

# MEETING SUMMARY

## CRISIS RESPONSE IMPROVEMENT STRATEGY (CRIS) STEERING COMMITTEE MEETING SUMMARY

Tuesday, October 25, 2022; 3:00 pm – 4:00 pm  
Zoom

*Meeting Agenda, Slides and Recording are available on the CRIS webpage:*  
<https://www.hca.wa.gov/about-hca/behavioral-health-recovery/crisis-response-improvement-strategy-cris-committees>

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### ATTENDEES

#### STEERING COMMITTEE MEMBERS

[Bipasha Mukherjee](#), Crisis Line volunteer and Steering Committee member representing lived experience  
[Keri Waterland](#), Washington State Health Care Authority (HCA)  
[Senator Manka Dhingra](#), Washington State Senate  
[Michele Roberts](#), Washington State Department of Health (DOH)  
[Representative Tina Orwall](#), Washington State House  
[Amber Leaders](#), Office of Governor Jay Inslee

#### AMERICAN SIGN LANGUAGE (ASL) INTERPRETER

Erin Mackey

#### COMMITTEE STAFF

Betsy Jones, Health Management Associates  
Jamie Strausz-Clark, Third Sector Intelligence (3Si)  
Mark Snowden, Harborview Medical Center  
Nicola Pinson, Health Management Associates  
Brittany Thompson, Health Management Associates  
Elizabeth Tenney, Health Management Associates

### WELCOME, INTRODUCTIONS, AND TECHNOLOGY REVIEW

Jamie Strausz-Clark, 3Si, convened the meeting and reviewed use of Zoom features to ensure understanding among meeting participants regarding use of Zoom technology for the meeting and expectations for committee members and public observers. Jamie also introduced the American Sign Language Interpreters to the meeting and reviewed how to pin their window to the screen.

Senator Dhingra welcomed everyone to the meeting and thanked Steering Committee members and members of the public for attending the meeting. Steering committee members introduced themselves to the public.

## MEETING OBJECTIVES AND AGENDA

Jamie reviewed the meeting agenda and objectives for each agenda item. This meeting of the HB1477 Steering Committee had three objectives:

1. Review, discuss, and approve the Section 109 Technical and Operational Final Plan.
2. Confirm action items and next steps.
3. Hear public comment. Jamie provided an overview of the public comment process to occur at the end of the meeting. Public comments are also welcome in written form at any point throughout the process and may be submitted to [HCAprogram1477@hca.wa.gov](mailto:HCAprogram1477@hca.wa.gov).)

## DISCUSSION: SECTION 109 TECHNICAL AND OPERATIONAL FINAL PLAN

Betsy Jones, HMA, provided an overview of the HB1477 Committee review and approval process for the Final Technical and Operational Plan. The Technical and Operation Plan was written jointly by the Department of Health (DOH) and the Washington State Health Care Authority (HCA). The Technology Subcommittee received updates and provided input into development of the Tech/Op Plan through monthly meetings since March. In September, the Technology Subcommittee reviewed and provided written comment on the Final Technical and Operation Plan; the CRIS Committee was also invited to provide comment. HCA and DOH then addressed comments received by the committees as well as other groups. The Steering Committee received an updated version of the Final Technical and Operation Plan on October 18<sup>th</sup> for review and comments in advance of the request for approval at today's meeting.

Kelly McPherson (HCA), Jennie Harvell (HCA), Huong Nguyen (HCA), Matthew Gower (HCA), Lonnie Peterson (DOH), Beth Mizushima (DOH), Callie Goldsby (DOH), and Megan Celedonia (Governor's Office) each reviewed components of the Final Technical and Operational Plan and major comments received throughout the drafting and review process. The Final Plan was informed by the CRIS and subcommittees, Tribal round tables, the Tribal Centric Behavioral Health Advisory Board, and other groups.

An overview of the major comments received throughout the making of this plan was provided:

- The language in the final plan has been clarified to recommend analyzing the technical infrastructure used by 911 in Washington to support anticipated future use of the call routing network. The analysis recommended in this plan does not focus on the human infrastructure of 911; it is for the technical infrastructure.
- HCA clarified data and permissions access in the plan and discussed the phasing structure identified in the vision statement, noting the current phase and acknowledging future phases.
- There was a comment that the funding request estimate appears high, and the DOH reviewed the funding request and noted that the funding request was accurate for the plan.
- The language around the Native and Strong Lifeline go-live date has been updated to November 11, 2022.
- There is now language about the HCA templates that will be taken into consideration in drafting the Request for Information (RFI) and Request for Proposals (RFP) for the enhanced crisis call and response systems. These templates are available upon request.

- The Office of the Chief Information Officer (OCIO) is both the reviewer and approver of this plan. The OCIO requested that state agencies engage with a quality assurance independent verification and validation team to complete the deep review. The company, Public Knowledge, completed the review and comprehensive list of HB 1477 required deliverables for the plan, and they evaluated how well the plan addressed each of those. This review resulted in several improvement suggestions, which were incorporated into the plan. After this review, the OCIO shared they are in support of the plan.
- A large cross-agency project management infrastructure was part in creating this plan. This project management structure will be developed further as the plan moves to the next phase.

Steering committee members provided comments and feedback on the Final Technical and Operational Plan.

- Representative Orwall thanked everyone for their hard work on the plan. She shared she was concerned that the group was moving forward with IT efforts without fully understanding the Vibrant platform. She said it would make sense to pause these efforts and related investments until we have more information from Vibrant, the National Suicide Prevention (NSPL) Administrator. Vibrant is working on a platform that will be provided to centers at no cost; once this is done, Washington can assess what is needed beyond just that platform. She is not sure it makes sense to do a Request for Information (RFI) until we see what the platform looks like; moving forward may also result in wasted resources. She would like to reassess this plan for the 2024 session and continue to work to receive clarification and information on the Vibrant platform. The state's three call centers support her recommendation.
- Other Steering Committee members indicated they were concerned over the consequences a delay may have. A delay may cause significantly more problems.
- Continuing to learn about the Vibrant platform is already critical and part of plan moving forward, whether the plan is approved or not.
- Some of the reasoning behind some of the requirements of this plan were because of the Senate. The Senate Environment, Energy, and Technology Committee wanted to make sure the state really looked at all their options as opposed to going along with what was proposed at the federal level.
- The electronic health record (EHR) aspect included in the plan is parallel work that is projected to support the Vibrant platform and not oppose it. The RFIs and steps that are proposed in this plan are intended to help move things forward and gather information. Nothing in this plan obligates the committee to make decisions today. The plan is helping to ensure agencies are doing their due diligence.
- It is important to weigh the choices against each other. What will the effects be? There is not a single vendor that can fit all of 988's platform needs. We will need to find vendors to address holes in the platform regardless.
- The more Washington engages in this work with all the different platforms, the more opportunity there will be to influence what these platforms are doing. It is not just about educating ourselves, but it is also about letting the platforms know what our needs are. We must engage in these conversations.
- It is important to know what Vibrant is going to do, and this needs to be emphasized.

**Decision:** Steering Committee members voted 4-1 to approve the Final Technical and Operational Plan. Representative Orwall dissented.

### **PUBLIC COMMENT PERIOD**

Jamie Strausz-Clark opened the public comment period: Two people signed up for public comment, and one member of the public commented. Individuals were allowed two minutes to provide comment. For individuals with additional comments or time needed, Jamie highlighted the opportunity to submit public comment via email to: [HCAprogram1477@hca.wa.gov](mailto:HCAprogram1477@hca.wa.gov).

### **MEETING ADJOURNED**