

988 – Crisis Call Center and Behavioral Health Integrated Client Referral System

Program/Project Overview

Project Goal: Implement technology for the 988 Suicide & Crisis Lifeline and Behavioral Health Integrated Client Referral System (BHICRS).

988 Lifeline: A 24/7 free and confidential service providing suicide prevention and crisis support via call, text, or chat. Trained counselors offer immediate assistance and connect individuals to resources for suicide, substance use concerns, and emotional distress.



Legislation: Engrossed Second Substitute House Bill (E2SHB) 1477, passed in 2021, mandates the Department of Health (DOH) and Health Care Authority (HCA) to enhance crisis response systems and develop BHICRS to coordinate care statewide.

Key Technology Implementations:

- Advanced Crisis Call Center System: For crisis call center hubs handling behavioral health and suicide prevention.
- Behavioral Health Integrated Client Referral System: Ensuring seamless exchange of crisis plans, mental health directives, and least restrictive alternatives between crisis call center hubs and other behavioral health entities.

Collaboration: DOH and HCA are partnering to determine and deploy necessary technology platforms to support the 988 Crisis Call Center and BHICRS.

Critical Risks and Issues

High-level summary of risks and issues.

- The current National 988 Platform (Vibrant Up) offering does not meet Washington State 1477 requirements and the timelines and availability of information of their expanded Vibrant Up

platform has not been available to inform WA state decisions. We are asking again through our Feasibility study to detail out this information from Vibrant this month.

- Meeting legislative bill(s) timelines, with funding and technology platform decisions to be made and final implementation schedule unknown, is a risk.
- Coordinating across multiple agencies and external partners is complex and requires strong sponsorship and collaboration.

Consultation Needed

What feedback does the program or project need from the Board?

- What is important for DOH/HCA to consider as we work through this complex project across multiple agencies and external partners?
- What experiences or lessons can you share to help us successfully plan and implement such an important, new, and complex program that has multiple technology considerations?

Presented at TSB Meeting December 10, 2024