



# Zoom Technology Moment: Committee Members



# AGENDA

- **Welcome, Intros, Agenda review**
- **Community: Resources, Information, Opportunities**
- **Presentations and Discussions:**
  - *Legislative Updates*
  - *HMA 911-988 Warm Transfer Protocols*
  - **CRIS :**
    - **What is CRIS**
    - **Open Position on CRIS**
    - **Lived Experience Name & Focus**
  - *Open Discussion and Sharing*
- **Next Meeting - Mon Feb 10, 2025 1 PM - 3 PM**





## 2025 Meetings, Mondays 1-3 PM

- **February 10th**
- **March 10<sup>th</sup>**
- **April 14<sup>th</sup>**
- **May 12<sup>th</sup>**
- **June 9<sup>th</sup>**
- **July 14<sup>th</sup>**
- **August 11<sup>th</sup>**
- **September 8<sup>th</sup>**
- **October 13<sup>th</sup>**
- **November 10<sup>th</sup>**
- **December 8th**
- **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.**



# 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**



# Community

\* Resources

\* Information

\* Opportunities



## Postponement of Say It Out Loud (SIOL) conference

Dear friends and allies,

The Say it Out Loud Conference planning committee has decided to postpone the 2025 SIOL Conference. Given the significance of this conference and over 20 years of dedication to supporting the 2SLGBTQIA+ community, the committee members have carefully decided to take a brief step back. This will provide the committee with the time and opportunity to focus on essential updates, planning, and support, while bringing in new voices, innovations, and focusing on areas that matter most to the communities we serve. We will return in 2026 with an even greater conference experience.

The date and location for the 2026 SIOL Conference have not yet been determined. Updates and announcements will be provided periodically as we move forward with planning.

Thank you for your support and understanding.

If you are interested in being part of the SIOL planning committee or have any questions, please contact Kira Schneider (she/her) via email at [kira.schneider@hca.wa.gov](mailto:kira.schneider@hca.wa.gov).

With gratitude,

The SIOL Planning Committee

# PSYCHOSIS CARE VIRTUAL CONFERENCE

<https://registration.socio.events/e/pc25>



## Early registration: 2025 Psychosis CARE virtual conference

HCA is excited to announce the return of the Psychosis CARE virtual conference for its third year! This two-day online event brings together a wide range of participants—school staff, primary care providers, mental health and substance use disorder professionals, law enforcement, families, and individuals with lived experience—to explore psychosis-related Community Awareness, Resources, and Education (CARE).

- **Dates:** April 29–30, 2025
- **Time:** 8:30 a.m. to 12:30 p.m. each day

Join us for expert-led breakout sessions covering topics like early identification of psychosis, available resources in Washington State, and practical ways to support individuals experiencing symptoms. You'll also have opportunities to connect and collaborate with others.

**Early registration is now open—Register today!**



A vertical strip of pink cherry blossoms is visible on the left side of the slide, extending from the top to the bottom.

# Join the Office of Community Voices and Empowerment Advisory Committee

Do you want to share your lived and living experiences to inform policies, practices, and resources for statewide behavioral health services? Join the Office of Community Voices and Empowerment advisory committee.

We are looking for new advisory committee members from the Greater Columbia region which includes the following counties:

- Yakima
- Kittitas
- Whitman
- Benton
- Franklin
- Walla Walla
- Asotin
- Garfield
- Columbia Counties

**Fill out and return the application by Friday, January 31**

[OCVE Advisory Committee Application \(82-0410\)](#)



WA SPEAKS (Statewide Peer Engagement and Advocacy Keynote Speakers) is a collaborative dedicated to sharing recovery stories. We are a cadre of speakers that want to share our hope and resilience with the community in an attempt to shatter the stigma surrounding behavioral health stressors and **spread the word that people can and do recover.**

We offer trainings to practice sharing our message with others, and we provide additional opportunities for seasoned speakers that want to hone their message and/or broaden their reach. After completing a WA SPEAKS training we will provide you with a certificate of completion and support you in finding and/or a sharing your message. After your speaking engagement is complete we will also offer you a stipend for lending your experience and hope to our community.



Washington  
SPEAKS

better  
Together

## 17 Upcoming Training Dates Announced

Are you ready to amplify your voice and inspire change? Join one of our upcoming WA SPEAKS Speaker Trainings to become part of our community of impactful speakers.

Here are the upcoming training dates:

- [January 18th](#)
- [February 1st](#)
- [February 15th](#)
- [March 1st](#)
- [March 15th](#)
- [March 29th](#)

Sign up today and take the first step toward sharing your story and making a difference.



## Washington SPEAKS

### Join Our Virtual Speaker Series

We are excited to announce the WA SPEAKS Virtual Monthly Speaker Series! Each month, our trained speakers will share impactful stories and insights around meaningful themes.

Here's the upcoming schedule:

- [January 26, 10:00 AM - 12:00 PM: Refresh & Renew: Lessons and Intentions for 2025](#)
- [February 9, 10:00 AM - 12:00 PM: Celebrating Black Voices: Stories of Resilience and Legacy](#)
- [March 16, 10:00 AM - 12:00 PM: Women Who Inspire: A Celebration of Strength and Vision](#)
- [April 13, 10:00 AM - 12:00 PM: Sobriety & Strength: Shining a Light on Alcohol Awareness](#)
- [May 18, 10:00 AM - 12:00 PM: Mental Health Matters: Voices of Hope and Healing](#)
- [June 22, 10:00 AM - 12:00 PM: Pride in Progress: Celebrating LGBTQIA+ Voices](#)

The SAMHSA logo is displayed in a large, bold, italicized, dark blue font.

Substance Abuse and Mental Health  
Services Administration

[MCTtoolkitPublicComment@jbsinternational.com](mailto:MCTtoolkitPublicComment@jbsinternational.com) .

## Mobile Crisis Toolkit Public Comment Submission

The Substance Abuse and Mental Health Services Administration (SAMHSA) is welcoming public comment on a newly drafted implementation guide for Mobile Crisis Team (MCT) Services, titled, [“Mobile Crisis Team Services: An Implementation Toolkit” \(PDF | 6.3 MB\)](#). The aim of this toolkit is to serve as an actionable source of information about how to provide MCT services for people experiencing mental health and/or substance use-related crises. This document serves as the first implementation guide to support the development of crisis services and systems in accordance to the recently finalized [Model Definitions for Behavioral Health Emergency, Crisis, and Crisis-Related Services \(PDF | 1.5 MB\)](#) and the [2025 National Guidelines for a Behavioral Health Coordinated System of Crisis Care \(PDF | 1.4 MB\)](#).

The landscape for behavioral health crises in the United States is transforming significantly. SAMHSA has laid out three essential elements for crisis service delivery as per the aforementioned recently released 2025 crisis guidance documents:

1. Someone to Contact
2. Someone to Respond
3. A Safe Place for Help



# Legislative Updates





## **Save the Date!**

Advocacy and Legislative awareness webinar  
Hosted by United Peers of Washington and  
CL Strategic in Partnership with OCVE

Tuesday **February 11<sup>th</sup>** from **12:00pm to  
1:30pm** on Zoom



# *Mental Health* **LOBBY DAY**



National Alliance on Mental Illness

Washington







## 2025 Legislative Priorities

### 01 - Increase Access to Quality Behavioral Health Services



- Increase access to behavioral health prescribers and medication by expanding prescribing authority to psychologists.
- Ensure medically necessary behavioral health treatment is properly covered by insurance.
- Strengthen and increase the behavioral health workforce

### 02- Youth Behavioral Health



- Expand mental health services in K-12 schools/ college campuses
- Support social and emotional instruction in public schools
- Protect the mental well-being of youth in marginalized communities (BIPOC, Trans, and LGBTQ youth)

### 03- Decriminalize and Destigmatize Mental Illness



- Make vital changes to the Involuntary Treatment Act to improve access to treatment
- Defelonize the charging enhancement for actions of people who are in behavioral health crisis
- Destigmatizing language in behavioral health policies
- Promote diversion services such as Assisted Outpatient Treatment

### Operating Budget Priorities



- Maintain \$500,000 funding for peer-led community-based programs for NAMI Washington
- Maintain \$125,000 funding for NAMI WA expansion of outreach/ services in rural areas; A focus on Latino, Native American, and agricultural communities
- Maintain funding for behavioral health services and resources

### Contact

Anna Nepomuceno, Director of Public Policy  
anepomuceno@nami.wa.org

Michael Transue, Contract Lobbyist  
cmjtransue@transue.onmicrosoft.com



## 2025 SMARTS Schedule

2/3- Telling Your Story <https://lp.constantcontactpages.com/ev/reg/5rjkns2>

7 to 8:30pm

2/4- Meeting Your Policymaker <https://lp.constantcontactpages.com/ev/reg/gshpxv5>

7 to 8:30pm

2/5- WA State Legislature 101 <https://lp.constantcontactpages.com/ev/reg/6qgehe3>

7 to 8:30pm

2/6- Budgets: Funding Our Future <https://lp.constantcontactpages.com/ev/reg/pkfjmhm>

7-8:30pm

2/7- Telling Your Story <https://lp.constantcontactpages.com/ev/reg/jgucszt>

5:30 to 7pm

2/10- Telling Your Story <https://lp.constantcontactpages.com/ev/reg/fwt2qby>

12 to 1:30pm

2/11- WA State Legislature 101 <https://lp.constantcontactpages.com/ev/reg/9p3u768>

12 to 1:30pm

2/12- Meeting Your Policymaker <https://lp.constantcontactpages.com/ev/reg/hefhcnc>

12 to 1:30pm

2/13- Budgets: Funding Our Future <https://lp.constantcontactpages.com/ev/reg/zgfwtw>

12 to 1:30pm



# HMA 911-988 Warm Transfer Protocols



# Lived Experience Subcommittee Meeting

911-988 Warm Transfer Protocols Update

January 21, 2025

HEALTH  
MANAGEMENT  
ASSOCIATES

## Context: Washington 911-988 Cross System Initiatives

2024												2025			
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr

### Mental Health Crisis Call Diversion Initiative Pilot Projects

(January-December 2024)

- *Partnership between Washington's 988 Lifeline crisis centers and three (3) of the state's 65 PSAPs/911 centers.*

### Transformation Transfer Initiative – Statewide 911-988 Warm Transfer Protocols (July 2024 – April 2025)

- *Community and Tribal Engagement (Summer 2024)*
- *Environmental scan (Summer 2024)*
- *Workshops to develop warm transfer protocols (Fall 2024)*
- *Develop training program (Spring 2025)*

# Washington Behavioral Health Crisis Response Continuum



**SOMEONE TO RESPOND**



**A SAFE PLACE TO BE**

# 911-988 WARM TRANSFER PROTOCOLS

## Elements of Statewide Warm Transfer Protocols

- Statewide Warm Transfer Protocol Process Map
- Adaptable Policies and Standard Operating Procedures based on Local Resources, Partnerships, etc.



## Process to Inform Warm Transfer Protocols Process Map

### Partner and Community Input

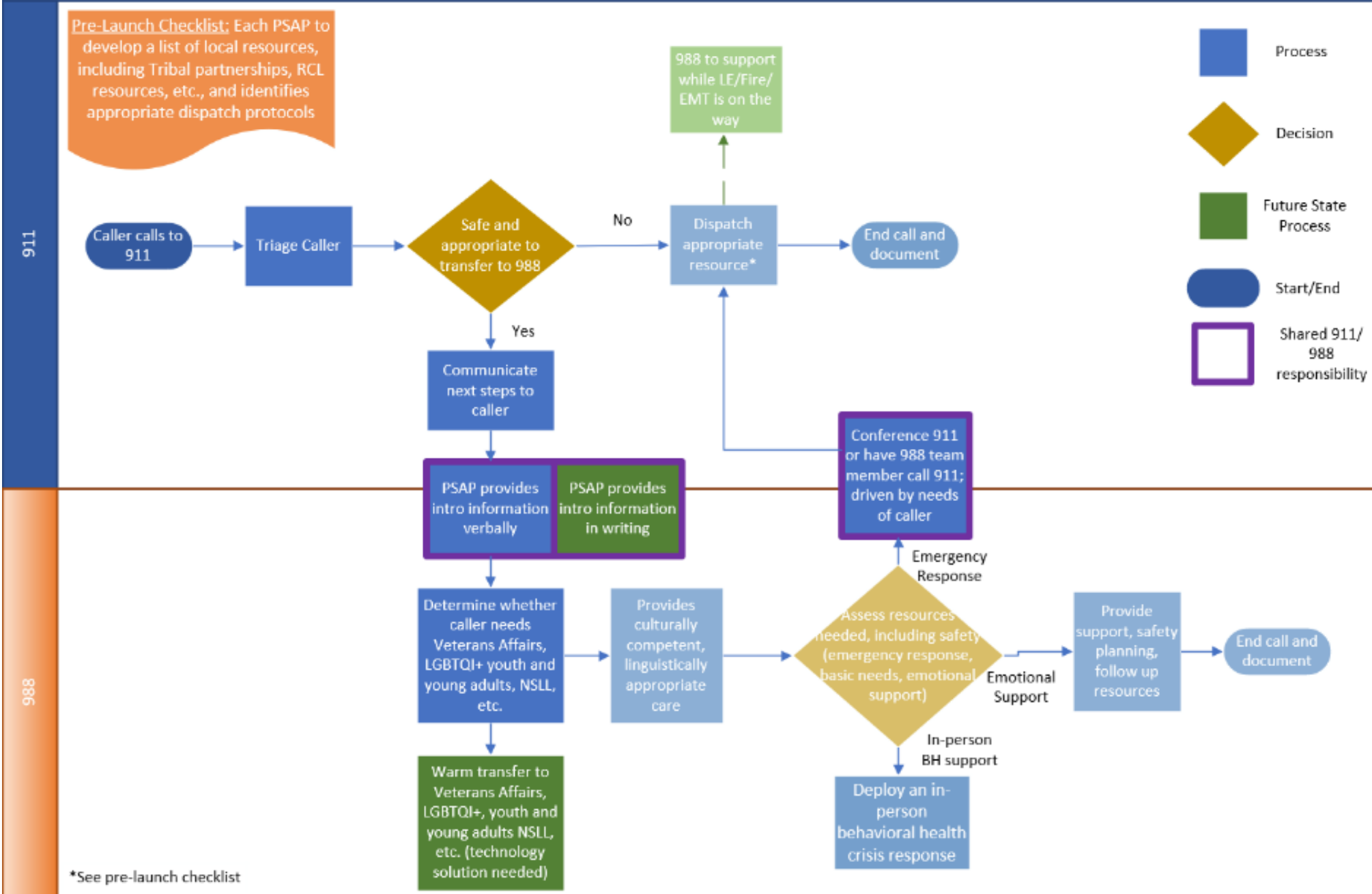
- Community Listening Sessions
- Tribal Partner engagement
- Environmental Scan on practices in Washington, other states and jurisdictions
- Warm Transfer Protocols Workshops

## 911-988 Warm Transfer Protocols – Key Themes from Community Listening Sessions

Key Themes from Listening Sessions	Relevant Process Map Step
Would like to see clear communication about the transfer – what is happening and what to expect.	If safe and appropriate to transfer a caller to 988, 911 will communicate next steps to the caller before the warm transfer.
Would like procedures not requiring individuals to have to repeat the same information twice due to being transferred.	911 provides introduction information verbally to a 988 call taker during the warm transfer (in writing in a future state).
Need for continuity of care and connections to other supports, follow-up, etc.	988 provides support, safety planning, and follow-up resources to the caller before ending the call.
Quick and effective connection to resources and coordination with systems at other points in the behavioral health continuum.	988 assesses the callers’ needs and determines the appropriate resources needed, including deploying in-person BH crisis response, emotional support, emergency response.
Value of a regional response: linking calls to 988 responses within the region of the caller.	911’s “pre-launch checklist” includes identifying partnerships with local resources and organizations, including 988 Lifeline Crisis Centers.
Recognizing that calls are sometimes coming from a loved one (rather than the individual in crisis), it would be helpful to have clearer and more effective protocols to connect with the individual in crisis.	988 assesses the callers’ needs and determines the appropriate resources needed, including for calls coming from a loved one.

## Process to Inform Warm Transfer Protocols Process Map

- **Key Themes from Environmental Scan of Other State and Jurisdiction Practices**
  - The criteria to determine eligibility to transfer callers to 988 are very similar across jurisdiction.
  - Some jurisdictions have found it helpful to triage calls into a tiered system to determine what type of response a call necessitates.
  - Consider how to connect callers to follow up support, referrals, and linkages depending on what is available in each state, county, or city.



1. Do you have further themes that you feel should be reflected in the 911-988 Warm Transfer Protocols?
2. What key components are needed for 988 Lifeline Crisis Center and 911 trainings support the warm transfers?



Questions



# CRIS

## Lived Experience

- \* What is CRIS

- \* Open Lived Experience position

- \* Lived Experience 2025

Group Name & Focus





# What is CRIS

- **2020 Fed 988 bill leads to formation of CRIS**
- **CRIS: Crisis Response Improvement Strategy established 2021 via HB 1477 in WA state**
- **Focus on 3 pillars as per SAMHSA**
  - *Someone to Call*
  - *Someone to Come*
  - *Safe Place to Be*
- **38 members including 4 representing LE (1 open)**
- **CRIS sent yearly reports & recommendations to legislators & Governor's office from 2022-2025**
- **Focus has now moved to implementation.**

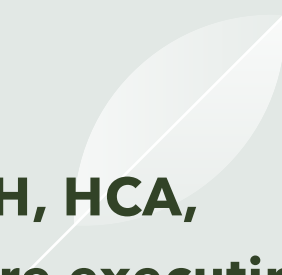




# LIVED EXPERIENCE (LE) SUBCOMMITTEE

**CRIS subcommittees officially ended, but this space will continue through 2025. Here's what we did so far and what we can expect this year**

- **Keep community updated on CRIS activities (quarterly)**
- **Empower people with LE to share their stories to identify system gaps and make suggestions on ways to address them.**
- **LE Inputs shared with CRIS**
- **LE directly speak to agencies like DOH, HCA, Legislators, and other agencies that are executing the build out of the system.**
- **In 2025 LE will have a segment in CRIS meetings**





# Open CRIS Lived Experience Position

- **This position is for someone with lived experience in the crisis system related to an SUD-related crisis.**
- **Responsibilities:**
  - help plan and facilitate monthly lived experience meetings
  - attend quarterly CRIS meetings
  - providing a lived experience perspective at the CRIS meetings
- **Individuals are not expected to share information about their lived experience and have full control of what they choose to share.**
- **This position qualifies for the Community Stipend.**
- **Send statements of interest to [HCAprogram1477@hca.wa.gov](mailto:HCAprogram1477@hca.wa.gov) by Monday, February 17th.**



# WHAT'S IN A NAME?

CRIS LIVED EXPERIENCE  
COOPERATIVE

CRIS LIVED EXPERIENCE  
COLLECTIVE

CRIS LIVED EXPERIENCE  
GATHERING

CRIS LIVED EXPERIENCE  
???





# FOCUS OF CRIS LIVED EXPERIENCE?

- **Bill of Rights?**
- **Lived Experience voices in  
state Behavioral Health?**
- **Tracking how the fee is being  
used?**
- **What else?**





# Open Discussion and Sharing





**#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

- **Welcome, Intros, Agenda review**
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