

00:03:52 Captioner Don Rombach RPR, CRR, CRC: For a live, transcript view of real-time captions, click the link and resize the window:

<https://www.streamtext.net/player?event=112RIInternational945am>

00:15:31 Karen Jones: Welcome to the 988 Crisis Jam!

00:16:37 Karen Jones: [talk.crisisnow.com](http://talk.crisisnow.com) has prior meeting recordings, highlights, and sign up for the reminders

00:19:52 Karen Jones: At end of John's presentation, we'll have a brief time for general comments and questions. Feel free to put yours in the chat!

00:23:17 KY-Beck Whipple: If anyone is on from Kentucky, I'd love to see you add KY to the beginning of your name. Go Team Kentucky!

00:24:49 KY Larry McNabb: Done! Good to "see" you on here.

00:25:14 Kathy Martinez: Is there any update on geolocation being included in 988 calls/texts for use in routing the calls to correct call center as well as MCT effectiveness?

00:25:17 kybarbaraford: Done!

00:27:39 Janice Greller: Janice Greller NAMI FL

00:28:11 Monica Luke - she series: Can we have a direct link to the 988 report to Congress published by SAMHSA? TY

00:29:10 Diana Cortez Yanez: What SPECIFIC things are being done for equity? And that there IS cultural support?

00:30:10 Diana Cortez Yanez: How is Lived Experience being incorporated?

00:30:53 KY-Beck Whipple: @Diana, great questions!

00:31:19 Nick Nudell: What does "988 implementation" look like? What are the measures of success?

00:32:28 Diana Cortez Yanez: Thanks!

00:33:51 Jess Stohlmann-Rainey: @Diana - this cultural support piece is so important! Not just accessibility from a language perspective, but really expanding our thinking of what support means, and tailoring it to individuals and communities. And when we say "lived experience," are we really designing around people who are experiencing crisis, or are we bringing in people whose experience with crisis is far behind them, whose aren't experiencing precariousness, and whose experiences affirm business as usual practices?

00:34:30 Richard McKeon: Re geolocation we have continued to communicate the needs to the FCC but we do not have an update currently although we are hopeful of an update coming soon. I think FCC has been invited to this meeting to discuss

00:35:09 Captioner Don Rombach RPR, CRR, CRC: For a live, transcript view of real-time captions, click the link and resize the window:

<https://www.streamtext.net/player?event=112RIInternational945am>

00:35:11 Diana Cortez Yanez: EXACTLY! @Jess

00:35:27 Peter Brown: Is SAMHSA going to establish any specific standards for how 988 should operate in jurisdictions operating the system?

00:36:14 Richard McKeon: Unfortunately we can only link directly to one report which is currently on the samhsa website which went to the appropriations committees . The other two reports are now under the control of Congress rather than us

00:36:42 Mary Jean Weston: Will SAMHSA or Vibrant be developing templates of messaging materials that can be tailored by each state? Developing a full marketing campaign is quite expensive for each state.

00:36:44 Dan Rabbitt: Any timeline on the 988 messaging toolkit? Any direction to states/advocates on how to align our messaging with what SAMHSA recommends?

00:36:45 Diana Cortez Yanez: Not a one size fits all. That is one of the MAIN problems with the systems now.

00:36:46 Susan Kerin: Is there data on the average pay for staff who answer the lines. What percent are unpaid (Volunteers)?

00:37:19 Amy Cohen, PhD (APA): yes, we would be curious about average pay for those who man the crisis lines

00:37:19 Tom Insel: Has the communication plan engaged social media companies? FB, YouTube, Twitter, TikTok are hot spots for people in crisis.

00:38:03 Leo Petrilli: This is such a wonderful initiative and one that speaks to me personally. May I ask? Has there been any consideration to how someone who was struggling (take for example my own journey of long term addiction), which will be made available after a painful and negative event? Thank you.

00:38:05 Erin: How can advocates work within their local communities on public awareness campaigns, especially if they are not affiliated with an organization? I didn't know of 988 until late this summer after so many horrific, traumatizing, and abusive experiences with NYPD in response to mental health crisis intervention in NYC. I now live outside NYC in a large suburban community that should have the kind of infrastructure to support 988. Don't know if anyone in the city's leadership know of 988 and I would like to, as an individual, begin to spread the word with local elected officials and organizations and via social media (like the town's FB group).

00:38:45 Stephanie Hepburn: Great information, John!

00:39:39 Megan McDaniel (She/Her): @Jess I would encourage you to challenge your perception on peers and their journey to recovery. While it would be ideal to hire folks who are actively engaging with their recovery and have healed from their crisis, it doesn't always work out that way.

Trauma and mental health can oscillate between crisis and recovery. We should create space in which peers are allowed to experience a crisis, even if their employment basically requires them to remain distant from actively being in crisis.

00:40:26 Nick Nudell: Has anyone in the 988 hierarchy talked to the 911 technologists? The 911 technology infrastructure is 50 years in the making so much to leverage already.

00:41:34 Jess Stohlmann-Rainey: @Megan I agree... I don't really align with a "recovery" paradigm to being with. That is what I was getting at. We should not just be employing and learning from people who align with our idea of "wellness"

00:42:43 Mary Giliberti: Can you address coordination with CMS? The last goal - the largest amount of money is under jurisdiction of CMS. Can we have a similar presentation on this section by CMS as I am not aware that they have ever come on this call despite repeated requests in this chat. Can you ask CMS to give us a similar briefing?

00:42:48 Jess Stohlmann-Rainey: People who work in the industry experience their own crisis all the time - It is a normal experience that we should have supports for as employers.

00:42:59 Suzanne Rabideau: John - Thank you for this info. Can someone share more about any planned resources that will be created to support the coordination between 911 and 988 (e.g. example protocols for transferring 911 calls to 988).

00:43:27 John Richardson: Will there be any accreditation process that validates that the standards are being met?

00:44:12 Laura Van Tosh: PWLE involvement is one thing (seems weak) and PWLE during the implementation and beyond is another. Please think of the latter.

00:44:43 Laura Van Tosh: PWLE people with lived experience

00:44:57 Matthew Goldman: Have 911 Emergency Medical Dispatch developers like ProQA been engaged to build "Transfer to 988/local crisis line" into their standard 911 triage workflows for appropriate calls?

00:45:07 Megan McDaniel (She/Her): @Jess Ah gotcha and completely agree 100%. If we're going to honor the pervasive nature of trauma and crisis, we have to acknowledge that it can and does happen to anyone. And doesn't necessarily impede your value as an employee.

00:45:22 Suzanne Rabideau: Regarding broad sustainable funding strategies, what is the latest regarding any efforts regarding advancing Medicare and commercial reimbursement for ALL crisis services.

00:46:15 Jess Stohlmann-Rainey: @Megan Are you running a peer support line as part of 988? We have one, and would love to connect with others who do.

00:46:24 Karen Jones: See the #CrisisTalk article at <https://talk.crisisnow.com/communities-must-have-all-core-crisis-elements-to-reach-people-most-in-need/>

00:48:45 Ingrid Hartman: Does anyone have an access to care department that does both crisis intervention AND arrange/schedule outpatient appts?

00:48:49 Becky.Stoll: Is this talking about the SAMHSAS Crisis Standards?

00:49:45 Karen Jones: Yes, the National Guidelines from SAMHSA  
<https://www.samhsa.gov/sites/default/files/national-guidelines-for-behavioral-health-crisis-care-02242020.pdf>

00:49:50 Nick Nudell: We have been talking about mobile crisis response and related field operations but that is not what 988 is. Where is the funding coming from that is outside of the 988 phone number?

00:49:53 Richard McKeon: We have been developing multiple lines of efforts regarding 988/911 coordination . These include ongoing communication with the Office of Emergency Medical Services in DOT, developing resources to help inform 911 stakeholders regarding 988, language in the NOFO for states asking for a plan for 988/911 coordination, the establishment of a community of practice this spring , as well as participation in a work group established by the National Emergency Number Association looking at development of a protocol. Much that needs to be done

00:50:31 Margie Balfour: @Ingrid: the crisis line for southern AZ does crisis intervention, mobile team dispatch, and appointment scheduling. It's run by Envolve and our Regional BH authority AZ Complete Health

00:50:50 Laura Van Tosh: Are historical documents taking PWLE information in account? Is the foundation based on a lens of PWLE?

(talking about reports speaker is citing)

PWLE people with lived experience

00:51:32 Pat Morris-VOA: C Didi Hirsch

00:51:39 Erica Chestnut-Ramirez, EMPACT-SPC: C!

00:51:40 Paul Galdys: C didi

00:52:59 Laura Van Tosh: Slender Thread with Sydney Portier

00:53:18 Richard McKeon: The Georgia Crisis and Access and line is to my knowledge the best example of combining telephonic crisis intervention and being able to actually schedule outpatient appointments.

00:53:29 Wendy White Tiegreen - GA DBHDD: @Ingrid - The state of Georgia's call center is branded the Georgia Crisis and ACCESS Line (GCAL) to assist individuals in finding resources in their area for inpatient/outpatient services as well as responding to the Lifeline calls and Georgia crisis calls.

00:55:48 Monica Luke - she series: Is it assumed that all states will want geolocation? Any discussion with folks who would call 988 about whether geolocation would influence their decision to call (i.e. not call most likely)?

00:56:33 Michelle Nunemaker, Nebraska DHHS-DBH: Also, has confidentiality been discussed? It is my understanding that when calling 911 you agree to release your location, will this be the same for 988?

00:57:36 Kathy Martinez: I believe the idea for geolocation for 988 is that it would not be available unless emergency response required. It would also be used to route calls to call centers correctly - not viewable by call center staff.

00:58:00 Suzanne Rabideau: It would also be helpful that the current national state legislative surveillance included any 911 legislation that support 911 in transferring calls to 988.

00:59:36 Paul Galdys: Link to CMS release on 12/28: <https://www.cms.gov/newsroom/press-releases/new-medicaid-option-promotes-enhanced-mental-health-substance-use-crisis-care>

01:01:37 AZ Dana Flannery (she/her/hers): Here is where you can find more information on our ARPA efforts: <https://www.azahcccs.gov/AHCCCS/Initiatives/ARPA/index.html>

01:02:20 Miriam Pearsall: Thanks so much for sharing this!

01:02:46 AZ Dana Flannery (she/her/hers): Here is where you can find other grant options that are contributing to crisis efforts: <https://www.azahcccs.gov/Resources/Grants/>

01:09:14 Sarah Corcoran, GCS (she/her): Finance Hearing Announcement: <https://www.finance.senate.gov/chairmans-news/wyden-and-crapo-invite-surgeon-general-to-finance-committee-to-discuss-youth-mental-health>

01:10:56 Stephanie Pasternak (she/her): <https://www.youtube.com/c/KSLegislatureLIVE>

01:11:24 Matthew Goldman: Hi all—we are excited to announce that the first-ever National Survey of MCTs in the United States is being launched TODAY in collaboration with Vibrant, SAMHSA, NASMHPD, and researchers Dr. Matthew Goldman and Preston Looper. All mobile crisis, co-responder, and other field-based mental health crisis response teams are encouraged to complete the survey by February 28, 2022.  
<https://tinyurl.com/nationalMCTsurvey>

01:12:29 Stephanie Pasternak (she/her): <https://naminys.quorum.us/campaign/37042/>

01:12:51 Paul Galdys: Thanks Matt and Preston... very important work and hope we can get everyone to respond!

01:13:10 Nick Nudell: We have to be careful to not conflate 911 with police. 911 is just a phone number with a significant amount of infrastructure. 911 has the capability to handle the 988 needs which is what some of the previous speakers have talked about. It is imperative to not just treat 911 as a "stakeholder" to appease but it is a foundational service and technology for 988 to leverage.

01:15:18 KellyMarschall: Can you please put the mobile crisis survey link in the chat?

01:15:22 Matthew Goldman: Thanks Paul! Again link here—please respond and share widely!  
<https://tinyurl.com/nationalMCTsurvey>