

# Crisis Care Centers Initiative

## Implementation Plan Community Briefing

### **King County DCHS**

January 23, 2024

CCC Levy Ballot Measure Ordinance: [King County - File #: 2022-0399](#)

CCC Levy Implementation Plan: [King County - File #: 2024-0011](#)

Questions? Email: [CCCLevy@kingcounty.gov](mailto:CCCLevy@kingcounty.gov)

# Briefing Agenda

- Implementation Plan Overview
- Strategy 1: Create and Operate Five Crisis Care Centers
- Strategy 2: Restore, Expand and Sustain Residential Treatment Capacity
- Strategy 3: Strengthen the Community Behavioral Health Workforce
- Strategy 4: Early Crisis Response Investments
- Behavioral Health Equity
- Financial Plan
- Evaluation and Performance Measurement
- King County Behavioral Health Advisory Board
- Next Steps
- Questions?

# Implementation Plan Overview



King County

## DECEMBER 29, 2023



- King County Executive Constantine transmitted a proposed Crisis Care Centers Levy Implementation Plan to King County Council.

## EARLY 2024



- The implementation plan goes through King County's legislative process and is passed by the King County Council.

## MID-2024



- Crisis Care Centers Levy early investments go into effect after the implementation plan is enacted.
- The first round of competitive procurements open to begin to select crisis care center operators.

**CRISIS CARE CENTERS  
Initiative Implementation Next Steps**



King County

Join us for monthly...

# Crisis Care Center Initiative **COMMUNITY UPDATES**

Every 3rd Tuesday in  
February, March, & April 2024



**Afternoon Sessions**

2:30-3:30pm



**Evening Sessions**

6:00-7:00pm

*For assistance accessing updates, please email [CCCLevy@kingcounty.gov](mailto:CCCLevy@kingcounty.gov)*



Delivering care across the

# Crisis Continuum



King County  
Regional Crisis Line  
206-461-3222



# CRISIS CARE CENTERS Levy Purposes







# Summary of Community Engagement Activities Conducted by DCHS June –November 2023

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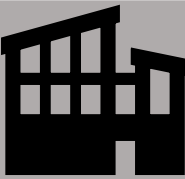
## 64 Key Informant Interviews

- 11 with providers with expertise in culturally and linguistically appropriate services
- 12 with youth behavioral health providers



## 40 Community Meeting Presentations

- 11 that included participants with lived experience of mental health/substance use conditions



## 20 Site & Field Visits

- 10 behavioral health crisis facilities
- 7 mental health residential facilities



## 16 Community Engagement Meetings

- Average of approximately 49 attendees per meeting
- Focus on crisis system, youth, and substance use service partners

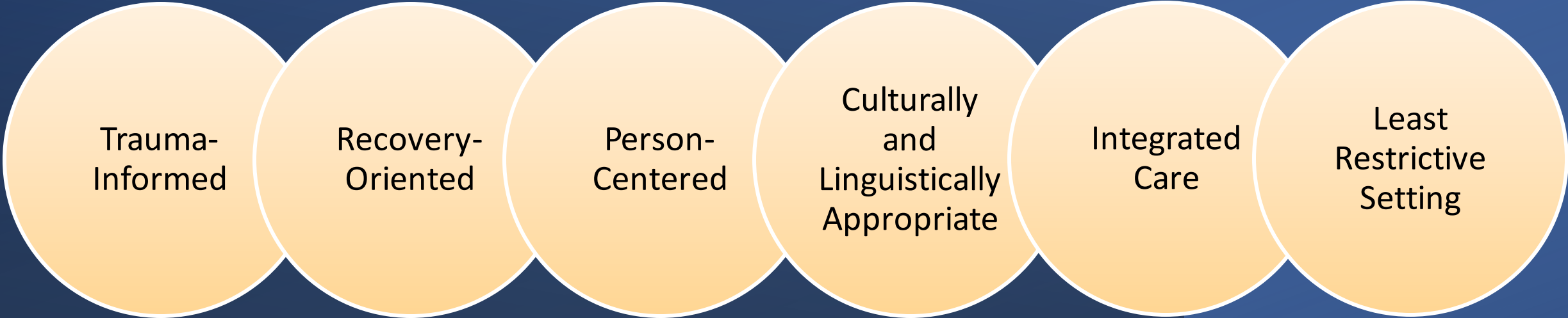


## 9 Focus Groups

- Youth, peer specialists, veterans and active military personnel, aging and older adults

Strategy 1: Create and Operate Five Crisis Care Centers

# Behavioral Health Crisis Services Clinical Best Practices



Trauma-  
Informed

Recovery-  
Oriented

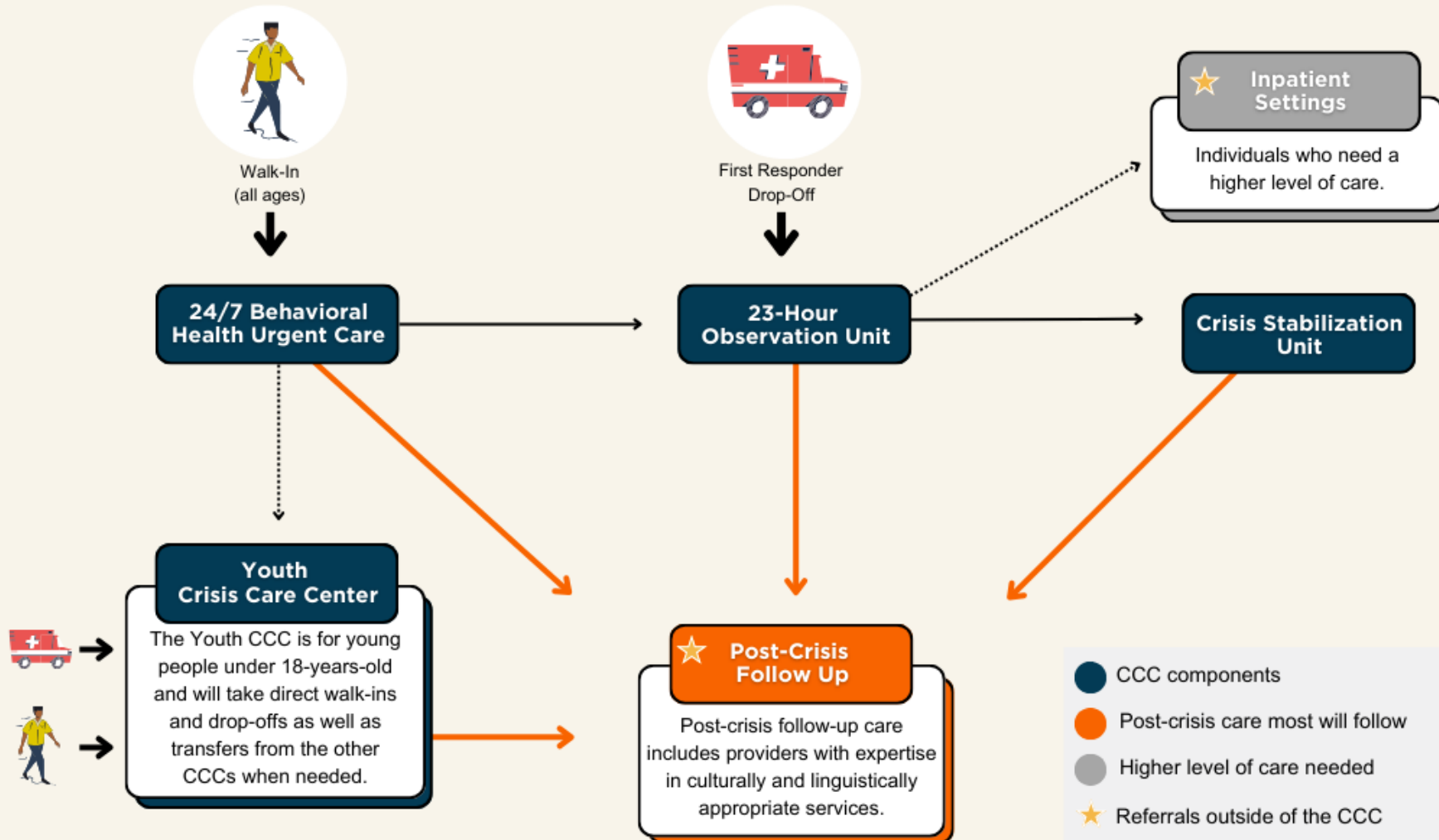
Person-  
Centered

Culturally  
and  
Linguistically  
Appropriate

Integrated  
Care

Least  
Restrictive  
Setting

# CRISIS CARE CENTER MODEL



# Substance Use Services

## Supported by the Crisis Care Centers Levy

Crisis care centers will welcome and serve people who use substances.

Increased access to Medications for Opioid Use Disorder (MOUD) at crisis care centers.

Withdrawal management (detox) services at crisis care centers.

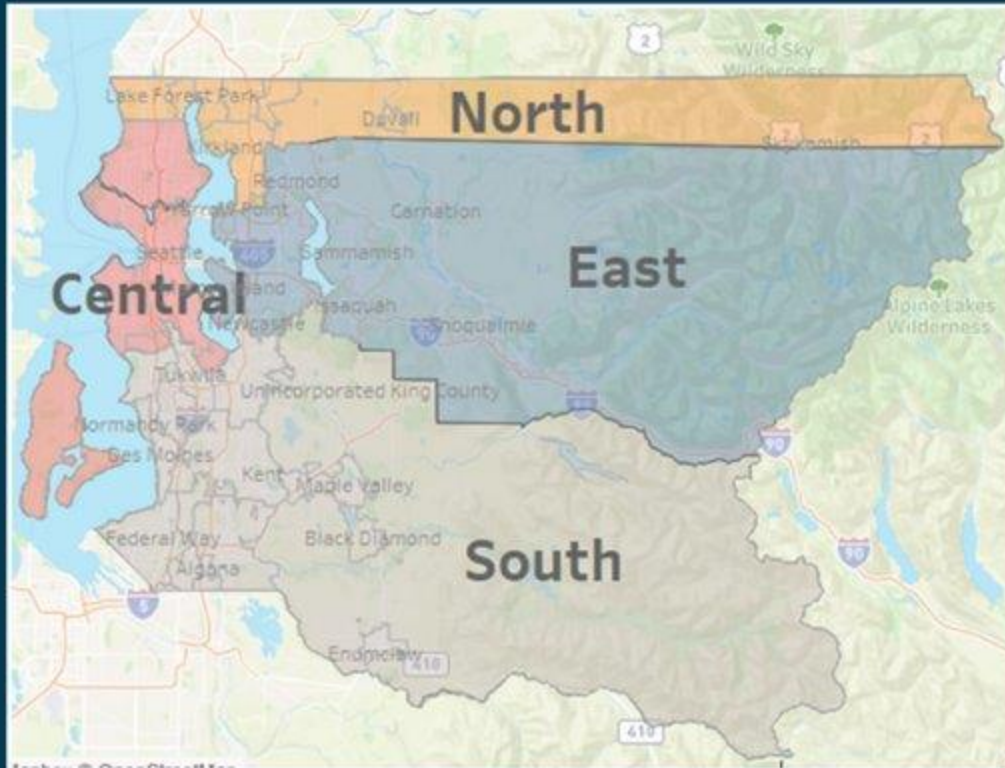
Post-crisis follow-up program to engage and connect people to community-based substance use services.

Funding to expand access to overdose reversal medication (naloxone).

Capital funding for a substance use services facility (overdose recovery center, sobering center, or other substance use program).



# Crisis Response Zones



- Crisis Response Zones promote access and geographic distribution of Crisis Care Centers.
- Crisis Response Zones do not restrict who can access Crisis Care Centers.
- Each Crisis Response Zone will host at least one Crisis Care Center.

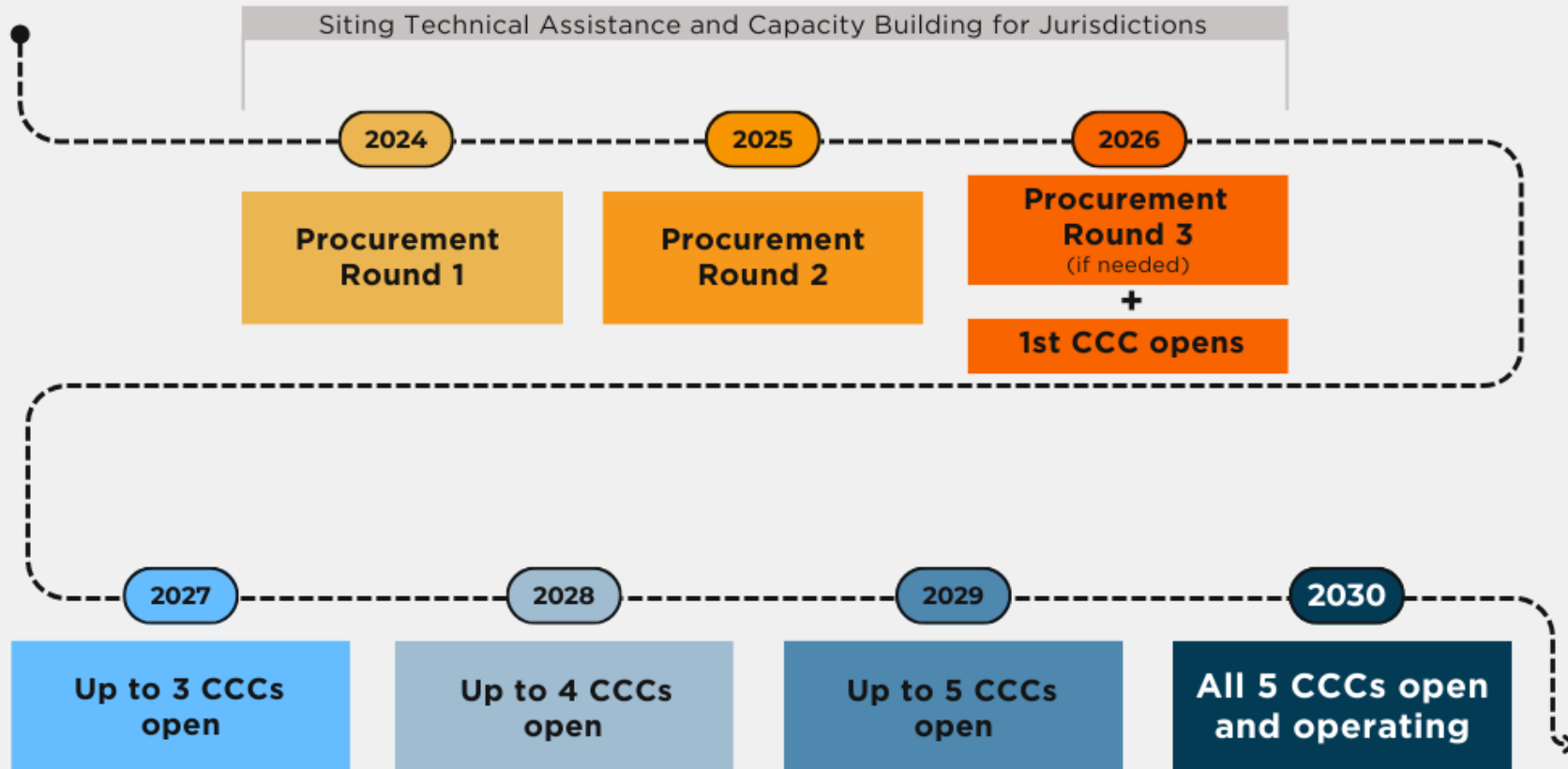


## Cities and Unincorporated Parts of King County Located Within Each Crisis Response Zone

Central CRZ	North CRZ	East CRZ	South CRZ
Seattle Unincorporated areas within King County Council District 2 Unincorporated areas within King County Council District 8	Bothell Duvall Kenmore Kirkland Lake Forest Park Shoreline Skykomish Woodinville Unincorporated areas within King County Council District 3 that are north or northeast of Redmond	Beaux Arts Bellevue Carnation Clyde Hill Hunts Point Issaquah Medina Mercer Island Newcastle North Bend Redmond Sammamish Snoqualmie Yarrow Point Unincorporated areas within King County Council District 3 that are east or southeast of Redmond Unincorporated areas within King County Council District 6	Algona Auburn Black Diamond Burien Covington Des Moines Enumclaw Federal Way Kent Maple Valley Milton Normandy Park Pacific Renton SeaTac Tukwila Unincorporated areas within King County Council District 5 Unincorporated areas within King County Council District 7 Unincorporated areas within King County Council District 9

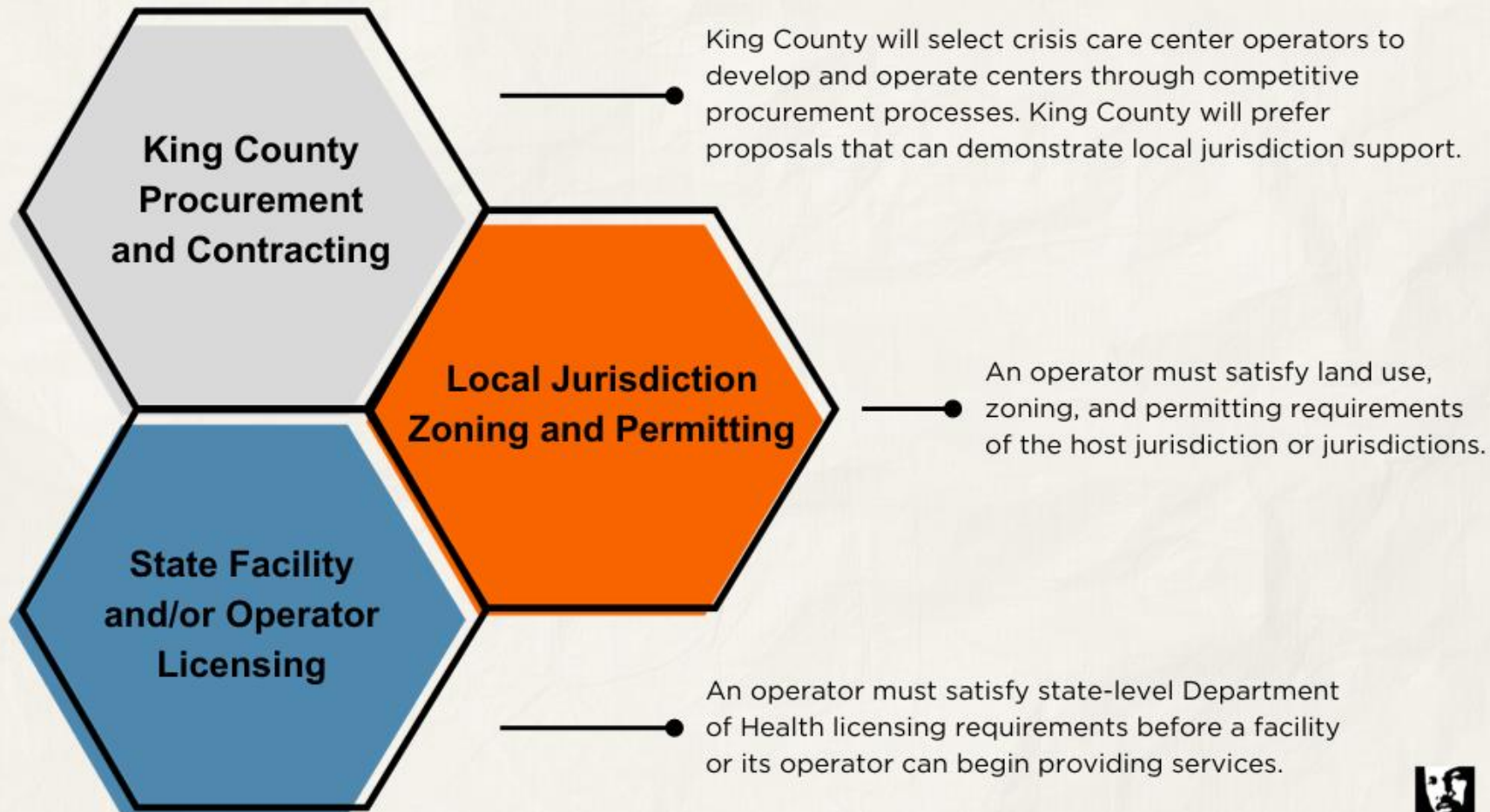
# Crisis Care Centers

## Estimated Implementation Timeline

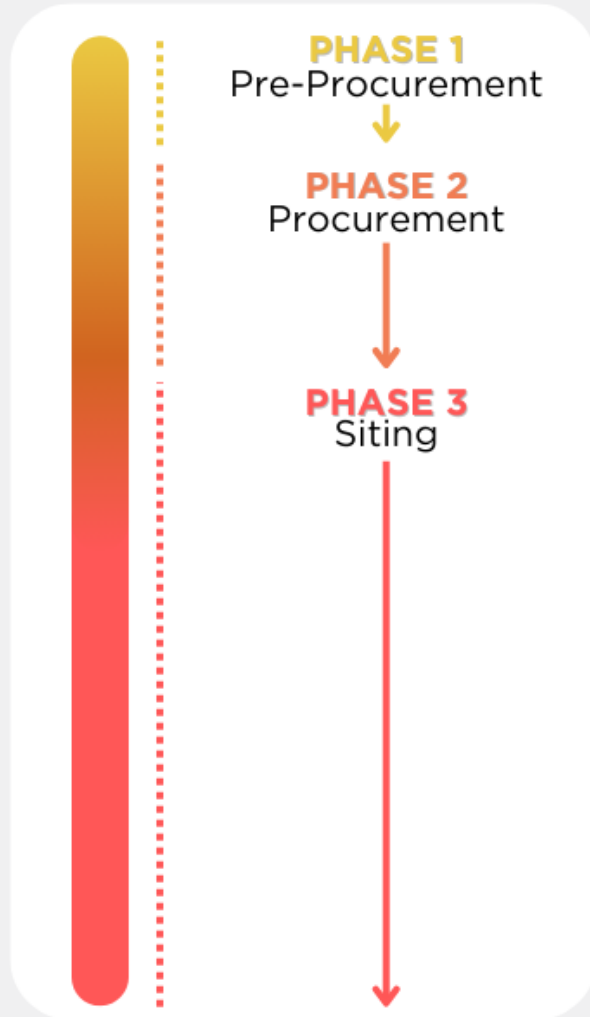


# Crisis Care Centers Siting Process

Siting a crisis care center will be a comprehensive process involving review and approval by at least three separate units of government.



# Procurement and Siting Phases



Each Crisis Care Center (CCC) goes through **3 phases** of procurement and siting. The *duration* of each phase will vary based on multiple considerations:



**For Example:**

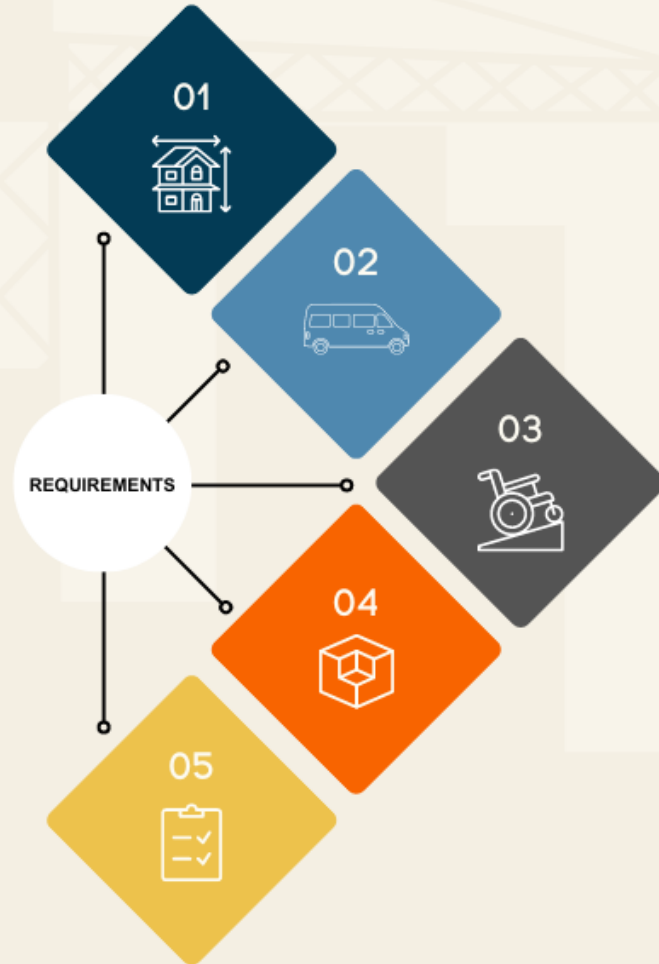
- Zoning & permitting
- Construction & permit documents
- Supply chains
- Department of Health licensing



**For Example:**

- CCCs may be developed through new construction.
- CCCs may be developed by acquiring, renovating, or expanding an existing facility.

# CRISIS CARE CENTERS Site Requirements



01

## Sufficient Size

Sites must have sufficient space to deliver services and should be able to accommodate a facility with ~30,000 to 50,000 sq ft.

02

## Meaningful Transportation Access

Crisis care center sites must be accessible to transportation.

03

## Accessibility

Crisis care center sites and buildings must be accessible for people with disabilities and comply with the Americans with Disabilities Act.

04

## Zoning

Crisis care center operators must adhere to the relevant zoning and permitting laws and regulations of the jurisdiction within which a crisis care center facility is sited.

05

## Licensure Feasibility

Crisis care center operators must propose sites that can satisfy state licensure requirements.



# CRISIS CARE CENTERS

## Capital Facility Public Interest Requirements



### **50 Year Minimum Use**

Crisis care center capital facilities must remain dedicated to providing crisis care center services for a minimum of 50 years.

### **Operator Cap**

A single operator may operate a maximum of three crisis care center facilities funded by CCC Levy proceeds.

### **Leased Facility Restrictions**

If a crisis care center operates in a leased facility, the operator must pursue ownership of the leased facility when possible.

### **Environmental Sustainability Standards**

Crisis care center facilities should align with environmental sustainability standards for building design and operations.

### **Equity Impact**

Crisis care centers should promote behavioral health equity.



## Strategy 2: Restore, Expand and Sustain Residential Treatment

# Residential Treatment Capital Facility Procurement and Siting Process

Residential facility capital development funds will be awarded through competitive procurement processes beginning in 2024. The Department of Community and Human Services (DCHS) may consider these factors when awarding funds.



**Organizations awarded capital resources to expand residential treatment facilities must adhere to:**

- Local Jurisdiction Zoning and Permitting Requirements
- State Licensing Requirements



1

## GEOGRAPHIC ACCESS

Whether a proposal increases local access to residential treatment beds throughout King County by opening or expanding new residential treatment capacity in areas where few or no similar residential treatment facilities exist.



2

## DEVELOPMENT EFFICIENCY

Whether a proposal increases CCC Levy efficiency by proposing restoration, rehabilitation, or otherwise using a facility that is already licensed, already sited, or otherwise already meets regulatory requirements.



3

## EQUITY

Whether a proposal increases equity in behavioral health system access by proposing funding for an organization with expertise and experience providing culturally and linguistically appropriate services for populations experiencing behavioral health inequities.



# Residential Treatment Capital Facility Request for Applications (RFA) Announcement

- Opening date: 1/18/24
- Closing date: 2/27/24 by 2pm and quarterly thereafter until July 2025
- RFA Link: <http://www.zoomgrants.com/zgf/bhrdcapital>

RFA includes CCC Levy resources to support residential treatment capital facility repairs and improvements. Awards contingent on the CCC Levy implementation plan passage. Questions? Email [dchscontracts@kingcounty.gov](mailto:dchscontracts@kingcounty.gov)

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## Strategy 3: Strengthen the Community Behavioral Health Workforce

# Behavioral Health Workforce Investments



## **Community Behavioral Health Career Pathways**

Resources and investments for training and recruiting, tuition and professional fees reimbursement, and activities to promote the wellbeing of professionals to strengthen King County's behavioral health workforce and increase workforce representativeness.



## **Labor Management Workforce Development Partnerships**

Funding to sustain and expand Washington State registered apprenticeship programs and labor-management partnership training funds.

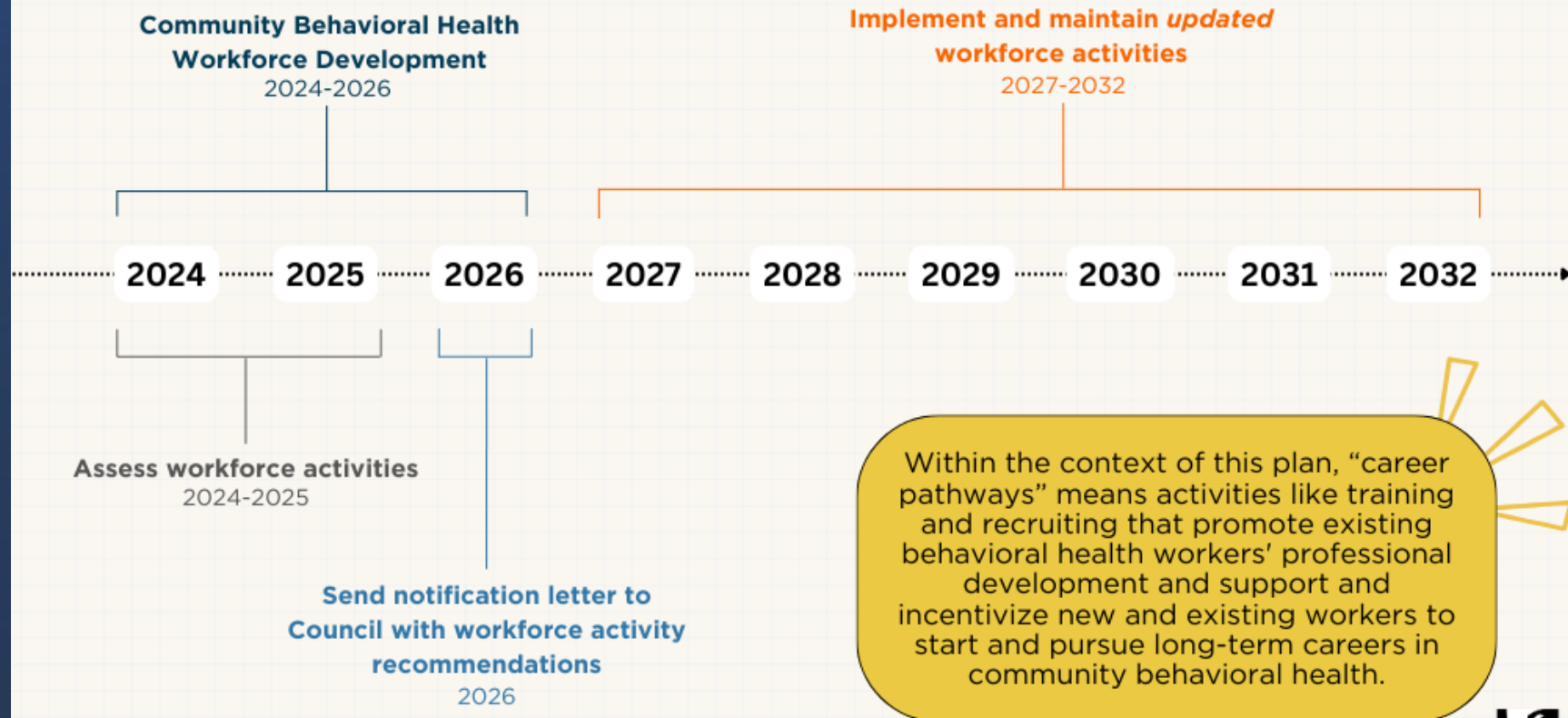


## **Crisis Workforce Development**

Resources to support development of the region's behavioral health crisis workforce, including support for crisis care center workers.



# Community Behavioral Health Career Pathway Activities





## Strategy 4: Early Crisis Response Investments

# Crisis Care Centers Levy

## Early Investments Starting in 2024



### Increase Community-Based Crisis Response Capacity

- Expand mobile crisis services for adults and youth
- Embed behavioral health counselors in 911 call centers



### Reduce Fatal Opioid Overdoses

- Expand access to opioid overdose reversal medication
- Capital facility funding to expand substance use services



### Residential Treatment Facility Capital Investments

- Preserve existing capacity
- Build new capacity



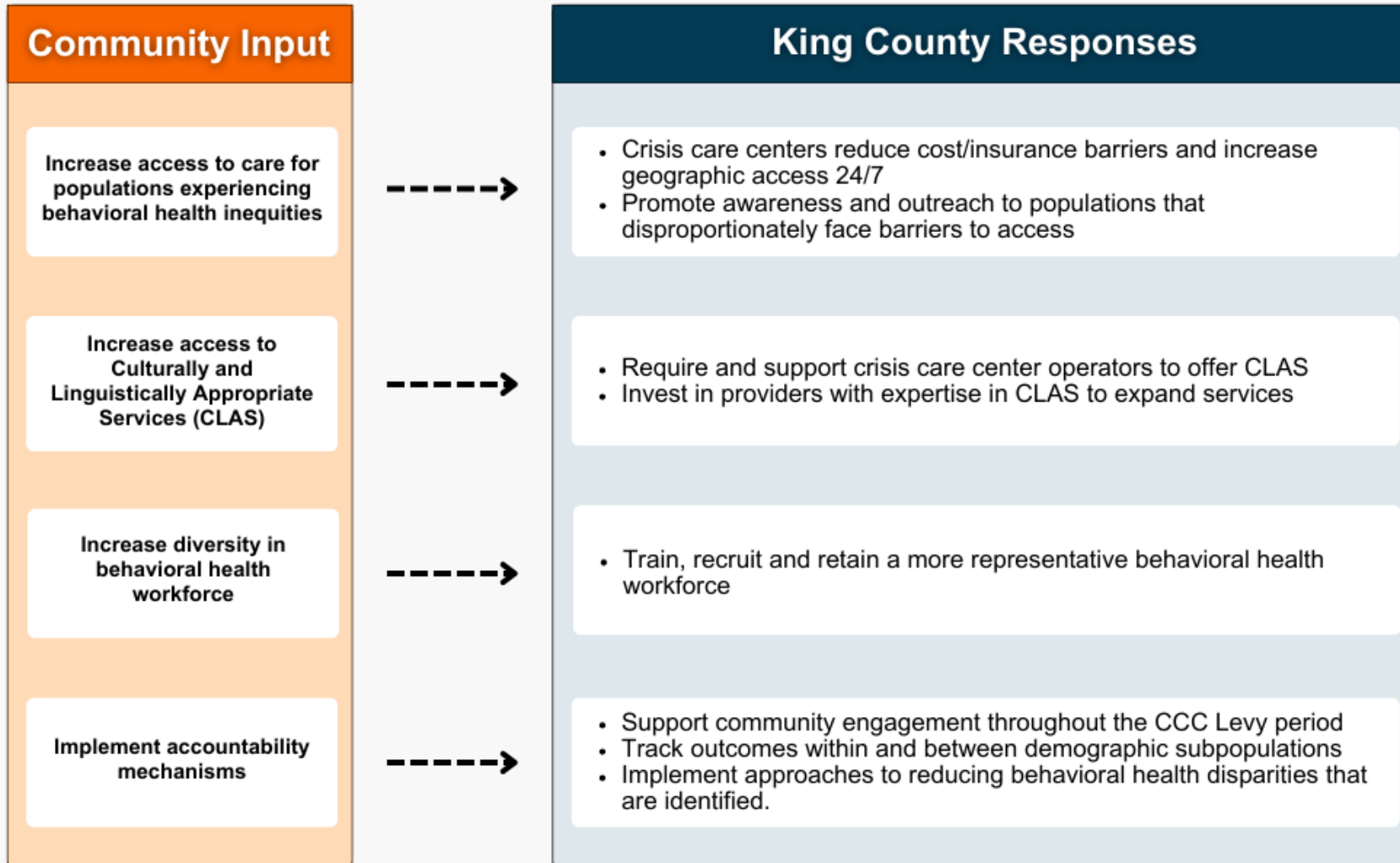
### Behavioral Health Workforce Investments

- Community behavioral health career pathways
- Labor-management workforce development partnerships
- Crisis workforce development

# Behavioral Health Equity

# Crisis Care Centers Levy

## Addressing Behavioral Health Equity



# Culturally and Linguistically Appropriate Services

Culturally and Linguistically Appropriate Services (CLAS) are nationally recognized as a way to improve care quality, help reduce health disparities and promote health equity.

The Crisis Care Centers Levy will invest in expanding access to CLAS by:

Ensuring that crisis care centers offer CLAS.



Investing in post-crisis follow-up services that include CLAS.



Supporting crisis care center operators with capacity building and technical assistance to strengthen their ability to provide CLAS.



Investing in behavioral health providers with expertise in CLAS to build their administrative and workforce capacity.



Contracting with organizations with expertise in CLAS to help DCHS define quality standards and quality improvement activities to better serve populations experiencing behavioral health inequities.



# Financial Plan



# CRISIS CARE CENTERS Levy Investment Summary

**\$626.8M**

## **STRATEGY 1**

Create and operate five crisis care centers.

**\$173M**

## **STRATEGY 2**

Restore, expand, and sustain mental health residential treatment capacity.

**\$163.7M**

## **STRATEGY 3**

Strengthen the community behavioral health workforce.

**\$67.7M**

## **STRATEGY 4**

Early crisis response investments.

**\$111.7M**

## **OTHER**

Capacity building and technical assistance, performance and evaluation, election and planning costs, and levy administration.



**King County**

# CCC Levy Financial Plan

Crisis Care Centers Levy Projected Revenue (2024 - 2032)										
	2024	2025	2026	2027	2028	2029	2030	2031	2032	Total
Projected CCC Levy Revenue	\$117,304,000	\$119,829,000	\$122,449,000	\$125,130,000	\$127,866,000	\$130,654,000	\$133,489,000	\$136,384,000	\$139,346,000	\$1,152,451,000
Projected Annual Interest	\$587,000	\$599,000	\$612,000	\$626,000	\$639,000	\$653,000	\$667,000	\$682,000	\$697,000	\$5,762,000
<b>Total Revenue</b>	<b>\$117,891,000</b>	<b>\$120,428,000</b>	<b>\$123,062,000</b>	<b>\$125,755,000</b>	<b>128,505,000</b>	<b>\$131,307,000</b>	<b>\$134,156,000</b>	<b>\$137,066,000</b>	<b>\$140,042,000</b>	<b>\$1,158,213,000</b>

Crisis Care Centers Levy Approximate Allocation by Strategy (2024 - 2032)										
	2024	2025	2026	2027	2028	2029	2030	2031	2032	Total
Strategy 1: Create and Operate Five Crisis Care Centers	\$16,150,000	\$59,888,000	\$54,816,000	\$72,640,000	\$97,865,000	\$73,069,000	\$82,146,000	\$84,094,000	\$86,147,000	\$626,815,000
<i>Projected Additional Medicaid Funding</i>	\$-	\$-	\$3,801,000	\$15,426,000	\$27,388,000	\$35,723,000	\$40,268,000	\$40,852,000	\$41,444,000	\$204,904,000
Strategy 2: Restore, Expand, and Sustain Residential Treatment Capacity	\$42,000,000	\$33,340,000	\$40,148,000	\$48,575,000	\$1,464,000	\$1,611,000	\$1,772,000	\$1,949,000	\$2,144,000	\$173,001,000
Strategy 3: Strengthen the Community Behavioral Health Workforce	\$7,500,000	\$11,849,000	\$13,030,000	\$16,352,000	\$19,894,000	\$22,418,000	\$23,877,000	\$24,199,000	\$24,574,000	\$163,693,000
Strategy 4: Early Crisis Response Investments	\$8,200,000	\$6,290,000	\$7,410,000	\$7,518,000	\$7,627,000	\$7,737,000	\$7,522,000	\$7,632,000	\$7,742,000	\$67,678,000
Strategy 5: Capacity Building and Technical Assistance	\$1,750,000	\$2,029,000	\$2,058,000	\$1,357,000	\$1,748,000	\$2,203,000	\$2,071,000	\$1,659,000	\$1,683,000	\$16,559,000
Strategy 6: Evaluation and Performance Measurement Activities	\$771,000	\$1,099,000	\$1,127,000	\$1,156,000	\$1,239,000	\$1,270,000	\$1,302,000	\$1,335,000	\$1,369,000	\$10,667,000
Strategy 7: CCC Levy Administration	\$5,065,000	\$7,581,000	\$9,025,000	\$9,373,000	\$9,626,000	\$9,756,000	\$9,825,000	\$9,763,000	\$9,979,000	\$79,993,000
Election Costs	\$3,500,000									\$3,500,000
Planning Costs	\$1,000,000									\$1,000,000
<b>Total CCC Levy Costs</b>	<b>\$85,936,000</b>	<b>\$122,077,000</b>	<b>\$127,613,000</b>	<b>\$156,971,000</b>	<b>\$139,462,000</b>	<b>\$118,064,000</b>	<b>\$128,515,000</b>	<b>\$130,631,000</b>	<b>\$133,638,000</b>	<b>\$1,142,908,000</b>
Strategy 8: CCC Levy Reserves	\$4,354,000	\$2,050,000	\$1,833,000	\$3,506,000	\$5,330,000	\$6,573,000	\$7,281,000	\$7,445,000	\$15,285,000	

# Evaluation and Performance Measurement

# Crisis Care Centers Levy

Evaluation and Performance Measurement Principles



**Transparent and  
Community  
Informed**



**Person-Centered**



**Continuously  
Improving**



**Equitable**



**King County**

# Results Based Accountability Framework

*Quantity: How much was done?*

*Quality: How well was it done?*

*Impact: Is anyone better off?*

Disaggregate measures by race, ethnicity, or other demographic characteristics to analyze impacts on behavioral health equity

# King County Behavioral Health Advisory Board



# King County's Behavioral Health Advisory Board (BHAB)

BHAB is proposed to be the CCC Levy advisory body. Membership requirements and duties will be expanded and include:

## CURRENT BHAB MEMBERSHIP REQUIREMENTS

- Representative of King County demographics
- 51% people with lived experience of a behavioral health condition
- A law enforcement representative

## EXPANDED BHAB MEMBERSHIP REQUIREMENTS

- Representatives of each crisis response zone
- 2 people with lived experience of receiving crisis services
- 2 people with professional training and experience providing crisis services

## EXPANDED BHAB DUTIES

- Advise the King County Executive and Council on matters affecting the CCC Levy
- Visit each crisis care center annually
- Report on the CCC Levy to the Council and community through annual online reports

Next Steps



**King County**

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**CRISIS CARE CENTERS  
Initiative Implementation Next Steps**

# Ways to Engage



VISIT THE [CCC INITIATIVE WEBSITE](#) FOR UPDATES



SIGN-UP FOR THE [CCC INITIATIVE LISTSERV](#)



SEND QUESTIONS TO [CCCLEVY@KINGCOUNTY.GOV](mailto:CCCLEVY@KINGCOUNTY.GOV)



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# Behavioral Health Crisis Resources

## King County Resources

### 24-Hour Regional Crisis Line: 866-427-4747

Provides immediate help to individuals, families, and friends of people in emotional crisis. This crisis line can help you determine if you or your loved one needs professional consultation or connection to mental health or substance use services like mobile crisis or a next-day appointment.

### King County BHRD Client Services: 800-790-8049

For people interested in mental health services.

### SUD Residential Phone Line: 855-682-0781

For information about King County substance use residential services, Monday-Friday 9am-5pm.

### King County 211

For the most comprehensive information on health and human services resources in King County.



## 988 National Suicide & Crisis Lifeline

Provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week

Call/Text	9-8-8
Chat	<a href="https://988lifeline.org">988lifeline.org</a>
Veterans Crisis Line	9-8-8 then press 1
Spanish Lifeline	9-8-8 then press 2
Spanish text/chat	Text "AYUDA" to 988
Native and Strong Lifeline	9-8-8 then press 4
American Sign Language	TTY or dial 711, then 988

## Washington State Resources

### WA Recovery Help Line: 866-789-1511

A 24/7 anonymous and confidential help line that provides crisis intervention and referral services for Washington State residents. *Who answers:* Professionally trained volunteers and staff

### WA Warm Line: 877-500-WARM (9276)

Confidential peer support help line for people living with emotional and mental health challenges. *Who answers:* Specially-trained volunteers who have lived experience with mental health challenges

## Youth & LGBTQ+ Resources

### Teen Link: 866-833-6546

Confidential and anonymous help line for teens in Washington state. *Who answers:* Trained teen volunteers

### Trevor Project: 866-488-7386

24/7 free, confidential and anonymous national help line for LGBTQ+ young people. *Who answers:* Trained counselors

### TRANS Lifeline: 877-565-8860

24/7 hotline run by trans people, for trans people to connect people to community support and resources needed to survive and thrive



Questions?

Thank you!