

00:01:23 ASL Interpreter Jen: Good morning! Can you please allow the interpreters to multipin?

00:03:35 ASL Interpreter Jen: Thank you =)

00:04:12 Rin Koenig: Interpreters have been allowed to multipin!

00:06:42 Captioner Don Rombach RPR, CRR, CRC: For Zoom captions, click the CC button and select Show Subtitles. For a live, transcript view of real-time captions, click the link and resize the window:
<https://www.streamtext.net/player?event=223RIInternational945am>

00:10:10 David Covington, LPC, MBA RI International: We're looking for a state leader to join the RoundTable today and comment on Dr. John Franklin Sierra's Systems Engineering 101... Text me or Karen if you're game

00:12:06 Karen Jones: email me at karen.jones@riinternational.com

00:12:53 Karen Jones: Politico article <https://www.politico.com/news/2022/02/13/mental-health-pandemic-congress-lobbying-00008372?cid=apn>

00:17:53 MI Mark Creekmore (NAMI Washtenaw): John: what about tacit knowledge?

00:18:55 David Covington, LPC, MBA RI International: LA County's BH Crisis Triage Protocol: <https://talk.crisisnow.com/wp-content/uploads/2021/07/17-Crisis-Assessment-Levels-Matrix-v2.5.pdf>

00:20:32 Monica Luke - she series: Value stream mapping that focuses on the waste in the system would be helpful here - have you considered that for the BH System?

00:23:20 Big League Solutions (she/her/hers): Trauma-informed care and how that drives positive health outcomes would be interesting to examine when contemplating causality.

00:23:29 David Covington, LPC, MBA RI International: Future State Draft for the LA County Crisis Response System <https://talk.crisisnow.com/wp-content/uploads/2021/07/18-ACR-System-Diagram-Future-State.pdf>

00:23:30 Big League Solutions (she/her/hers): Especially with systems engineering.

00:24:23 Amy Cohen, PhD (APA): I like that adjustment: peers, para-professionals, incentives

00:26:14 Laura Van Tosh: Me too, Amy. So interesting!

00:26:18 Big League Solutions (she/her/hers): Can someone provide the definition of a "paraprofessional"? In all my years working in and around the mental health crisis system and the larger healthcare system, never heard of that term.

00:26:36 Madonna Greer: We have to have a good crisis care system to create more peer specialist over time.

00:27:56 Andrea kolbe vt: a para usually is someone who works in a classroom alongside teachers to help w students who need extra help. not sure what referto

00:28:32 Kathy Laws: Could you page back to the resource page so we can screen shot it?
Thanks!

00:28:51 Laura Van Tosh: Book titles in chat? Or available elsewhere on Jam?

00:29:21 Julie Magers: @andreakolbe - para-medical, para-legal, etc. it refers to anyone who is working in a space that is not fully licensed in a particular field (not less than, just different).

00:29:24 Kathy Laws: many thanks!

00:29:26 David Covington, LPC, MBA RI International: LOOPY (for quick causal loop diagrams): <https://ncase.me/loopy/>

00:29:36 David Covington, LPC, MBA RI International: Kumu (more complex and interactive maps): <https://kumu.io/>

00:29:46 David Covington, LPC, MBA RI International: Insight Maker (simulate your system maps using system dynamics and/or agent-based modeling): <https://insightmaker.com/>

00:30:21 David Covington, LPC, MBA RI International: Meadows, D. H. (2008). Thinking in Systems: A Primer. Chelsea Green Publishing

00:30:29 Julie Magers: I agree whole-heartedly - in this field, trust is imperative and can be difficult to establish!

00:30:34 David Covington, LPC, MBA RI International: Senge, P. M. (2006). The Fifth Discipline: The Art & Practice of the Learning Organization (Rev. Ed.). Doubleday

00:30:56 Laura Van Tosh: Thank you, @David Covington!

00:31:28 Karen Jones: The featured presentation slides will be uploaded on <https://talk.crisisnow.com/learningcommunity> following today's session.

00:32:06 Monica Luke - she series: Can you talk about how Systems Engineering connects with Design Thinking (making sure you're building what people want)?

00:34:12 Peter Eckart, Interdependent Consultant, he/him: What if the constraints that you've identified are almost intractable in the near and medium term -- cultural realities like racism, or economic foundations like capitalism?

00:34:42 David Covington, LPC, MBA RI International: The Crisis Jam past videos are now also on YouTube... here's last week's Vikki Wachino <https://youtu.be/jE54cFJrVPc>

00:35:13 Margie Balfour: FYI for an example of value stream mapping in a crisis center, see this paper we published about our processes improvements the CRC in Tucson. The online appendix has examples of the value stream maps: <https://doi.org/10.1016/j.icjq.2017.03.008>

00:35:28 David Covington, LPC, MBA RI International: <https://talk.crisisnow.com/videos/>

00:35:39 Sonja Burns: Piggybacking on the tacit knowledge - how are you collecting and incorporating ongoing feedback from users of the crisis systems?

00:36:55 Monica Luke - she series: Thanks Margie - I think of the waste in the system as things like wait time in ED's, provider barriers to delivering care etc. There is a lot of waste at the macro-level as well as the workflow level that John described

00:37:23 David Covington, LPC, MBA RI International: "All models are wrong... but some are useful." Dr. John Franklin Sierra

00:37:24 David Covington, LPC, MBA RI International: <https://talk.crisisnow.com/wp-content/uploads/2022/01/66-Quote-01.19.22.pdf>

00:38:41 Margie Balfour: @minica yes and we changed the process to remove as much as possible, but also tried to make unavoidable waiting more valuable. For example having a peer be with someone during an unavoidable wait so that time gained value

00:40:47 Meighan Haupt (NASMHPD): Way to go Tom!

00:41:00 Amy Cohen, PhD (APA): Good work, Tom! Hot seat winner!

00:41:07 Paul Galdys, RI International: Well done Tom!

00:41:21 Laura Evans: Well done Tom! Great question this week

00:43:22 David Covington, LPC, MBA RI International: Dr. Marsha Ford will tell the story of poison control centers and their growth and development during Crisis Jam on April 20

00:44:43 Karen Jones: Read the #CrisisTalk article on "988 and Deaf Services" at talk.crisisnow.com

00:45:02 Karen Jones: <https://talk.crisisnow.com>

00:46:23 Kathy Laws: Does the deaf community feel that closed captioning, and in particular, the Zoom transcription facility, is a good option when an ASL Interpreter is not available?

00:47:33 Marcus Biswa: that is true. I agree

00:48:38 Ellen Harwell (she/her): I would think that closed captioning can still be problematic since they have to read the captioning in English which is not their preferred language.

00:48:41 Big League Solutions (she/her/hers): @Julie Magers -- I've worked as a paralegal without getting a certificate -- I had no idea I was a "para-professional"! Kind of makes me feel like some kind of superhero. Lol.

00:48:54 Amy Cohen, PhD (APA): This is a very powerful interview.

00:49:24 Miriam Pearsall: Agreed. Thanks for sharing your perspective with us, Steve!

00:49:49 Colleen Carr: Thank you! Such an important conversation.

00:50:12 Meighan Haupt (NASMHPD): Thank you Steve for your awesome leadership!

00:50:41 Tansy McNulty: Gabriella Wong and her team at accesSOS are doing a lot of good work around working to help those who are deaf or hard of hearing have access to emergency response. <https://accessos.io/>

00:50:42 David Covington, LPC, MBA RI International: Thanks so much to Meighan and Steve for their leadership and impact!

00:51:07 Big League Solutions (she/her/hers): The last presentation was really interesting. Makes me want to re-watch some of my favorite scenes from The West Wing.
https://www.youtube.com/watch?v=6SnyvA_BzQg

00:55:01 Matthew Goldman: Hi all—Don't miss your chance to participate in the first-ever National Survey of Mobile Crisis Teams in the US! We've already received over 250 complete responses. All mobile crisis, co-responder, and other field-based mental health crisis response teams are encouraged to complete this 15-minute survey by February 28, 2022. Responses will be kept confidential. Please click here and share widely! <http://tinyurl.com/nationalMCTsurvey>

00:55:20 Kathy Martinez: Can we get link to the Dee Dee Hirsh webinar please

00:56:48 Mary Jean Weston: Agreed ~ Dee Dee Hirsh webinar sounds great.

00:56:50 Natalie Weiner - she/her:
https://didihirsch.zoom.us/webinar/register/WN_f11WL3USRCiVJHdSeGzUTw

00:58:43 Big League Solutions (she/her/hers): Just a PSA -- I called 911 from my home on my cell phone about a week and a half ago thinking I was about to suffocate from some kind of scientific looking stink bug I killed inside. I really didn't want to given so many experiences with 911, including dispatchers hanging up. I spoke with a dispatcher and wasn't sure who to ask to come. A police officer from my town in an official police car pulled up. A man got out in some kind of uniform with a suitcase and asked "Is the patient here?" Then an ambulance showed up. Thankfully, I got some fresh air and decided that if I was to die I would go on and do it inside.

00:58:48 Aaron J. Walker, NASMHPD: Good day! As promised last week, here is the 2022 Updated 988 State Model Legislation link:
https://www.nasmhpd.org/sites/default/files/FINAL_988_Model_Bill_2-22-22_edited.pdf.

00:58:55 Big League Solutions (she/her/hers): The point is -- now is perhaps not the time to be calling 911.

00:58:56 Amy Woodrum (she/her): Thanks Meighan for lifting up the Deaf and Hard of Hearing communities

00:59:50 Andrea kolbe vt: it says page not found any other way to get the info

01:00:10 Rusha Grinstead, OHA (she/her): Can someone from Washington share with me the link to the WA bill to address payer equity for BH crisis services? Thank you!

01:00:42 Richard McKeon: link to Didi Hirsch 911 Diversion webinar
https://didihirsch.zoom.us/webinar/register/WN_f11WL3USRCiVJHdSeGzUTw

01:00:57 Rakisha Scott: Can anyone forward guidance on the following measure in the Behavioral Health Care Crisis Toolkit? If consumers who come to a Crisis and Receiving Center are voluntary, how is the "Percentage of involuntary commitment referrals converted to voluntary" measured?,

01:00:59 Colleen Carr: Thank you Brian and the entire NASMHPD team

01:01:20 Kelly Marschall, SEI (she/her): Can you put the dashboard link in the chat?

01:01:39 Liseanne Wick: would love a link to that MHA tool!

01:02:10 Mary Giliberti: Here is link: <https://mhanational.org/mha-state-county-data>

01:02:23 Mary Jean Weston: It looks like the Dee Dee Hirsh program overlaps the Vibrant Emotional Health Unified Platform Update and Q&A. 😞

01:02:43 AZ Robin Trush: Can we get the link to SAMHSA's Ready to Respond 2021

01:03:06 Margie Balfour: @rakisha: that measure is for people who present to the crisis center under an involuntary commitment. The numerator is the # that were converted to voluntary status (either discharged to community or consented to voluntary admission) over the total # of involuntary patients.

01:03:22 Rep. Orwall 33: Washington State: HB 1688 on crisis service equity

01:03:38 Rakisha Scott: Thank you Margie Balfour!!

01:03:58 John Palmieri:
https://www.nasmhpd.org/sites/default/files/1_ReadytoRespond_508.pdf

01:04:20 Debbie Atkins: thanks John

01:04:47 Margie Balfour: @ rakisha - if the crisis center doesn't take involuntary patients, I suppose the metric would be N/A not applicable, but I would be concerned if too many crisis centers only take voluntary patients. Because then where to the involuntariness - arguably those most in need of help - are supposed to go?

01:06:51 Rakisha Scott: Noted! We are still in the planning stage. If you are able, one more question we had was in relation to the measure: Percentage not referred to emergency department for medical care. Is that looking at the number of consumers who may have had medical needs that were able to be managed at the CCSC thus avoiding an ER admission?

01:07:15 Lisa Breighner - Beacon:How to I find the WA slide for 988 you showed

01:07:25 Paul Galdys, RI International: Please complete the survey!

01:07:39 Karen Jones: The state cards are on <https://talk.crisisnow.com/learningcommunity> under materials

01:07:54 Lisa Breighner - Beacon:Link to survey?

01:08:51 Karen Jones: <https://masosfilm.com>

01:08:51 Andrea kolbe vt: what is the survey link

01:08:56 Megan McDaniel (She/Her): <http://tinyurl.com/nationalMCTsurvey>

01:09:54 Paul Galdys, RI International: Thank you Lindsey!

01:09:57 Margie Balfour: We measure the converse - the percent sent to the ED for medical evaluation (numerator = # patients sent to the ED/denominator # patient visits to the crisis center) which is usually around 2-4% I think. The goal is to keep it low and address. Feel free to email me at margie.balfour@connectionshs.com