

# JUNE AC SPECIAL MEETING MINUTES

Date: June 16, 2022

Time: 9:00am

Facilitator: SECO

## SECO Update

Adam Wasserman & Andy Leneweaver provided a state office update  
988 Suicide and Crisis Lifeline goes live July 16<sup>th</sup>.

[Attachment A]

DOH/HCA informative flyer regarding the transition to 988

[Attachment B]

## Approval of Minutes

Motion to approve the May 19, 2022 Meeting Minutes

Motion made by Deanna Wells / Seconded by Sheryl Mullen

**Motion Approved**

## Subcommittee Membership

Motion to approve the Subcommittee changes as presented

[Attachment C]

Motion made by Katy Myers / Seconded by Kim Arredondo

**Motion Approved**

## Subcommittee Updates

[Attachment A]

✓ 911 Operations Subcommittee [Katy Myers]

✓ Tiger Team [Katy Myers]

After completion of the selection process, the team made the following recommendations:

### **West Side Representatives:**

Telecommunicator Seat: Jody Gaylord, Supervisor at CRESA in Clark County

Director Seat: Karl Hatton, Director at PenCom

### **East Side Representatives:**

Telecommunicator Seat: Amy Fournier-Plante, Supervisor at SeaCom

Director Seat: Erica McNamara, Director for Yakima County

Motion to approve the Certification Board Representatives, as recommended by the Tiger Team.

Motion made by Sheryl Mullen / Seconded by Deanna Wells

**Motion Approved**

✓ Policy Subcommittee [Dave Fuller]

## **New Business**

No new business to report.

## **Comments/Questions**

No comments or questions raised.

## **Next Meeting**

The next meeting of the 911 Advisory Committee will be held virtually on July 21<sup>st</sup> at 9am.

## **Adjournment**

With their being no further items to discuss, Richard Kirton called the meeting adjourned.

# JUNE AC SPECIAL MEETING

## TALKING POINTS

### SECO UPDATE

ADAM/ANDY

#### Text-to-911

Goal for statewide text-to-911 by the end of the summer remains steady.

#### Emergency Call Routing Function [ECRF]

Went live on Thursday, June 9<sup>th</sup>; going as expected, with one exception, which is currently being corrected.

#### i3-Voice

Transition to i3 is delayed until June 29<sup>th</sup>, due to the Juneteenth Holiday.

### SUBCOMMITTEE UPDATES

SEVERAL SPEAKERS

#### 911 Operations

Katy Myers

Subcommittee has been doing a lot of work related to ECRF deployment & i3 Voice, and what impacts this may have on the PSAPs.

Hopeful that everyone has received their Insights training, as this is the new portal to invoke your Policy Routing Rules.

Informed the group that there are ways for your CPE to acknowledge and recognize that you're receiving 911 calls from a different PSAP; reach out to your vendor if you do not know what that looks like in order to train your call takers can know when they are receiving a call for a different PSAP.

Due to conflicts with APCO International, the August subcommittee meeting has been cancelled.

The Subcommittee has stood-up the Carrier Workgroup: Their focus is to engage and coordinate with wireless interconnection VoIP service and wireline service providers, to plan, maintain, and evolve connectivity to the state of Washington ESInet; which can range from Legacy Camera S7 connectivity, all the way through to the NENA i3 standard. • Jonathan Brock will lead the workgroup. Anyone interested in joining the group should reach out to Jonathan or Katy. • Meeting Schedule has not been assigned.

Subcommittee stood-up the NextGen Governance Workgroup: Their focus is on ESInet Governance and working through changes, and addressing requests for change, as well as NextGen Core Services. • Beth Knieps is leading the group, please reach out to her if interested in joining. • The group meets on the 2<sup>nd</sup> Tuesday of the month, at 3pm.

ESInet Monitoring and Reporting Workgroup: Working through the 14 reports originally identified for the new reporting system being built out for us. The group is reviewing all of the documentation to determine what is truly necessary. Expecting a report on requested changes in September or October. • Kenn Moisey is the lead on this workgroup; please reach out to Kenn if interested in joining. • The group meets every Thursday.

Subcommittee will be sending out a significant PSAP survey in relation to the NextGen 911 Plan as well as the Strategic Plan; identifying where we are currently and how we can progress. The survey will be 5 sections, in pdf format, providing for the ability to use as a shared document, as answers will most likely come from various personnel within you PSAP.

#### Tiger Team

Katy Myers

Team has achieved one if it's primary goals, which was to run a selection process for the Four (4) Director and Telecommunicator positions on the Certification Board (one from east and one from west per seat)

Team continues work on identifying considerations for processes that might need to be put in place, or any bylaws that may need establishing. Expecting 3-4 additional meetings to complete. Will be recommending that each of the 4 positions (East & West Directors / East & West Telecommunicators) be assigned an alternate, of which we would also provide recommendations from the previous selection process.

Subcommittee has been busy working through all of the grant applications for equipment contract. Received over \$2M in applications, with an initial fund amount of \$1M. Thankfully the state was able to locate additional funds to aide in this project. Main focus became call handling equipment that is at end of life; we were able to accommodate every call handling equipment application, totaling \$1.5M. Applications that were not accommodated will be stored for "shovel ready" projects, should additional funds become available, or if not all of the funds are used.

# 988 Suicide and Crisis Lifeline:

What 911, Fire, EMS, and First Responders Need to Know



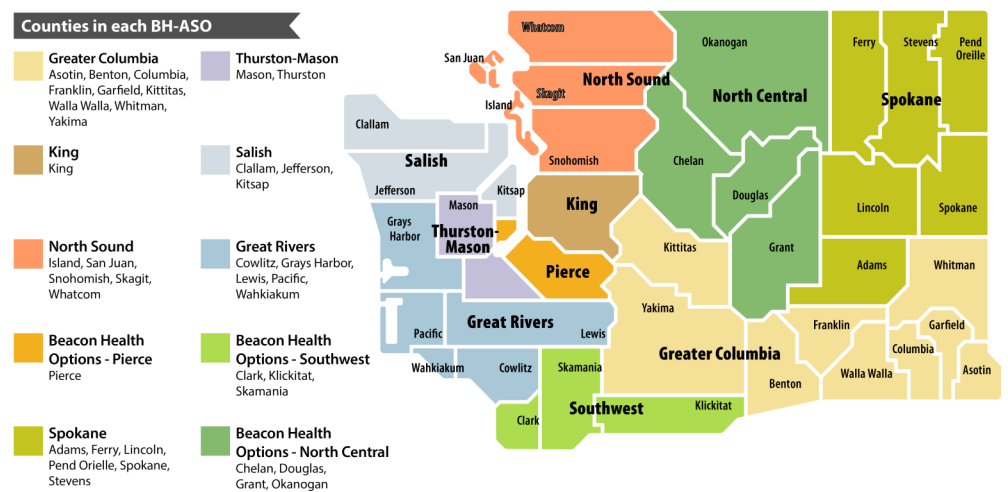
On July 16, 2022, Washington will join the rest of the United States in using the 988 dialing code — the new three-digit number for call, text, or chat that connects people to the existing National Suicide Prevention Lifeline (NSPL). People can dial 988 if they are having thoughts of suicide, mental health or substance use crises, or any other kind of emotional distress. People can also dial 988 if they are worried about a loved one who may need crisis support. Prior to July 2022, NSPL crisis centers were accessed by calling 1-800-273-TALK (8255). This number will remain active during the transition to 988.

## 911 and First Responders: What you need to know for July 16, 2022

Continue to use your current processes for connecting with regional behavioral health crisis services, such as your regional crisis line and/or mobile response. You can continue to access those services the same way you always have.

See the map of service areas for Washington's Behavioral Health Administrative Services Organizations (BH-ASOs).

### Behavioral Health: Administrative Services Organizations (BH-ASO)



Behavioral health crisis services are administered and coordinated by BH-ASOs in the regions identified in this map. Contact the BH-ASO through the regional crisis line for more information on services available. **(Click the map for a list of county crisis lines.)**

# 988, WASHINGTON'S CRISIS RESPONSE

Building understanding, hope, and a path forward for those in need, where and when they need it.

## PHASE 1: The immediate work ahead

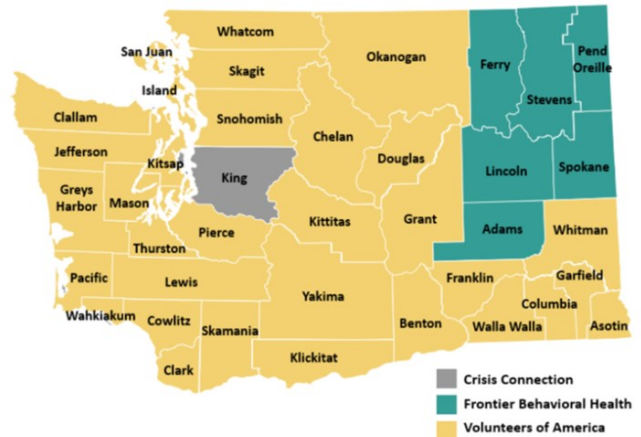
In the short-term, the goal is to **strengthen and expand the current NSPL crisis center infrastructure and capacity** to ensure trained crisis counselors are available to quickly respond to 988 via call, text, or chat.

On July 16, 2022, people who dial 988 will be connected to an NSPL crisis center. In Washington, 988 calls will be answered by the three current NSPL crisis centers: Crisis Connections, Frontier Behavioral Health, and Volunteers of America of Western Washington.

Calls are routed to the NSPL crisis centers based on the caller's area code using the map on the right.

There will be no change to the NSPL crisis centers' operations or services after July 16, 2022. They are working hard to bring on more staff in anticipation of a higher call volume.

Public promotion of 988 will occur after July 16 to ensure all phone carriers are ready to redirect 988 calls to the NSPL crisis centers. Washington's public promotion of 988 will align with guidance from the Substance Abuse and Mental Health Services Administration (SAMHSA) and Vibrant, the national administrator of the NSPL. Public promotion will make it clear that 988 links people to the NSPL.



NSPL crisis center coverage in Washington by county.

**1-800-273-TALK (8255)**

The current NSPL phone number will remain active after 988 goes live.

## PHASE 2: Washington's vision for expanded and coordinated suicide and crisis services

In the longer term, the vision is to **build a robust crisis response system across the country** that links callers to community-based providers who can deliver a full range of crisis care services. In Washington, the work ahead is outlined by House Bill 1477.

House Bill 1477 outlines key changes to Washington's Behavioral Health Crisis Response System, including:

- Health plans making next-day appointments available (January 2023)
- Establishment of best practices for deployment of mobile crisis response teams (July 2023)
- Designation of crisis call center hubs (July 2024)
- Expansion of options for youth and adults to receive help while in crisis
- A technology platform that facilitates care coordination among crisis services in Washington

Over the next few years, the Crisis Response Improvement Strategy (CRIS) Committee will develop recommendations to the Governor and Legislature to support these important components of House Bill 1477.

For more information: [Crisis Response Improvement Strategy \(CRIS\) committees](#)

### Contact

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# SC MEMBERSHIP CHANGES

- ◆ Public Education Subcommittee
  - Jessica Kulaas ◆ Pierce County Alternate
    - Filling Vacancy
  - Jaimie Green ◆ Grays Harbor County Primary
    - Replacing Megan Hamilton
  - Amanda Scott ◆ Grant County Primary
    - Replacing Jennifer Pitt
- ◆ Training Subcommittee
  - Krystal Larson ◆ Kittitas County Primary
    - Replacing Grace Meyers
- ◆ Authorities Subcommittee
  - Erica McNamara ◆ Yakima County Alternate
    - Filling Vacancy