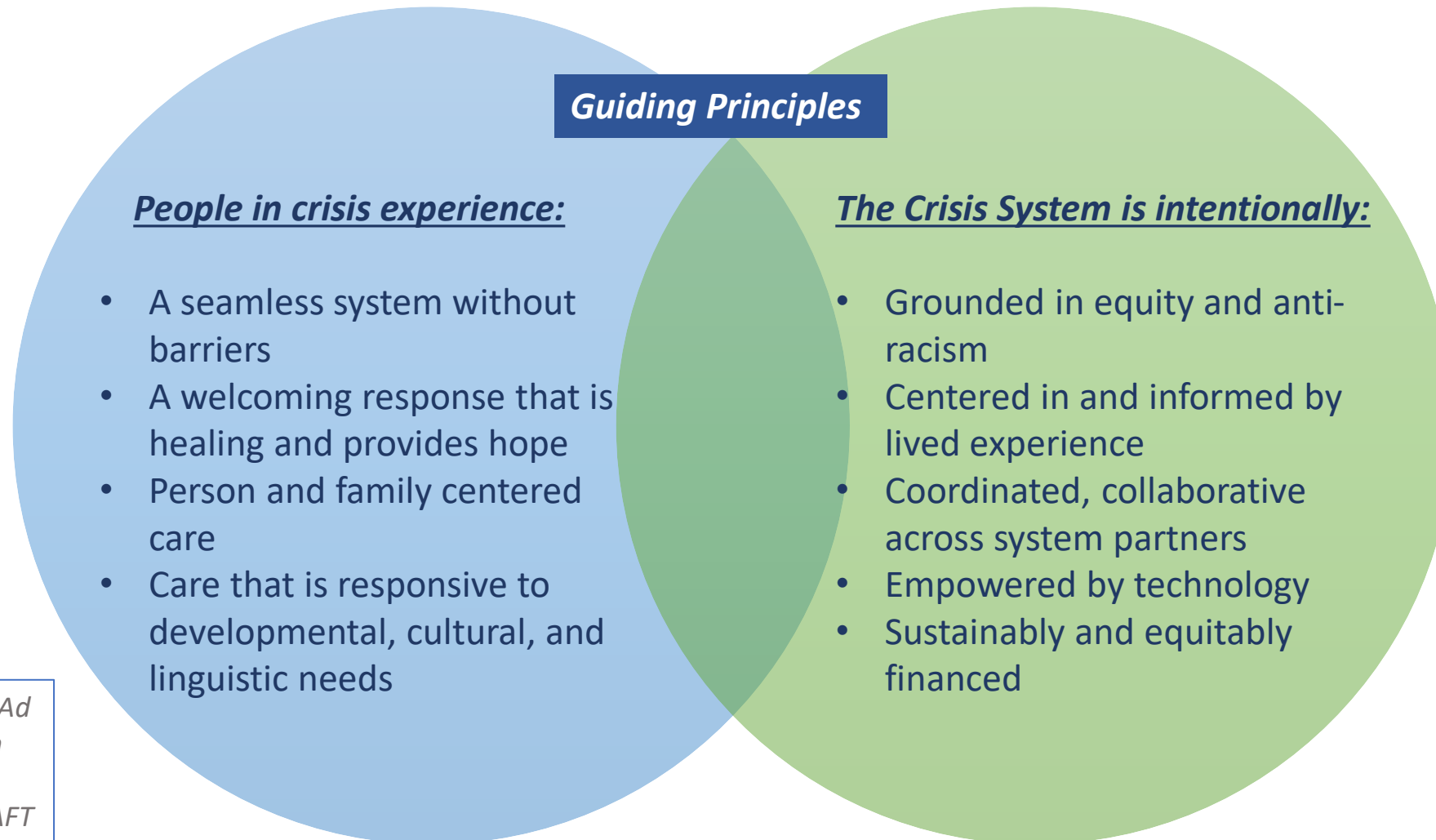


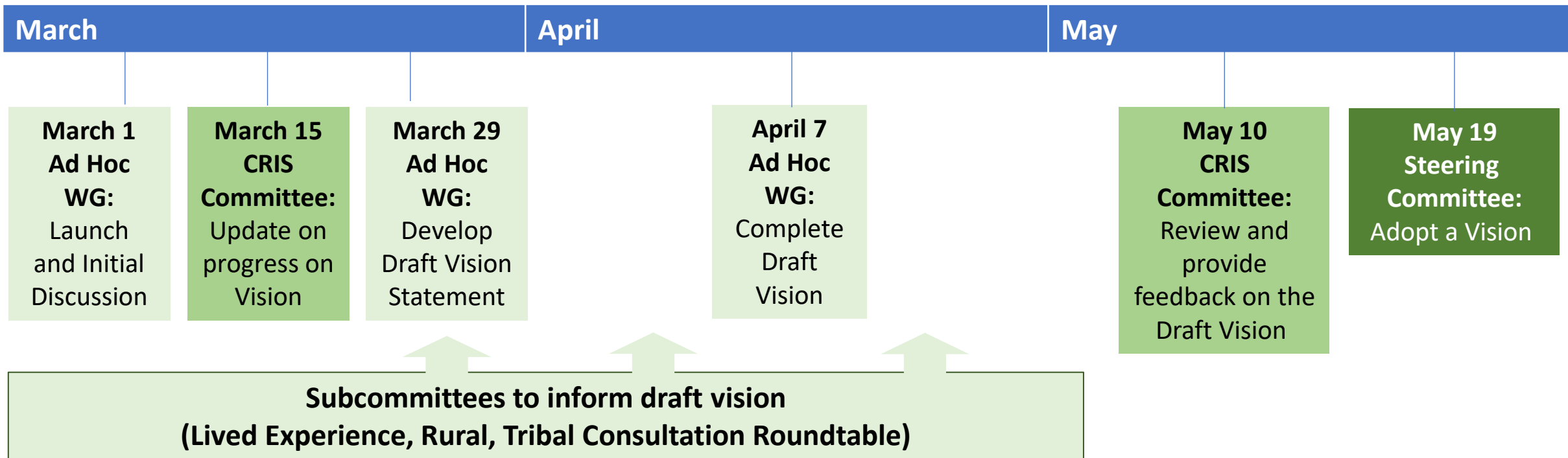
Vision: 988 offers a connection to anyone who is struggling, meeting them with acceptance and empathy, offering hope and recovery.



Co-created by the Ad Hoc Workgroup on Vision
April 12, 2022 DRAFT

Ad Hoc Workgroup on Vision – Charge and Process to Develop Draft Vision

➤ **Ad Hoc Workgroup on Vision Charge:** Develop a *draft* vision for Washington's behavioral health crisis response and suicide prevention system for consideration by the broader CRIS Committee.



Ad Hoc Workgroup on Vision – Members

1. Caitlin Safford – MCOs
2. Darcy Jaffe – Hospitals
3. Jan Tokumoto – 988 Call Centers
4. Jenn Stuber – University of Washington Suicide Prevention Center of Excellence
5. Jolene Kron – BH-ASO (Salish)
6. Joan Miller – WA Council
7. Kashi Arora – Youth
8. Michael Reading –BH-ASO (King County)
9. Michael Robertson – Peer organization and person with lived experience

Washington Crisis System SMEs for consultation to the Ad Hoc Workgroup

1. Laura Van Tosh – advocate and person with lived experience
2. Michele Roberts or delegate – DOH
3. Keri Waterland or delegate - HCA
4. Amber Leaders – Governor’s Office
5. Representative Orwall – State Representative
6. Melanie Estes – legislative intern to Representative Orwall and person with lived experience

What is a vision statement?

- In general terms, a vision statement is an aspirational statement of an organization or system that states what they would like to achieve.

What are characteristics of a vision statement?

- Powerful phrase
- Describes the best outcome desired
- It uses simple language
- It evokes emotion
- It helps build a common picture in people's minds
- Concrete way for stakeholders to understand meaning and purpose



Reference materials that informed development of draft vision and principles

- Working Draft Vision Statements from Breakouts (March 29)
- Draft Vision Statements – Workgroup alignment (April 7)
- Draft Guiding Principles – Breakout Groups and Summary List (March 29, April 7)
- Draft Guiding Principles – Simplified (April 7)

Working Draft Vision Statements from Breakouts (March 29)

When a crisis calls, Washington answers with care, hope and healing

Hope for All When Life is Hard

A place to call and talk with a caring person when you are in a crisis. Met with acceptance and empathy

Crisis Care that is responsive to anyone when and where they are in need

988 begins a holistic, caring journey that meets the needs of a person who is struggling and their loved ones; seeing them through to hope and recovery

988 offers anyone and their loved ones who are struggling a connection: where everyone is met with acceptance and empathy - seeing them through to hope and recovery.

A place to call, someone to respond and somewhere to go

DRAFT Vision Statements – Workgroup Alignment (April 7th Meeting)

- **988 offers a connection to anyone in need, meeting them with acceptance and empathy, offering hope and recovery**
- **988 begins a holistic, caring journey that meets the needs of anyone in need; seeing them through to hope and recovery**
- **A place to call, someone to respond and somewhere to go**

Working Draft Guiding Principles from the Breakouts (March 29)

1. Welcoming response that is healing and provides hope

2. Access to care for all including assistance with navigating systems and barriers

3. Person and family centered, most responsive and least restrictive

4. Tailored to individual and family needs

5. Grounded in equity and anti-racism - non-judgmental

6. Culturally and linguistically responsive

7. A place to tell your story

8. Crisis is defined by an individual/family

9. Crisis continuum of services offered are

10. Coordinated response

11. Collaboration across system partners

13. Lived experience is central to design and oversight of the crisis system of care

14. Technology empowers coordination

15. Transparent Cross-System Data

16. Accountability to those served and the community

17. Expectations for continual system improvement

People in crisis experience a seamless system

Sustainably and equitably financed for all

Statement about best practices – clinical and system-wide

Draft Guiding Principles List (April 7)

Individual-level

1. A place to tell your story
2. Welcoming response that is healing and provides hope
3. Access to care for all including assistance with navigating systems and barriers
4. Person and family-centered, most responsive and least restrictive
5. Tailored to individual and family needs
6. Grounded in equity, anti-racism, non-judgmental, trauma-informed
7. Culturally and linguistically responsive
8. Crisis is defined by an individual/family
9. The individual experiences evidence-based and best practice interventions, both at the local and system level

System-level

1. Crisis continuum of services are a coordinated response with collaboration across system partners, ensuring individuals experience a seamless system
2. Lived experience is central to design and oversight of the crisis system of care
3. Technology in place that empowers coordination and supports transparent cross-system data
4. Supports accountability to those served with expectations for continual system improvement
5. Sustainably and equitably financed for all
6. Reduces and avoids the criminalization of behavioral health disorders

Draft Guiding Principles – Simplified (April 7)

People in crisis experience

1. A seamless system without barriers
2. A welcoming response that is healing and provides hope
3. Person and family centered care
4. Care that is responsive to developmental, cultural, and linguistic needs

System-level

1. Grounded in equity and anti-racism
2. Centered in and informed by lived experience
3. Coordinated, collaborative across system partners
4. Empowered by technology
5. Sustainably and equitably financed