



# 988 CONTACT HUB APPLICATION

988 Program

## Agenda/Overview

---

- Rule for designation of 988 Contact Hubs
- How to apply
- Required documentation
- Application organization
- Timeline
- Questions

# Rules for Designation of 988 Contact Hubs



House Bills 1477 and 1134 and Senate Bill 6251 shaped the creation and timeline of rules for the designation of 988 contact hubs.



Designated 988 contact hubs will offer round-the-clock triage, crisis counseling and interventions, care coordination, and referrals to other resources.



DOH held community and Tribal listening sessions, workshops, and a Tribal Roundtable between November 2022 and June 2024.



DOH opened a public comment period and hosted a public hearing on November 5, 2024.

The rule was adopted in January 2025.



DOH and HCA are collaborating to create a hub application process and scoring criteria. These take into account recommendations from BH-ASOs as required by Senate Bill 6251.



DOH is on track to have hubs designated by January 1, 2026.

# How to Apply

---

- Download and complete the application from our website
- Send any questions you have about the application or the application process to [988programinfo@doh.wa.gov](mailto:988programinfo@doh.wa.gov)
- Submit your completed application and all required attachments by **July 31, 2025**
- Email your completed application to [988programinfo@doh.wa.gov](mailto:988programinfo@doh.wa.gov)
- The Department of Health (DOH) will review completed applications between August 1 and October 31, 2025.
- DOH may request additional information during the review process by emailing you at the address on your application.

# Additional Required Documentation

---

DOH is requesting that additional information be submitted with your application:

- Proof of accreditation
- Proof of liability insurance
- Training plan
- Staffing plan
- Copy of the crisis center policies and procedures

## Application Organization

---

- Organization Information
- BH-ASO Coordination
- National Requirements
- State Requirements in Statute or Rule
- Supplemental Questions
- Conflict of Interest Disclosure and Signatures
- Required Attachments



# Application Organization

---

- Organization Information
  - Ensure that the information is correct, including the contact information for the signatory
- BH-ASO Coordination
  - DOH will ask Behavioral Health Administrative Services Organizations (BH-ASOs) to provide recommendations to help determine which 988 contact hub applicants best meet regional needs (RCW 71.24.890)
- National Requirements
  - In order for DOH to designate an applicant as a 988 contact hub, they must meet or demonstrate the ability to meet all national requirements
  - Washington state and DOH do not have a role in the national requirement development process
  - Ensure you describe any plans to meet national requirements your center does not currently meet

# Application Organization

---

- State requirements
  - Review [WAC 246-350-020](#) and [246-350-030](#) for the Standards for designation as a 988 contact hub and the designation process
  - Applicants must show they can meet all requirements for DOH to consider the application
- Supplemental questions
  - All supplemental questions must be answered
  - These responses will be used to help differentiate applicants who meet all national and state requirements
- Conflict of interest disclosure and signatures
  - Have the organization signatory sign the application
  - DOH may reach out to request references during the review process



## Timeline

---

- Applications and attachments are due by July 31, 2025
- DOH will review completed applications between August 1 and October 31, 2025
- Check your email for additional communications from DOH during this time
- Organizations will receive a notification of the decision by the end of 2025 at the email address provided on the application.
- DOH will notify all applicants
- RCW 71.24.890 requires DOH to designate 988 contact hubs by January 1, 2026

## Questions

---

- Applicants may submit questions regarding the application via email at [988programinfo@doh.wa.gov](mailto:988programinfo@doh.wa.gov) prior to July 28.
- Answers to questions submitted by applicants will be posted on the Contact Hub Application Website and regularly updated.
- Check the website regularly for current information and updates to the Q&A.