

Traumatic Brain Injury Strategic Partnership Advisory Council

October 2, 2025



TRAUMATIC BRAIN INJURY

Strategic Partnership Advisory Council
of Washington State

AGENDA

- Welcome
- Mission Statement
- TBI Council Norms
- Executive Committee Report
- Approve Minutes: October 3, 2024, February 25, 2025, May 2, 2025
- Review Updated Bylaws
- Review Committee Policy & Procedures and Recruitment Policy and Procedures
- 10 Minute BREAK
- Council Report
- WA211 Report
- Update on House Bill 1848
- Public Comment
- Adjourn

Mission Statement (Art. II Bylaws)

The mission of the TBI Council of Washington is to advise and work in collaboration with the Department of Social and Health Services (DSHS) and other stakeholders to advise the Governor, the Legislature and the Secretary of the Department of Social and Health Services on the best ways to create and provide an array of coordinated, accessible services and supports which promote optimal quality of life for all individuals that have been impacted by a traumatic brain injury, including their families.



TBI Council Norms

- Respectfully engage and listen to discussions by allowing one member to speak at a time.
- Address differences in opinion in a thoughtful and respectful manner
- Disclose any potential conflicts of interest that pertain to decisions made by the Council.
- Adhere to meeting agenda timeframes and refrain from disrupting Council meetings.
- Any accommodations for clarity or support among Council Members will be acknowledged and addressed.
- Provide your name each time you are speaking.
- Quorum - Over 50% of those assigned present.

Executive Committee Report

- Bridge contract input
- Letters of support
- Meeting with Rep. Doglio & Interim DSHS Secretary Recto
- May 2026 meeting
- Monitoring of HB 1848
- Input to TBI staff
- Executive Committee served as the Governance Committee

Approval of Council Meeting Minutes

- Approval of October 3, 2024 meeting minutes
- Approval of February 25, 2025 meeting minutes
- Approval of May 2, 2025 meeting minutes

Review Updated Bylaws

- Review Updated Bylaws
- Review Committee Policy & Procedures
- Review Recruitment Policy & Procedures

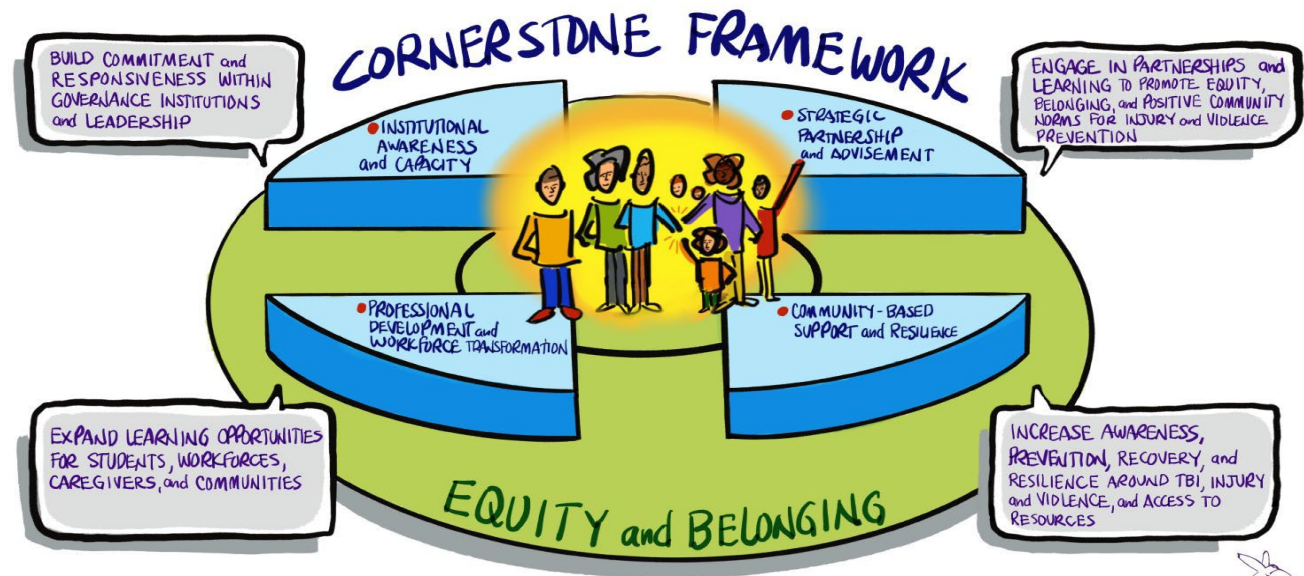
BREAK – 10 minutes



Photo credit: WA Department of Natural Resources

Council Report

- Institutional Awareness
- Strategic Partnership
- Professional Development
- Community-Based Support



Comprehensive Plan Cornerstones

- **Institutional Awareness & Capacity**
Build commitment and responsiveness within governance institutions and leadership
- **Strategic Partnership & Advisement**
Engage in partnerships and learning to promote equity, belonging, and positive community norms for injury and violence prevention
- **Professional Development & Workforce Transformation**
Expand learning opportunities for students, workforces, caregivers, and communities
- **Community-Based Support & Resilience**
Increase awareness, prevention, recovery, and resilience around TBI, injury and violence, and access to resources

TBI Council Coordinator Report

Proviso contracts:

- Number of meetings held - 11
- Number of participants - 108
- Overall satisfaction - 94.9%

Bridge contracts

Hiring two new staff to manage new programs associated with HB 1848

Revamped “**Get Support**” webpages on DSHS website

Year-end FY25 budget

TRAUMATIC BRAIN INJURY (TBI) FUND - SFY 2024 (July 1, 2024 - June 30, 2025)			
Activity	Budgeted	Expenditures SFY25 YTD	Budget Balance
DSHS / TBI Council	\$ 365,000	\$ 224,859	\$ 140,141
DSHS Staffing / Indirect	\$ 355,000	\$ 223,920	\$ 131,080
Travel - Staff - Council - DSHS / Materials	\$ 10,000	\$ 939	\$ 9,061
TBI Support	\$ 397,349	\$ 339,243	\$ 58,106
TBI I&R Services - WA 211 - 2213-45112-01	\$ 246,840	\$ 212,743	\$ 34,097
TBI Pilot Navigation and Support - WA211 - 2213-45108-01	\$ 24,009		\$ 24,009
TBI VSG Infrastructure - Support Groups Central 2131-24358	\$ -		\$ -
TBI VSG Facilitation - McHaney Enterprises 2331-49597	\$ -		\$ -
Service Alternatives (CDR) - 2334 - 50166	\$ 126,500	\$ 126,500	\$ -
Department of Corrections - 2061-97892-1	\$ -		\$ -
Public Awareness / Training / Events / Projects / Other	\$ 681,618	\$ 531,816	\$ 149,802
Public Awareness / Education / DES / Printing / NWD	\$ 150,000	\$ 198	\$ 149,802
Advanced Approach 2331-53057	\$ -		\$ -
DOH - Safe Kids and Traffic Safety Gardens - 2361-47354	\$ 150,000	\$ 150,000	\$ -
UO - Workshop and Education Programs - 2265-42070-1	\$ 225,500	\$ 225,500	\$ -
UO - Research Survey Study - 2165-31707-1	\$ -		\$ -
City of Tacoma - Safe Routes - 2264-43623	\$ 23,293	\$ 23,293	\$ 0
UW - TBI BH Echo Training - 2265-43608	\$ 132,825	\$ 132,825	\$ -
WA State Traffic Safety Commission 2361-50679	\$ -		\$ -
Grand total	\$ 1,443,967	\$ 1,095,918	\$ 348,049

WA211 Report

Presenter: Wanda Oliver



GET CONNECTED.
GET HELP.

211

2·1·1

Washington

A one-stop connection; locally, regionally, and nationally

Core Functions



1

Information and
Referral for Basic
Needs Crises



2

Critical Partner
to 911 and 988 in
Emergency Response
and Disaster
Management

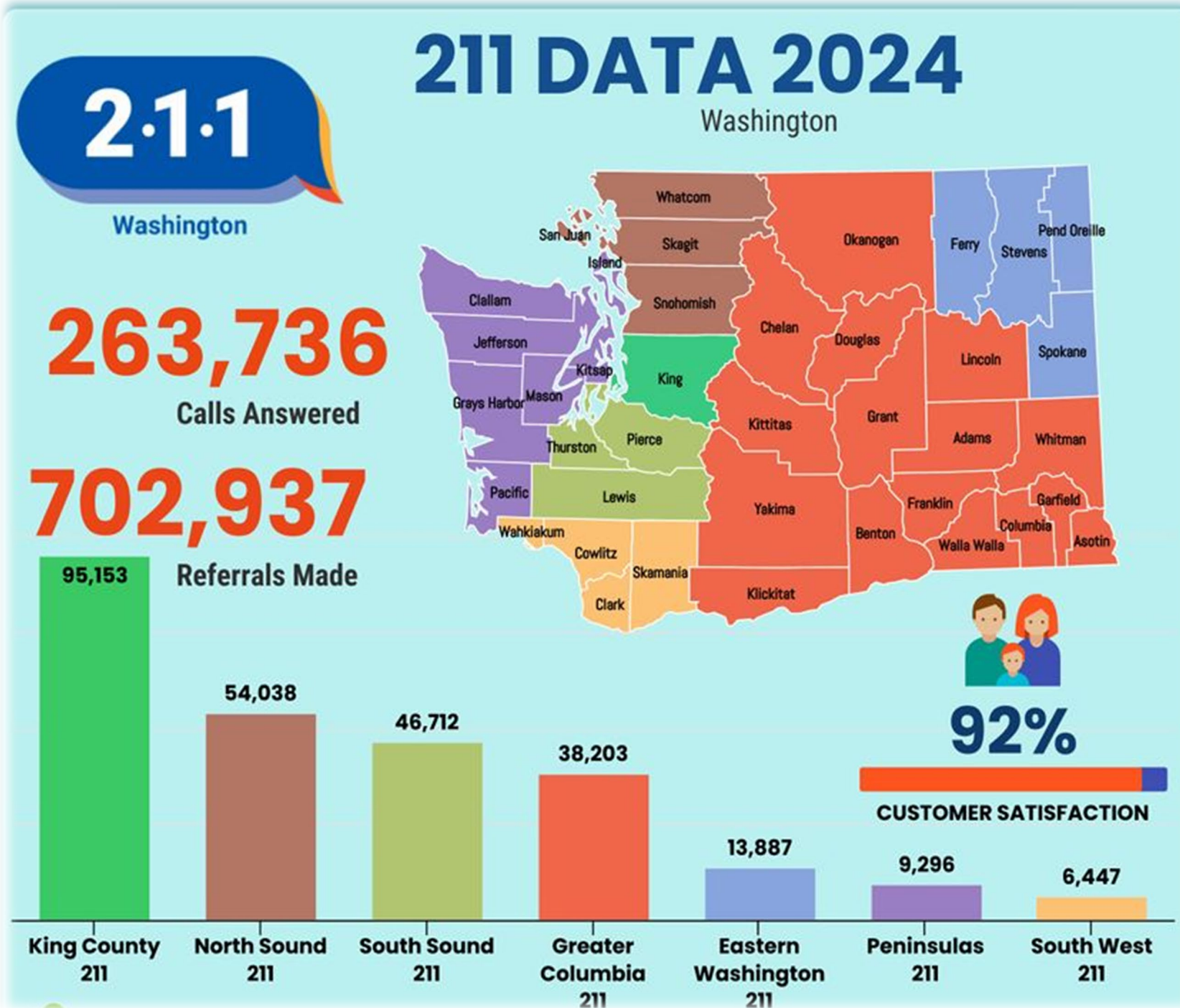


3

Only Statewide
Resource Directory

2024 Highlights

- **60 Community Referral Specialists:** Answered nearly 1,200 calls daily.
- **Self-Referrals:** More than 258,800 individuals used the online resource directory for self-referrals to community services.
- **Service Database:** WA 211 maintains the only comprehensive database in the state, offering nearly 30,000 health, community, and human services.





42% Housing & Shelter



10% Government & Legal



9% Utilities



9% Food



4% Clothing & Household



3% Transportation Assistance



15%

African American/Black/Other African



2%

American Indian/Alaska Native



2%

Asian/Asian American



28%

Caucasian/White



34%

Declined Ethnicity



2%

Hawaiian Native/Pacific Islander



9%

Hispanic/Latino



5%

Multi-racial/Cultural



2%

Other Ethnicity

Caller Demographics

57%

Adults

28%

Decline

13%

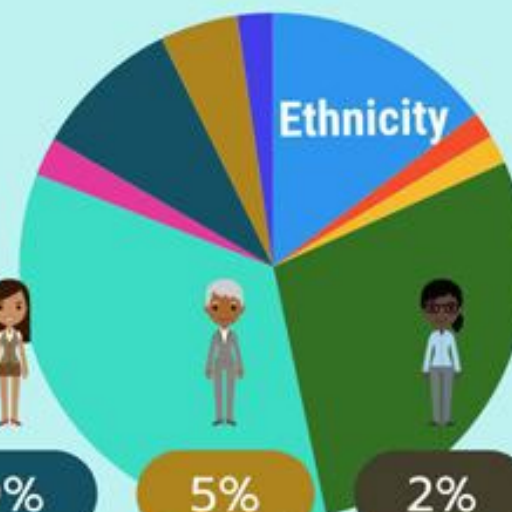
Senior



23%



50%



2023-24 Focus Strategic Realignment

Decision to shift to a statewide system

Building on strategic conversations started in 2023, the WA 211 Board of Directors, with input from call centers and diverse community stakeholders, decided to address inefficiencies and sustainability challenges. A board-led Strategy Taskforce and the FirstRule Group (FRG) conducted a comprehensive operational assessment and provided recommendations.

Why now?

Lack of Established,
Strategically
Focused Leadership

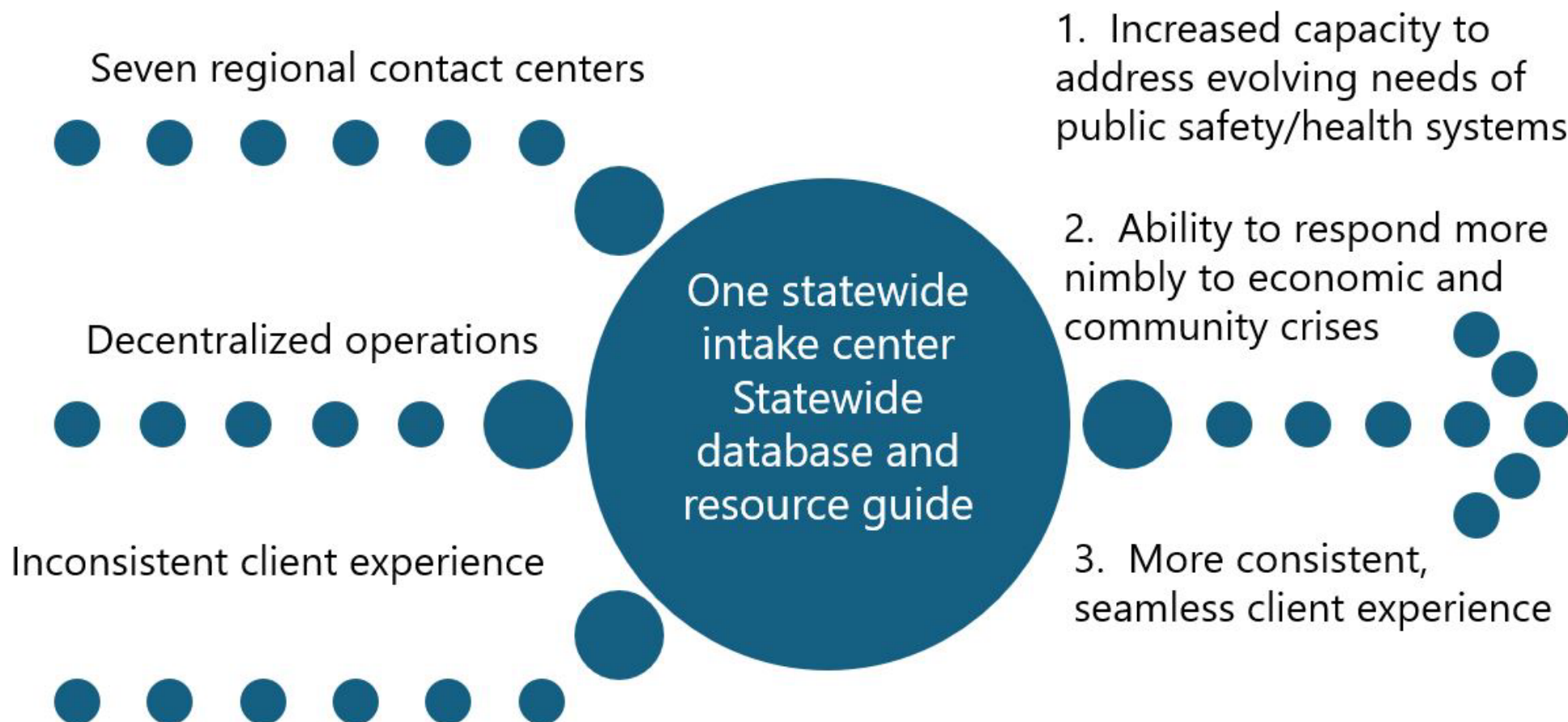
Regional Silos

Weak Public
Awareness and
Reputation

Benefits of statewide system

- Streamlined operations and reduced inefficiencies.
- Better integration of resources statewide.
- Improved contracting opportunities.
- Enhanced ability to handle 911/988 calls and respond to crises.
- Increased financial sustainability.

WA 211 Reimagined



Role of legacy call centers

Regional call centers will continue services through December 2025:

- People for People (GC211)
- Crisis Connections (KC211)
- Volunteers of America Western WA (NS211)
- Frontier Behavioral Health (EW211)
- 211info (SW211)

WA 211 Business Redesign

Implementation Timeline September 1 – December 30, 2025

Co-develop Transition Plans with Call Centers

- Determine call handling and IVR .
- Use existing relationships to ensure a smooth handoff of staff and knowledge.
- Design plans together to avoid any disruption in service.

Transition to Statewide Call Center

- Phase out legacy call centers 12/30/2025.
- Statewide Call Center launches 1/1/2026.

Technology/System Transitions

- Identify any unique protocols, client calls, or contracts that fall outside standard 211 processes.
- Resolve technology gaps and determine if systems can work together.
- Align data and reporting systems to meet both internal and external needs.

Implementation Planning

Develop detailed plans/workstreams for: hiring, training, workflow, operations & IT, culture/communications, community engagement, launch

Training

- Identify training needs, including any unique protocols, contracts, or call types.
- Create or update training materials/processes, plan additional trainings
- Adjust training for current staff moving into new roles
- Deliver training.

Community Engagement

Schedule and conduct community conversations statewide with local government, nonprofit partner, funders, key stakeholders

Communication and Stabilization

Continue communication with former 211 regions to stabilize processes, develop feedback loops, obtain community feedback to create a consistent client experience with quality referrals and reduced wait times, moving to an objective of 24/7/365 211 operations.

9/25

10/25

11/25

12/25

Q1

2025

September 2025

2026



Traumatic Brain Injury (TBI)

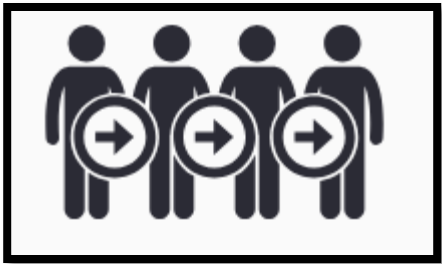
2.5 to 2.8 million people
sustain a TBI each year



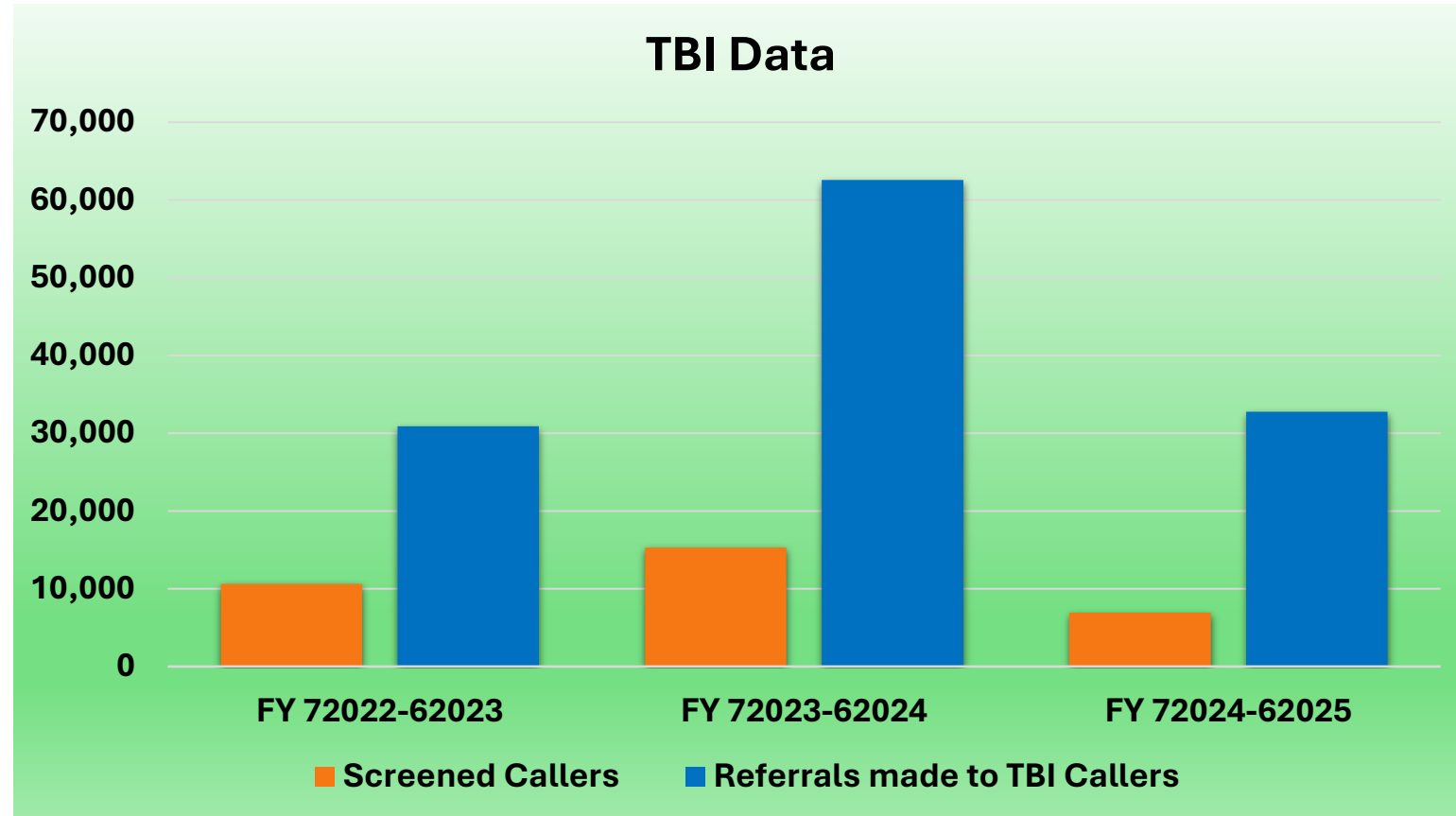
WA211 has been assisting TBI callers since November of 2022



**Screened 32,873
callers for TBI**



**Referred 126,218 resources
to TBI callers**



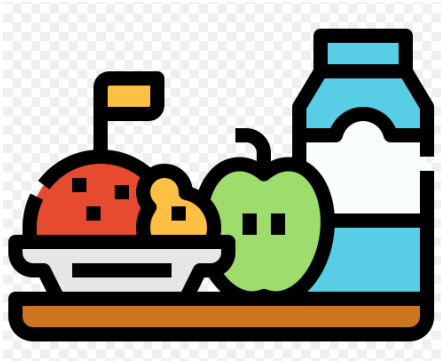
Top 6 TBI Referrals



Housing
44%

Information Service 9%

- TBI Events
- TBI Support Groups



Food/Meals
9%



Utility Assistance
8%



Health Care
5%

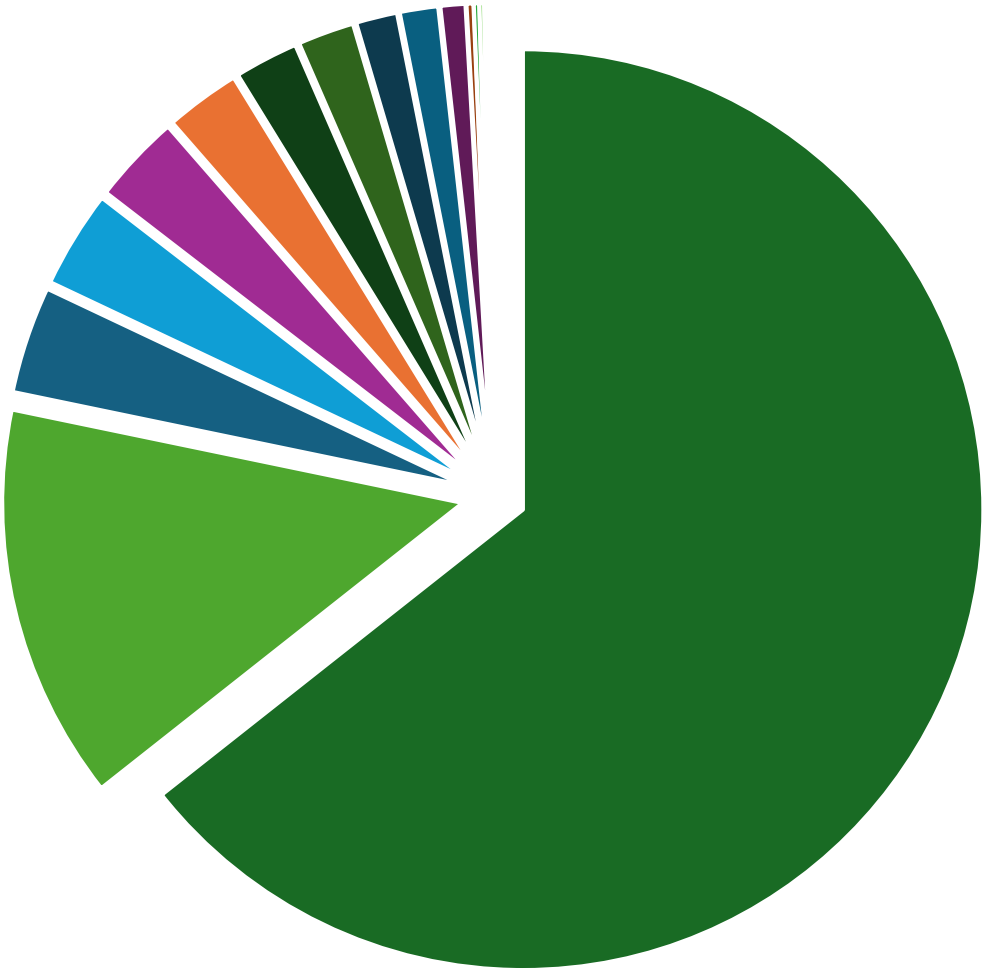
Individual, Family and Community Support

- Care Navigation offered by Community Care Hubs
- Caregiver Guide offered by AARP Washington
- TBI Skill Builder offered by Center on Brain Injury Research and Training

5%

TBI Unmet Needs

Unmet Needs are 3.10% of Needs Met



Unmet Needs	%
Housing	64.36%
Information Services	13.89%
Transportation	3.77%
Utility Assistance	3.43%
Clothing/Personal/Household Needs	3.14%
Legal, Consumer and Public Safety Services	2.64%
Individual, Family and Community Support	2.24%
Food/Meals	1.98%
Health Care	1.45%
Income Support/Assistance	1.34%



Referrals by Program Name

Healthcare Referrals

TBI Resources
Washington Health Plan Finder
Healthgrades
AARP Washington
Community Health Center of Snohomish County
Center on Brain Injury Research and Training
Sea Mar Community Health Centers
DSHS Aging and Long-Term Support Administration's Home
and Community Services
Lahai Health
Washington State Department of Health
HealthWell Foundation
Carina
Homage Senior Services
National Association for Home Care & Hospice
Swedish Medical Center's Outpatient Clinics

Mental Health & Addictions Referrals

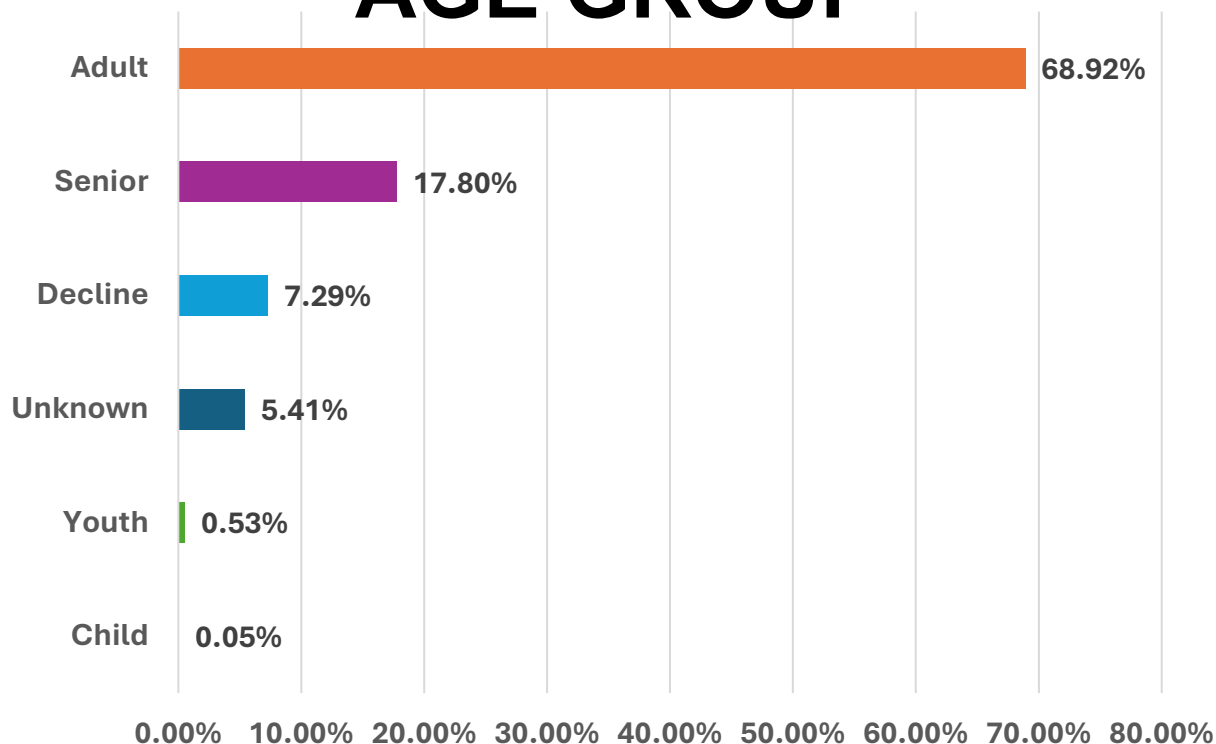
Sea Mar Community Health Centers
Crisis Connections
Compass Health - Snohomish County
Center on Brain Injury Research and Training
Providence Regional Medical Center Everett
Community Health Center of Snohomish County
New Beginnings
Domestic Violence Services of Snohomish County
Volunteers of America Western WA - Behavioral Health
Sunrise Services, Inc.
988 Suicide & Crisis Lifeline
National Domestic Violence Hotline
NAMI Washington
Counseling Centers of North Puget Sound
Therapeutic Health Services
Valley Cities Behavioral Health Care



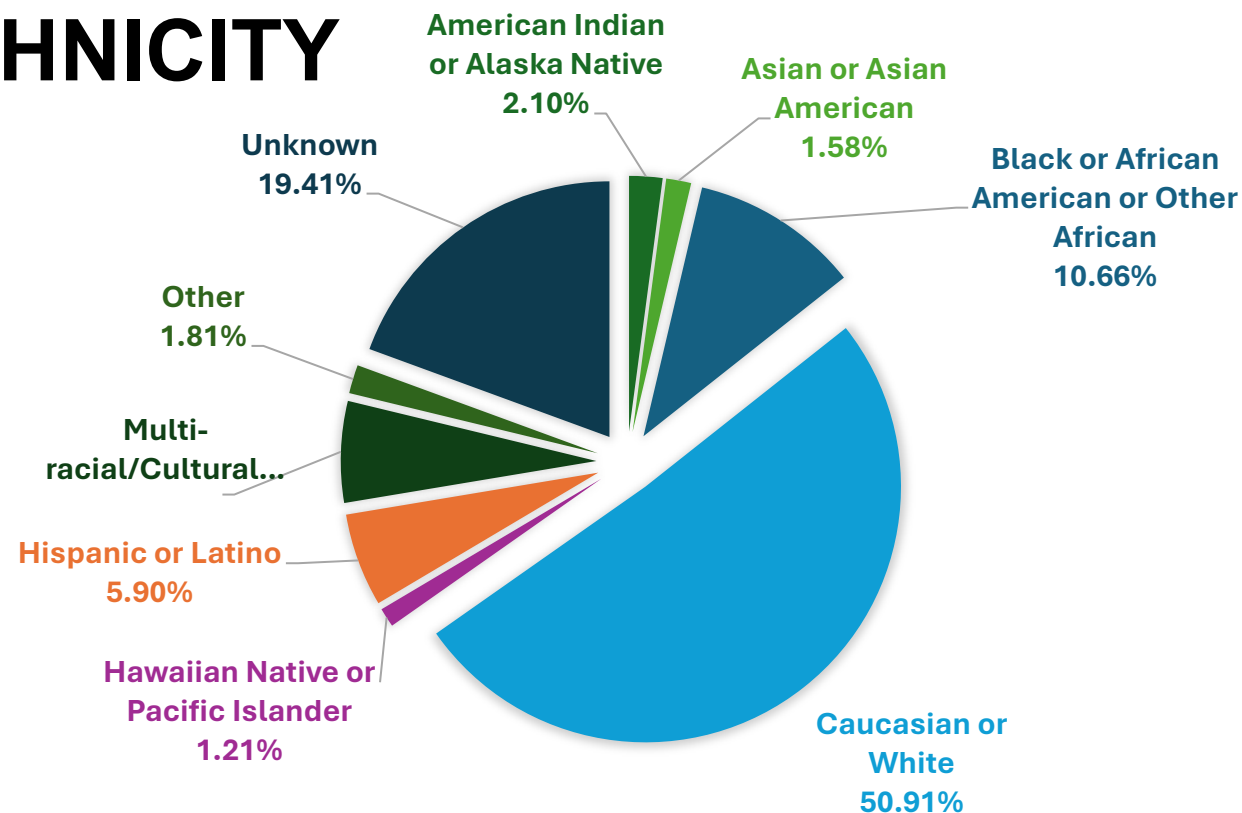
November 2022 – June 2025

TBI Demographics

AGE GROUP

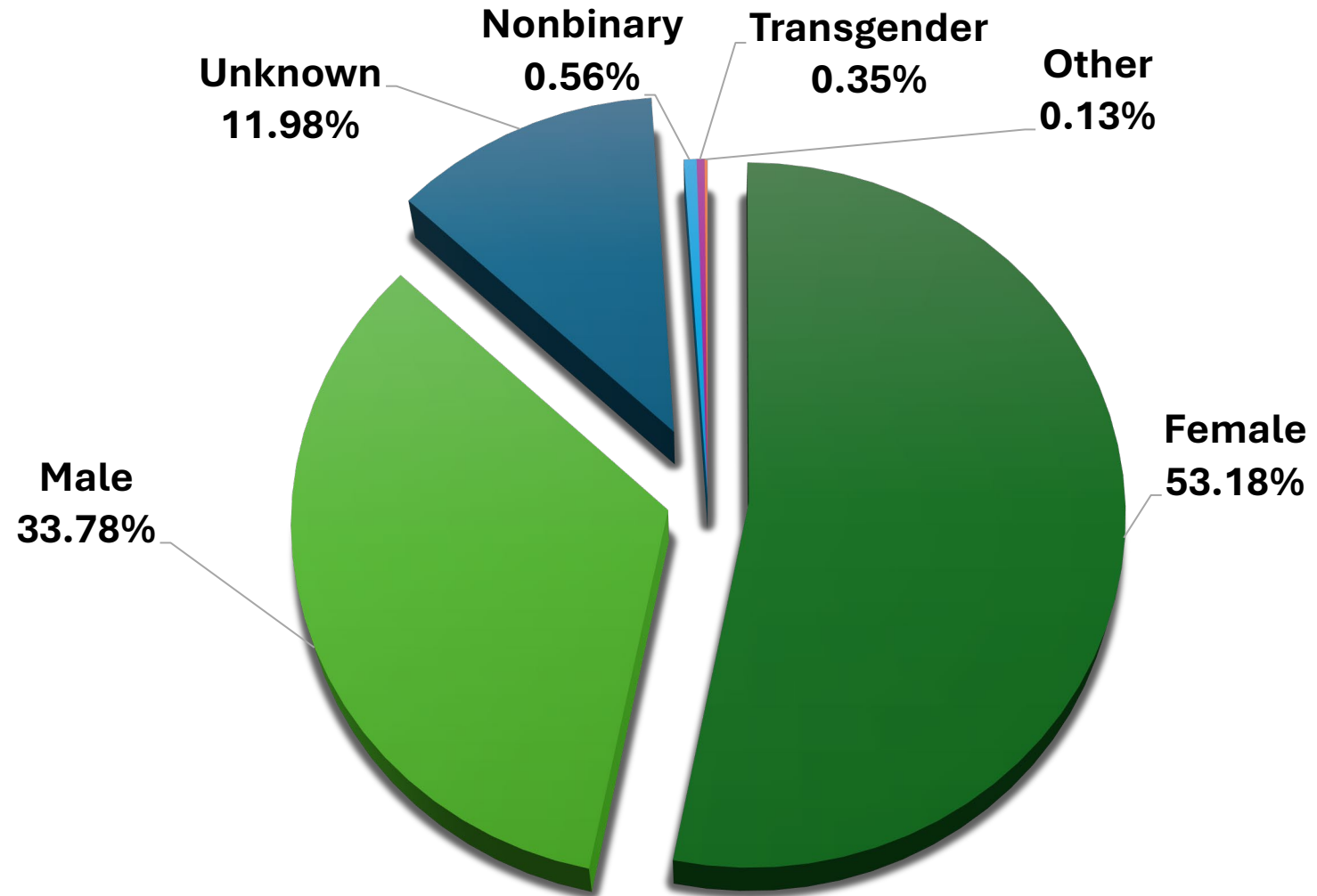


ETHNICITY



November 2022 – June 2025

How TBI Caller's Identify





TBI Callers by County

November 2022 – June 2025

Top 10



45.41%	Snohomish
25.16%	King
8.52%	Pierce
3.96%	Skagit
2.75%	Spokane
2.28%	Yakima
1.83%	Clark
1.44%	Whatcom
1.37%	Kitsap
1.10%	Benton

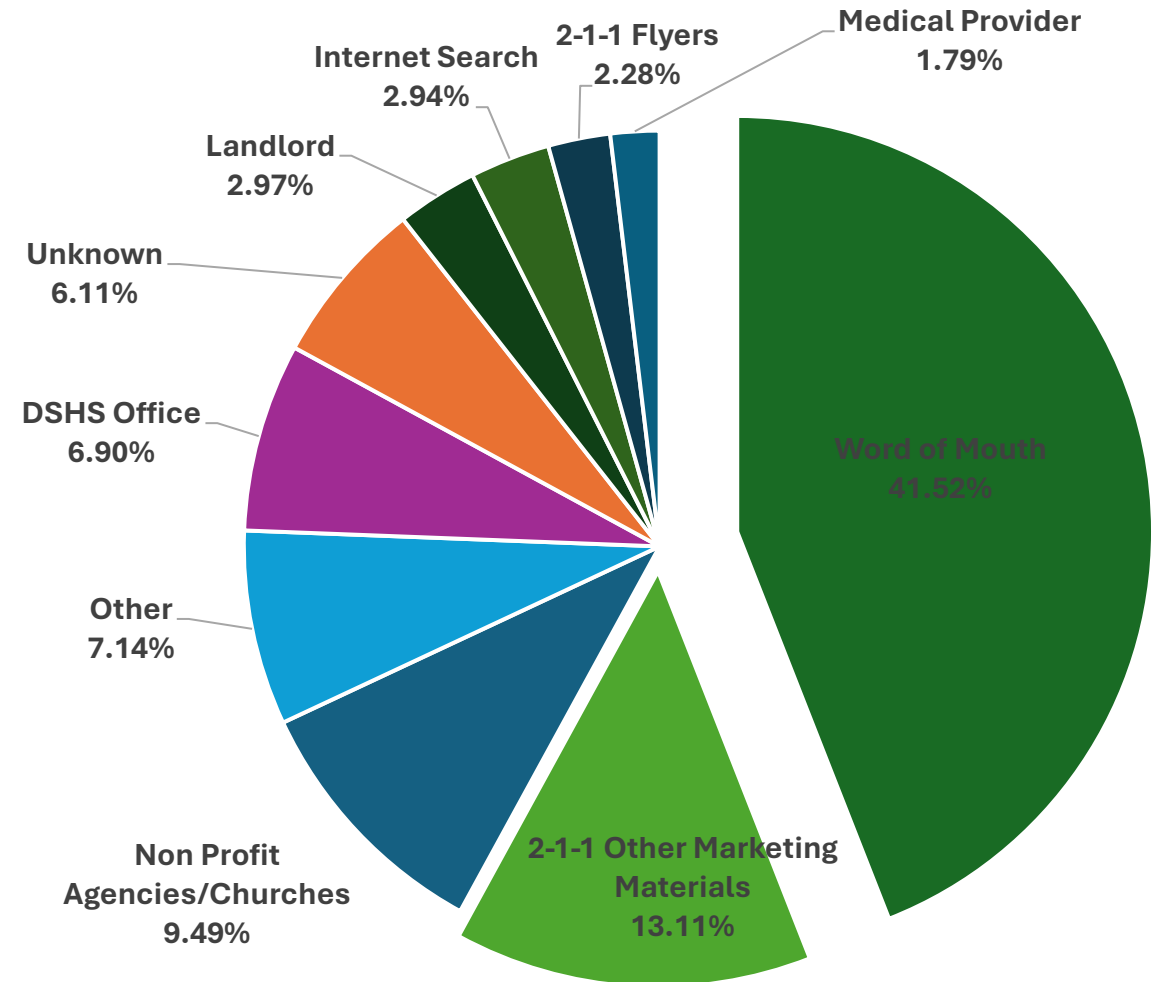


TBI Demographics

November 2022 – June 2025

TOP 10

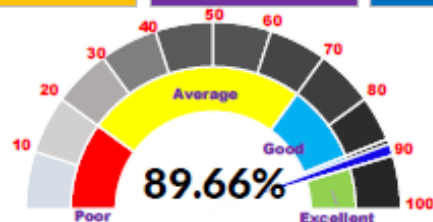
How did you hear
About 211



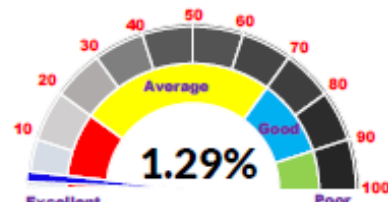
WA211 TBI Dashboard

July-22 - June-25

TBI Contacts Total	Abandoned by Caller	TBI Delivered Calls	Hold Length	Call Length (Avg.)
33,469	596	32,873	0:02:58	0:09:03



Customer Satisfaction %



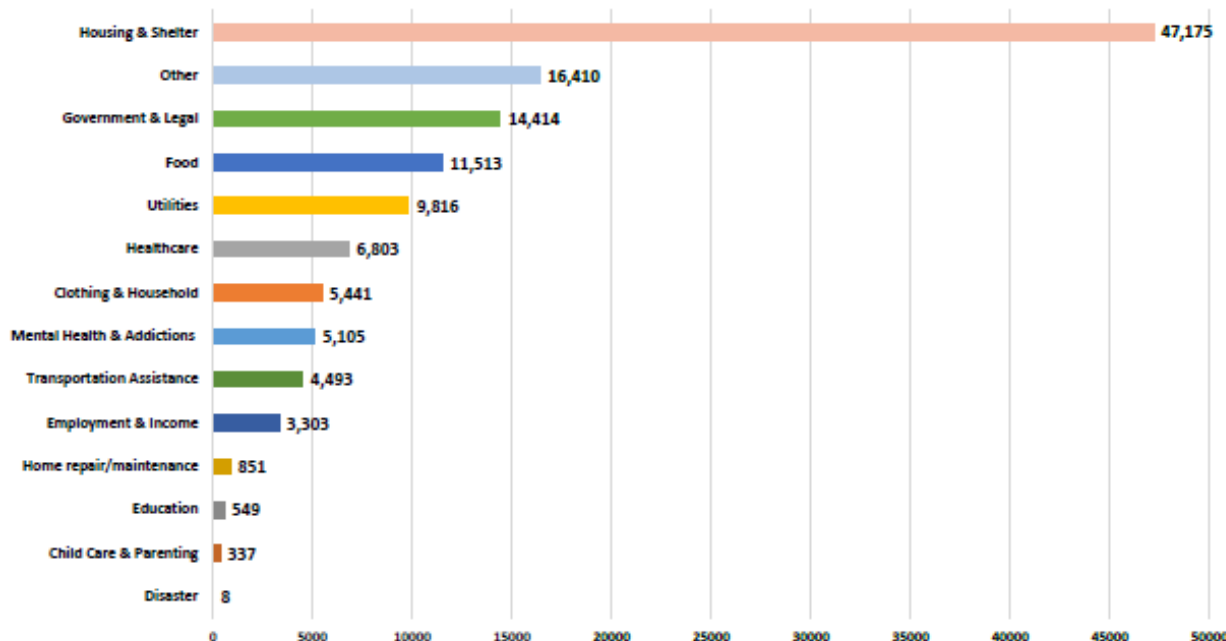
Abandoned %

TBI I&R Initial Screen	TBI Enhanced I&R	TBI Navigator	Total # Agencies	Total Referrals
15,607	17,492	122	15,592	126,218

TBI Caller Ethnicity	Count
African American/Black/Other African	3815
Multi-racial/Cultural	2205
American Indian/Alaska Native	736
Asian/Asian American	508
Caucasian/White	17018
Declined Ethnicity	5621
Hawaiian Native/Pacific Islander	404
Hispanic/Latino	1988
Other Ethnicity	578

TBI Caller Age	Count
Senior (60 and above)	191
Child/Youth (0-17)	4174
Declined Age	5851
Adult (18-59)	22657

Problem Needs Met



Problem Needs Limitations

Housing & Shelter	Government & Legal	Transportation Assistance	Utilities	Food	Healthcare
2222	327	224	130	83	57



**GET CONNECTED.
GET HELP.**

211

Questions?

For more information contact:
Amanda Madorno amadorno@wa211.org
Wanda Oliver woliver@wa211.org

Update on House Bill 1848

- Review House Bill 1848
- Fiscal Year 2026/27 TBI Council Budget

Purpose

Key Provisions

- Increase traffic infraction Fees
- Public awareness campaign
- Program funding

Overall Impact

TRAUMATIC BRAIN INJURY (TBI) FUND - SFY 2026 (July 1, 2025 - June 30, 2027)

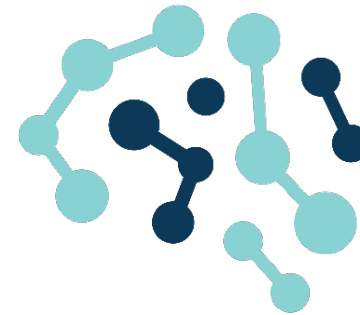
Activity	Budget FY26	Budget FY27	Biennium
Anticipated Revenue Based on FY 25	\$ 3,597,000	\$ 3,607,000	\$7,204,000
HB1848	\$ 1,079,100	\$ 1,082,100	
30% Budget Subtotal	\$ 1,079,100	\$ 1,082,100	
DSHS Staffing / Indirect 2 FTE	\$ 300,000	\$ 306,000	
Travel - Staff- Council - DSHS Materials	\$ 5,000	\$ 5,000	
Imaginal Network 2512-65888	\$ 12,000		
Kitsap Brain Injury 2512-65887	\$ 12,000		
Wellness House 2512-65886	\$ 12,000		
Headstrong 2512-65889 - pending signing	\$ 12,000		
Pending Projects for:	\$ 726,100	\$ 771,100	
Public Awareness Campaign			
In-Person Support Group			
Community integration activities			
Peer-to-peer mentoring/navigation program: newly injured & pediatrics			
Facilitator Trainings Program			
Budget: Allocation - Reserve (budget - Reserve \$600,000)	\$ 1,917,900	\$ 1,924,900	
DSHS / TBI Council	\$ 337,500	\$ 343,900	
DSHS Staffing / Indirect	\$ 320,000	\$ 326,400	
Travel: Staff - Council	\$ 15,000	\$ 15,000	
Materials	\$ 2,500	\$ 2,500	
TBI Support	\$ 120,750	\$ 120,750	
Service Alternatives (CDR) - 2334 - 50166	\$ 120,750	\$ 120,750	
Public Awareness / Training / Events / Projects / Other	\$ 1,191,824	\$ 1,211,329	
Public Awareness / Education / DES / Printing	\$ 35,000	\$ 35,000	
TBI I&R Services - WA 211 - 2213-45112-01	\$ 257,400	\$ 283,140	
DOH - Safe Kids Coalition- 2561-61002	\$ 150,000	\$ 150,000	
UO - Workshop and Education Programs - 2265-42070-1	\$ 300,300	\$ 280,500	
TBI VSG	\$ 59,699	\$ 59,321	
UW - TBI BH Echo Training - 2265-43608	\$ 139,425	\$ 153,368	
Undetermined project	\$ 250,000	\$ 250,000	
Base Subtotal	\$ 1,650,074	\$ 1,675,979	
Grand total	\$ 2,729,174	\$ 2,758,079	\$ -
Over/Under spent	\$ 867,826	\$ 848,921	

Public Comment

- Please follow TBI Council norms.
- We will call on people who have expressed interest via chat.
- For written comments, email TBICouncil@dshs.wa.gov by 5 pm, Tuesday, October 7.
- **Heading Forward**: TBI monthly e-newsletter. Once you enter your email address and click submit, scroll down until you see “News and Resources” and select “Traumatic Brain Injury Council”.
<https://www.dshs.wa.gov/altsa/traumatic-brain-injury/Washington-traumatic-brain-injury-strategic-partnership-advisory-council>

Thank You!

- Next TBI Council Meeting – February 5, 2026



TRAUMATIC BRAIN INJURY

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of Washington State