08:56:58   From Karen Jones : Welcome to the 988 Crisis Jam!

08:58:04   From Karen Jones : For the best view of the ASL interpreters, please choose "Speaker View" by clicking "View" in the top right corner. To see the captioning, click "Live Transcript" and "Show Subtitles".

08:59:21   From Captioner Don (he/him/his) Rombach RPR, CRR, CRC : For Zoom captions, click CC/Live Transcript, Show Subtitles.   For a transcript view of real-time captions, click the link and resize the window: https://www.streamtext.net/player?event=330RI9am

08:59:54   From Jamie Michael : I am going to the conference!

09:01:50   From Karen Jones : Please email me if you would like to add your national organization to our list at karen.jones@riinternatinal.com

09:02:01   From Kathy Martinez : Can you add link to video of last week's SAMSHA readiness session please?

09:02:06   From Laura Van Tosh : The US Senate Finance Committee hearing has been excellent!!!

09:03:26   From Karen Jones : Check out https://talk.crisisnow.com/learningcommunity/ for prior recordings, materials, and the direct Zoom Link for the 988 Crisis Jam

09:03:44   From Sarah Corcoran, GCS (she/her) : Will do!

09:05:26   From Sarah Corcoran, GCS (she/her) : In the Senate HELP hearing last week, Senator Baldwin asked about the impending launch of 988.
Assistant Secretary Delphin-Rittmon discussed state strategies and federal oversight of state program development. Link to 4 minute clip:
https://drive.google.com/file/d/1B1y81i7Iy_zRLXc8racgRdfs5Uboddij/view?usp=sharing

09:05:56   From Paul Galdys, RI International : I love NatCon and glad you're going Jamie... National Council always produces a fantastic event!

09:09:24   From V de la Vega : Are the people you conducted research with specialists, or are there also some who are underserved?

09:10:36   From David Covington, LPC, MBA RI International : https://www.mckinsey.com/mhi/overview

09:11:21   From David Covington, LPC, MBA RI International : Calculator.CrisisNow.com

09:13:41   From Sarah Blanka OBH : what do the different colors of the states represent?

09:15:18   From Margie Balfour : yay baja arizona 🌵

09:15:34   From Kana Enomoto : There are different metrics you can select, Sarah. On the default map, it is BH High Needs rate as drawn from our vulnerable populations dashboard

09:15:53   From Kana Enomoto : https://csbh-dashboard.mckinsey.com/#/data-insights?chart=SP&geo=State&lob=All&location_key=MS&metric1=psychiatrists_per_100k_youth&tab=Map

09:16:02   From Sarah Blanka OBH : thank you!

09:16:30   From Kenneth Minkoff : How is the baseline ED/IP cost calculated? In other words, what percentage of people in the ED are presumed to receive inpatient psych hospitalization?

09:17:33   From David Covington, LPC, MBA RI International : The connection to the vulnerable populations data is a tremendous improvement to the calculator capabilities!

09:18:04   From Debbie Atkins : for non-expansion states did you look at state claims?

09:19:14   From David Covington, LPC, MBA RI International : "We worked with our geo-spatial analytics specialists" LOVE THAT! :D

09:19:57   From Nikhil Seshan : (How is the baseline ED/IP cost calculated? In other words, what percentage of people in the ED are presumed to receive inpatient psych hospitalization?) Kenneth, Boya will cover this shortly under "modified scenario"

09:21:07   From Nikhil Seshan : (for non-expansion states did you look at state claims?) We can get back to you on this Debbie - I know we looked at a range of Medicaid data, but let me get back to David and Paul with the details so they can share back out with you and the group

09:22:09   From Paul Galdys, RI International : Great work Kana, Nikhil and Boya. This is a huge step forward in creating a truly accessible resource for anyone that wants it. I also appreciate the FAQs and info on rationale behind the numbers on the site (which can be edited based on local data you may have). Thank you team McKinsey!

09:22:53   From Nikhil Seshan : (Are the people you conducted research with specialists, or are there also some who are underserved?) While everyone we spoke with is a BH expert, they come from counties and states with very different levels of data availability, which helped inform our decision to add pre-populated data while also allowing users to edit every assumption more or less

09:22:58   From Suzanne Rabideau : Does the calculator use something like the "erlang calculation" approach that call centers use to predict how many call takers are needed to ensure timeliness standards are met? So how many Mobile teams are needed to ensure "someone to come" arrives in a acceptable timeframe?

09:24:08   From Nikhil Seshan : (Does the calculator use something like the "erlang calculation" approach that call centers use to predict how many call takers are needed to ensure timeliness standards are met? So how many Mobile teams are needed to ensure "someone to come" arrives in a acceptable timeframe?) No Suzanne it does not use a sophisticated algorithm to calculate capacity (exact formula is in the FAQs), but that is absolutely something to prioritize for a future iteration, especially once we have a little more data

09:24:16   From Suzanne Rabideau : Export capabilities- BEAUTIFUL!!!

09:25:04   From Margie Balfour : How do youth crisis services fit in? Are they included in these numbers? Or is it adults only? Or is there a setting to look at youth separately?

09:25:27   From John Verney : This is so impressive!

09:25:46   From Linda Langford (she/her) : My geek heart is so happy.

09:26:11   From Wendy White Tiegreen - GA DBHDD : @Nikhil - In the answer to Debbie, what will be the pathway to get back with state reps, on that answer?

09:26:12   From Suzanne Rabideau : One small step for an analyst, one giant step for crisis systems:-)

09:26:21   From Karen Jones : Use the Calculator yourself at https://calculator.crisisnow.com/   Or click "Calculator" on https://crisisnow.com

09:26:32   From Nikhil Seshan : (How do youth crisis services fit in? Are they included in these numbers? Or is it adults only? Or is there a setting to look at youth separately?) Margie, they are included in these numbers, mostly because the data was so sparse. We definitely felt strongly that they should be separated, again this should ideally be a priority for the next iteration once we have more data

09:26:41   From Sarah Blanka OBH : the additional of the modified scenario is huge, makes this tool so much more applicable for local systems hoping to improve crisis in a step-wise fashion

09:27:07   From Paul Galdys, RI International : Well said Sarah!

09:27:13   From Lisa Hadley : Fabulous - looking forward to seeing the future benefits from use of the calculator

09:27:17   From Nikhil Seshan : (@Nikhil - In the answer to Debbie, what will be the pathway to get back with state reps, on that answer?) Wendy: I'll defer to David/Paul on that; we could also build it into the FAQs so every user has access

09:27:22   From Jonathan Purtle : Very cool! Who do you see as the key audiences/users of this tool and what are plans to disseminate to them/encourage use?

09:27:35   From Amanda Vega : Go Jaime, amazing Director who is a wonderful asset to our Dona Ana County!!!!

09:28:50   From Nikhil Seshan : THANK YOU for all the time you spent testing and offering feedback on this Jamie and everyone else on this call who pitched in!!

09:28:56   From Margie Balfour : Thanks Nikhil! Also I like how you can see and edit the assumptions

09:29:19   From Kenneth Minkoff : Nikhil: This is a great tool. Love the ability to customize. However, re the accuracy of the baseline assumptions: I didn't see that she covered that about the baseline scenario...she indicated how to modify assumptions in the current scenario...So can you share what the baseline assumptions for the ED/IP scenario were in terms of hospitalization rates from folks entering the ED?   Also, what is your assumption for the success of a triage system in keeping people from walking into the ED, since not everyone will call before they come?

09:29:49   From Betty Downes : Jamie is a local policy leader in New Mexico who contributes to New Mexico state's implementation.

09:30:12   From Kana Enomoto : Jonathan, SAMHSA/NASMHPD will include a link to the calculator in the 988 operational readiness playbooks being finalized now for State, Tribes, and Territories - also open to suggestions :-)

09:34:02   From Shelby Rowe (she/her) : Kana and Boya, this tool is amazing! It will make it easy to make sophisticated budgeting projections

09:34:24   From Shelby Rowe (she/her) : Amen! This about saving lives.

09:34:37   From Dr. Liseanne Wick : Excellent point to focus on, Kano...... throughout our journey on 988

09:35:55   From Sally Fouche (she/her) : OMG! Washington State superstars in the green room! WOOT WOOT!!

09:36:11   From Sonja Burns : Does anyone know of data for states with the numbers of people flagged PSY in their jails, and the number of people on the forensic waitlists - people in jails waiting for a bed in a psychiatric facility for competency restoration? In Texas we have a forensic waitlist of over 2300 people - people are waiting for years now in the jail. Many of these individuals could not receive appropriate crisis care prior to arrest- I think the data of how crisis receiving centers and appropriate crisis response systems impact those numbers will be very important.

09:36:34   From Megan McDaniel (She/Her) : Episode 4 is my favorite! We need more clinical psychologists talking about their mental health!

09:36:35   From Karen Jones : Check out the episodes at https://masosfilm.com/

09:37:43   From Nikhil Seshan : Kenneth - for the ED/IP scenario, the baseline assumption is that of every 100 visits to the ED for an individual with a BH crisis episode, 68 result in IP admissions

09:38:35   From Nikhil Seshan : this is based on a triangulation between claims analysis (we looked nationally at the number of ED visits for BH crises and the number of IP stays) and locus data from RI's previous work in Georgia

09:39:00   From Linda Langford (she/her) : Is it correct that this calculator does *not* include the cost of answering calls? (If so that's fine, it's just worth noting b/c the states have been working from cost projections that focused on call center operations and this tool provides information about other aspects of the crisis continuum.)

09:39:27   From Nikhil Seshan : we also tested it with some of the folks we interviewed, and frankly it could vary between 50-70%, so that is definitely a number that need to be watched closely and updated in the future

09:40:26   From Monica Luke - she series - LAF : Some of the messaging and focus on suicide is making it confusing and harder to talk about 988 as a behavioral health crisis reform initiative that is for more than suicide (i.e. any emotional distress, psychotic flare etc). People are seeing this as a mapping from the current NSPL to a shorter number...

09:41:02   From Nikhil Seshan : (Is it correct that this calculator does *not* include the cost of answering calls? (If so that's fine, it's just worth noting b/c the states have been working from cost projections that focused on call center operations and this tool provides information about other aspects of the crisis continuum.) Linda - that is correct, this is all post-call crisis healthcare cost. We have a note at the bottom of the right hand chart saying "Note: Potential cost is limited to healthcare and does not include costs that may be incurred by other systems."

09:41:03   From Kenneth Minkoff : Thanks, Nikhil…I think you should highlight that assumption, and potentially make it modifiable. In our experience looking at EDs that are at baseline, modal hospitalization rates are much lower (20-50%), because the ED becomes the equivalent of a walk in urgent care center for people with less emergent need, so a large percentage of the BH ED visits are discharged home.

09:42:06   From Linda Langford (she/her) : Thanks Nikhil!

09:42:40   From Karen Jones : 👏

09:42:56   From Robin Trush : Q: for the 23 hr beds, doesn't clock time matter?

09:43:03   From Nikhil Seshan : Thanks Kenneth - we will prioritize this functionality (i.e., updating the ED to IP percentage for the ED/IP scenario) for future updates; very helpful input!

09:44:05   From Monica Luke - she series - LAF : Yeah for Lean principles and the focus on "waste" in door to doc time

09:44:18   From Karen Jones : If you'd like to be the next Trivia Hotseat duo, email me! karen.jones@riinternational.com

09:44:55   From Kana Enomoto : Nikhil is much smarter than I am!!!

09:45:00   From Karen Jones : Read the #CrisisTalk article at https://talk.crisisnow.com/mckinsey-health-institute-and-ri-international-launch-user-friendly-interactive-crisis-resource-need-calculator/

09:48:16   From Paul Galdys, RI International : Great point Ken. The 68% comes from a decade of Georgia LOCUS data for individuals receiving a face-to-face crisis service (14% level 6 and 54% level 5)… love seeing large systems use the LOCUS to help shape system design. I hope this helps!

09:49:51   From Monica Luke - she series - LAF : Is there a place to get the slides Dr. Palmieri shared during the convening? They were awesome :-)

09:49:59   From Suzanne Rabideau : Is there a place to access information coming out of the national convening?

09:50:18   From Dan Abreu : Re: Jail Psy designation: Hard to get national data because jails are mostly county run and states don't typically track that. Their are prevalence rates of 17% SMI and approximately 50% (BJS) for "mental health problems". The pandemic may have altered these percentages, but there is little data to determine whether the percentages went up or down.

09:50:27   From Sherry Wylie (She/her/hers) : I would love to see youth data in the calculator. I would also be curious about how this intersects with adults and youth routed into the justice system.

09:51:37   From Lisa Breighner - Beacon : https://www.seattletimes.com/nation-world/as-a-crisis-hotline-grows-so-do-fears-it-wont-be-ready/

09:53:44   From Meighan Haupt (NASMHPD) : CrisisTalk Article: Dr. Sharon Hoover on How Schools Are Stakeholders in Mental Health Crisis
https://talk.crisisnow.com/dr-sharon-hoover-on-how-schools-are-stakeholders-in-mental-health-crisis/

Improving the Child and Adolescent Crisis System: Shifting from a 9-1-1 to a 9-8-8 Paradigm

https://www.nasmhpd.org/sites/default/files/2020paper9.pdf

09:58:08   From Stephanie Barrios Hepburn : More on the Health Support Team: https://newsroom.uw.edu/resource/psychiatrists-poland-support-ukraine-refugees

09:58:14   From Sally Fouche (she/her) : Will you please repeat that bill number?

09:58:51   From Dawn Peel : Is there a link for the Senate Finance report referenced in the slide? Thank you!

09:59:34   From Sarah Corcoran, GCS (she/her) : HR 7323 - 988 & Parity Assistance Act

09:59:52   From Tom Insel : Today's hearing ended with Sen Wyden saying, "we are out of time" for enforcing parity.

10:00:22   From Paul Galdys, RI International : Wow Tom. Great quote!

10:00:24   From Sarah Corcoran, GCS (she/her) : sorry, 7232 https://www.congress.gov/bill/117th-congress/house-bill/7232?q=%7B%22search%22%3A%5B%22hr+7232%22%2C%22hr%22%2C%227232%22%5D%7D&s=2&r=1