

**MEMORANDUM OF UNDERSTANDING FOR BEHAVIORIAL HEALTH CRISIS  
INTERVENTION SERVICES**

This **MEMORANDUM OF UNDERSTANDING FOR BEHAVIORIAL HEALTH CRISIS INTERVENTION SERVICES** ("MOU") effective 2<sup>nd</sup> of June, 2026, is entered into between **CRISIS CONNECTIONS**, a Washington non-profit 501(c)(3) organization, and **CITY OF REDMOND ("City")** a Washington municipal corporation, carried out through the Redmond Police 911 Communications and Dispatch. Collectively referred to as "Parties", and individually as "Party".

**RECITALS**

**WHEREAS**, since 1964, Crisis Connections has been a trusted nonprofit serving Seattle, King County, and Washington State with a mission to foster resilience and well-being for all by connecting people to accessible and compassionate support. It provides free and confidential programs and services 24/7/365 through its contact centers, and support to survivors of suicide, provide community outreach, and offer youth suicide prevention education; and

WHEREAS, Crisis Connections has created pathways to critical resources and crisis support for help seekers in the community, delivering expert care to people who are struggling with loneliness, depression, substance use disorder, recovery, and many other life challenges; and

WHEREAS, Redmond 911 Communications and Dispatch interview callers to ascertain the nature and location of events that may need medical, fire, police response and/or behavioral services response; as well as determine the priority of current activity and assign the appropriate resources;

WHEREAS, the City is in need of additional behavioral health crisis intervention services by which 988 has trained behavioral health specialists employed by Crisis Connections to work with the City's Redmond's Public Safety Answering Point ("PSAP") to fill the gap in providing appropriate resources for callers to 911 that involve behavioral health crises; and

WHEREAS, the Parties now desire to enter into this MOU to establish the roles and responsibilities under which the Parties will collaborate in providing support and intervention services to such 911 callers;

NOW, THEREFORE, the Parties have reached the following understanding:

1. **Purpose.** This memorandum establishes the partnership between Crisis Connections and Redmond PSAP to enhance the delivery of information and referral, crisis intervention, and suicide prevention services to community residents and assist with the non-emergency behavioral health and mental health-related calls to 911. Crisis Connections and the City share a common goal of serving their communities. They seek to improve access to community health and human services and to serve as community barometers to indicate insufficient resources and gaps in services. Crisis Connections and Redmond PSAP are proud to partner to provide the community with appropriate information and referral, crisis intervention, and suicide prevention services and limit non-emergency calls to 911.

Each party to this MOU is a separate and independent organization, and nothing herein shall be construed to create a joint venture or legal partnership. Each organization shall retain its own identity in providing services. This MOU is solely for the benefit of the Parties and creates no right, duty, privilege, or cause of action in any other person or entity. No employees or agents of one Party or its contractors or subcontractors shall be deemed to be employees, agents, contractors or subcontractors of the other Party.

### 2. Services provided by Crisis Connections:

- Employ and provide qualified personnel who have completed appropriate training on confidentiality, data sharing, NENA Suicide/Crisis Line interoperability standards, and Criminal Justice Information compliance for collaboration with Redmond PSAP seven days per week.
- Schedule, manage, supervise, and compensate the Crisis Connections employees assigned to work with Redmond PSAP. Crisis Connections will provide a reliable schedule for Redmond PSAP.
- Crisis Connections staff will receive transfers from Redmond PSAP personnel that meet the established threshold and protocols agreed to by both agencies to provide telephonic mental health intervention, support, and referral services.
- Work collaboratively with 911 personnel to provide appropriate emergency responses, including referring situations back to 911 personnel when necessary.
- Provide 911 management with an aggregated (de-identified) data report of contacts referred to 911 on a quarterly basis.
- Comply with all applicable federal, state, and local confidentiality laws.
- Comply with 911 APCO International Code of Ethics.

- Always maintain client confidentiality, except when the client gives explicit verbal permission to share specific information to an agreed-upon entity for purposes of advocacy/referral or in cases where the crisis counselor learns of imminent danger to a person or persons, or in cases where the crisis counselor learns of abuse or neglect of a minor, disabled adult, or elder.
- On-duty Crisis Connections personnel will consult with a master's level clinician prior to disclosing any protected health information or demographic information, except with suicide-in-progress contacts, contacts where there is a threat to the health or safety of the caller or others, violence-in-progress contacts, or contacts where the person has become unconscious.
- Maintain its own cloud-based software systems for electronic health record documentation. Crisis Connections will maintain its own instances of Microsoft Office products for information sharing internal to the agency. Access to these systems will not be provided to staff of 911 without prior written consent from the Crisis Connections Privacy and/or Security Officer. Access will be the minimum necessary to meet the needs of the request.
- Participate in community engagement, including communities most disproportionately impacted by suicide, to inform strategic planning.
- Provide general statistics on a [quarterly/annual] basis to the City as outlined in the Data Sharing Agreement

### **3. Services Provided by Redmond 911 Communications and Dispatch:**

- Provide logistical support for the Crisis Connections staff to ensure calls are transferred successfully through a "warm handoff" directly to a Crisis Diversion Specialist.
- The 911 center staff will be trained on calls that would be better served by a trained Crisis Connections staff member.
- Participate in providing EMS or police services if the call is transferred back to 911
- Participate in relationship building activities to ensure that calls can be successfully transferred to the Crisis Connections Diversion Team.
- Provide information to direct call takers on the nature of the program and support the ongoing implementation and rollout of the collaboration.
- Provide general statistics on a [quarterly/annual] basis to Crisis Connections as outlined in the Data Sharing Agreement.

### **4. Indemnification:**

Each party shall indemnify, defend, and hold the other party, its officers, officials, employees, agents, and volunteers harmless from any and all claims, injuries, damages, losses or suits, including attorney's fees, arising out of the acts, errors, or omissions of the indemnifying party, its officers, officials, employees, agents, and volunteers in the performance of its obligations under this MOU, except to the extent the injuries or damages were caused by the indemnified party. Each party agrees to be responsible for its own

## Memorandum of Understanding

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negligent acts or omissions and those of its officers, employees, agents, and volunteers to the fullest extent permitted by law. Neither party shall be responsible for the acts or omissions of the other party. This MOU does not create any third-party rights, obligations, benefits, or the power or right of any third party to bring an action to enforce any terms of this MOU. This section shall survive the expiration or termination of this memorandum to the extent allowed by law.

**Insurance.** Each of the parties agrees to obtain and maintain, for the duration of this MOU, all insurance necessary to cover loss or liability related to this MOU.

### 5. Termination

This MOU may be terminated by either party by providing written notice of intent 30 days prior to a selected termination date, which shall conclude all activities detailed in this agreement. Each party shall remove references to this agreement from their website and other documentation upon termination date of the agreement.

#### For Crisis Connections:

Name and Role: Michelle McDaniel, Chief Executive Officer

Signature: 

Date: 06/02/2026

#### For Redmond 911 Communications and Dispatch:

Name and Role: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_