

SSB 5762 - S AMD 649
By Senator Orwall

NOT CONSIDERED 03/12/2026

1 On page 4, line 26, after "(iv)" insert "Train employees to
2 identify and respond to callers who have, or may have, a
3 developmental disability as defined in RCW 71A.10.020, by providing
4 accommodations and support services necessary to effectively engage
5 in 988 crisis hotline assessments and interventions. Training must
6 prepare staff to provide effective communication and reasonable
7 accommodations, including plain language; slowed pacing and
8 additional response time; clarifying questions and confirmation of
9 understanding; and developmentally appropriate de-escalation and
10 safety planning. Training must also prepare staff, with the caller's
11 consent when feasible and when appropriate and lawful, to engage
12 trusted supporting individuals identified by the caller to help
13 identify uncommunicated needs, and to complete and document warm
14 handoffs and referrals to resources that address the specialized
15 needs of people with developmental disabilities.

16 (v)"

17 Renumber the remaining subsections consecutively and correct any
18 internal references accordingly.

19 On page 4, line 38, after "center" strike "and" and insert
20 "~~(and)~~;"

21 On page 5, line 2, after "populations" insert "; and information
22 on how callers who need specialized services or accommodations,
23 including persons with developmental disabilities, can request
24 services or accommodations"

25 On page 6, line 3, after "department" insert "and the authority"

26 On page 6, line 35, after "which" strike "may" and insert "shall"

27 On page 10, line 2, after "gender," insert "disability status,"

28 On page 10, line 39, after "for" insert "individuals seeking help
29 who self-disclose as"

EFFECT: • Expands training for employees responding to callers to include training on providing accommodations while providing crisis response and intervention services to individuals with developmental disabilities.

- Clarifies the information that must be provided by the Health Care Authority to 988 call centers, designated hubs, regional crisis lines, and behavioral health administrative services organizations.

- Requires displayed hotline information include details to access specialized services or accommodations.

- Includes the Health Care Authority in providing sufficient resources for the receiving crisis assistance requests through calls, chats, and texts.

- Requires guidelines developed by the Health Care Authority be inclusive of providing services based on disability status.

- Limits provision of specialized LGBTQ intervention and follow-up services to those who self disclose.

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