



## 23-HOUR CRISIS RELIEF CENTER RULEMAKING WORKSHOP #8



NISQUALLY INDIAN TRIBE



A scenic view of a river valley with a winding road and dense forest. The river flows through the center of the valley, surrounded by lush green trees. In the background, there are rolling hills and mountains under a blue sky with some clouds. The overall atmosphere is peaceful and natural.

**The Washington State Department of Health headquarters are built on the traditional lands of the Coast Salish peoples, including the Nisqually and Chehalis Tribes.**

**We acknowledge the systemic policies of genocide, relocation, and assimilation that have and continue to impact many Indigenous/Native American families. This land was occupied and its traditional people were displaced by settlers and the United States military.**

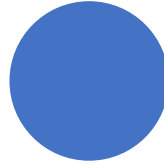
**This acknowledgement does not take the place of authentic relationships with Indigenous communities but serves as a first step in honoring the land we are on.**

## Introductions of DOH Staff

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**Dan Overton**  
Residential  
and Inpatient  
Behavioral  
Health  
Program  
Manager



**Julie Tomaro**  
Facilities  
Program  
Deputy  
Director



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# Zoom 101



- Host, panelists and attendees
- If you need/want captions
- If you require translations or other formats
- If you want to ask a question/add a comment
  - Chat will be followed as closely as possible. Comments will be logged in notes and not necessarily responded to “live”.
  - Raise your hand if you wish to speak.
  - The Q and A will serve as a “Parking lot”. Please post questions here and at the end of the workshop we will get to as many as we can “live” and respond to the remaining in the session notes that will go out later this week.
  - More information/tutorials can be found at [Zoom Learning Center](#)

# Today's Agenda

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- Discuss final draft version language:
  - A (very) short recap
  - Changes to language and fees in chapter 246-341 WAC
  - Draft language related to Crisis Relief Centers (except for Construction Standards)
- Wrap-up
  - Next steps
    - Future workshop to include discussion related to Construction Standards – Save the Date Tuesday 10-16-23
    - What's happening next week (10-10-23)
    - Development and filing of CR-102 documents, public comment period and public hearing! Date TBA.
  - Q and A

Let's Take  
a Look



# A (very) brief re-cap: 2SSB 5120

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- 2SSB 5120
  - [5120-S2.SL.pdf \(wa.gov\)](#)
  - Remove “triage”
  - Add “23-hour crisis relief center”
- Create rules by January 1, 2024, to develop standards for licensure or certification of 23-hour crisis relief centers.
  - The Process of Rulemaking
    - CR-101 – Initiating rulemaking
    - CR-102 – Formally proposing the rule and holding the public hearing
    - CR-103 – Final adoption of the rule
- Began in July 2023
  - [Behavioral Health Agencies \(BHA\) Rules in Progress | Washington State Department of Health](#)



## Changes to language and fees in WAC 246-341

- 246-341-0110 - Behavioral health—Available certifications.
  - (f) Behavioral health outpatient crisis services, ~~observation, and intervention~~;
  - **() 23-hour crisis relief center services;**
  - (m) Crisis stabilization unit ~~and triage~~;
- 246-341-0200 - Behavioral health—Definitions.
- **"23-hour crisis relief center" means the same as defined in RCW 71.24.025.**
  - ("23-hour crisis relief center" means a community-based facility or portion of a facility serving adults, which is licensed or certified by the department of health and open 24 hours a day, seven days a week, offering access to mental health and substance use care for no more than 23 hours and 59 minutes at a time per patient, and which accepts all behavioral health crisis walk-ins drop-offs from first responders, and individuals referred through the 988 system regardless of behavioral health acuity, and meets the requirements under section 2 of this act.)

## Changes to language and fees in WAC 246-341

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- 246-341-0365 - Agency licensure and certification—Fee requirements.
- (8) Agencies providing mental health peer respite services, 23-hour crisis relief center services, intensive behavioral health treatment services, evaluation and treatment services, and competency evaluation and restoration treatment services must pay the following certification fees:
  - (a) Ninety dollars initial certification fee, per bed or recliner; and
  - (b) Ninety dollars annual certification fee, per bed or recliner.

## Changes to language and fees in WAC 246-341

- 246-341-0901 - Behavioral health ~~outpatient crisis~~ ~~outreach, observation and intervention~~ services—Certification standards.
- (1) Agencies certified for outpatient behavioral health crisis ~~outreach, observation and intervention~~ services provide face-to-face and other means of services to stabilize an individual in crisis to prevent further deterioration, and provide immediate treatment or intervention in the least restrictive environment at a location best suited to meet the needs of the individual which may be in the community, a behavioral health agency, or other setting.
- (2) An agency certified for outpatient behavioral health crisis ~~outreach, observation and intervention~~ services does not need to meet the requirements in WAC 246-341-0640.
- (3) An agency providing outpatient behavioral health crisis ~~outreach, observation and intervention~~ services for substance use disorder must ensure a professional appropriately credentialed to provide substance use disorder treatment is available or on staff 24 hours a day, seven days a week.
- (4) An agency providing any outpatient behavioral health crisis ~~outreach, observation and intervention~~ services must:

## NEW SECTION WAC 246-341-XXXX

### 23-hour Crisis relief center services - Certification standards

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- (1) General requirements: An agency certified for 23-hour crisis relief center services must:
  - (a) Follow requirements for outpatient crisis services in WAC 246-341-0901;
  - (b) Provide services to address mental health and substance use crisis issues;
  - (c) Limit patient stays to a maximum of 23 hours and 59 minutes, except in the following circumstances in which the patient may stay up to a maximum of up to 36 hours when:
    - (i) A patient is waiting on a designated crisis responder evaluation; or
    - (ii) A patient is making an imminent transition to another setting as part of an established aftercare plan;

## NEW SECTION WAC 246-341-XXXX

### 23-hour Crisis relief center services - Certification standards

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- (d) Be staffed 24 hours a day, seven days a week, with a multidisciplinary team capable of meeting the needs of individuals experiencing all levels of crisis in the community, **including nurses**, credentialed professionals who can provide mental health and substance use disorder assessments, peers, and **access** to a prescriber;
- (e) Offer walk-in options and drop-off options for first responders and persons referred through the 988 system, without a requirement for medical clearance for these individuals;
- (f) Only accept emergency medical services drop-offs of individuals determined to be medically stable by emergency medical services **in accordance with department guidelines developed per RCW 70.168.170**;

## NEW SECTION WAC 246-341-XXXX

### 23-hour Crisis relief center services - Certification standards

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- (g) Have a no-refusal policy for law enforcement, including tribal law enforcement;
- (h) Provide the ability to dispense medications and provide medication management in accordance with WAC 246-337-105;
- (i) Maintain capacity to deliver minor wound care for nonlife-threatening wounds, and provide care for most minor physical or basic health needs that can be identified and addressed through a nursing assessment;
- (j) Identify pathways to transfer individuals to more medically appropriate services if needed;
- (k) Follow requirements in WAC 246-337-110 any time restraint or seclusion is used

## NEW SECTION WAC 246-341-XXXX

### 23-hour Crisis relief center services - Certification standards

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- (l) Maintain relationships with entities capable of providing for reasonably anticipated ongoing service needs of clients, unless the licensee itself provides sufficient services;
- (m) When appropriate, coordinate connection to ongoing care; and
- (n) Have an infection control plan including:
  - (i) Hand hygiene;
  - (ii) Cleaning and disinfection;
  - (iii) Environmental management; and
  - (iv) Housekeeping functions.

## NEW SECTION WAC 246-341-XXXX

### 23-hour Crisis relief center services - Certification standards

- (2) Initial screening: An agency certified for 23-hour crisis relief center services must:
  - (a) Screen all walk-in's and drop-off's within **sixty minutes of their arrival whenever possible** for:
    - (i) Suicide risk and, when clinically indicated, engage in comprehensive suicide risk assessment and planning;
    - (ii) Violence risk and, when clinically indicated, engage in comprehensive violence risk assessment and planning;
    - (iii) **Nature of the crisis; and**
    - (iv) **Physical and cognitive health needs, including dementia screening.**
  - (b) Following initial screening, if admission is declined the agency must:
    - (i) Document and make available to the department instances of declined admissions, including those that were not eligible for admission, declined due to no capacity, or otherwise declined.
    - (ii) **Provide support to the individual to identify and, when appropriate, access services or resources necessary for the individual's health and safety.**



## NEW SECTION WAC 246-341-XXXX

### 23-hour Crisis relief center services - Certification standards

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- (3) Admission: An agency certified for 23-hour crisis relief center services must:
  - (a) Accept **eligible** admissions 90 percent of the time when the facility is not at its full capacity.
  - **(b)** Provide an assessment appropriate to the nature of the crisis to each individual admitted to a recliner. The assessment must inform the interval for monitoring the individual based on their medical condition, behavior, suspected drug or alcohol misuse, and medication status.

## NEW SECTION WAC 246-341-XXXX

### 23-hour Crisis relief center services - Certification standards

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- (4) For the purposes of this section:
  - (a) Eligible admission includes individuals 18 years of age or older who are identified upon screening as needing behavioral health crisis services, and whose physical health needs can be addressed by the crisis relief center in accordance with WAC (xxx-xxx-xx).
  - (b) Full capacity means all licensed recliners are occupied by individuals receiving crisis services.

# WAC 246-341-1140

## Crisis stabilization unit ~~and triage~~—Certification standards.

- An agency certified to provide crisis stabilization unit ~~or triage~~ services must meet all of the following criteria:
- ~~(1) A triage facility must be licensed as a residential treatment facility under chapter 71.12 RCW.~~
- (2) If a crisis stabilization unit ~~or triage~~ facility is part of a jail, the unit must be located in an area of the building that is physically...
- (5) For persons admitted to the crisis stabilization unit ~~or triage~~ facility on a voluntary basis, the individual service record must meet the individual service record requirements in WAC 246-341-0640.
- (6) An agency certified to provide crisis stabilization unit ~~or triage~~ services must meet the service standards for residential and inpatient behavioral health services in WAC 246-341-1105 and the applicable standards in WAC 246-341-1131 if providing involuntary crisis stabilization unit ~~or triage~~ services.

# WAC 246-341-0912

## Designated crisis responder (DCR) services

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- Designated crisis responder (DCR) services are services provided by a DCR to evaluate an individual in crisis and determine if involuntary services are required. An agency providing DCR services must do all of the following:
  - (1) Ensure that services are provided by a DCR;
  - (2) Ensure staff members utilize the protocols for DCRs required by RCW 71.05.214;
  - (3) Document that services provided to the individual were in accordance with the requirements in chapter 71.05 or 71.34 RCW, as applicable; and
  - (4) Meet the outpatient behavioral health crisis ~~outreach, observation and intervention~~ services certification standards in WAC 246-341-0901.

# WAC 246-320-111

## Hospital responsibilities

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- This section identifies a hospital obligation, actions and responsibilities to comply with the hospital law and rules.
- (1) Hospitals must:...
- (3) A hospital that wishes to discharge or transfer a patient to a 23-hour crisis relief center, as defined in RCW 71.24.025, **that is not owned and operated by the hospital** must have a documented formal relationship, such as an agreement or memorandum of understanding, with the 23-hour crisis relief center the patient will be discharged or transferred to.



QUESTIONS??

## Contact Information

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