

# Enhancing Crisis Triage and Crisis Stabilization

The Trueblood v. DSHS lawsuit challenged unconstitutional delays in competency evaluation and restoration services for people detained in city and county jails. The Trueblood Contempt Settlement Agreement establishes a plan for providing services to those involved in the criminal court system and for providing treatment to people when needed so they are less likely to become involved in the criminal court system. The Trueblood Settlement Agreement includes a plan for phasing in programs and services:

- Phase 1 [2019-2021]: Pierce, Southwest, and Spokane regions including Pierce, Clark, Skamania, Klickitat, Spokane, Ferry, Stevens, Adams, Lincoln, and Pend Oreille counties.
- Phase 2 [2021-2023]: King region/county
- Phase 3 [2023-2025]: Thurston, Mason, and Salish regions including Thurston, Mason, Clallam, Kitsap, and Jefferson counties.

Crisis triage and crisis stabilization facilities offer a place for people recovering from a behavioral health crisis to receive stabilization support from a multi-disciplinary treatment team. These facilities can help divert people from inpatient hospitalization or incarceration. The treatment may include counseling, medication management and administration, peer support and other resources.

## Crisis Triage and Stabilization and the Trueblood Contempt Settlement Agreement

As part of the Trueblood Contempt Settlement Agreement, the Health Care Authority, in close collaboration with the Department of Social and Health Services and community stakeholders, increased enhanced crisis triage and stabilization services in the Phase 1 and 2 regions of the agreement:

### Phase 1 Region Enhancements

Pierce County, Recovery Innovation International (RII)

- Key enhancements: Increased staffing for acute population; increased staffing salaries to maintain retention, technical and medical equipment; and increased evidence-based training supports.

Spokane Region, Pioneer Human Services (PHS)

- Frontier Behavioral Health's Crisis Stabilization Facility closed at the end of FY22. Crisis Triage and Stabilization Enhancements for Spokane region will continue through Pioneer Human Services.
- Key enhancements: Through its many partnerships with law enforcement and community-based agencies, PHS has had continued success in efforts to promote its crisis stabilization program and to increase engagement in services. Staff who are available for intakes 24/7 have adapted to a Firehouse Model and hold regular collaboration meetings with stakeholders.

Southwest Region, Lifeline Connections

- Key enhancements: Client transportation, evidenced-based training, supportive housing.

### Phase 2

King County, Downtown Emergency Service Center (DESC)

- Key enhancements: As a result of program evaluation and to improve employee retention, Crisis Services Center (CSC) worked closely with DESC on increasing wages. As a result, they have seen an increase in qualified applicants and the CSC continues to offer premium pay for shift coverage as needed. These shifts are advertised in an agency-wide on-call employee pool. Other enhancements

Revised 9/23



include bolstered engagement between CSC staff and law enforcement.

**Phase 3**

Discussions are underway with representatives of Thurston/Mason and Salish regions as Trueblood-funded enhancements are being introduced to support people experiencing behavioral health crises in those regions.

**For more information**

- For more information, contact Michael Donovan at [michael.donovan@hca.wa.gov](mailto:michael.donovan@hca.wa.gov) |(360) 972-0610
- For more information about Trueblood, or to be added to the Listserv, email [truebloodtaskforce@dshs.wa.gov](mailto:truebloodtaskforce@dshs.wa.gov)