988 Call to Action: Your Role in Building a Stronger Crisis Response System

Rep. Tina Orwell, 33rd Legislative District
COVID to CONNECTEDNESS - UW FOREFRONT
Learning Objectives

• Explain the impact that 988-related changes will have on services delivered to people in crisis
• Identify the skills that clinicians will need to be fully prepared for these changes
• Understand the cultural need and resources for the 988 tribal call line
Behavioral Health Professionals

• More essential than ever
• Shortage
• Use of Technology
• Secondary Trauma
• Navigating the pandemic
Current Crisis System
Vision for 988
HB 1477
Clinical Skills/Training
## Emergency Numbers

Write in the telephone numbers you will need in case of emergency. Obtain your Emergency Police and Fire numbers from the list below.

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>fire</td>
<td></td>
</tr>
<tr>
<td>police</td>
<td></td>
</tr>
<tr>
<td>state patrol</td>
<td>627-3531</td>
</tr>
<tr>
<td>doctor</td>
<td></td>
</tr>
<tr>
<td>grady ambulance</td>
<td>523-4711</td>
</tr>
<tr>
<td>Federal Bureau of Investigation (FBI)</td>
<td>521-3900</td>
</tr>
</tbody>
</table>

- or dial "OPERATOR" in any emergency and say for example "I want to report a fire at_____" or "I want a policeman at" etc. If you cannot stay at the telephone, tell the "OPERATOR" the exact location where help is needed.
911 was not designed for behavioral health crises

- Police are default responders
- One in 4 shootings is someone experiencing a behavioral health crisis
- Police are not clinicians nor did they ask to take on that role
Community-Based

- Peer Warm Line & Crisis Navigators
- Crisis Clinical Answering Service
- Crisis Call / Text / Chat Hub
- 24/7 Outpatient
- Hospital Rapid Response
- Community Mobile Crisis
- Peer Respite/Short Term Residential
- 23 Hour Urgent Care
- Crisis Stabilization (Short Term Crisis Hospital Beds)
- Acute Care Inpatient

Facility-Based

Contact | Support | Rescue

Anyone, Anytime, Anywhere
Best Practice:
Suicide Assessment, GPS Mobile Team Dispatch, Bed Registry, Follow up
MOBILE CRISIS

Best Practice:
Clinical response, Peer part of team, GPS-enabled Tech, Engaging Police as Last Resort
Best Practice:

Dedicated First Responder Area, Incorporate Intensive Support Beds, Bed Registry & Connections to Ongoing Care
HB 1477 (988 bill)

- Prepare WA state for 988
- Enable telecom fee (24 cents/month, increased to 40 cents)
- Expand our three call centers (suicide hotlines to 988 HUB call centers)
- Fund the first 988 Tribal line
- Large scale planning—landscape to expansion efforts—building a culturally sensitive, trauma informed crisis system—including persons with lived experiences
- NDA’s—next day appointment (includes private plans by 2023)
- Some initial investments to expand crisis teams

988
Legislation: HB 1477

Fee: 24 cents on each switched access, radio access and VoIP line October 1, 2021 through December 31, 2022, followed by 40 cents beginning January 1, 2023

Anticipated Revenue: $17.9 million in FY2022, $36.1 million in FY2023 and $45.7 million in FY2024

Call Center Expenses: Including IT supports and CRIS staffing, $11.4 million in FY2022, ramping up to $24.5 million in FY2026

Notable: Includes $500k Tribal 988 Line and extensive planning and coordination, with the establishment of a crisis response improvement strategy committee

Special thanks to Representative Tina Orwell for the info above.
Expansion of Designated Suicide Lifelines (988 Call HUBS)

Voices of America (VOA)
- 988 Tribal line

Crisis Connections

Frontier Behavioral Health

- Increased resources to double staffing levels
- Suicide Screenings
- Triage
- Follow up (2022)
- Dispatch crisis teams (rapid response 2023)
- Next Day Appointments (2023)
- Access to bed openings (2023)
- Protocols/warm handoffs with 911
Enhanced Crisis Response and Crisis Stabilization Bed/Resources

How do we…

▪ ensure crisis response services are available statewide?
▪ enhance crisis teams to be able to respond in 15-20 minutes?
▪ create crisis teams/crisis stabilization services that are trauma informed and culturally sensitive to meet the needs of diverse populations?
▪ build the best crisis stabilization systems in the nation?
What training and support do crisis workers need?
Thank you!

Your voices matter in creating 988 and strengthening Washington’s Crisis Response System

Rep. Tina Orwell, 33rd Legislative District
Addressing Barriers for American Indians and Alaska Natives in Crisis

Coordinating across two systems of care
Washington State Statistics

Between 2001 and 2016, the rate of suicide mortality for American Indians and Alaska Natives in Washington State increased by 58%.

Recent data on emergency room visits for American Indians/Alaska Natives with Suicide Attempt in Washington reports 400 suicide attempts between 12/22/2019-1/23/2021.*

Data from the Northwest Tribal Epidemiology Center
Bridging the gap between two systems
**Tribal Coordination HUB**

- **Crisis Line**
  - Use existing Life line
  - Add Tribal component in the near future
  - In mean time bring in Cultural sensitive training to life line staff

- **Tribal Coordination HUB**
  - Track bed capacity
  - Follow up on life line referrals
  - Coordinate care after client has been discharged from a facility (hospital, ER, treatment)
  - Provide culturally appropriate resources- Assist in looking past barriers
  - Give DCR’s a Tribal Contact and protocol for the Reservations in their coverage area
  - Provide light case management (follow up for 2 weeks)
  - Take clients feedback on how Culturally sensitive facilities and programs are
988 Funding to Support Native Crisis Option
Thank you!

Vicki Lowe
Vicki.Lowe.AIHC @outlook.com
Abraham Dairi lost his wife, Holly, to suicide on Sept. 19, 2020.
988 Call to Action

Role in Building a Stronger Crisis Response System

Sen. Manka Dhingra, 45th Legislative District
Why is this important?

- Statewide system
- Accountability
- Transparency
- System we deserve
- System we need
Investing in our BH system

- UW BH Teaching Hospital
- Community-based BH facilities
- BH Medicaid reimbursement rates
- Substance use disorder services
- Youth mobile crisis teams
Growing our workforce

- State investments in universities and community and technical colleges
- Local investments
- Private philanthropy
How can I participate in planning the new 988 system?

Connect with Sen. Manka Dhingra and Rep. Tina Orwall

Connect with your local legislators

Connect with DOH’s Crisis Response Improvement Strategy Committee:
Betsy Jones, MBA MSW
betsyjones@healthmanagement.com
Thank you!

Sen. Manka Dhingra, 45th Legislative District

Manka.Dhingra@leg.wa.gov
Q&A: 988 Call to Action

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