



# Washington State

988 Building Hope

# HB 1477

## 988 Launch/Implementation Efforts

### Volunteers of America (VOA)

- 988 Tribal line

### Crisis Connections

### Frontier Behavioral Health



- 988 lines to become HUBS (Care traffic Control)—call, text and chat
- Telecom Fee (**24 cents, 40 cents as of 1/23**) -resources to double staffing levels at our call centers, salary increases
- Follow up (2022)
- Next Day Appointments (2023)
- Access to bed openings (2024)
- Protocols with 911
- Creation of the 988 Steering & CRIS

# *988 Next Steps*



Opening Track of their  
1969 Album Abbey  
Road

Released as a single  
coupled with the song  
"Something"

One of the Beatle's  
most memorable songs

# *Come Together*



## Rapid Response Teams

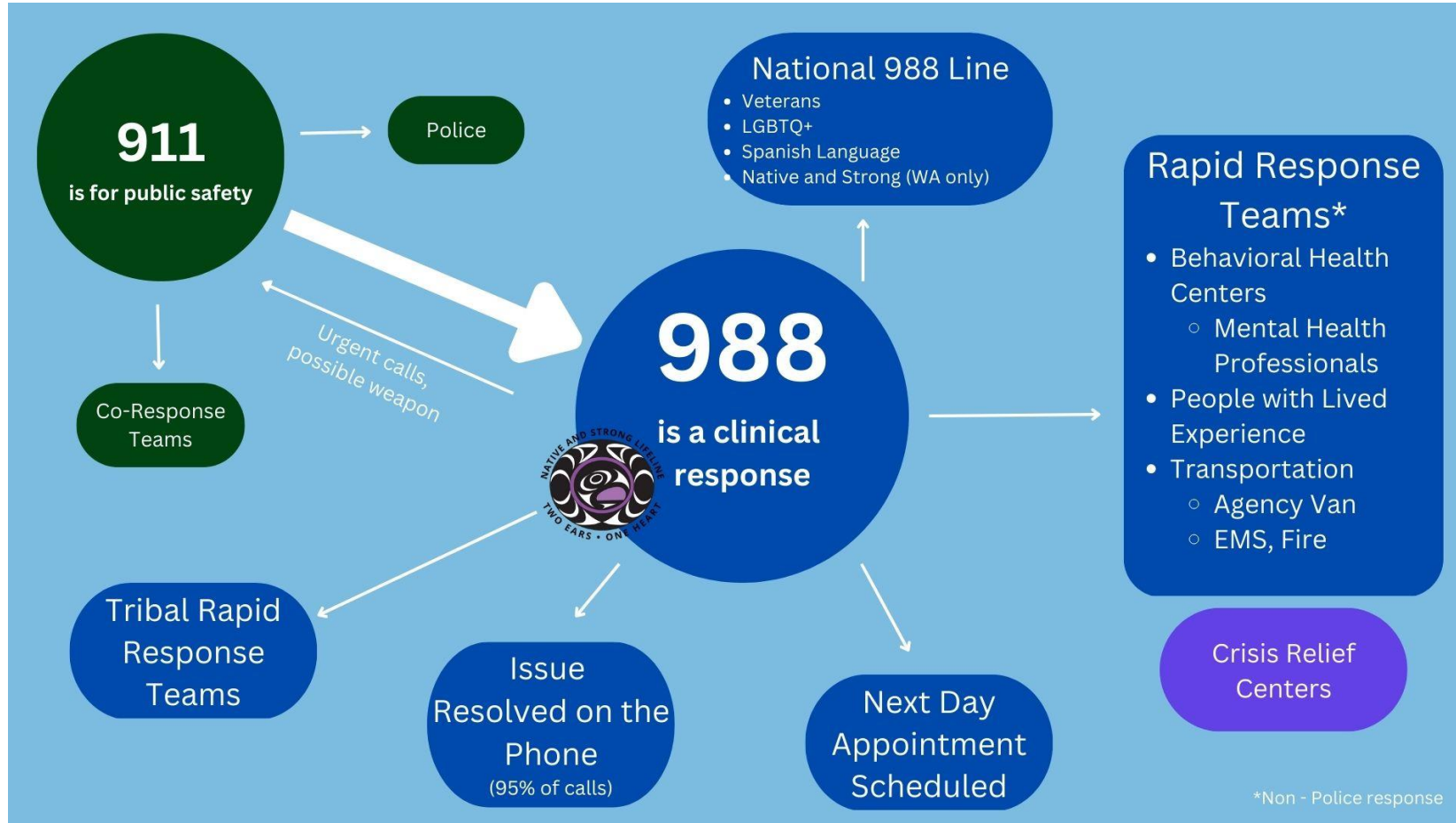
- Alternative to 911
- Clinically driven and community based (non-law enforcement)
- Lived experience on the teams
- Transportation alternatives to police (EMS/Fire)



## 23 Hour Crisis Centers/Receiving Centers

- Alternative to ED (Arizona model)
- No Wrong Door
- Missing component in our system
- Adult and youth

# 988 Universe



# 988 Rapid Clinical Response

## 988 Opt-In System Timeline

*In order to receive enhanced 988 funding*

### Rapid Response Crisis Team Formation

- Technical Assistance
- Endorsement of Rapid Response Team
- Transportation Capabilities

### 80% of the time

- **Arrival** - 30 minutes in Urban Areas
- **Arrival** - 40 Minutes in Suburban Areas
- **On Route** - 15 minutes in Rural Areas

### 80% of the time

- **Arrival** - 20 minutes in Urban Areas
- **Arrival** - 30 Minutes in Suburban Areas
- **On Route** - 10 minutes in Rural Areas

July 2023 -  
Dec 31st, 2024

Jan 1st, 2025 -  
Dec 31st, 2026

Jan 1st, 2027 -  
Forward

# 911 and 988 Partnerships

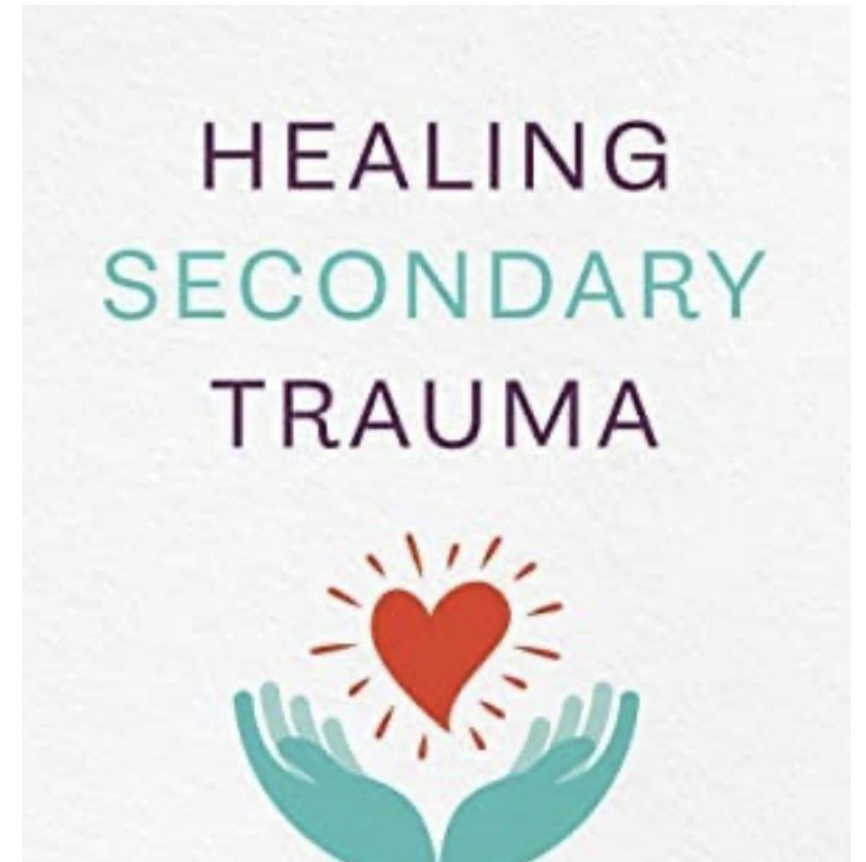
- Liability Protections
- Protocols for transfer
- Co-location



# Comprehensive Regional Training

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- 988/other crisis responders
- Secondary Trauma
- Cultural competency
- Best practice approaches to working with veterans, I/DD populations, youth, LGBTQ populations, and AI/AN populations,
- Coordination with Native and Strong Line and HUB
- Working with Agriculture community







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Thank You!