

00:03:25 Captioner Don Rombach RPR, CRR, CRC: For a live, transcript view of real-time captions, please click the link and resize the window:

<https://www.streamtext.net/player?event=119RIInternational945am>

00:12:28 Kelly Goshen: Kelly Goshen-Pennsylvania

00:13:54 Stacey Williams, DMH: Stacey Williams, Missouri Department of Mental Health

00:14:59 Dawn Peel: Dawn Peel

00:15:44 OH - Robin Stull LPCCS (she/her) NAMI: Robin Stull LPCCS, Ohio Sandusky Co - Mobile Crisis Response Team Navigator

00:16:36 cwirick: Carrie Wirick, Netcare Access, Columbus Ohio

00:17:05 AZ Margie Balfour: '

00:17:27 Stacey Frohnafel-Hasson: Stacey Frohnafel-Hasson, Ohio Dept. of Mental Health and Addiction Services, 988 Lead

00:17:45 Joanna Rosen, AFSP (she/her): Joanna Rosen, American Foundation for Suicide Prevention

00:17:53 Christy W: I am hearing an echo. Is anyone else? Otherwise I can log out and back in

00:18:20 Lee Wilcox: Lee Wilcox, 988 Support Lead (Oregon); THANK YOU for ASL interpretation - hat tip to Audrey!

00:18:22 Captioner Don Rombach RPR, CRR, CRC: For a live, transcript view of real-time captions, please click the link and resize the window:

<https://www.streamtext.net/player?event=119RIInternational945am>

00:18:28 CJ Loiselle: Good Morning Everyone. CJ Loiselle here from Arizona Medicaid (AHCCCS)

00:18:46 Nick Nudell: Nikiah Nudell, The Paramedic Foundation, American Paramedic Association, and National EMS Management Association

00:19:13 Colleen Carr: Good morning all! Colleen Carr, National Action Alliance for Suicide Prevention at EDC

00:19:17 Dorothy Kaplan, Ph.D.: Dorothy Kaplan, Ph.D., Maryland AFSP, Maryland Governor's Commission

00:19:34 Paul Galdys, RI International: Here's the link to the 988 Crisis Jam Learning Community page: <https://talk.crisisnow.com/learningcommunity/>

00:19:49 Sue Maskaleris: Sue Maskaleris, AFSP Maryland

00:19:53 Cherylyn Rahr-Wood: Cherylyn Rahr-Wood State of Nevada Zero Suicide Project Coordinator; Member of the key grant staff for 988

00:20:30 Karen Jones: <https://www.usnews.com/news/health-news/articles/2022-01-07/emergency-departments-a-frayed-safety-net-for-behavioral-mental-health>

00:20:36 Richard McKeon: Richard McKeon Ph. D. chief, Suicide Prevention Branch , SAMHSA

00:21:07 Karen Jones: <https://news.bloomberglaw.com/tech-and-telecom-law/call-centers-on-shoestring-budget-for-suicide-prevention-line>

00:21:13 Emily Legner: Emily Legner, Springfield, IL

00:21:27 David Westbrook - Lines for Life: David Westbrook, He/him, COO & CoS at Lines for Life in Portland Oregon

00:21:39 Karen Jones: <https://www.brookings.edu/blog/usc-brookings-schaeffer-on-health-policy/2022/01/06/building-a-sustainable-behavioral-health-crisis-continuum/>

00:21:40 Wendy Linebrink-Allison (she/her): Wendy Linebrink-Allison, MSW, MBA, NCPSS ProtoCall Services, New Mexico Program Manager

00:21:57 Mary Hoefler: Mary Hoefler / CO / Crisis Manager

00:21:58 Chauna Brocht: This is Chauna Brocht from GBRICS in Maryland. We are pleased to share the RFP for our Comprehensive Call Center: <https://www.bhsbaltimore.org/wp-content/uploads/2022/01/Comprehensive-Behavioral-Health-Call-Center-RFP.pdf>

00:21:58 Carin Hennessey -- DHCFF, Nevada Medicaid: Carin Hennessey, BH Unit, Nevada Medicaid

00:22:08 Ayesha Delany-Brumsey, CSG Justice Center: Ayesha Delany-Brumsey, PhD, CSG Justice Center, Behavioral Health Division Director

00:22:14 Sandra Schneider: It is a Joint Commission requirement that any patients with behavioral/mental health issues, especially those with suicide ideation must have a 1:1 sitter, regardless of location in the ED - that is we cannot have a cluster of beds with multiple sitters.

00:22:40 kehinde solanke: Kehinde Solanke, Department of Behavioral Health and Intellectual disAbility Services, Philadelphia

00:22:57 Tansy McNulty: Tansy McNulty, Las Vegas, NV, Founder of 1M4 working to end police violence by providing alternatives to police response for mental health emergencies. <https://www.1m4.org/links>

00:23:17 Karen Jones: Tune in to see John's next presentation on Feb 23rd!

00:23:38 anthony.dillard: In Illinois we are incorporating W.R.A.P. (Wellness Recover Action Plan). our goals to get buy in with Living rooms, response teams, as well as 988 line.

00:23:41 Pari L Noskin: Pari Noskin, LMSW, New Mexico 988 planning team and U of NM Dept. of Psychiatry and Behavioral Sciences

00:24:12 Howard Trachtman he/him/his: Howard Trachtman warmline.org a portal of information on peer support lines, directory of warmlines and research hdt@mbrlc.org 781 642 0368 if we are missing yours please let me know

00:24:32 Dr. Liseanne Wick: Liseanne Wick, WellSpace Health, Sacramento CA

00:24:47 Rep. Orwall 33: Tina Orwall, State Rep from Washington State

00:25:16 skylarseverson: Skylar Rosol, LCSW, Aspen Hope Center in Basalt, Colorado

00:25:34 Mary Naoum, she/her, PAD: Mary Naoum, Atlanta Policing Alternatives & Diversion Initiative

00:26:37 Karen Jones: Text CRISISNOW to 22333 to add your answer for this week's Word Cloud: "Your State's Top Strength for Crisis Services".

00:27:57 AZ Margie Balfour: @Sandra Schneider re sitters and JHACO: If you build out a PES - specialized space staffed with techs and other BH staff where patients are under constant observation - they will accept that once u explain how this is better care than being isolated in a room with a sitter without much treatment happening.

00:31:49 Chris Bowling: Where can this report or this data about 911 dispatchers be found?

00:34:40 Tracy Velázquez (she/her), Pew Charitable Trusts: <https://www.pewtrusts.org/en/research-and-analysis/issue-briefs/2021/10/new-research-suggests-911-call-centers-lack-resources-to-handle-behavioral-health-crises>

00:35:03 Laura Evans: Thanks Margie and Sandra for clarifying the "sitter" rules!

00:36:53 AZ Margie Balfour: Re sitters, I was once at a hospital that spent \$700K a month on sitters 🤖 (that is not a typo). Finding better solutions for people with BH emergencies is not only better care, but cost effective.

00:37:00 Tracy Velázquez (she/her), Pew Charitable Trusts: Video of the event on 911 and behavioral health crisis Tiffany mentioned: <https://youtu.be/LC1RhI9bH-w>

00:37:25 Kathy Martinez: <https://www.tacinc.org/resource/implementation-of-the-988-hotline-a-framework-for-state-and-local-systems-planning/>

00:38:55 Mark Creekmore: How can 988 prepare callers for the fact that adequate services may be delayed or simply inadequate to meet their mental health needs. Can 988 prepare an advocacy stance to direct and use this anticipated frustration?

00:39:03 WA - Diana Cortez Yanez: Hi All,

00:39:49 WA - Diana Cortez Yanez: Diana Cortez Yanez - Lived Experience Consultant

00:40:13 cwirick: Hi Diana! So glad you are here! Carrie

00:40:26 Megan McDaniel (She/Her): Love the razzle dazzle! :)

00:40:27 Stephanie Hepburn: This is fantastic information. Thank you.

00:40:34 Richard McKeon: How can we find out more about the Ohio pilot project on 988/911 coordination?

00:41:07 Sonja Burns: Which county in Ohio?

00:41:25 Michael Claeys: Great work Tiffany!

00:42:33 Lorrie Jones: What are the emerging strategies to assure racial equity in these processes?

00:42:51 OH - Robin Stull LPCCS (she/her) NAMI: I am in Ohio working in a MCRT that is board funded...

00:43:16 Tracy Velázquez (she/her), Pew Charitable Trusts:
<https://www.pewtrusts.org/en/projects/mental-health-and-justice-partnerships>

00:43:18 Bob Crayton-NC: Can U add the link for Pew Trust? Thank U!!

00:43:40 Tracy Velázquez (she/her), Pew Charitable Trusts: Just added!

00:43:51 KDADSABrown: Hey Jennifer!!

00:43:52 Bob Crayton-NC: Thank U, Tracy!!!! 🙌🙌

00:44:17 David Westbrook - Lines for Life: Hey folks, looks like you pinned me rather than Dwight, our CEO, here.

00:45:44 Miriam Pearsall-Well Being Trust: Is there a link or any information on the National Funder Collaborative that was mentioned in the presentation?

00:45:57 Kelly Bowman (she/her/hers): Jennifer can you share more about how dispatch is screening those calls? What type screening/assessment are they using to triage?

00:46:38 Stephanie Hepburn: <https://talk.crisisnow.com/embedding-crisis-response-in-harris-countys-911-dispatch-center/>

00:47:02 Sabrina: Where on the Pew sight is the mental health and justice partnership project? I can't find it, is there a link?

00:47:40 Tiffany Russell-Pew Charitable Trusts-DC:
<https://www.pewtrusts.org/en/projects/mental-health-and-justice-partnerships>

00:48:36 Suzanne Rabideau: Can anyone share any protocols that have been developed between 911 and 988?

00:48:58 Jennifer Battle, she/her TEXAS: Hi Kelly, 911 call takers specifically ask the caller if they are experiencing a mental health concern or if the situation they are calling about is related to a mental health concern.

00:49:14 Jennifer Battle, she/her TEXAS: jennifer.battle@theharriscenter.org

00:49:40 Kelly Bowman (she/her/hers): thank you Jennifer

00:51:31 VA - Alexandria Robinson, DBHDS (she/her): Virginia's 988/crisis continuum legislation stemmed from Racial Equity and Social Justice, would love to highlight our efforts of increasing equity at Intercept 0 and also share challenges and learn from others.

00:53:35 Pat Victorson: The comment that data lives in the 911 call center makes clear the need to correlate data once 988 comes on-line.

00:53:44 Wendy Linebrink-Allison (she/her): how do you recommend we find a blend of integrating bh professionals into the 911 center and support getting calls diverted to crisis lines, instead of the 911 centers just always wanting to dispatch?

00:54:20 Mark Creekmore: Why not create more active rather than passive data system. Call a sample of callers back and record adequacy of responses?

00:54:21 begray: Can a 911 call be transferred to 988?

00:56:26 Wendy Linebrink-Allison (she/her): yes in my state 911 can transfer to the state crisis line.... but most PSAP centers are hesitant to do it and prefer dispatching. I have been advocating to change this behavior for 6 years.

00:57:49 Jennifer Battle, she/her TEXAS: Hi Wendy, a great starting place is looking at cost of response. The cost of telephonic crisis line response is a fraction of the police/EMS response so it makes good fiscal sense. WE know that the outcomes for the clients are better, but fiscal impact gets you in the room.

00:58:26 Richard McKeon: Yes a 911 call can be transferred and there are organized programs in Los Angeles and St. Louis doing exactly that and collecting great data. Didi Hirsch in Los Angeles and Behavioral Health Response in St Louis are the Lifeline centers involved

00:59:29 Max Margolis: Does 911 track callers based on race?

00:59:31 NY/CT, Erin Sullivan (Correct Crisis Intervention Today-NYC): Can, or will, slides be made available following this call?

00:59:41 begray: Great! Thanks Richard McKeon. I'm not sure what the plan is here in Arkansas. We have not heard anything from the state.

00:59:50 Karen Jones: featured presentation slides will on talk.crisisnow.com/learningcommunity after the call

01:00:07 Stephanie Hepburn: Dr. Madelyn Gould on How Automation Creates a Crisis-Intervention Feedback Loop: <https://talk.crisisnow.com/how-automation-creates-a-crisis-intervention-feedback-loop/>

01:00:34 Wendy Linebrink-Allison (she/her): thanks Richard. I agree. any data that anyone can share would be welcome.

01:00:43 Wendy Linebrink-Allison (she/her): wendy.linebrink-allison@protocallservices.com

01:02:37 Gul Rose Bukusoglu: When will we get an update on Massachusetts and where we are with 988 here please?

01:03:28 Richard McKeon: In Los angeles over 1300 calls that would have otherwise had police engagement were instead diverted to the Didi Hirsch Center.

01:03:28 Paul Galdys, RI International: These number ring true in our no-wrong-door crisis receiving centers around the country; including AZ.

01:06:59 Monica Luke - she series: Are there resources related to training for mobile crisis team staff and most particularly skills for folks in crisis that are ASD or I/DD?

01:08:51 Nick Nudell: Has anyone been engaging their paramedic agencies in conversation about responding to persons experiencing a crisis?

01:09:04 Andrew Guy: Would be extremely interested In a future Jam session on what Brian is discussing

01:09:15 Sonja Burns: Is there a link to the Connecticut work?

01:09:20 Andrew Guy: In terms of sustainable funding for crisis continuum

01:09:27 AZ Margie Balfour: Here is the SUD data from the hot seat question

01:09:46 Karen Jones: Text CRISISNOW to 22333 to add your answer for this week's Word Cloud: "Your State's Top Strength for Crisis Services".

01:10:14 Jennifer Battle, she/her TEXAS: Hi Nick, Austin Integral Care is doing that work.
laura.wilson@atcic.org

01:10:22 AZ Margie Balfour: FYI This month's Psychiatric Services podcast features one of the beyond beds papers - Sgt. Jason Winsky and I discuss our "Cops, Clinicians, or Both" paper with Psych Services editor Dr. Lisa Dixon. <https://ps.psychiatryonline.org/podcast>

01:10:49 Mary Jean Weston: Does anyone have data on the risk to Mobile Crisis Teams dispatched to work with people in the field? NJ is looking for specific statistics on the risk to staff. Please contact me at MaryJean.Weston@dhs.nj.gov

Thanks.

01:11:20 Kelly Bowman (she/her/hers): Could you share a link or contact info to the Connecticut work?

01:13:01 Karen Jones: see the NAMI dashboard at
<https://www.quorum.us/dashboard/external/mgWzdPqJLWHohzOhdRWE/>
<https://bit.ly/NAMIconcrisisdashboard>

01:15:09 Colleen Carr: Have a great day, thanks!