

# HB 1477 Steering Committee

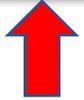
May 19, 2022

HEALTH  
MANAGEMENT  
ASSOCIATES

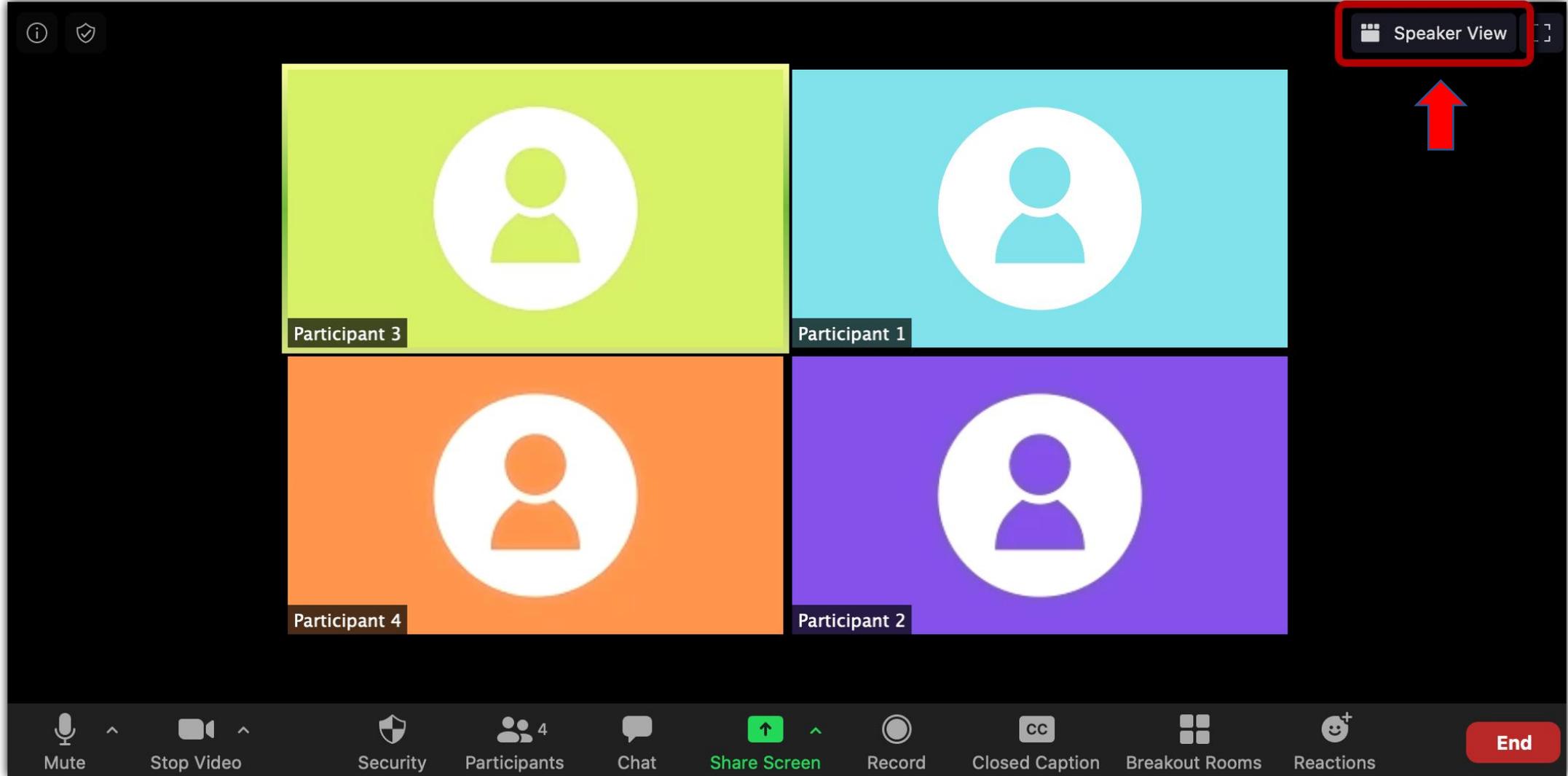
HARBORVIEW  
MEDICAL CENTER

UW Medicine  King County

# Zoom Etiquette: Steering Committee Members



# Zoom Etiquette: Members of the Public



1. Continue to build and sustain collaborative relationships with each other.
2. Discuss and affirm vision and guiding principles for crisis response system.
3. Provide update on development of the Section 109 Technical and Operational Plan.
4. Provide updates relevant to Steering Committee.
5. Confirm action items and next steps.
6. Hear public comment.

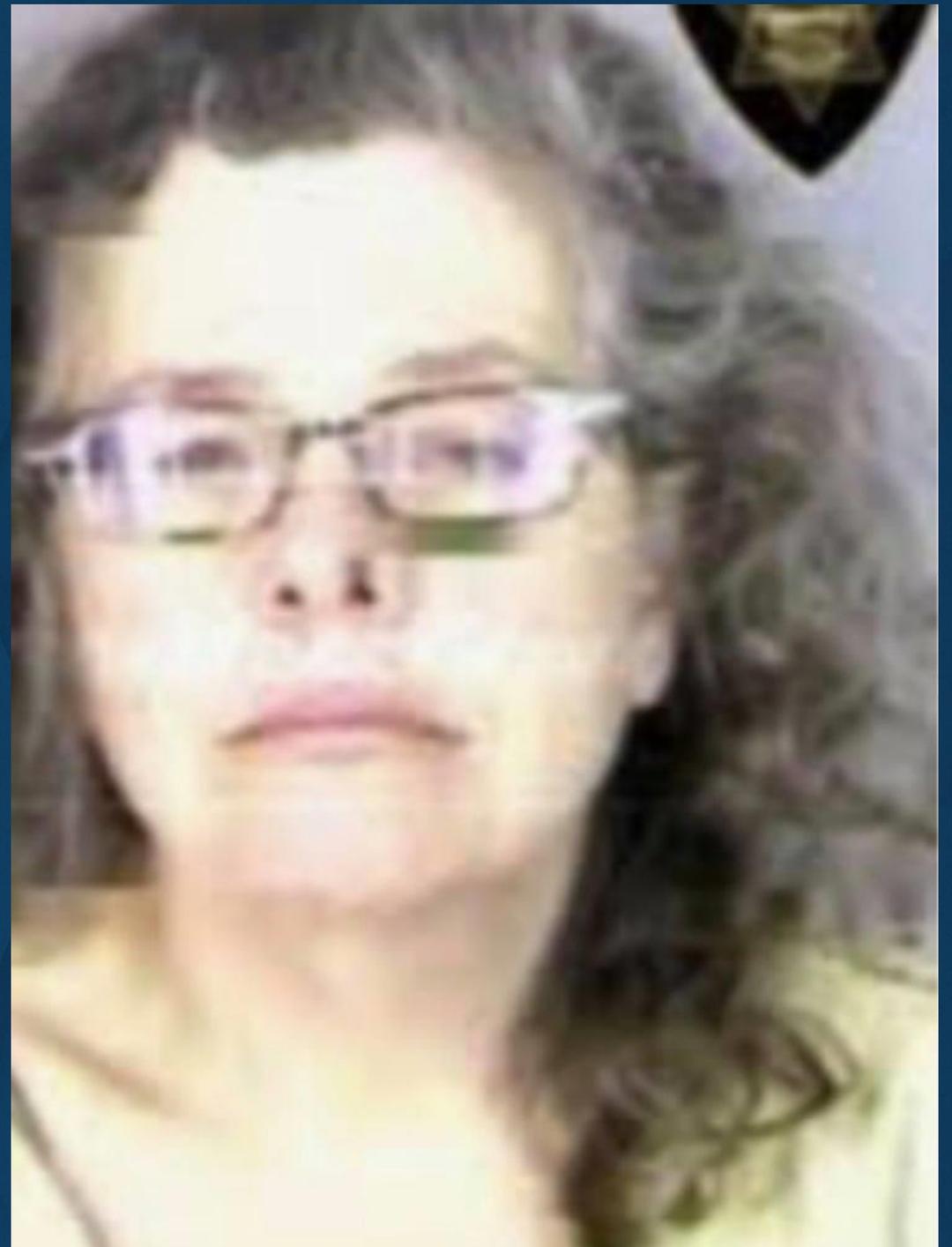
## Meeting Agenda

TIME	TOPIC
3:30 pm	Technology Review
3:35 pm	Welcome, Introductions, Review Meeting Agenda
3:50 pm	Personal Story
4:10 pm	Discussion: Vision and Guiding Principles for Crisis Response System
4:35 pm	Section 109 Tech/Op Plan Update
4:55 pm	Updates
5:05 pm	Action Items and Next Steps
5:08 pm	Public Comment Period
5:30 pm	Adjourn

# PERSONAL STORY

Laura Van Tosh

*Objective: Set the context for why we are engaged in this work.*

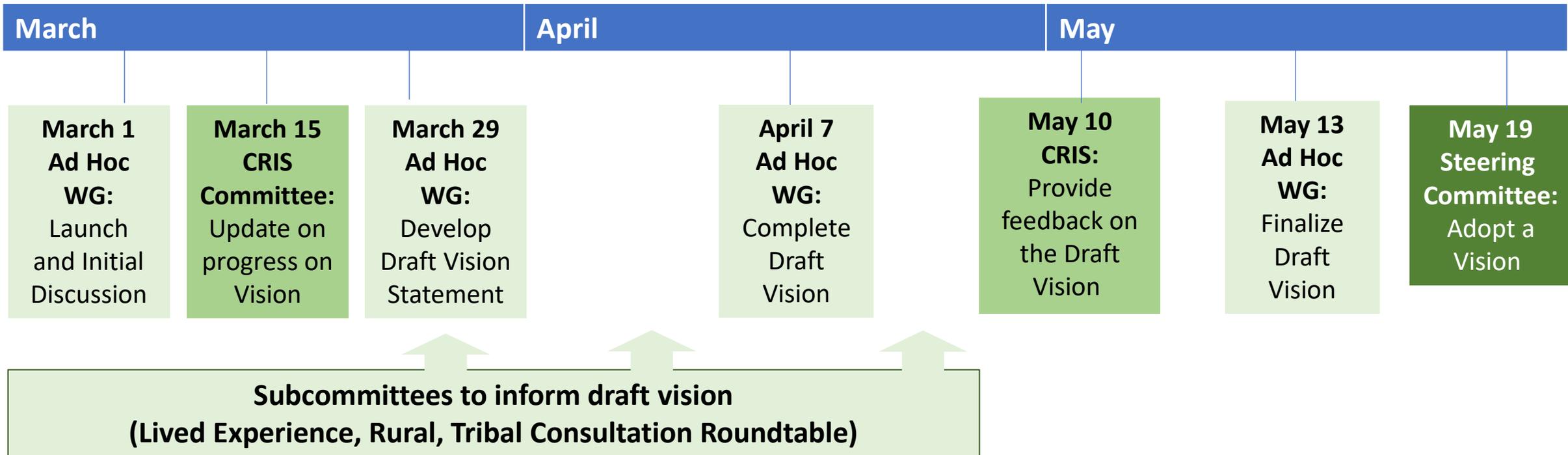


# DISCUSSION: VISION AND PRINCIPLES FOR THE CRISIS SYSTEM

*Objective: Discuss and affirm  
vision and guiding principles, as  
presented by the Ad Hoc  
Workgroup on Vision*

## 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

The Workgroup updates to the Vision address each of these major themes of comments identified by the CRIS Committee, Subcommittee, Tribes, and other groups:

### *Major Comment Theme Areas:*

- ✓ Clarify focus on 988 vs. comprehensive crisis system that is broader than a single call point.
- ✓ Recognize populations experiencing crises, such as the agricultural community and LGBTQ+, that are not limited to mental health or substance use disorder conditions.
- ✓ Too much jargon – needs more direct, plain language
  - *Remove term recovery*
  - *Hope and recovery sounds amorphous - be more specific about connecting people to the right resources.*
  - *Concern with term “struggling” and how it is received culturally – suggested use of word “need”*
- ✓ Remove the term “them” in the vision statement
- ✓ Use more action-oriented language
- ✓ Add access to timely and appropriate care/rapid response
- ✓ Caregivers/family don’t see themselves in the vision
- ✓ Question about whether to include the term crisis or behavioral health needs

The Workgroup updates to the Guiding Principles address each of these major themes of comments identified by the CRIS Committee, Subcommittee, Tribes, and other groups.

### *Major Comment Theme Areas:*

- ✓ Add access to high-quality care regardless of geographic location
- ✓ Missing concept of trauma-informed care
- ✓ Add care that is responsive to gender, sexual orientation, and people with disabilities
- ✓ Varying feedback to shorten/simplify versus add more detail
- ✓ Recognize lack of access to technology in rural communities
- ✓ Add concept of safety and keeping people safe
- ✓ Include concept of community
- ✓ Visual makes it seem like the people and the system are separate and there is no intersection/ nothing in common.
- ✓ Tribal recommendation to add: Operated in a manner that honors tribal government-to-government processes

***Vision: 988, Washington's Crisis Response: building understanding, hope, and a path forward for those in need, where and when they need it.***

**People in crisis experience:**

- Timely access to high-quality, coordinated care without barriers
- A welcoming response that is healing, trauma-informed, provides hope, and ensures people are safe
- Person and family centered care
- Care that is responsive to age, culture, gender, sexual orientation, people with disabilities, geographic location, language, and other needs

**The Crisis System is intentionally:**

- Grounded in equity and anti-racism
- Centered in and informed by lived experience
- Coordinated and collaborative across system and community partners
- Empowered by technology that is accessible by all
- Sustainably and equitably financed
- Operated in a manner that honors tribal government-to-government processes

# SECTION 109 TECH/OP PLAN UPDATE

*Objective: Provide update on  
development of the Section 109  
Technical and Operational Plan*

# CRIS Steering Committee Technology Update

May 19, 2022

National 988 System:

Crisis Call Center & Behavioral Health Integrated Client Referral System

Engrossed Second Substitute House Bill 1477;

Section 102, 109; Chapter 302, Laws of 2021

# Agenda

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- E2SHB 1477 CRIS Steering Committee
- E2SHB 1477 Technology Requirements
- Draft Technical and Operational Plan
- Final Technical and Operational Plan
- Technology Subcommittee Meetings
  - Past meetings
  - Meetings going forward

# E2SHB 1477 CRIS Steering Committee (SC)

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- ▶ The CRIS SC to report on the components of the technologically advanced crisis call center system platform and BH integrated client referral system for assigning and tracking response to BH crisis calls and providing real-time bed and outpatient appointment availability to 988 operators, emergency departments, designated crisis responders, and other BH crisis responders, including:
  - ▶ (i) Identifying components of crisis call center hub needed to coordinate crisis response services and find available beds and available primary care and BH outpatient appointments;
  - ▶ (ii) Evaluating bed tracking models used in other states and identifying the model most suitable to Washington's crisis system;
  - ▶ (iii) Evaluating the impact of bed tracking, including on access to all BH bed types; and
  - ▶ (iv) Exploring how bed tracking and outpatient appointment availability platform can facilitate more timely access to care and other impacts and benefits.

# E2SHB 1477 Section 109

## Technology Requirements

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- ▶ Requires HCA, in collaboration with DOH, to create a Technical and Operational Plan for developing and implementing the technology and platforms for:
  - ▶ An advanced behavioral health and suicide prevention crisis call center system for Crisis Call Center Hubs; and
  - ▶ A behavioral health integrated client referral system for crisis call center hubs and the other entities involved in behavioral health care
- ▶ Specifies the development of the Technical and Operational Plan occurs during the “initial planning phase of this project”.
- ▶ States before any funds are expended for the solutions (other than for the initial planning phase) the Plan is to be submitted to several entities for review and approval.

# Draft Technical and Operational Plan

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- ▶ HCA and DOH created the Draft Technical and Operational Plan, using information gathered from several sources.
- ▶ Draft Plan uses a “Systems of Systems” approach to: (i) describe the future Crisis Call Center Platform and Behavioral Health Integrated Client Referral System; and (ii) identifies next steps to address gaps in information about needed systems
- ▶ Draft Plan was shared for review and comment, including the CRIS Technology Subcommittee and Steering Committee, and was approved.
- ▶ Draft Plan: <https://www.hca.wa.gov/assets/program/draft-leg-report-988-operational-plan.pdf>

# Developing Final Plan

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- ▶ The Final Technical and Operational Plan will be a plan for how to procure needed technology solutions to enable the implementation of HB 1477.
- ▶ Developing the Final Plan requires:
  - ▶ Information gathering from several sources
  - ▶ Identifying functional requirements for needed platforms/technology systems
  - ▶ Gathering information from vendors
  - ▶ Attending CRIS Committee/Subcommittee meetings

# Developing Final Plan - Next Steps: Information Gathering

## Next Steps: Gathering Information

Crisis Call Lines	Providers/ Responders	States	Technology vendors	Other
<ul style="list-style-type: none"> <li>• NSPLs</li> <li>• BH-ASOs/ Regional Crisis Lines (RCLs)</li> <li>• Other lines (e.g., 911, 211)</li> </ul>	<ul style="list-style-type: none"> <li>• Crisis Responders</li> <li>• BH Providers</li> <li>• Health Providers</li> <li>• EMS</li> <li>• Law Enforcement,</li> <li>• Fire</li> </ul>	<ul style="list-style-type: none"> <li>• AZ</li> <li>• CO</li> <li>• GA</li> <li>• IN</li> <li>• MI</li> <li>• OK</li> <li>• OR</li> </ul>	<ul style="list-style-type: none"> <li>• Vibrant UP</li> <li>• Call Center as a Service/ Telephony</li> <li>• CRM / Contact Management Software</li> <li>• Computer Aided Dispatch (CAD)</li> <li>• EHRs/EMRs</li> <li>• Bed registries</li> <li>• Provider resource directories</li> </ul>	<ul style="list-style-type: none"> <li>• Community Information Exchange</li> <li>• Case management/ care coordination systems</li> </ul>

# Developing Final Plan - Next Steps: Identify Functional Requirements

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- ▶ Reviewed and identified requirements in E2SHB 1477
- ▶ Reviewed Draft Technical and Operational Plan
- ▶ Reviewed information from the following sources:
  - ▶ Ballmer Report
  - ▶ NSPL interviews
  - ▶ HCA BH-ASO/ RCL Survey
  - ▶ Crisis Provider Interviews
  - ▶ State Interviews
  - ▶ Other key reports
- ▶ From this information the Functional Requirements were identified.

# Developing Final Plan - Next Steps: Identify Technology Vendors

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- ▶ Vendors were identified for information gathering if:
  - ▶ Generally, vendor was identified in 2+ sources (i.e., Ballmer Report, NSPLs, RCLs, Crisis Providers/Responders, States); and
  - ▶ Vendors seems to provide functionality required in E2SHB 1477
- ▶ Vendor interviews/demonstrations underway

# Developing Final Plan - Next Steps: Engage in CRIS Subcommittees

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- ▶ The Final Technical and Operational Plan is informed by staff participation in:
  - ▶ Technology Subcommittee:
  - ▶ Tribal 988 Subcommittee meetings
  - ▶ Cross System Subcommittee meetings

# Technology Subcommittee Updates

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Month	Update
January	<ul style="list-style-type: none"><li>• Overview of Draft Technical and Operational Plan</li></ul>
March	<ul style="list-style-type: none"><li>• Outreach Updates (i.e., providers, BH-ASOs, Tribal Subcommittee, Military Department, DBHR)</li><li>• Technical Solutions Update (i.e., WA-Trac, Collective Medical, OpenBeds, Vibrant)</li><li>• Technical Solutions: Activities Underway Across States (i.e., : CO, AZ, MI, GA)</li><li>• Federal Efforts</li></ul>
April	<ul style="list-style-type: none"><li>• Update provider and state outreach activities</li><li>• Overview of workplan and timeline</li><li>• Overview of Functional Requirements</li><li>• Committee members requested information on state activities / vendor demonstrations</li></ul>

# Technology Subcommittee Updates (planned)

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Month	Agenda
May	<ul style="list-style-type: none"><li>• How vendors were identified for interviews/demonstrations</li><li>• Follow-up from April meeting on Functional Requirements:<ul style="list-style-type: none"><li>• Sharing information on GPS and in-state call routing</li><li>• Other functional requirements</li></ul></li><li>• Overview of Final Plan</li><li>• Future Technology Subcommittee agenda topics</li></ul>

# Future Technology Subcommittee Agenda Topics (subject to change)

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## ▶ June

- ▶ Presentation:
  - Procurement/contracting process
  - State Crosswalk

## ▶ July

- ▶ Presentation
  - Crisis Provider Interview Summary
  - Behavioral Health-Administrative Service Organization (BH-ASO)/RCLs Crosswalk
  - Phasing in/prioritizing implementation of certain functionalities

## ▶ August

- ▶ Final Plan: Description/overview and review process

# Request for Steering Committee Guidance

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- ▶ We will follow-up by email with a request for guidance from the Steering Committee no later than June 2<sup>nd</sup> on the following topics:
  - ▶ GPS vs Geo-location
  - ▶ In-state call routing and back-up
- ▶ We will share with the Steering Committee a briefing paper and a PPT summarizing these topics.

# Discussion

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- ▶ Does the Steering Committee have any comments/feedback?
  - ▶ Does the Steering Committee have any questions/suggestions regarding the development of the Final Technical and Operational Plan?
  - ▶ Does the Steering Committee have any questions regarding:
    - the Functional Requirements?
    - vendor identification?
  - ▶ Does the Steering Committee have any recommendation/guidance regarding the focus of the Technology Subcommittee?

# Questions:

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- ▶ Technical and Operational Plan:
  - ▶ [Kelly.McPherson@hca.wa.gov](mailto:Kelly.McPherson@hca.wa.gov)
  - ▶ [Jennie.Harvell@hca.wa.gov](mailto:Jennie.Harvell@hca.wa.gov)
  - ▶ [Huong.Nguyen@hca.wa.gov](mailto:Huong.Nguyen@hca.wa.gov)

# UPDATES

**Objective:** *Provide updates relevant to the Steering Committee*

## HB 1477 Committee and Subcommittee Meetings - Updates

Date	Committee/ Subcommittee Meetings
4/14	<b>Rural &amp; Agricultural Communities Subcommittee</b> <i>(Input on the draft vision and principles; Begin discussion of opportunities to center equity)</i>
4/18	<b>Lived Experience Subcommittee</b> <i>(Input on the draft vision and principles; Personal stories to inform system-level recs)</i>
4/20	<b>Tribal 988 Roundtable</b> <i>(Input on the draft vision; HB 1477 Technical and Operational Plan)</i>
4/20	<b>Confidential Information Compliance &amp; Coordination Subcommittee</b> <i>(Understand NSPL call center privacy standards, federal privacy laws and crisis system considerations)</i>
4/21	<b>Credentialing and Training Subcommittee</b> <i>(Understand current federal NSPL call center staffing and training standards)</i>
4/25	<b>Technology Subcommittee</b> <i>(HB 1477 Technical and Operational Plan – review of functional requirements)</i>
TBD	<b>Cross System Collaboration Subcommittee (1<sup>st</sup> meeting 3/17)</b> <i>(Inform development of cross-system intersections and coordination /system process map)</i>
5/10	<b>CRIS Committee Meeting</b>
5/19	<b>Steering Committee Meeting</b>

## ➤ **HB 1477 Committee Recommendations – Promoting Equity:**

- *“Recommendations to promote equity in services for individuals of diverse circumstances of culture, race, ethnicity, gender, socioeconomic status, sexual orientation, and for individuals in tribal, urban, and rural communities.”*

Key Milestone/Activities	Mar	Apr	May	Jun	Jul	Aug	Sep
CRIS Committee: Input on Embedding Equity into the High Level Workplan	■						
All Subcommittees: Input on Embedding Equity into the High Level Workplan		■	■	■			
Synthesis into Major Categories of Recommendations (e.g., Implementation, Policy, Capacity Building, Policy)					■	■	
CRIS and Steering Committee Review							■
Steering Committee Approval							■

# ACTION ITEMS & NEXT STEPS

# PUBLIC COMMENTS

	First Name	Last Name	Registration Time
1.	Michele	Williams	5/13/2022 14:37
2.	Kristin	Lester	5/13/2022 15:25
3.	Roxanne	Slayton	5/13/2022 17:56
4.	Janie	Miller	5/14/2022 17:47
5.	Jennifer	Balde	5/15/2022 0:26
6.	Karen	Kelly	5/16/2022 10:40
7.	Jaymi	Goetze	5/17/2022 6:53
8.	Kristy	Bonnell	5/17/2022 13:22
9.	Kevin	Wright	5/18/2022 8:45
10.	Keith	Seals	5/18/2022 10:24