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**HOUSE BILL 1477**

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**State of Washington**

**67th Legislature**

**2021 Regular Session**

**By** Representatives Orwall, Davis, Ortiz-Self, Callan, Simmons, J. Johnson, Goodman, Ryu, Ormsby, Valdez, Frame, Berg, Bergquist, Harris-Talley, Chopp, Macri, Peterson, and Pollet

Read first time 02/03/21. Referred to Committee on Health Care & Wellness.

1 AN ACT Relating to the implementation of the national 988 system  
2 to enhance and expand behavioral health crisis response and suicide  
3 prevention services statewide by imposing an excise tax on certain  
4 telecommunications services; amending RCW 71.24.045; reenacting and  
5 amending RCW 71.24.385, 71.24.025, and 71.24.025; adding new sections  
6 to chapter 71.24 RCW; adding a new section to chapter 48.43 RCW;  
7 adding a new section to chapter 38.52 RCW; adding a new section to  
8 chapter 43.06 RCW; adding a new chapter to Title 82 RCW; creating new  
9 sections; prescribing penalties; providing effective dates; providing  
10 expiration dates; and declaring an emergency.

11 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

12 **PART I**

13 **988 CRISIS HOTLINE CENTER AND CRISIS SERVICES**

14 NEW SECTION. **Sec. 101.** (1) The legislature finds that:

15 (a) Nearly 6,000 Washington adults and children died by suicide  
16 in the last five years, according to the federal centers for disease  
17 control and prevention, tragically reflecting a state increase of 36  
18 percent in the last 10 years.

1 (b) Suicide is now the single leading cause of death for  
2 Washington young people ages 10 through 24, with total deaths 22  
3 percent higher than for vehicle crashes.

4 (c) Groups with suicide rates higher than the general population  
5 include veterans, American Indians/Alaska Natives, LGBTQ youth, and  
6 people living in rural counties across the state.

7 (d) More than one in five Washington residents are currently  
8 living with a behavioral health disorder.

9 (e) The COVID-19 pandemic has increased stressors and substance  
10 use among Washington residents.

11 (f) An improved system will reduce reliance on emergency room  
12 services and the use of law enforcement response to behavioral health  
13 crises and will stabilize individuals in the community whenever  
14 possible.

15 (2) The legislature intends to establish a coordinated crisis  
16 hotline center and crisis services system to:

17 (a) Save lives by improving the quality of and access to  
18 behavioral health crisis services;

19 (b) Further equity in addressing mental health and substance use  
20 treatment and assure a culturally and linguistically competent  
21 response to behavioral health crises;

22 (c) Recognize that, historically, crisis response placed  
23 marginalized communities, including those experiencing behavioral  
24 health crises, at disproportionate risk of poor outcomes and criminal  
25 justice involvement;

26 (d) Comply with the national suicide hotline designation act of  
27 2020 and the federal communication commission's rules adopted July  
28 16, 2020, to assure that all Washington residents receive a  
29 consistent and effective level of 988 and crisis behavioral health  
30 services no matter where they live, work, or travel in the state; and

31 (e) Provide higher quality support for people experiencing  
32 behavioral health crises through investment in new technology to  
33 create a crisis call center system to triage calls and link  
34 individuals to follow-up care. Other investments include the  
35 expansion of crisis teams, to be known as mobile rapid response  
36 crisis teams, as well as a wide array of crisis stabilization  
37 services such as 23-hour crisis stabilization units based on the  
38 living room model, crisis stabilization centers, short-term respite  
39 facilities, peer-operated respite services, and behavioral health  
40 urgent care walk-in centers. The overall crisis system shall contain

1 components that operate like hospital emergency departments that  
2 accept all walk-ins, and ambulance, fire, and police drop-offs.

3 NEW SECTION. **Sec. 102.** A new section is added to chapter 71.24  
4 RCW to read as follows:

5 (1) The department shall provide adequate funding for an expected  
6 increase in the use of the state's crisis lifeline call centers using  
7 the 988 crisis hotline prior to July 16, 2022. The funding level  
8 shall be determined by considering call volume predictions, cost per  
9 call predictions provided by the national suicide prevention  
10 lifeline, and guidance on center performance metrics.

11 (2) The department shall, prior to July 16, 2022, and based on  
12 recommendations from the implementation coalition created in section  
13 201 of this act, designate one or more crisis hotline centers to  
14 provide crisis intervention services and crisis care coordination to  
15 individuals accessing the 988 crisis hotline from any jurisdiction  
16 within Washington 24 hours a day, seven days a week. The department  
17 shall collaborate with other agencies to assure consistency in  
18 standards and policies.

19 (a)(i) To be recognized as a crisis hotline center and perform  
20 the duties of a crisis hotline center, an entity must be designated  
21 by the department under this subsection (2). To become designated and  
22 maintain that designation, a crisis hotline center must demonstrate  
23 to the department the ability to meet the requirements of this  
24 section. The department may revoke the designation of any crisis  
25 hotline center that fails to substantially comply with the standards  
26 established under this section.

27 (ii) Upon being designated, a crisis hotline center shall  
28 contract with the department to receive reimbursement for providing  
29 crisis hotline center services, as described in this section.

30 (iii) The department must incorporate recommendations from the  
31 implementation coalition established in section 201 of this act into  
32 the agreements with crisis hotline centers, as appropriate.

33 (b) Subject to funds appropriated for this purpose, crisis  
34 hotline centers must deploy a new technologically advanced behavioral  
35 health crisis call center system with a platform that includes the  
36 capacity to:

37 (i) Receive crisis assistance requests through phone calls,  
38 texts, chats, and other similar methods of communication that may be

1 developed in the future and promote access to the behavioral health  
2 crisis system;

3 (ii) Access real-time information relevant to the appropriate  
4 coordination of behavioral health crisis services, including  
5 information about less restrictive alternatives and mental health  
6 advance directives, from managed care organizations, including both  
7 primary care providers and behavioral health providers within the  
8 networks of managed care organizations, behavioral health  
9 administrative service organizations, and other health care payers;

10 (iii) Assign and track local response to behavioral health crisis  
11 calls, including the capacity to rapidly deploy mobile crisis teams  
12 through global positioning technology;

13 (iv) Arrange same-day and next-day outpatient appointments and  
14 follow-up appointments with geographically, culturally, and  
15 linguistically appropriate primary care or behavioral health  
16 providers within the person's provider network, or, if uninsured,  
17 through the person's behavioral health administrative service  
18 organization;

19 (v) Track and provide real-time bed availability to crisis  
20 responders and individuals in crisis for all behavioral health bed  
21 types, such as crisis stabilization, psychiatric inpatient, substance  
22 use disorder inpatient, withdrawal management, and peer crisis  
23 respite, including voluntary and involuntary beds; and

24 (vi) Assure follow-up services to individuals accessing the 988  
25 crisis hotline consistent with policies established by the department  
26 based upon recognized best practices.

27 (c) To provide crisis intervention services and crisis care  
28 coordination using the platform capabilities required under (a) of  
29 this subsection, crisis hotline centers must:

30 (i) Have an active agreement with the administrator of the  
31 national suicide prevention lifeline for participation within its  
32 network;

33 (ii) Meet the requirements and best practices guidelines for  
34 operational and clinical standards established by the department that  
35 are based upon the national suicide prevention lifeline requirements  
36 and other recognized best practices;

37 (iii) Provide data and reports and participate in evaluations and  
38 related quality improvement activities as required by the department,  
39 according to standards established in collaboration with the  
40 authority, for the 988 crisis hotline system;

1 (iv) Use technology that is demonstrated to be interoperable  
2 between and across crisis and emergency response systems used  
3 throughout the state, such as 911 systems, emergency medical services  
4 systems, and other nonbehavioral health crisis services, as well as  
5 the national suicide prevention lifeline, to assure cohesive,  
6 coordinated crisis care;

7 (v) Have the authority to deploy crisis and outgoing services,  
8 including mobile crisis teams and coresponder teams according to  
9 guidelines and best practices established by the department that are  
10 based upon recognized best practices, as applicable;

11 (vi) Actively collaborate with managed care organizations,  
12 including both primary care providers and behavioral health providers  
13 within the networks of managed care organizations, behavioral health  
14 administrative services organizations, and other health care payers  
15 to coordinate linkages for persons contacting the 988 crisis hotline  
16 with ongoing care needs, according to formal agreements established  
17 by the authority, upon consultation with county authorities;

18 (vii) Coordinate access to crisis receiving and stabilization  
19 services for individuals accessing the 988 crisis hotline through  
20 appropriate information sharing regarding availability of services,  
21 in accordance with information sharing rules established under (e) of  
22 this subsection; and

23 (viii) Meet the requirements set forth by the department for  
24 serving high-risk and special populations, as identified by the  
25 federal substance abuse and mental health services administration,  
26 including training requirements and policies for transferring such  
27 callers to an appropriate specialized center or subnetwork within or  
28 external to the national suicide prevention lifeline network.  
29 Requirements for high-risk and special populations shall be  
30 established with the goal of promoting behavioral health equity for  
31 all populations specifically in regards to race, ethnicity, gender,  
32 socioeconomic status, sexual orientation, or geographic location.  
33 Appropriate referrals must provide linguistically and culturally  
34 competent care.

35 (d) Crisis hotline centers must work in collaboration with the  
36 department and the national suicide prevention lifeline and veterans  
37 crisis line networks for the purpose of assuring consistency of  
38 public messaging about the 988 crisis hotline.

39 (e) The department, in consultation with the authority, must  
40 adopt rules as necessary to implement this section. The rules must

1 allow appropriate information sharing and communication between and  
2 across crisis and emergency response systems for the purpose of real-  
3 time crisis care coordination including, but not limited to,  
4 deployment of crisis and outgoing services, follow-up care, and  
5 linked, flexible services specific to crisis response.

6 NEW SECTION. **Sec. 103.** A new section is added to chapter 71.24  
7 RCW to read as follows:

8 (1) The director, upon consultation with county authorities,  
9 shall require that each behavioral health administrative service  
10 organization have community-based rapid crisis response services for  
11 individuals contacting the 988 crisis hotline who need stabilization  
12 services in the community by enhancing and expanding mobile rapid  
13 response crisis teams.

14 (a) The mobile rapid response crisis teams shall be:

15 (i) Jurisdiction-based behavioral health teams that may include  
16 licensed behavioral health professionals and must include peers; or

17 (ii) Behavioral health teams, including peers, embedded in  
18 emergency medical services.

19 (b) Mobile rapid response crisis teams shall:

20 (i) Collaborate with local law enforcement agencies; and

21 (ii) Include police as coresponders in behavioral health teams  
22 only when public safety is an issue and the situation cannot be  
23 managed without law enforcement assistance.

24 (c) Mobile rapid response crisis teams shall:

25 (i) Be designed in partnership with community members, including  
26 people with lived experience utilizing crisis services;

27 (ii) Be staffed by personnel that reflect the demographics of the  
28 community served; and

29 (iii) Collect customer service data from individuals served by  
30 demographic requirements, including race and ethnicity, set forth by  
31 the federal substance abuse and mental health services administration  
32 and consistent with state block grant requirements for continuous  
33 evaluation and quality improvement.

34 (d) Specialized mobile rapid response crisis teams shall be  
35 created to respond to the unique needs of youth, including American  
36 Indian and Alaska Native youth and LGBTQ youth, and work  
37 collaboratively with crisis hotline centers, school districts, higher  
38 education institutions, and community-based organizations dedicated  
39 to working with communities of color. In addition, specialized mobile

1 rapid response crisis teams shall be created to respond to the unique  
2 needs of the geriatric population, including older adults of color  
3 and older adults with comorbid dementia.

4 (e) Recommendations for the mobile rapid response crisis teams  
5 must be developed by the implementation coalition established in  
6 section 201 of this act. These recommendations must be integrated  
7 into the contracts between the authority and the behavioral health  
8 administrative services organizations.

9 (2) The director shall consult with federally and state-  
10 recognized tribes to create tribal mobile rapid response crisis teams  
11 to meet the unique needs of the tribes.

12 NEW SECTION. **Sec. 104.** A new section is added to chapter 71.24  
13 RCW to read as follows:

14 Crisis receiving and stabilization services, short-term  
15 residential facilities, and peer-operated respite services must meet  
16 the minimum expectations and best practices adopted by the authority  
17 based on standards established by the substance abuse and mental  
18 health services administration.

19 **Sec. 105.** RCW 71.24.045 and 2019 c 325 s 1008 are each amended  
20 to read as follows:

21 (1) The behavioral health administrative services organization  
22 contracted with the authority pursuant to RCW 71.24.381 shall:

23 (a) Administer crisis services for the assigned regional service  
24 area. Such services must include:

25 (i) Adult, youth, and geriatric mobile rapid response crisis  
26 teams, crisis stabilization services, and peer respite services;

27 (ii) A behavioral health crisis hotline for its assigned regional  
28 service area;

29 ~~((iii))~~ (iii) Crisis response services twenty-four hours a day,  
30 seven days a week, three hundred sixty-five days a year, including  
31 community-based mobile rapid response crisis teams;

32 ~~((iii))~~ (iv) Services related to involuntary commitments under  
33 chapters 71.05 and 71.34 RCW;

34 ~~((iv))~~ (v) Additional noncrisis behavioral health services,  
35 within available resources, to individuals who meet certain criteria  
36 set by the authority in its contracts with the behavioral health  
37 administrative services organization. These services may include

1 services provided through federal grant funds, provisos, and general  
2 fund state appropriations;

3 ~~((v))~~ (vi) Care coordination, diversion services, and discharge  
4 planning for nonmedicaid individuals transitioning from state  
5 hospitals ~~((e))~~, inpatient settings, or crisis stabilization  
6 services to reduce rehospitalization and utilization of crisis  
7 services, as required by the authority in contract; and

8 ~~((vi))~~ (vii) Regional coordination, cross-system and cross-  
9 jurisdiction coordination with tribal governments, and capacity  
10 building efforts, such as supporting the behavioral health advisory  
11 board, the behavioral health ombuds, and efforts to support access to  
12 services or to improve the behavioral health system;

13 (b) Administer and provide for the availability of an adequate  
14 network of evaluation and treatment services to ensure access to  
15 treatment, investigation, transportation, court-related, and other  
16 services provided as required under chapter 71.05 RCW;

17 (c) By July 1, 2026, administer and provide for the availability  
18 of an adequate network of secure withdrawal management and  
19 stabilization services to ensure access to treatment, investigation,  
20 transportation, court-related, and other services provided as  
21 required under chapter 71.05 RCW;

22 (d) Coordinate services for individuals under RCW 71.05.365;

23 ~~((d))~~ (e) Administer and provide for the availability of  
24 resource management services, residential services, and community  
25 support services as required under its contract with the authority;

26 ~~((e))~~ (f) Contract with a sufficient number, as determined by  
27 the authority, of licensed or certified providers for crisis services  
28 and other behavioral health services required by the authority;

29 ~~((f))~~ (g) Maintain adequate reserves or secure a bond as  
30 required by its contract with the authority;

31 ~~((g))~~ (h) Establish and maintain quality assurance processes;

32 ~~((h))~~ (i) Meet established limitations on administrative costs  
33 for agencies that contract with the behavioral health administrative  
34 services organization; and

35 ~~((i))~~ (j) Maintain patient tracking information as required by  
36 the authority.

37 (2) The behavioral health administrative services organization  
38 must collaborate with the authority and its contracted managed care  
39 organizations to develop and implement strategies to coordinate care



1 with tribes and community behavioral health providers for individuals  
2 with a history of frequent crisis system utilization.

3 (3) The behavioral health administrative services organization  
4 shall:

5 (a) Assure that the special needs of ((minorities)) people of  
6 color, older adults, individuals with disabilities, children, and  
7 low-income persons are met;

8 (b) Collaborate with local government entities to ensure that  
9 policies do not result in an adverse shift of persons with mental  
10 illness or substance use disorders into state and local correctional  
11 facilities; and

12 (c) Work with the authority to expedite the enrollment or  
13 reenrollment of eligible persons leaving state or local correctional  
14 facilities and institutions for mental diseases.

15 (4)(a) Responsibility for payment of crisis response services  
16 including mobile crisis, triage facility, and crisis stabilization  
17 services is as follows:

18 (i)(A) Payment for covered services for individuals enrolled in  
19 medicaid managed care plans shall be the responsibility of the  
20 managed care plan to whom the enrollee is assigned.

21 (B) Nothing in this subsection prevents the managed care plan  
22 from paying for these services through the behavioral health  
23 administrative services organization administering regional crisis  
24 services rather than by directly paying the provider of services;

25 (ii) Payment for individuals enrolled in the medicaid fee-for-  
26 service program shall be the responsibility of the health care  
27 authority;

28 (iii) Payment for covered services for individuals enrolled in  
29 private health care plans shall be the responsibility of the private  
30 health care plan; and

31 (iv) Payment for all other individuals as well as services not  
32 covered by medicaid or private plans is the responsibility of the  
33 behavioral health administrative services organization.

34 (b) Each fiscal biennium, the legislature must appropriate to the  
35 authority such amounts as are required for the reimbursement of  
36 crisis response services under (a)(i), (ii), and (iv) of this  
37 subsection (4).

38 (c) The authority shall determine how payment will be made to the  
39 provider of the service.

1 (5) Subject to funds provided for these specific purposes, the  
2 authority shall coordinate to:

3 (a) Adopt rules and contract provisions which define the  
4 mandatory elements of the behavioral health crisis response continuum  
5 for individuals enrolled in medicaid and other state-funded clients  
6 including, but not limited to, culturally competent mobile crisis  
7 teams, crisis stabilization services, and peer respite services;

8 (b) Adopt rules and contract provisions which provide that access  
9 to the behavioral health crisis response continuum for state-funded  
10 clients must be provided in all geographic regions of the state and  
11 that non-English speaking callers will receive assistance in their  
12 own language;

13 (c) Assure that the behavioral health crisis system includes age-  
14 appropriate services and messaging to meet the needs of children,  
15 youth, and the geriatric population; and

16 (d) Adopt rules and contract provisions which require that all  
17 behavioral health programs receiving state funds provide and maintain  
18 updated, real-time information regarding the availability of  
19 behavioral health inpatient and residential bed availability, and  
20 outpatient appointment availability to the crisis call center system  
21 platform. The rules and contract provisions shall also establish  
22 standards for hospitals providing mental health treatment to a person  
23 pursuant to a single bed certification issued under RCW 71.05.745 to  
24 similarly provide and maintain updated, real-time information  
25 regarding those persons.

26 NEW SECTION. Sec. 106. A new section is added to chapter 71.24  
27 RCW to read as follows:

28 The authority shall, prior to July 16, 2022, and based on  
29 recommendations from the implementation coalition created in section  
30 201 of this act, develop a plan for equally distributing across the  
31 state (1) crisis stabilization services and beds, (2) peer respite  
32 services, and (3) behavioral health urgent care.

33 **Sec. 107.** RCW 71.24.385 and 2019 c 325 s 1023 and 2019 c 264 s 6  
34 are each reenacted and amended to read as follows:

35 (1) Within funds appropriated by the legislature for this  
36 purpose, behavioral health administrative services organizations and  
37 managed care organizations, as applicable, shall develop the means to  
38 serve the needs of people:

1 (a) With mental disorders residing within the boundaries of their  
2 regional service area. Elements of the program may include:

- 3 (i) Crisis diversion services;
- 4 (ii) Evaluation and treatment and community hospital beds;
- 5 (iii) Residential treatment;
- 6 (iv) Programs for intensive community treatment;
- 7 (v) Outpatient services, including family support;
- 8 (vi) Peer support services;
- 9 (vii) Community support services;
- 10 (viii) Resource management services; and
- 11 (ix) Supported housing and supported employment services.

12 (b) With substance use disorders and their families, people  
13 incapacitated by alcohol or other psychoactive chemicals, and  
14 intoxicated people.

15 (i) Elements of the program shall include, but not necessarily be  
16 limited to, a continuum of substance use disorder treatment services  
17 that includes:

- 18 (A) Withdrawal management;
- 19 (B) Residential treatment; and
- 20 (C) Outpatient treatment.

21 (ii) The program may include peer support, supported housing,  
22 supported employment, crisis diversion, recovery support services, or  
23 technology-based recovery supports.

24 (iii) The authority may contract for the use of an approved  
25 substance use disorder treatment program or other individual or  
26 organization if the director considers this to be an effective and  
27 economical course to follow.

28 (2)(a) The managed care organization and the behavioral health  
29 administrative services organization shall have the flexibility,  
30 within the funds appropriated by the legislature for this purpose and  
31 the terms of their contract, to design the mix of services that will  
32 be most effective within their service area of meeting the needs of  
33 people with behavioral health disorders and avoiding placement of  
34 such individuals at the state mental hospital. Managed care  
35 organizations and behavioral health administrative services  
36 organizations are encouraged to maximize the use of evidence-based  
37 practices and alternative resources with the goal of substantially  
38 reducing and potentially eliminating the use of institutions for  
39 mental diseases.

1 (b) Managed care organizations and behavioral health  
2 administrative services organizations may allow reimbursement to  
3 providers for services delivered through a partial hospitalization or  
4 intensive outpatient program. Such payment and services are distinct  
5 from the state's delivery of wraparound with intensive services under  
6 the *T.R. v. Strange and Birch* settlement agreement.

7 (3) (a) Treatment provided under this chapter must be purchased  
8 primarily through managed care contracts.

9 (b) Consistent with RCW 71.24.580, services and funding provided  
10 through the criminal justice treatment account are intended to be  
11 exempted from managed care contracting.

12 (4) (a) Behavioral health administrative service organizations  
13 shall assign a care coordinator to and provide same-day and next-day  
14 appointments for persons who are uninsured and seek services from the  
15 behavioral health crisis system.

16 (b) Managed care organizations shall assign a care coordinator to  
17 and provide same-day and next-day appointments for enrollees who are  
18 uninsured and seek services from the behavioral health crisis system.

19 NEW SECTION. Sec. 108. A new section is added to chapter 48.43  
20 RCW to read as follows:

21 Health plans issued or renewed on or after January 1, 2022, must  
22 include coverage to assign a care coordinator to and provide same-day  
23 and next-day appointments for enrollees who seek services from the  
24 behavioral health crisis system.

25 NEW SECTION. Sec. 109. A new section is added to chapter 38.52  
26 RCW to read as follows:

27 The state enhanced 911 coordination office shall collaborate with  
28 the department to assure consistency and equity of care statewide for  
29 individuals in crisis, regardless of whether they dial 911 or 988.  
30 This will include, but is not limited to:

31 (1) Formalizing collaboration to assess current and future  
32 training programs and operations for both 911 public safety  
33 telecommunicators and crisis line workers;

34 (2) Identifying and applying consistent crisis and suicidal  
35 assessment strategies, processes and procedures across both systems;

36 (3) Utilizing proven de-escalation techniques and crisis  
37 intervention skills that meet national and state standards;

1 (4) Ensuring that individuals in crisis have efficient access to  
2 resources through interventions via crisis hotlines, first responders  
3 including law enforcement, fire and emergency medical services, and  
4 local designated crisis responders; and

5 (5) Ensuring interoperability between the 988 and 911 systems to  
6 allow for seamless transfer of calls and shared information.

7 NEW SECTION. **Sec. 110.** A new section is added to chapter 43.06  
8 RCW to read as follows:

9 The governor shall appoint a 988 crisis hotline system director  
10 to provide direction and oversight in the implementation and  
11 administration of the 988 crisis hotline and the behavioral health  
12 crisis system components that work in conjunction with the crisis  
13 hotline centers. The director shall:

14 (1) Assure coordination between the 988 crisis hotline and crisis  
15 hotline centers and, in collaboration with the state enhanced 911  
16 coordination office, with 911 emergency communications systems;

17 (2) Assure proper communication between crisis hotline centers  
18 and behavioral health crisis services, including the deployment and  
19 availability of appropriate behavioral health crisis services in a  
20 timely manner and the effective tracking of crisis bed and  
21 appointment availability;

22 (3) Review the adequacy of training for crisis hotline center  
23 personnel and, in coordination with the state enhanced 911  
24 coordination office, for 911 operators with respect to their  
25 interactions with the crisis hotline center;

26 (4) Oversee the coordination and adequacy of behavioral health  
27 crisis services provided by behavioral health administrative services  
28 organizations and other crisis services provided by counties;

29 (5) Assure that contracts between the health care authority and  
30 managed care organizations and behavioral health administrative  
31 services organizations support the behavioral health crisis system;  
32 and

33 (6) Oversee the collaboration between the department of health  
34 and the health care authority in their respective roles in supporting  
35 the 988 crisis hotline, crisis hotline centers, and behavioral health  
36 crisis services.

37 **PART II**

38 **IMPLEMENTATION AND OVERSIGHT**

1        NEW SECTION.        **Sec. 201.**        (1) The governor shall create an  
2 implementation coalition for the purpose of enhancing and expanding  
3 behavioral health and suicide prevention crisis services in  
4 Washington.

5        (2) (a) The implementation coalition shall consist of the  
6 following members:

7        (i) The president of the senate shall appoint one member and one  
8 alternate member from each of the two largest caucuses of the senate;

9        (ii) The speaker of the house of representatives shall appoint  
10 one member and one alternate member from each of the two largest  
11 caucuses of the house of representatives;

12        (iii) The governor shall appoint at least one representative from  
13 each of the following: The office of the governor, the department of  
14 health, the health care authority, the office of the superintendent  
15 of public instruction, the state board of education, the department  
16 of social and health services, the department of children, youth, and  
17 families, the department of revenue, the utilities and transportation  
18 commission, the department of veterans affairs, the commission on  
19 African American affairs, the commission on Hispanic affairs, the  
20 governor's office of Indian affairs, the LGBTQ commission, and the  
21 commission on Asian Pacific American affairs;

22        (iv) The governor shall request participation by a person  
23 representing the interests of tribal governments; and

24        (v) The governor shall appoint one representative from each of  
25 the following groups, unless a different amount is indicated:  
26 Behavioral health administrative services organizations, community  
27 mental health agencies, community substance use disorder agencies,  
28 medicaid managed care organizations, private insurance plans, a  
29 university-based suicide prevention center of excellence, the  
30 Washington state medical association, a statewide advocacy  
31 organization for persons with mental illness, a statewide advocacy  
32 organization for persons with substance use disorder, peer support  
33 service providers, mental health crisis stabilization experts,  
34 substance use disorder crisis stabilization experts, crisis hotline  
35 centers, designated crisis responders, law enforcement assistance  
36 diversion programs, law enforcement leaders, police accountability  
37 groups, local health departments or districts, primary care  
38 providers, three persons with lived experience who have been a  
39 recipient of crisis response services as an adult, three persons with  
40 lived experience who have been a recipient of crisis response

1 services as a child or youth, three parents or family members of  
2 persons with lived experience who have received crisis response  
3 services, parents or family members of individuals killed by law  
4 enforcement officers during a behavioral health crisis, the  
5 Washington state hospital association, the Washington state  
6 association of counties, and the association of Washington cities.

7 (b) The implementation coalition shall choose three cochairs. One  
8 cochair must be a legislative member appointed under (a)(i) or  
9 (b)(ii) of this subsection (2). One cochair must be an executive  
10 branch member appointed under (a)(iii) of this subsection (2). One  
11 cochair must be an implementation group member appointed under  
12 (a)(iv) or (v) of this subsection (2). The legislative members shall  
13 convene the initial meeting of the implementation coalition.

14 (c) Voting members of the implementation coalition are the  
15 members identified in (a)(i), (ii), (iv), and (v) of this subsection  
16 (2).

17 (3) The implementation coalition shall identify barriers and make  
18 recommendations to implement and monitor the progress of the 988  
19 crisis hotline in Washington and make recommendations on statewide  
20 improvement of behavioral health crisis response services. The  
21 implementation coalition must review and report on the following:

22 (a) A recommended vision for an integrated crisis network in  
23 Washington that includes, but is not limited to: An integrated 988  
24 crisis hotline and crisis hotline centers; mobile crisis response  
25 units for youth, adult, and geriatric populations; crisis  
26 stabilization facilities; an integrated involuntary treatment system;  
27 peer and respite services; data resources; and a Washington state tip  
28 line for youth;

29 (b) A workplan with timelines and deliverables to implement local  
30 response for calls to the 988 crisis hotline within Washington in  
31 accordance with the time frames required by the national suicide  
32 hotline designation act of 2020;

33 (c) A workplan with timelines and deliverables to implement  
34 mobile crisis teams and crisis receiving and stabilization services;

35 (d) The implementation of a new statewide, technologically  
36 advanced behavioral health crisis call center system with a platform,  
37 as described in section 102 of this act, for assigning and tracking  
38 response to behavioral health crisis calls and providing real-time  
39 bed availability to crisis responders;

1 (e) The identification of the behavioral health challenges that  
2 implementation of the 988 crisis hotline will address in addition to  
3 suicide response and mental health and substance use crises;

4 (f) The identification of key intercepts with law enforcement and  
5 the 911 system and the development of training and protocols to  
6 assure that staff of both the 988 crisis hotline and 911 system are  
7 able to properly coordinate with each other and activate each system  
8 to meet the specific needs of the individual;

9 (g) The standards of accountability across the varied types of  
10 entities within the integrated network;

11 (h) Recommendations for ensuring equity in services for  
12 individuals of diverse cultures and in tribal, urban, and rural  
13 communities;

14 (i) The allocation of funding responsibilities among medicaid  
15 managed care organizations, commercial insurers, and behavioral  
16 health administrative services organizations with respect to  
17 reimbursing providers for same-day appointments, next-day  
18 appointments, and care coordination services provided to enrollees  
19 and uninsured residents;

20 (j) A public relations campaign to highlight the new 988 crisis  
21 hotline; and

22 (k) The recommended composition of a statewide behavioral health  
23 crisis response oversight board for ongoing monitoring of the system  
24 and where this should be established.

25 (4) The implementation coalition shall seek input from tribes,  
26 veterans, the LGBTQ community, and communities of color to determine  
27 how well our system is currently working and ways to improve our  
28 crisis response system.

29 (5) The state shall select an agency to contract with the William  
30 D. Ruckelshaus center or other neutral party to administer and  
31 provide staff support and facilitation services to the implementation  
32 coalition. The center or other neutral party administrator may, when  
33 deemed necessary by the implementation coalition, contract with one  
34 or more appropriate consultants to provide data analysis, research,  
35 and other services to the implementation coalition for the purposes  
36 provided in subsection (3) of this section.

37 (6) Legislative members of the implementation coalition shall be  
38 reimbursed for travel expenses in accordance with RCW 44.04.120.  
39 Nonlegislative members are not entitled to be reimbursed for travel  
40 expenses if they are elected officials or are participating on behalf



1 of an employer, governmental entity, or other organization. Any  
2 reimbursement for other nonlegislative members is subject to chapter  
3 43.03 RCW.

4 (7) The expenses of the implementation coalition shall be paid  
5 for by a combination of public and private funds. The public funds  
6 are to be covered by the state agency selected under subsection (5)  
7 of this section.

8 (8) The implementation coalition shall provide a preliminary  
9 report of findings and recommendations to the governor and the  
10 appropriate committees of the legislature by December 1, 2021, and a  
11 final report by November 1, 2022.

12 (9) This section expires December 30, 2022.

13 NEW SECTION. **Sec. 202.** A new section is added to chapter 71.24  
14 RCW to read as follows:

15 (1) The department and authority shall provide an annual report  
16 of the 988 crisis hotline's usage and call outcomes and crisis  
17 services inclusive of the mobile rapid response crisis teams and  
18 crisis stabilization services. The report must be submitted to the  
19 governor and the appropriate committees of the legislature each  
20 November beginning in 2023. The report must include information on  
21 the fund deposits and expenditures of the account created in section  
22 305 of this act.

23 (2) The department and authority shall coordinate with the  
24 department of revenue, and any other agency that is appropriated  
25 funding under the account created in section 305 of this act to  
26 develop and submit information to the federal communication's  
27 commission required for the completion of fee accountability reports  
28 pursuant to the national suicide hotline designation act of 2020.

29 **PART III**

30 **TAX**

31 NEW SECTION. **Sec. 301.** DEFINITIONS. (1) The definitions in this  
32 section apply throughout this chapter unless the context clearly  
33 requires otherwise.

34 (a) "988 crisis hotline" has the same meaning as in RCW  
35 71.24.025.

36 (b) "Fiscal growth factor" has the same meaning as in RCW  
37 43.135.025.

1 (2) The definitions in RCW 82.14B.020 apply to this chapter.

2 NEW SECTION. **Sec. 302.** TAX IMPOSED. (1) A statewide 988  
3 behavioral health crisis response line tax is imposed on the use of  
4 all radio access lines:

5 (a) By subscribers whose place of primary use is located within  
6 the state in the amount set forth in (b) of this subsection per month  
7 for each radio access line. The tax must be uniform for each radio  
8 access line under subsection (2) of this section;

9 (b)(i) Beginning October 1, 2021, through December 31, 2022, the  
10 tax rate is 30 cents for each radio access line;

11 (ii) Beginning January 1, 2023, through June 30, 2024, the tax  
12 rate is 50 cents for each radio access line; and

13 (iii) Beginning July 1, 2024, the tax rate is 75 cents for each  
14 radio access line.

15 (c) The tax imposed under this subsection must be remitted to the  
16 department by radio communications service companies, including those  
17 companies that resell radio access lines, and sellers of prepaid  
18 wireless telecommunications service companies, on a tax return  
19 provided by the department. Tax proceeds must be deposited by the  
20 treasurer into the statewide 988 behavioral health crisis response  
21 line account created in section 305 of this act. The tax imposed  
22 under this section is not subject to the state sales and use tax or  
23 any local tax.

24 (2)(a) Beginning October 1, 2021, through December 31, 2022, the  
25 tax rate is 30 cents for each interconnected voice over internet  
26 protocol service line;

27 (b) Beginning January 1, 2023, through June 30, 2024, the tax  
28 rate is 50 cents for each interconnected voice over internet protocol  
29 service line; and

30 (c) Beginning July 1, 2024, the tax rate is 75 cents for  
31 interconnected voice over internet protocol service line.

32 (3) By March 1, 2025, and March 1st of each odd year thereafter,  
33 the department must revise the amount of the statewide 988 behavioral  
34 health crisis response line tax imposed by subsections (1) and (2) of  
35 this section for the upcoming biennium using the fiscal growth  
36 factor. The new statewide 988 behavioral health crisis response line  
37 tax amount shall be effective for the upcoming biennium starting July  
38 1, 2025, or July 1st of each odd year thereafter.

1 (4) Tax proceeds collected pursuant to this section must be  
2 deposited by the treasurer into the statewide 988 behavioral health  
3 crisis response line account created in section 305 of this act.

4 NEW SECTION. **Sec. 303.** COLLECTION OF TAX. (1) Except as  
5 provided otherwise in subsection (2) of this section:

6 (a) The statewide 988 behavioral health crisis response line tax  
7 on radio access lines must be collected from the subscriber by the  
8 radio communications service company, including those companies that  
9 resell radio access lines, providing the radio access line to the  
10 subscriber, and the seller of prepaid wireless telecommunications  
11 services.

12 (b) The statewide 988 behavioral health crisis response line tax  
13 on interconnected voice over internet protocol service lines must be  
14 collected from the subscriber by the interconnected voice over  
15 internet protocol service company providing the interconnected voice  
16 over internet protocol service line to the subscriber.

17 (c) The amount of the tax must be stated separately on the  
18 billing statement which is sent to the subscriber.

19 (2)(a) The statewide 988 behavioral health crisis response line  
20 tax imposed by this chapter must be collected from the consumer by  
21 the seller of a prepaid wireless telecommunications service for each  
22 retail transaction occurring in this state.

23 (b) The department must transfer all tax proceeds remitted by a  
24 seller under this subsection (2) to the statewide 988 behavioral  
25 health crisis response line account created in section 305 of this  
26 act.

27 (c) The taxes required by this subsection to be collected by the  
28 seller must be separately stated in any sales invoice or instrument  
29 of sale provided to the consumer.

30 NEW SECTION. **Sec. 304.** PAYMENT AND COLLECTION. (1)(a) The  
31 statewide 988 behavioral health crisis response line tax imposed by  
32 this chapter must be paid by the subscriber to the radio  
33 communications service company providing the radio access line or the  
34 interconnected voice over internet protocol service company providing  
35 the interconnected voice over internet protocol service line.

36 (b) Each radio communications service company, and each  
37 interconnected voice over internet protocol service company, must  
38 collect from the subscriber the full amount of the taxes payable. The

1 statewide 988 behavioral health crisis response line tax required by  
2 this chapter to be collected by a company or seller, are deemed to be  
3 held in trust by the company or seller until paid to the department.  
4 Any radio communications service company or interconnected voice over  
5 internet protocol service company that appropriates or converts the  
6 tax collected to its own use or to any use other than the payment of  
7 the tax to the extent that the money collected is not available for  
8 payment on the due date as prescribed in this chapter is guilty of a  
9 gross misdemeanor.

10 (2) If any radio communications service company or interconnected  
11 voice over internet protocol service company fails to collect the  
12 statewide 988 behavioral health crisis response line tax or, after  
13 collecting the tax, fails to pay it to the department in the manner  
14 prescribed by this chapter, whether such failure is the result of its  
15 own act or the result of acts or conditions beyond its control, the  
16 company or seller is personally liable to the state for the amount of  
17 the tax, unless the company or seller has taken from the buyer in  
18 good faith documentation, in a form and manner prescribed by the  
19 department, stating that the buyer is not a subscriber or consumer or  
20 is otherwise not liable for the statewide 988 behavioral health  
21 crisis response line tax.

22 (3) The amount of tax, until paid by the subscriber to the radio  
23 communications service company, the interconnected voice over  
24 internet protocol service company, or to the department, constitutes  
25 a debt from the subscriber to the company, or from the consumer to  
26 the seller. Any company or seller that fails or refuses to collect  
27 the tax as required with intent to violate the provisions of this  
28 chapter or to gain some advantage or benefit, either direct or  
29 indirect, and any subscriber or consumer who refuses to pay any tax  
30 due under this chapter is guilty of a misdemeanor. The statewide 988  
31 behavioral health crisis response line tax required by this chapter  
32 to be collected by the radio communications service company or  
33 interconnected voice over internet protocol service company must be  
34 stated separately on the billing statement that is sent to the  
35 subscriber.

36 (4) If a subscriber has failed to pay to the radio communications  
37 service company, or interconnected voice over internet protocol  
38 service company, the statewide 988 behavioral health crisis response  
39 line tax imposed by this chapter and the company or seller has not  
40 paid the amount of the tax to the department, the department may, in

1 its discretion, proceed directly against the subscriber or consumer  
2 for collection of the tax, in which case a penalty of 10 percent may  
3 be added to the amount of the tax for failure of the subscriber or  
4 consumer to pay the tax to the company or seller, regardless of when  
5 the tax is collected by the department.

6 NEW SECTION. **Sec. 305.** ACCOUNT CREATION. (1) The statewide 988  
7 behavioral health crisis response line account is created in the  
8 state treasury. All receipts from the statewide 988 behavioral health  
9 crisis response line tax imposed pursuant to this chapter must be  
10 deposited into the account. Moneys may only be spent after  
11 appropriation.

12 (2) Expenditures from the account may only be used for (a)  
13 ensuring the efficient and effective routing of calls made to the 988  
14 crisis hotline to an appropriate crisis hotline center; and (b)  
15 personnel and the provision of acute behavioral health, crisis  
16 outreach, stabilization services, and follow-up case management by  
17 directly responding to the 988 crisis hotline.

18 (3) Moneys in the account may not be used to supplant general  
19 fund appropriations for behavioral health services or for medicaid  
20 covered services to individuals enrolled in the medicaid program.

21 **PART IV**  
22 **DEFINITIONS AND MISCELLANEOUS**

23 **Sec. 401.** RCW 71.24.025 and 2020 c 256 s 201 are each reenacted  
24 and amended to read as follows:

25 Unless the context clearly requires otherwise, the definitions in  
26 this section apply throughout this chapter.

27 (1) "Acutely mentally ill" means a condition which is limited to  
28 a short-term severe crisis episode of:

29 (a) A mental disorder as defined in RCW 71.05.020 or, in the case  
30 of a child, as defined in RCW 71.34.020;

31 (b) Being gravely disabled as defined in RCW 71.05.020 or, in the  
32 case of a child, a gravely disabled minor as defined in RCW  
33 71.34.020; or

34 (c) Presenting a likelihood of serious harm as defined in RCW  
35 71.05.020 or, in the case of a child, as defined in RCW 71.34.020.

36 (2) "Alcoholism" means a disease, characterized by a dependency  
37 on alcoholic beverages, loss of control over the amount and

1 circumstances of use, symptoms of tolerance, physiological or  
2 psychological withdrawal, or both, if use is reduced or discontinued,  
3 and impairment of health or disruption of social or economic  
4 functioning.

5 (3) "Approved substance use disorder treatment program" means a  
6 program for persons with a substance use disorder provided by a  
7 treatment program licensed or certified by the department as meeting  
8 standards adopted under this chapter.

9 (4) "Authority" means the Washington state health care authority.

10 (5) "Available resources" means funds appropriated for the  
11 purpose of providing community behavioral health programs, federal  
12 funds, except those provided according to Title XIX of the Social  
13 Security Act, and state funds appropriated under this chapter or  
14 chapter 71.05 RCW by the legislature during any biennium for the  
15 purpose of providing residential services, resource management  
16 services, community support services, and other behavioral health  
17 services. This does not include funds appropriated for the purpose of  
18 operating and administering the state psychiatric hospitals.

19 (6) "Behavioral health administrative services organization"  
20 means an entity contracted with the authority to administer  
21 behavioral health services and programs under RCW 71.24.381,  
22 including crisis services and administration of chapter 71.05 RCW,  
23 the involuntary treatment act, for all individuals in a defined  
24 regional service area.

25 (7) "Behavioral health aide" means a counselor, health educator,  
26 and advocate who helps address individual and community-based  
27 behavioral health needs, including those related to alcohol, drug,  
28 and tobacco abuse as well as mental health problems such as grief,  
29 depression, suicide, and related issues and is certified by a  
30 community health aide program of the Indian health service or one or  
31 more tribes or tribal organizations consistent with the provisions of  
32 25 U.S.C. Sec. 16161 and RCW 43.71B.010 (7) and (8).

33 (8) "Behavioral health provider" means a person licensed under  
34 chapter 18.57, 18.57A, 18.71, 18.71A, 18.83, 18.205, 18.225, or 18.79  
35 RCW, as it applies to registered nurses and advanced registered nurse  
36 practitioners.

37 (9) "Behavioral health services" means mental health services as  
38 described in this chapter and chapter 71.36 RCW and substance use  
39 disorder treatment services as described in this chapter that,  
40 depending on the type of service, are provided by licensed or

1 certified behavioral health agencies, behavioral health providers, or  
2 integrated into other health care providers.

3 (10) "Child" means a person under the age of eighteen years.

4 (11) "Chronically mentally ill adult" or "adult who is  
5 chronically mentally ill" means an adult who has a mental disorder  
6 and meets at least one of the following criteria:

7 (a) Has undergone two or more episodes of hospital care for a  
8 mental disorder within the preceding two years; or

9 (b) Has experienced a continuous psychiatric hospitalization or  
10 residential treatment exceeding six months' duration within the  
11 preceding year; or

12 (c) Has been unable to engage in any substantial gainful activity  
13 by reason of any mental disorder which has lasted for a continuous  
14 period of not less than twelve months. "Substantial gainful activity"  
15 shall be defined by the authority by rule consistent with Public Law  
16 92-603, as amended.

17 (12) "Clubhouse" means a community-based program that provides  
18 rehabilitation services and is licensed or certified by the  
19 department.

20 (13) "Community behavioral health program" means all  
21 expenditures, services, activities, or programs, including reasonable  
22 administration and overhead, designed and conducted to prevent or  
23 treat substance use disorder, mental illness, or both in the  
24 community behavioral health system.

25 (14) "Community behavioral health service delivery system" means  
26 public, private, or tribal agencies that provide services  
27 specifically to persons with mental disorders, substance use  
28 disorders, or both, as defined under RCW 71.05.020 and receive  
29 funding from public sources.

30 (15) "Community support services" means services authorized,  
31 planned, and coordinated through resource management services  
32 including, at a minimum, assessment, diagnosis, emergency crisis  
33 intervention available twenty-four hours, seven days a week,  
34 prescreening determinations for persons who are mentally ill being  
35 considered for placement in nursing homes as required by federal law,  
36 screening for patients being considered for admission to residential  
37 services, diagnosis and treatment for children who are acutely  
38 mentally ill or severely emotionally or behaviorally disturbed  
39 discovered under screening through the federal Title XIX early and  
40 periodic screening, diagnosis, and treatment program, investigation,

1 legal, and other nonresidential services under chapter 71.05 RCW,  
2 case management services, psychiatric treatment including medication  
3 supervision, counseling, psychotherapy, assuring transfer of relevant  
4 patient information between service providers, recovery services, and  
5 other services determined by behavioral health administrative  
6 services organizations.

7 (16) "Consensus-based" means a program or practice that has  
8 general support among treatment providers and experts, based on  
9 experience or professional literature, and may have anecdotal or case  
10 study support, or that is agreed but not possible to perform studies  
11 with random assignment and controlled groups.

12 (17) "County authority" means the board of county commissioners,  
13 county council, or county executive having authority to establish a  
14 behavioral health administrative services organization, or two or  
15 more of the county authorities specified in this subsection which  
16 have entered into an agreement to establish a behavioral health  
17 administrative services organization.

18 (18) "Department" means the department of health.

19 (19) "Designated crisis responder" has the same meaning as in RCW  
20 71.05.020.

21 (20) "Director" means the director of the authority.

22 (21) "Drug addiction" means a disease characterized by a  
23 dependency on psychoactive chemicals, loss of control over the amount  
24 and circumstances of use, symptoms of tolerance, physiological or  
25 psychological withdrawal, or both, if use is reduced or discontinued,  
26 and impairment of health or disruption of social or economic  
27 functioning.

28 (22) "Early adopter" means a regional service area for which all  
29 of the county authorities have requested that the authority purchase  
30 medical and behavioral health services through a managed care health  
31 system as defined under RCW 71.24.380(6).

32 (23) "Emerging best practice" or "promising practice" means a  
33 program or practice that, based on statistical analyses or a well  
34 established theory of change, shows potential for meeting the  
35 evidence-based or research-based criteria, which may include the use  
36 of a program that is evidence-based for outcomes other than those  
37 listed in subsection (24) of this section.

38 (24) "Evidence-based" means a program or practice that has been  
39 tested in heterogeneous or intended populations with multiple  
40 randomized, or statistically controlled evaluations, or both; or one



1 large multiple site randomized, or statistically controlled  
2 evaluation, or both, where the weight of the evidence from a systemic  
3 review demonstrates sustained improvements in at least one outcome.  
4 "Evidence-based" also means a program or practice that can be  
5 implemented with a set of procedures to allow successful replication  
6 in Washington and, when possible, is determined to be cost-  
7 beneficial.

8 (25) "Indian health care provider" means a health care program  
9 operated by the Indian health service or by a tribe, tribal  
10 organization, or urban Indian organization as those terms are defined  
11 in the Indian health care improvement act (25 U.S.C. Sec. 1603).

12 (26) "Intensive behavioral health treatment facility" means a  
13 community-based specialized residential treatment facility for  
14 individuals with behavioral health conditions, including individuals  
15 discharging from or being diverted from state and local hospitals,  
16 whose impairment or behaviors do not meet, or no longer meet,  
17 criteria for involuntary inpatient commitment under chapter 71.05  
18 RCW, but whose care needs cannot be met in other community-based  
19 placement settings.

20 (27) "Licensed or certified behavioral health agency" means:

21 (a) An entity licensed or certified according to this chapter or  
22 chapter 71.05 RCW;

23 (b) An entity deemed to meet state minimum standards as a result  
24 of accreditation by a recognized behavioral health accrediting body  
25 recognized and having a current agreement with the department; or

26 (c) An entity with a tribal attestation that it meets state  
27 minimum standards for a licensed or certified behavioral health  
28 agency.

29 (28) "Licensed physician" means a person licensed to practice  
30 medicine or osteopathic medicine and surgery in the state of  
31 Washington.

32 (29) "Long-term inpatient care" means inpatient services for  
33 persons committed for, or voluntarily receiving intensive treatment  
34 for, periods of ninety days or greater under chapter 71.05 RCW.

35 "Long-term inpatient care" as used in this chapter does not include:

36 (a) Services for individuals committed under chapter 71.05 RCW who  
37 are receiving services pursuant to a conditional release or a court-  
38 ordered less restrictive alternative to detention; or (b) services  
39 for individuals voluntarily receiving less restrictive alternative  
40 treatment on the grounds of the state hospital.

1 (30) "Managed care organization" means an organization, having a  
2 certificate of authority or certificate of registration from the  
3 office of the insurance commissioner, that contracts with the  
4 authority under a comprehensive risk contract to provide prepaid  
5 health care services to enrollees under the authority's managed care  
6 programs under chapter 74.09 RCW.

7 (31) "Mental health peer respite center" means a peer-run program  
8 to serve individuals in need of voluntary, short-term, noncrisis  
9 services that focus on recovery and wellness.

10 (32) Mental health "treatment records" include registration and  
11 all other records concerning persons who are receiving or who at any  
12 time have received services for mental illness, which are maintained  
13 by the department of social and health services or the authority, by  
14 behavioral health administrative services organizations and their  
15 staffs, by managed care organizations and their staffs, or by  
16 treatment facilities. "Treatment records" do not include notes or  
17 records maintained for personal use by a person providing treatment  
18 services for the entities listed in this subsection, or a treatment  
19 facility if the notes or records are not available to others.

20 (33) "Mentally ill persons," "persons who are mentally ill," and  
21 "the mentally ill" mean persons and conditions defined in subsections  
22 (1), (11), (40), and (41) of this section.

23 (34) "Recovery" means a process of change through which  
24 individuals improve their health and wellness, live a self-directed  
25 life, and strive to reach their full potential.

26 (35) "Research-based" means a program or practice that has been  
27 tested with a single randomized, or statistically controlled  
28 evaluation, or both, demonstrating sustained desirable outcomes; or  
29 where the weight of the evidence from a systemic review supports  
30 sustained outcomes as described in subsection (24) of this section  
31 but does not meet the full criteria for evidence-based.

32 (36) "Residential services" means a complete range of residences  
33 and supports authorized by resource management services and which may  
34 involve a facility, a distinct part thereof, or services which  
35 support community living, for persons who are acutely mentally ill,  
36 adults who are chronically mentally ill, children who are severely  
37 emotionally disturbed, or adults who are seriously disturbed and  
38 determined by the behavioral health administrative services  
39 organization or managed care organization to be at risk of becoming  
40 acutely or chronically mentally ill. The services shall include at

1 least evaluation and treatment services as defined in chapter 71.05  
2 RCW, acute crisis respite care, long-term adaptive and rehabilitative  
3 care, and supervised and supported living services, and shall also  
4 include any residential services developed to service persons who are  
5 mentally ill in nursing homes, residential treatment facilities,  
6 assisted living facilities, and adult family homes, and may include  
7 outpatient services provided as an element in a package of services  
8 in a supported housing model. Residential services for children in  
9 out-of-home placements related to their mental disorder shall not  
10 include the costs of food and shelter, except for children's long-  
11 term residential facilities existing prior to January 1, 1991.

12 (37) "Resilience" means the personal and community qualities that  
13 enable individuals to rebound from adversity, trauma, tragedy,  
14 threats, or other stresses, and to live productive lives.

15 (38) "Resource management services" mean the planning,  
16 coordination, and authorization of residential services and community  
17 support services administered pursuant to an individual service plan  
18 for: (a) Adults and children who are acutely mentally ill; (b) adults  
19 who are chronically mentally ill; (c) children who are severely  
20 emotionally disturbed; or (d) adults who are seriously disturbed and  
21 determined by a behavioral health administrative services  
22 organization or managed care organization to be at risk of becoming  
23 acutely or chronically mentally ill. Such planning, coordination, and  
24 authorization shall include mental health screening for children  
25 eligible under the federal Title XIX early and periodic screening,  
26 diagnosis, and treatment program. Resource management services  
27 include seven day a week, twenty-four hour a day availability of  
28 information regarding enrollment of adults and children who are  
29 mentally ill in services and their individual service plan to  
30 designated crisis responders, evaluation and treatment facilities,  
31 and others as determined by the behavioral health administrative  
32 services organization or managed care organization, as applicable.

33 (39) "Secretary" means the secretary of the department of health.

34 (40) "Seriously disturbed person" means a person who:

35 (a) Is gravely disabled or presents a likelihood of serious harm  
36 to himself or herself or others, or to the property of others, as a  
37 result of a mental disorder as defined in chapter 71.05 RCW;

38 (b) Has been on conditional release status, or under a less  
39 restrictive alternative order, at some time during the preceding two

1 years from an evaluation and treatment facility or a state mental  
2 health hospital;

3 (c) Has a mental disorder which causes major impairment in  
4 several areas of daily living;

5 (d) Exhibits suicidal preoccupation or attempts; or

6 (e) Is a child diagnosed by a mental health professional, as  
7 defined in chapter 71.34 RCW, as experiencing a mental disorder which  
8 is clearly interfering with the child's functioning in family or  
9 school or with peers or is clearly interfering with the child's  
10 personality development and learning.

11 (41) "Severely emotionally disturbed child" or "child who is  
12 severely emotionally disturbed" means a child who has been determined  
13 by the behavioral health administrative services organization or  
14 managed care organization, if applicable, to be experiencing a mental  
15 disorder as defined in chapter 71.34 RCW, including those mental  
16 disorders that result in a behavioral or conduct disorder, that is  
17 clearly interfering with the child's functioning in family or school  
18 or with peers and who meets at least one of the following criteria:

19 (a) Has undergone inpatient treatment or placement outside of the  
20 home related to a mental disorder within the last two years;

21 (b) Has undergone involuntary treatment under chapter 71.34 RCW  
22 within the last two years;

23 (c) Is currently served by at least one of the following child-  
24 serving systems: Juvenile justice, child-protection/welfare, special  
25 education, or developmental disabilities;

26 (d) Is at risk of escalating maladjustment due to:

27 (i) Chronic family dysfunction involving a caretaker who is  
28 mentally ill or inadequate;

29 (ii) Changes in custodial adult;

30 (iii) Going to, residing in, or returning from any placement  
31 outside of the home, for example, psychiatric hospital, short-term  
32 inpatient, residential treatment, group or foster home, or a  
33 correctional facility;

34 (iv) Subject to repeated physical abuse or neglect;

35 (v) Drug or alcohol abuse; or

36 (vi) Homelessness.

37 (42) "State minimum standards" means minimum requirements  
38 established by rules adopted and necessary to implement this chapter  
39 by:

40 (a) The authority for:

1 (i) Delivery of mental health and substance use disorder  
2 services; and

3 (ii) Community support services and resource management services;

4 (b) The department of health for:

5 (i) Licensed or certified behavioral health agencies for the  
6 purpose of providing mental health or substance use disorder programs  
7 and services, or both;

8 (ii) Licensed behavioral health providers for the provision of  
9 mental health or substance use disorder services, or both; and

10 (iii) Residential services.

11 (43) "Substance use disorder" means a cluster of cognitive,  
12 behavioral, and physiological symptoms indicating that an individual  
13 continues using the substance despite significant substance-related  
14 problems. The diagnosis of a substance use disorder is based on a  
15 pathological pattern of behaviors related to the use of the  
16 substances.

17 (44) "Tribe," for the purposes of this section, means a federally  
18 recognized Indian tribe.

19 (45) "Crisis hotline center" means a state-designated center  
20 participating in the national suicide prevention lifeline network to  
21 respond to statewide or regional 988 calls.

22 (46) "Crisis stabilization unit" has the same meaning as provided  
23 in RCW 71.05.020.

24 (47) "Mobile crisis team" means a team which includes peers that  
25 provide professional on-site community-based intervention such as  
26 outreach, de-escalation, stabilization, resource connection, and  
27 follow-up support for individuals who are experiencing a behavioral  
28 health crisis.

29 (48) "Triage facility" has the same meaning as provided in RCW  
30 71.05.020.

31 (49) "988 crisis hotline" means the universal telephone number  
32 within the United States designated for the purpose of the national  
33 suicide prevention and mental health crisis hotline system operating  
34 through the national suicide prevention lifeline.

35 **Sec. 402.** RCW 71.24.025 and 2020 c 256 s 201 and 2020 c 80 s 52  
36 are each reenacted and amended to read as follows:

37 Unless the context clearly requires otherwise, the definitions in  
38 this section apply throughout this chapter.

1 (1) "Acutely mentally ill" means a condition which is limited to  
2 a short-term severe crisis episode of:

3 (a) A mental disorder as defined in RCW 71.05.020 or, in the case  
4 of a child, as defined in RCW 71.34.020;

5 (b) Being gravely disabled as defined in RCW 71.05.020 or, in the  
6 case of a child, a gravely disabled minor as defined in RCW  
7 71.34.020; or

8 (c) Presenting a likelihood of serious harm as defined in RCW  
9 71.05.020 or, in the case of a child, as defined in RCW 71.34.020.

10 (2) "Alcoholism" means a disease, characterized by a dependency  
11 on alcoholic beverages, loss of control over the amount and  
12 circumstances of use, symptoms of tolerance, physiological or  
13 psychological withdrawal, or both, if use is reduced or discontinued,  
14 and impairment of health or disruption of social or economic  
15 functioning.

16 (3) "Approved substance use disorder treatment program" means a  
17 program for persons with a substance use disorder provided by a  
18 treatment program licensed or certified by the department as meeting  
19 standards adopted under this chapter.

20 (4) "Authority" means the Washington state health care authority.

21 (5) "Available resources" means funds appropriated for the  
22 purpose of providing community behavioral health programs, federal  
23 funds, except those provided according to Title XIX of the Social  
24 Security Act, and state funds appropriated under this chapter or  
25 chapter 71.05 RCW by the legislature during any biennium for the  
26 purpose of providing residential services, resource management  
27 services, community support services, and other behavioral health  
28 services. This does not include funds appropriated for the purpose of  
29 operating and administering the state psychiatric hospitals.

30 (6) "Behavioral health administrative services organization"  
31 means an entity contracted with the authority to administer  
32 behavioral health services and programs under RCW 71.24.381,  
33 including crisis services and administration of chapter 71.05 RCW,  
34 the involuntary treatment act, for all individuals in a defined  
35 regional service area.

36 (7) "Behavioral health aide" means a counselor, health educator,  
37 and advocate who helps address individual and community-based  
38 behavioral health needs, including those related to alcohol, drug,  
39 and tobacco abuse as well as mental health problems such as grief,  
40 depression, suicide, and related issues and is certified by a

1 community health aide program of the Indian health service or one or  
2 more tribes or tribal organizations consistent with the provisions of  
3 25 U.S.C. Sec. 16161 and RCW 43.71B.010 (7) and (8).

4 (8) "Behavioral health provider" means a person licensed under  
5 chapter 18.57, 18.71, 18.71A, 18.83, 18.205, 18.225, or 18.79 RCW, as  
6 it applies to registered nurses and advanced registered nurse  
7 practitioners.

8 (9) "Behavioral health services" means mental health services as  
9 described in this chapter and chapter 71.36 RCW and substance use  
10 disorder treatment services as described in this chapter that,  
11 depending on the type of service, are provided by licensed or  
12 certified behavioral health agencies, behavioral health providers, or  
13 integrated into other health care providers.

14 (10) "Child" means a person under the age of eighteen years.

15 (11) "Chronically mentally ill adult" or "adult who is  
16 chronically mentally ill" means an adult who has a mental disorder  
17 and meets at least one of the following criteria:

18 (a) Has undergone two or more episodes of hospital care for a  
19 mental disorder within the preceding two years; or

20 (b) Has experienced a continuous psychiatric hospitalization or  
21 residential treatment exceeding six months' duration within the  
22 preceding year; or

23 (c) Has been unable to engage in any substantial gainful activity  
24 by reason of any mental disorder which has lasted for a continuous  
25 period of not less than twelve months. "Substantial gainful activity"  
26 shall be defined by the authority by rule consistent with Public Law  
27 92-603, as amended.

28 (12) "Clubhouse" means a community-based program that provides  
29 rehabilitation services and is licensed or certified by the  
30 department.

31 (13) "Community behavioral health program" means all  
32 expenditures, services, activities, or programs, including reasonable  
33 administration and overhead, designed and conducted to prevent or  
34 treat substance use disorder, mental illness, or both in the  
35 community behavioral health system.

36 (14) "Community behavioral health service delivery system" means  
37 public, private, or tribal agencies that provide services  
38 specifically to persons with mental disorders, substance use  
39 disorders, or both, as defined under RCW 71.05.020 and receive  
40 funding from public sources.

1 (15) "Community support services" means services authorized,  
2 planned, and coordinated through resource management services  
3 including, at a minimum, assessment, diagnosis, emergency crisis  
4 intervention available twenty-four hours, seven days a week,  
5 prescreening determinations for persons who are mentally ill being  
6 considered for placement in nursing homes as required by federal law,  
7 screening for patients being considered for admission to residential  
8 services, diagnosis and treatment for children who are acutely  
9 mentally ill or severely emotionally or behaviorally disturbed  
10 discovered under screening through the federal Title XIX early and  
11 periodic screening, diagnosis, and treatment program, investigation,  
12 legal, and other nonresidential services under chapter 71.05 RCW,  
13 case management services, psychiatric treatment including medication  
14 supervision, counseling, psychotherapy, assuring transfer of relevant  
15 patient information between service providers, recovery services, and  
16 other services determined by behavioral health administrative  
17 services organizations.

18 (16) "Consensus-based" means a program or practice that has  
19 general support among treatment providers and experts, based on  
20 experience or professional literature, and may have anecdotal or case  
21 study support, or that is agreed but not possible to perform studies  
22 with random assignment and controlled groups.

23 (17) "County authority" means the board of county commissioners,  
24 county council, or county executive having authority to establish a  
25 behavioral health administrative services organization, or two or  
26 more of the county authorities specified in this subsection which  
27 have entered into an agreement to establish a behavioral health  
28 administrative services organization.

29 (18) "Department" means the department of health.

30 (19) "Designated crisis responder" has the same meaning as in RCW  
31 71.05.020.

32 (20) "Director" means the director of the authority.

33 (21) "Drug addiction" means a disease characterized by a  
34 dependency on psychoactive chemicals, loss of control over the amount  
35 and circumstances of use, symptoms of tolerance, physiological or  
36 psychological withdrawal, or both, if use is reduced or discontinued,  
37 and impairment of health or disruption of social or economic  
38 functioning.

39 (22) "Early adopter" means a regional service area for which all  
40 of the county authorities have requested that the authority purchase



1 medical and behavioral health services through a managed care health  
2 system as defined under RCW 71.24.380(6).

3 (23) "Emerging best practice" or "promising practice" means a  
4 program or practice that, based on statistical analyses or a well  
5 established theory of change, shows potential for meeting the  
6 evidence-based or research-based criteria, which may include the use  
7 of a program that is evidence-based for outcomes other than those  
8 listed in subsection (24) of this section.

9 (24) "Evidence-based" means a program or practice that has been  
10 tested in heterogeneous or intended populations with multiple  
11 randomized, or statistically controlled evaluations, or both; or one  
12 large multiple site randomized, or statistically controlled  
13 evaluation, or both, where the weight of the evidence from a systemic  
14 review demonstrates sustained improvements in at least one outcome.  
15 "Evidence-based" also means a program or practice that can be  
16 implemented with a set of procedures to allow successful replication  
17 in Washington and, when possible, is determined to be cost-  
18 beneficial.

19 (25) "Indian health care provider" means a health care program  
20 operated by the Indian health service or by a tribe, tribal  
21 organization, or urban Indian organization as those terms are defined  
22 in the Indian health care improvement act (25 U.S.C. Sec. 1603).

23 (26) "Intensive behavioral health treatment facility" means a  
24 community-based specialized residential treatment facility for  
25 individuals with behavioral health conditions, including individuals  
26 discharging from or being diverted from state and local hospitals,  
27 whose impairment or behaviors do not meet, or no longer meet,  
28 criteria for involuntary inpatient commitment under chapter 71.05  
29 RCW, but whose care needs cannot be met in other community-based  
30 placement settings.

31 (27) "Licensed or certified behavioral health agency" means:

32 (a) An entity licensed or certified according to this chapter or  
33 chapter 71.05 RCW;

34 (b) An entity deemed to meet state minimum standards as a result  
35 of accreditation by a recognized behavioral health accrediting body  
36 recognized and having a current agreement with the department; or

37 (c) An entity with a tribal attestation that it meets state  
38 minimum standards for a licensed or certified behavioral health  
39 agency.

1 (28) "Licensed physician" means a person licensed to practice  
2 medicine or osteopathic medicine and surgery in the state of  
3 Washington.

4 (29) "Long-term inpatient care" means inpatient services for  
5 persons committed for, or voluntarily receiving intensive treatment  
6 for, periods of ninety days or greater under chapter 71.05 RCW.  
7 "Long-term inpatient care" as used in this chapter does not include:  
8 (a) Services for individuals committed under chapter 71.05 RCW who  
9 are receiving services pursuant to a conditional release or a court-  
10 ordered less restrictive alternative to detention; or (b) services  
11 for individuals voluntarily receiving less restrictive alternative  
12 treatment on the grounds of the state hospital.

13 (30) "Managed care organization" means an organization, having a  
14 certificate of authority or certificate of registration from the  
15 office of the insurance commissioner, that contracts with the  
16 authority under a comprehensive risk contract to provide prepaid  
17 health care services to enrollees under the authority's managed care  
18 programs under chapter 74.09 RCW.

19 (31) "Mental health peer respite center" means a peer-run program  
20 to serve individuals in need of voluntary, short-term, noncrisis  
21 services that focus on recovery and wellness.

22 (32) Mental health "treatment records" include registration and  
23 all other records concerning persons who are receiving or who at any  
24 time have received services for mental illness, which are maintained  
25 by the department of social and health services or the authority, by  
26 behavioral health administrative services organizations and their  
27 staffs, by managed care organizations and their staffs, or by  
28 treatment facilities. "Treatment records" do not include notes or  
29 records maintained for personal use by a person providing treatment  
30 services for the entities listed in this subsection, or a treatment  
31 facility if the notes or records are not available to others.

32 (33) "Mentally ill persons," "persons who are mentally ill," and  
33 "the mentally ill" mean persons and conditions defined in subsections  
34 (1), (11), (40), and (41) of this section.

35 (34) "Recovery" means a process of change through which  
36 individuals improve their health and wellness, live a self-directed  
37 life, and strive to reach their full potential.

38 (35) "Research-based" means a program or practice that has been  
39 tested with a single randomized, or statistically controlled  
40 evaluation, or both, demonstrating sustained desirable outcomes; or

1 where the weight of the evidence from a systemic review supports  
2 sustained outcomes as described in subsection (24) of this section  
3 but does not meet the full criteria for evidence-based.

4 (36) "Residential services" means a complete range of residences  
5 and supports authorized by resource management services and which may  
6 involve a facility, a distinct part thereof, or services which  
7 support community living, for persons who are acutely mentally ill,  
8 adults who are chronically mentally ill, children who are severely  
9 emotionally disturbed, or adults who are seriously disturbed and  
10 determined by the behavioral health administrative services  
11 organization or managed care organization to be at risk of becoming  
12 acutely or chronically mentally ill. The services shall include at  
13 least evaluation and treatment services as defined in chapter 71.05  
14 RCW, acute crisis respite care, long-term adaptive and rehabilitative  
15 care, and supervised and supported living services, and shall also  
16 include any residential services developed to service persons who are  
17 mentally ill in nursing homes, residential treatment facilities,  
18 assisted living facilities, and adult family homes, and may include  
19 outpatient services provided as an element in a package of services  
20 in a supported housing model. Residential services for children in  
21 out-of-home placements related to their mental disorder shall not  
22 include the costs of food and shelter, except for children's long-  
23 term residential facilities existing prior to January 1, 1991.

24 (37) "Resilience" means the personal and community qualities that  
25 enable individuals to rebound from adversity, trauma, tragedy,  
26 threats, or other stresses, and to live productive lives.

27 (38) "Resource management services" mean the planning,  
28 coordination, and authorization of residential services and community  
29 support services administered pursuant to an individual service plan  
30 for: (a) Adults and children who are acutely mentally ill; (b) adults  
31 who are chronically mentally ill; (c) children who are severely  
32 emotionally disturbed; or (d) adults who are seriously disturbed and  
33 determined by a behavioral health administrative services  
34 organization or managed care organization to be at risk of becoming  
35 acutely or chronically mentally ill. Such planning, coordination, and  
36 authorization shall include mental health screening for children  
37 eligible under the federal Title XIX early and periodic screening,  
38 diagnosis, and treatment program. Resource management services  
39 include seven day a week, twenty-four hour a day availability of  
40 information regarding enrollment of adults and children who are

1 mentally ill in services and their individual service plan to  
2 designated crisis responders, evaluation and treatment facilities,  
3 and others as determined by the behavioral health administrative  
4 services organization or managed care organization, as applicable.

5 (39) "Secretary" means the secretary of the department of health.

6 (40) "Seriously disturbed person" means a person who:

7 (a) Is gravely disabled or presents a likelihood of serious harm  
8 to himself or herself or others, or to the property of others, as a  
9 result of a mental disorder as defined in chapter 71.05 RCW;

10 (b) Has been on conditional release status, or under a less  
11 restrictive alternative order, at some time during the preceding two  
12 years from an evaluation and treatment facility or a state mental  
13 health hospital;

14 (c) Has a mental disorder which causes major impairment in  
15 several areas of daily living;

16 (d) Exhibits suicidal preoccupation or attempts; or

17 (e) Is a child diagnosed by a mental health professional, as  
18 defined in chapter 71.34 RCW, as experiencing a mental disorder which  
19 is clearly interfering with the child's functioning in family or  
20 school or with peers or is clearly interfering with the child's  
21 personality development and learning.

22 (41) "Severely emotionally disturbed child" or "child who is  
23 severely emotionally disturbed" means a child who has been determined  
24 by the behavioral health administrative services organization or  
25 managed care organization, if applicable, to be experiencing a mental  
26 disorder as defined in chapter 71.34 RCW, including those mental  
27 disorders that result in a behavioral or conduct disorder, that is  
28 clearly interfering with the child's functioning in family or school  
29 or with peers and who meets at least one of the following criteria:

30 (a) Has undergone inpatient treatment or placement outside of the  
31 home related to a mental disorder within the last two years;

32 (b) Has undergone involuntary treatment under chapter 71.34 RCW  
33 within the last two years;

34 (c) Is currently served by at least one of the following child-  
35 serving systems: Juvenile justice, child-protection/welfare, special  
36 education, or developmental disabilities;

37 (d) Is at risk of escalating maladjustment due to:

38 (i) Chronic family dysfunction involving a caretaker who is  
39 mentally ill or inadequate;

40 (ii) Changes in custodial adult;

1 (iii) Going to, residing in, or returning from any placement  
2 outside of the home, for example, psychiatric hospital, short-term  
3 inpatient, residential treatment, group or foster home, or a  
4 correctional facility;

5 (iv) Subject to repeated physical abuse or neglect;

6 (v) Drug or alcohol abuse; or

7 (vi) Homelessness.

8 (42) "State minimum standards" means minimum requirements  
9 established by rules adopted and necessary to implement this chapter  
10 by:

11 (a) The authority for:

12 (i) Delivery of mental health and substance use disorder  
13 services; and

14 (ii) Community support services and resource management services;

15 (b) The department of health for:

16 (i) Licensed or certified behavioral health agencies for the  
17 purpose of providing mental health or substance use disorder programs  
18 and services, or both;

19 (ii) Licensed behavioral health providers for the provision of  
20 mental health or substance use disorder services, or both; and

21 (iii) Residential services.

22 (43) "Substance use disorder" means a cluster of cognitive,  
23 behavioral, and physiological symptoms indicating that an individual  
24 continues using the substance despite significant substance-related  
25 problems. The diagnosis of a substance use disorder is based on a  
26 pathological pattern of behaviors related to the use of the  
27 substances.

28 (44) "Tribe," for the purposes of this section, means a federally  
29 recognized Indian tribe.

30 (45) "Crisis hotline center" means a state-designated center  
31 participating in the national suicide prevention lifeline network to  
32 respond to statewide or regional 988 calls.

33 (46) "Crisis stabilization unit" has the same meaning as provided  
34 in RCW 71.05.020.

35 (47) "Mobile crisis team" means a team which includes peers that  
36 provide professional on-site community-based intervention such as  
37 outreach, de-escalation, stabilization, resource connection, and  
38 follow-up support for individuals who are experiencing a behavioral  
39 health crisis.

1       (48) "Triage facility" has the same meaning as provided in RCW  
2 71.05.020.

3       (49) "988 crisis hotline" means the universal telephone number  
4 within the United States designated for the purpose of the national  
5 suicide prevention and mental health crisis hotline system operating  
6 through the national suicide prevention lifeline.

7       NEW SECTION.    **Sec. 403.**    Sections 301 through 305 of this act  
8 constitute a new chapter in Title 82 RCW.

9       NEW SECTION.    **Sec. 404.**    Sections 301 through 305 of this act are  
10 effective January 1, 2022.

11       NEW SECTION.    **Sec. 405.**    Section 401 of this act expires July 1,  
12 2022.

13       NEW SECTION.    **Sec. 406.**    Section 402 of this act takes effect  
14 July 1, 2022.

15       NEW SECTION.    **Sec. 407.**    Section 201 of this act is necessary for  
16 the immediate preservation of the public peace, health, or safety, or  
17 support of the state government and its existing public institutions,  
18 and takes effect immediately.

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