




Zoom Technology Moment: Committee Members





AGENDA

- **Welcome, Intros, Agenda review**
 - **Presentations and Discussions:**
 - *Update from WA DOH and HCA on 988 Campaign*
 - *Updates on status of work to revise approach for gathering lived experience stories.*
 - *Share update from the March CRIS meeting and key areas of focus for 2024.*
 - *Presentation and Discussion on Substance Use Disorders and Crisis Response*
 - **Open Discussion: Continue mtg topic + anything else**
 - **Next meeting:**
 - **MON 5/13/2024, 1:00 PM - 3:00 PM**
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2024 Meetings, Mondays, 1-3pm

- **5/13/2024**
- **6/10/2024**
- **7/8/2024**
- **8/12/2024**
- **9/9/2024**
- **10/15/2024**
- **11/12/2024**
- **12/9/2024**

Information on how to join the meeting will be sent out one week in advance of each meeting, as well as posted to the HCA Website.





What is CRIS

- **2020 Fed 988 bill leads to formation of CRIS**
- **CRIS: Crisis Response Improvement Strategy established 2021 via HB 1477**
- **Focus on 3 pillars as per SAMHSA**
 - *Someone to Call*
 - *Someone to Come*
 - *Safe Place to Be*
- **38 members including 4 representing LE**
- **Subcommittees: Multiple including LE. All have people with LE on them.**
- **Work of CRIS sent as a report to legislators and Governor's office end of each year since 2021.**

Overview of HB 1477 Steering Committee, CRIS Committee, and Subcommittees

The Steering Committee – with input from the CRIS and Subcommittees – is charged to deliver to the Governor and Legislature recommendations related to funding and delivery of an integrated behavioral health crisis response and suicide prevention system in Washington.

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*

Tribal 988*	Credentialing and Training*	Technology*	Cross-System Collaboration*	Confidential Information*	Rural & Agricultural Communities	Lived Experience	988 Geolocation**
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* Six of the eight subcommittees are established by legislation . The Steering Committee established two additional subcommittees: Lived Experience and Rural & Agricultural Communities

** The Geolocation Subcommittee is expected to be convened in 2024.



LIVED EXPERIENCE (LE) SUBCOMMITTEE

- **Keep community updated on what is going on in the CRIS**
- **Empower people with LE to share their stories to identify system gaps and make suggestions on ways to address them.**
- **Inputs are shared with CRIS**
- **LE directly speak to agencies like DOH, HCA, Legislators when they can come, and other agencies that are executing the build out of the system**
- **Share your stories directly at the CRIS mtgs**



LE MEETING FLOW & HOW TO PARTICIPATE

Every lived experience story and perspective is valuable. We see the vulnerability it takes to share your tender experiences. The meeting is divided into 2 segments:

1) Presentations & discussions related to specific topics with time to interact w presenter. Please keep your questions and comments on topic while in this portion of the meeting. To honor everyone who attends we may need to interrupt and ask you to hold off topic comments/questions until later in the meeting.

2) Open discussion so we can give your stories our full attention and respect. All stories, comments, and questions not related to agenda topics are welcome during this portion

Washington Speaks

We have been partnering with WA Speaks to arrange speaks for CRIS Committee meetings this year.

If you are interested in sharing your story with the CRIS, or even beyond the CRIS, and would like help preparing to speak they can help!

Upcoming virtual trainings are scheduled for:

April 20 - 9AM to 2PM

April 27 - 9AM to 2PM

For more information visit their website <https://www.allwellconsulting.com/wa-speaks>



Suicide Prevention Listening Sessions

ARE YOU INTERESTED IN?

- ❖ DOH updating the State Suicide Prevention Plan.
- ❖ Process prioritizes collaboration with people around the state and highlighting voices of folks with LE in suicide
- ❖ Join one of the upcoming focused conversations

For further questions, e-mail

ivp-pch@doh.wa.gov



Lived Experience

April 3
4 - 5:15 PM
[Register](#)

April 9
2:30-3:45 PM
[Register](#)

First Responders

April 4
1- 2:15 PM
[Register](#)

April 10
2-3:15 PM
[Register](#)

Agricultural Workers

April 3
1- 2:15 PM
[Register](#)

April 10
11:30 AM-12:45 PM
[Register](#)

Youth Ages 18-24

April 5
1:30 - 2:45 PM
[Register](#)

April 9
11:30 AM-12:45 PM
[Register](#)

LGBTQIA2S+ People

April 4
3 - 4:15 PM
[Register](#)

April 8
10-11:15 AM
[Register](#)

Veterans

April 3
11:15 AM-12:30 PM
[Register](#)

April 8
3-4:15 PM
[Register](#)



Registration

	<p>Western Washington April 19 Tukwila Community Center Tukwila, Washington Workshop 11 a.m.- 4:45 p.m. Town Hall: 5:30-7 p.m.</p>	<p>In English</p>	
	<p>Eastern Washington April 25 Whitman College Walla Walla, Washington Workshop 11 a.m.- 4:45 p.m. Town Hall: 5:30-7 p.m.</p>	<p>En Espanol</p>	

Suicide Prevention Workshops

ARE YOU INTERESTED IN?

- ❖ DOH hosting two regional workshops
- ❖ Discussion on suicide prevention and collaborating to update the State Suicide Prevention plan
- ❖ Workshops are free, and light refreshments will be provided
- ❖ Potential compensation available for community members

For further questions, e-mail
doh.information@doh.wa.gov

**Update: WA DOH
and HCA – 988
Campaign**



DOH 988 UPDATES

Chantel Wang & Amira Caluya

Campaign Branches

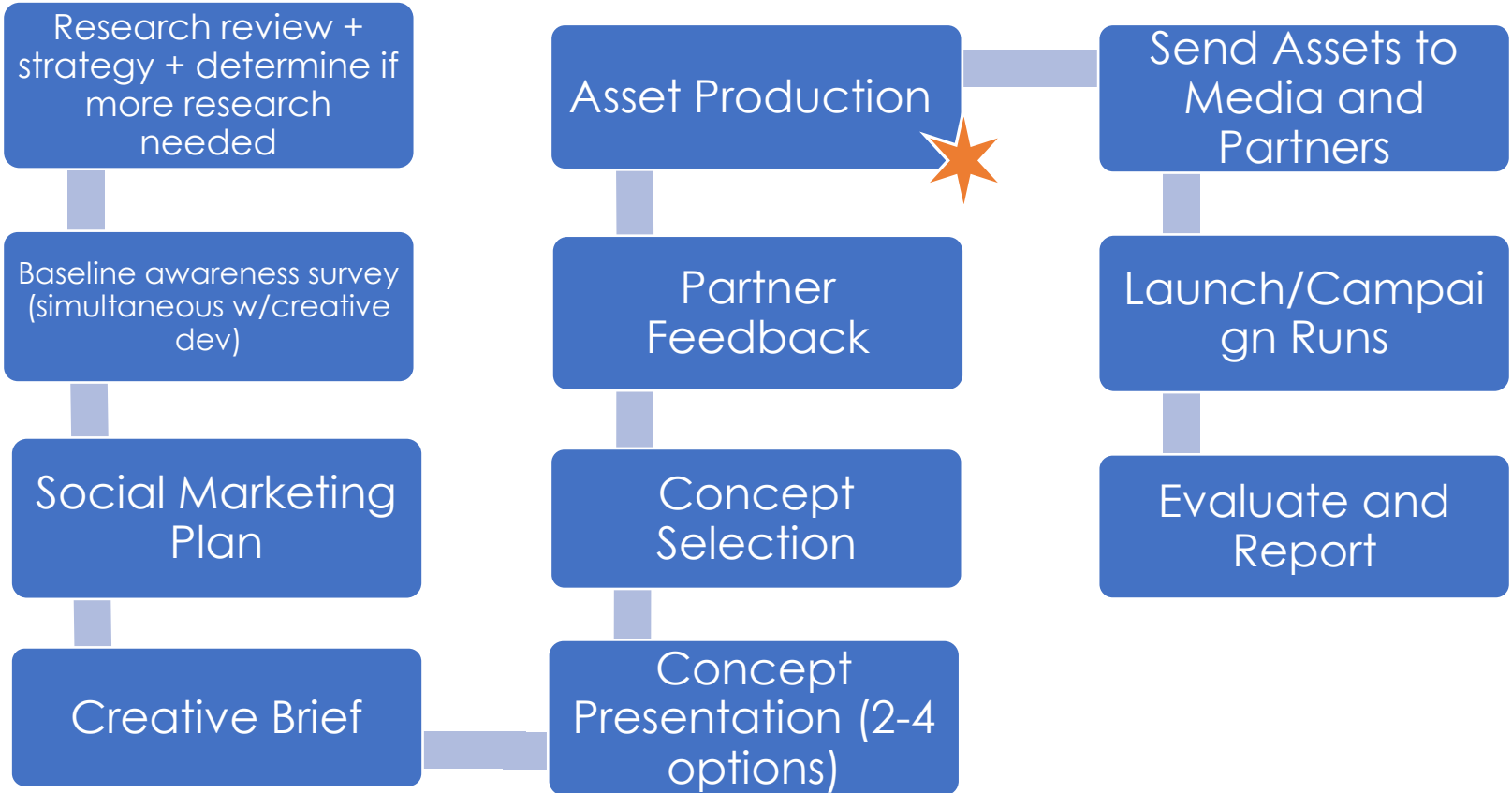
988 General Population Awareness Campaign

- Audiences will be split across multiple years
- Goal: to increase statewide awareness, understanding and usage of 988

Tribal support efforts

- Goal: to support existing efforts - the Native and Strong Lifeline + Native and Strong suicide prevention campaign

Timeline – General Population



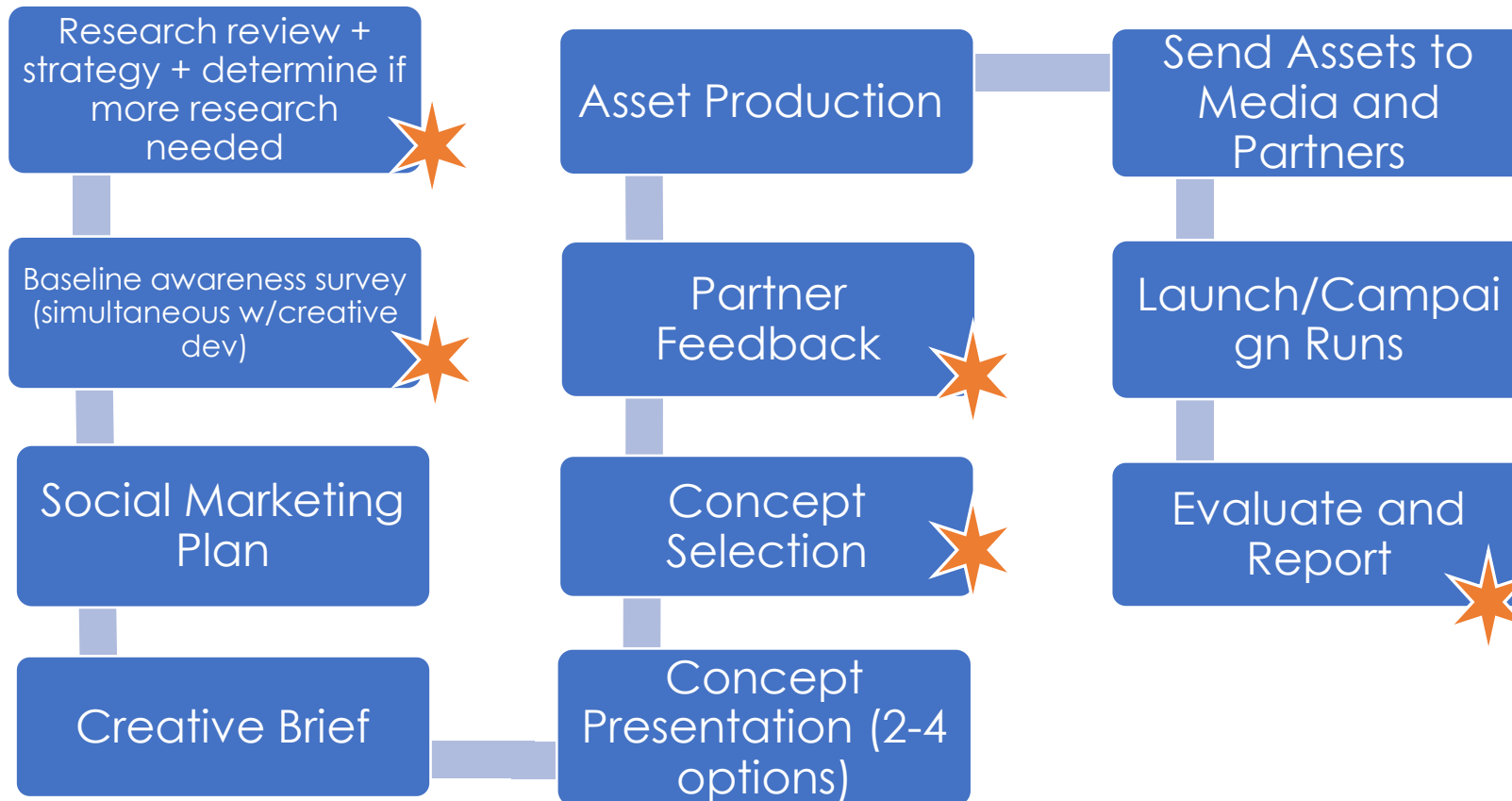
- Currently in asset production phase
- Assets will include paid search/social, META (Facebook & Instagram), Digital and cable TV, radio, banner ads
- Some assets will also be available in Chinese, Hindi, Khmer/Cambodian, Korean, Punjabi, Russian, Somali, Tagalog, Telugu, Ukrainian and Vietnamese
- Excepted campaign launch to be May 2024 for English & Spanish microsites

Creative Concept

- A creative concept is an overarching “big idea” that captures the audience’s interest, influences their emotional response and inspires them to take action. It is a unifying theme, tone and style that can be used across all campaign messages and communications.
- Our campaign concept is called “The Moment”. This highlights the moment of that decision to reach out and contact 988, putting the 988 brand front and center and demonstrating the wide range of situations and feelings they can help people navigate.



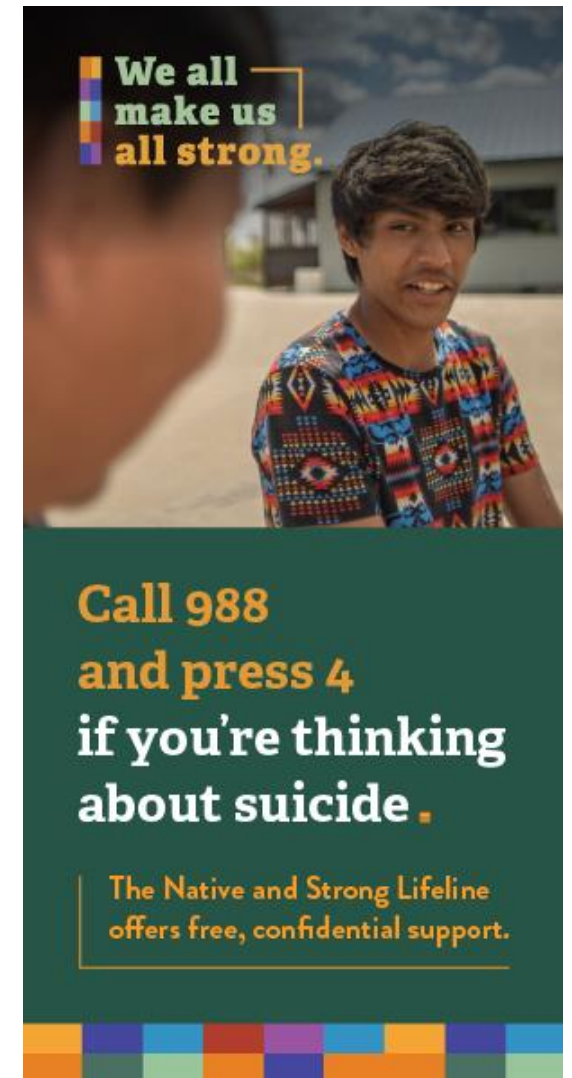
People with Lived Experience Engagement



- **Listening Sessions**
 - Helped us get insight into the landscape, what is important for people to know about 988, what in your experience barriers do people have with contacting 988, what we need to be aware of
- **Baseline Awareness Survey**
 - What do people know about 988? What are barriers/motivators to contacting?
- **Concept Testing**
- **Ad recall & Awareness Survey**

Timeline – Tribal support efforts

- Media buy for existing Native and Strong Lifeline and Native and Strong suicide prevention campaign materials
 - Paid search/social, digital TV and audio, META (Facebook & Instagram), Snapchat, Tribal print ads in local newspapers, Native radio stations, banner ads
- Community outreach efforts
 - Visiting all 29 Tribes with HCA for presentations on campaigns & offering customization on materials
 - Promotional events – conferences, wellness gatherings, powwows





NATIVE & STRONG LIFELINE DATA FOR USAGE REPORT

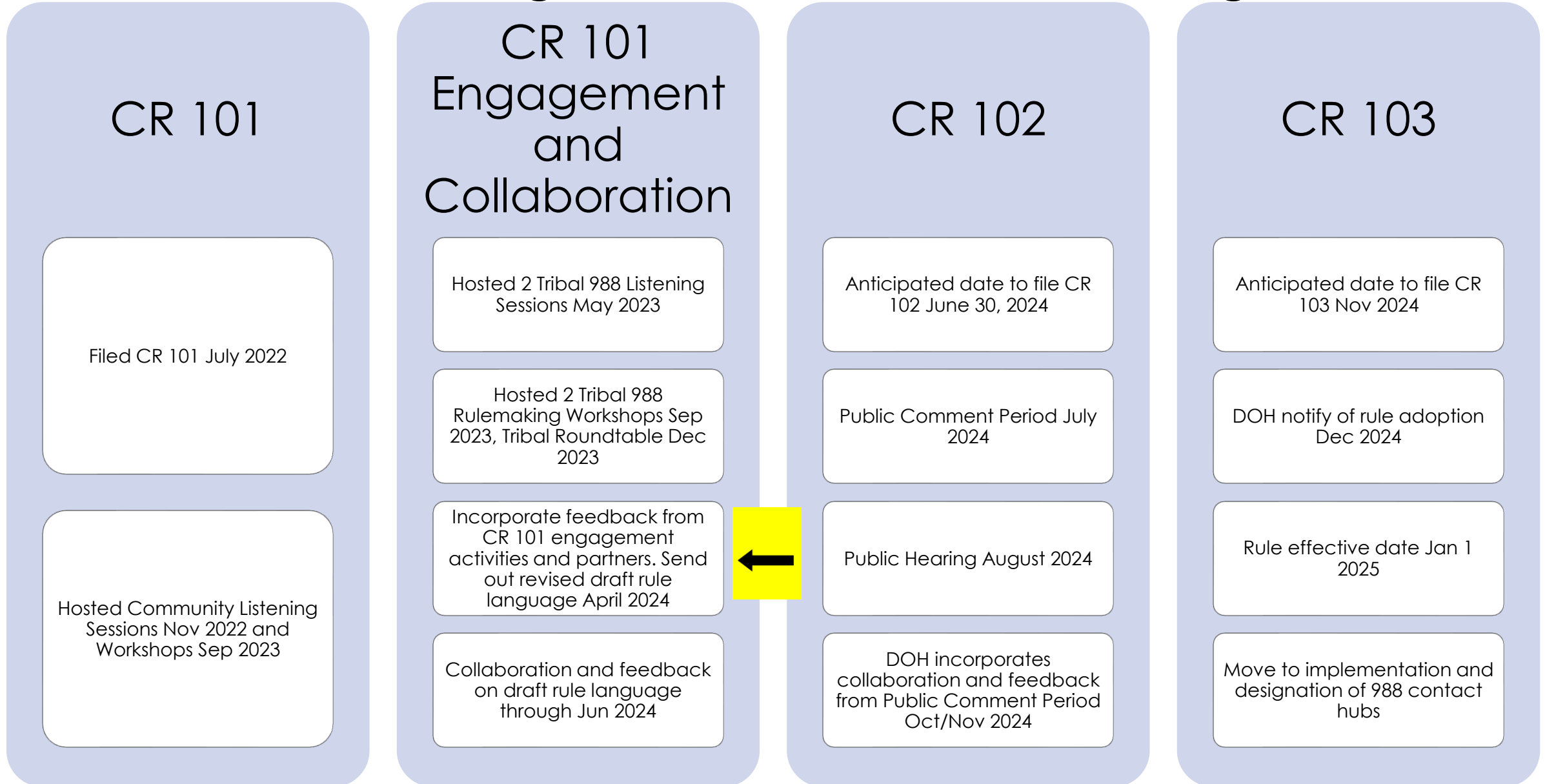
988 Usage Report

- Presents an opportunity to showcase 988 accomplishments and justify expenditures as well as demonstrate need for future investment
- Will cover July 2023-June 2024
- This will be the first year we will have Native and Strong Lifeline data to highlight in the report
- Last year's report is available at <https://doh.wa.gov/sites/default/files/2023-11/140274-988SystemReport-2023.pdf>



RULEMAKING

988 Rulemaking Process: where we are right now





988 TECH UPDATES

Tech Updates

- SB 6251 and SB 6308 passed this legislative session and may impact work related activities. Ongoing analysis is underway.
- House and Senate Budgets have been published and are currently under review for potential impacts.
- Legislative proposal SB 6308 extends the date by which the call center platform must be fully funded, from 7/1/24 to 1/1/26 (18 months). The fiscal impact of a delay with the project is under assessment.

Monitoring FCC Review of 988 Call Routing

- The Federal Communications Commission (FCC) is taking critical steps to revise its processes to ensure every caller to the 988 Suicide and Crisis Lifeline gets connected to the nearest call center.
- NAMI stated in their press release, "No matter where someone finds themselves in a crisis, they need to be connected to local resources and help."
- Federal Bill S.3444 has not passed yet but we are monitoring its progress as it would change routing from routing calls by area code to a more local/regional routing based on location

Questions, comments, concerns?

Please reach out to
Chantel.Wang@DOH.WA.GOV and or
Amira.Caluya@DOH.WA.GOV



To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email civil.rights@doh.wa.gov.

**Update: Lived
Experience Stories
to Inform System
Improvements**



LE STORIES PROJECT TO INFORM SYSTEMS IMPROVMENT

- **Anyone who has come in contact with the Behavioral Health Crisis system within the last 2 years will be able to participate.**
- **Want people to have options to submit stories in writing, recorded verbally, or live verbally depending on their needs.**
- **Hope to compensate participants for their time and emotional labor.**
- **Engage in outreach to communities who we might not otherwise hear from.**
- **Project team focusing on developing specifics about prompts to gather stories, orgs to partner with for outreach to communities to gather stories effectively.**

**Update: CRIS
Priorities for 2024**

- The Steering Committee – with input from the CRIS and Subcommittees – is charged to deliver to the Governor and Legislature recommendations related to funding and delivery of an integrated behavioral health crisis response and suicide prevention system in Washington, including:
 - ✓ **JANUARY 1, 2022:** Initial Assessment Washington’s behavioral health crisis response and suicide prevention services.
 - ✓ **JANUARY 1, 2023:** a second progress report, including a summary of activities completed by the CRIS during CY 2022 and recommendations related to funding of crisis response services from the 988 Account created by the line tax.
 - ✓ **JANUARY 1, 2024:** a third progress report, including a summary of activities completed by the CRIS during CY 2023
 - ☐ **JANUARY 1, 2025:** a Final Report with recommendations addressing system elements outlined by the legislation.

➤ **The CRIS Committee and Subcommittees are charged with advising the Steering Committee in developing recommendations, including, but not limited to:**

1. **Vision:** *Recommendations vision for Washington’s crisis response and suicide prevention system.*
2. **Equity:** *Recommendations to promote equity in services for individuals of diverse circumstances.*
3. **Service Goals:** *Identify quantifiable goals for the provision of statewide and regional behavioral health crisis services and targeted deployment of resources; Develop a plan for the statewide equitable distribution of crisis stabilization services, behavioral health beds, and peer-run respite services.*
4. **Quality & Oversight:** *Identify crisis system goals and a process for establishing measures, targets and oversight.*
5. **Cross System Interactions:** *Examine and define complementary roles and interactions for broad range of entities involved in the crisis system.*
6. **Staffing/Workforce:** *Make recommendations related to workforce needs by region, including staff education and training requirements for call center Hubs.*
7. **Funding/ Cost Estimates:** *Cost estimates for each of the components of the integrated behavioral health crisis response and suicide prevention system. This will inform budget needs and funding recommendations.*
8. **Technology:** *advise on the technology and platform needed to manage and operate the behavioral health crisis response and suicide prevention system (Section 109 Technical and Operational Plan).*

**Presentation:
Substance
Use Disorders and
Crisis Response**



QUESTIONS
&
— DISCUSSION





Choirs use staggered breathing when it is impossible for each individual singer to get through the sustained note or phrase without running out of breath. Singers in the same part take short breaths at different times to create the illusion that the overall sound created by the choir is one single unbroken line.

How we stay hopeful





#We can apply Ragnar, Relay for Life, Staggered breath singing ideas to the work we do!

We Work - we Rest

We Take Turns!

We do it Together!



WHAT WE COVERED

- **To share your lived experience story at the CRIS mtg, let us know in chat or e-mail:**
 - npinson@healthmanagement.com
 - **Presentations and Discussions:**
 - *Update from WA DOH and HCA on 988 Campaign*
 - *Updates on status of work to revise approach for gathering lived experience stories.*
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