



STATE OF WASHINGTON  
**DEPARTMENT OF HEALTH**  
Prevention and Community Health  
Post Office Box 47830  
Olympia, Washington 98504-7830  
711 Washington Relay Service

July 3, 2024

Greetings Honorable Tribal Leaders and Tribal Partners,

**SUBJECT: Collaborative - 911 Mental Health Crisis Call Diversion Protocols**

Respectfully, we request your collaboration on the development and implementation of warm transfer protocols for mental health crisis calls made to Washington State's 911 [Public Safety Answering Points](#) (PSAP) to the [988 Suicide and Crisis Lifeline](#).

In alignment with [Chapter 43.376 RCW](#), the Washington State [Centennial Accord of 1989](#), and [DOH Consultation and Collaboration Procedure](#), we invite you to attend upcoming compensated Tribal listening sessions on:

<b>Thursday, July 25, 2024</b>	<b>12:00 PM – 1:00 PM</b>	<a href="#">Meeting Zoom Link</a>
<b>Monday, July 29, 2024</b>	<b>5:00 PM – 6:00 PM</b>	<a href="#">Meeting Zoom Link</a>
<b>Thursday, August 1, 2024</b>	<b>2:00 PM – 3:00 PM</b>	<a href="#">Meeting Zoom Link</a>

We also invite you to be a part of the Advisory Committee for this work as recommended by the [Tribal Centric Behavioral Health Advisory Board](#) (TCBHAB) and Tribal 988 Subcommittee.

For more information, contact 988 Program Supervisor, Elaina Perry, at [elaina.perry@doh.wa.gov](mailto:elaina.perry@doh.wa.gov) or 360-766-0191 or Office of Tribal Public Health and Relations Executive Director, Candice Wilson-Quatz'teanut, at [candice.wilson@doh.wa.gov](mailto:candice.wilson@doh.wa.gov) or 360-819-7626.

Sincerely,

Michele Roberts MPH, MCHES  
Assistant Secretary  
Division of Prevention and Community Health

Cc: Lacy Fehrenbach - Chief of Prevention, Safety and Health - Department of Health  
Kristopher Holiday - Chief of Strategic Partnerships - Department of Health  
Elizabeth Perez - Chief of Public Affairs and Equity - Department of Health  
Elaina Perry - 988 Program Supervisor - Department of Health  
Kristin Peterson - Chief of Policy, Planning and Evaluation - Department of Health  
Lonnie Peterson - 988 Crisis Systems Section Manager - Department of Health  
Matthew Scanlin - 988 Implementation Specialist - Department of Health  
Umair A. Shah, MD, MPH - Secretary of Health - Department of Health  
Jessica Todorovich - Chief of Staff - Department of Health  
Candice Wilson Quatz'teanut (Lummi) - Executive Director OTPHR - Department of Health



## Tribal Listening

### Sessions:

988-911

### Connection



## Purpose

We'd like to gather thoughts on the connection between 911 and the mental health and substance use crisis care system, including the 988 Suicide & Crisis Lifeline. For example, what are the current challenges, strengths, and opportunities for improvement? How should 911 callers experiencing mental health or substance use crises be transferred to the 988 Lifeline?

## When

Sessions are scheduled for:

- [July 25, 2024 from 12 p.m. – 1:00 p.m.](#)
- [July 29, 2024 from 5 p.m. – 6 p.m.](#)
- [August 1, 2024 from 2 p.m. – 3 p.m.](#)

If you'd like to share your thoughts, please participate in one of these three sessions.

## Who

We welcome all input, but we'd especially like to hear about lived experience with:

- Mental health or substance use crises
- Suicide attempt(s)
- Outreach to 911 or 988
- Interactions with criminal justice or law enforcement

Participants will receive a \$25 gift card for their time.

## Questions

Email questions to Matt Scanlin (988 Implementation Specialist)

[Matthew.Scanlin@doh.wa.gov](mailto:Matthew.Scanlin@doh.wa.gov). Do not use this inbox if you or someone you know needs crisis support. Instead, call or text 988 or chat online with the 988 Lifeline.