



988 SUICIDE & CRISIS
LIFELINE



Rulemaking for 988 Crisis Call Center Hubs Listening Sessions

Come and Share

988 and Crisis Call Center Hubs: Calling or texting 988 connects people experiencing a mental health or suicidal crisis with a trained crisis counselor. People worried a loved one may need crisis support can also dial 988. They can call, text, or chat 988 from any cellphone, landline, or voice-over internet device anytime. Contacting 988 is confidential and free. By July 2024, the Department of Health (DOH) will designate crisis call center hubs. These hubs will offer crisis counseling and intervention services, triage, care coordination, referrals, and connections to people contacting the 988 Suicide and Crisis Lifeline. Washington passed a law (Engrossed Second Substitute [House Bill 1477](#)) in connection with 988 that requires DOH to develop rules for crisis centers to become 988 crisis call center hubs by July 1, 2023.

Rulemaking: We want to know how our rules for 988 crisis call center hubs could affect you. We want to hear from people who have used crisis call lines for themselves or for others, crisis call center staff, crisis responders, and others. We will host three listening sessions. We invite you to come and share. Then, we will make a draft set of rules which we invite you to work on with us at two workshops.

The Department of Health wants to hear from those who could be affected by 988 Crisis Call Center Hubs rules through:



Listening Sessions



Workshops



Email

Listening Session 1

Thursday, Nov. 3, 6-8 p.m.

Audience: People who called a crisis line for themselves

Questions we'll ask:

- If you used a crisis call line for yourself, what worked well? What did you find challenging?
- What confidentiality and safety concerns are most important to you?
- If you used a crisis line, what barriers made it difficult for you to call, text, or chat?
- Is there anything else DOH should consider about how people access crisis call center lines?

Listening Session 2

Thursday, Nov. 10, 6-8 p.m.

Audience: People who used a crisis line for others

Questions we'll ask:

- If you used a crisis call line for someone else, what worked well? What could be improved? Did you experience difficulty or harm?
- What confidentiality and safety concerns are most important to you?
- If you used a crisis line, what barriers made it difficult for you to call, text, or chat?
- Is there anything else DOH should consider about how people access crisis call center lines?

Listening Session 3

Wednesday, Nov. 16, 4-6 p.m.

Audience: Crisis call center staff, responders, behavioral health care providers

Questions we'll ask:

- What is important to include in standards for crisis call centers to become crisis call center hubs?
- As a responder or behavioral health care provider, what information do crisis call center hubs need to collect so you can provide your best care to people using the crisis line?
- Is there anything else DOH should consider about how crisis call center hubs can best coordinate with responders and behavioral health care providers?

Workshops

We will use what we learn in the listening sessions to help draft standards for crisis call center hubs. We will provide the draft rule language for your review before the workshop. At the workshop, we will review the draft language and listen to any concerns and feedback. Anyone who may be affected by the 988 crisis call center hubs rule should attend.

Dec. 13, 2022, 6-8 p.m.

Dec. 15, 2022, 4-6 p.m.

Listening sessions and workshops will have American Sign Language interpreters and auto generated Closed Captioning. Persons with disabilities or limited English proficiency who would like to request accommodations may contact us. Requests for interpreters and/or CART providers should be [made by the date given in each registration form \(see email for registration links\)](#). The Department of Health will make every effort to secure services, but services are subject to availability.

Email

Please write us if you are unable to attend but want to share your input. To submit written comments, you can email us at 988ProgramInfo@doh.wa.gov



Contact Ashley Noble

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