

08:59:06 From Leigh Ann Fitzpatrick : I want one!

09:00:33 From Karen Jones : Welcome to the 988 Crisis Jam!

09:01:01 From Karen Jones : For the best view of our speakers and the ASL Interpreters, choose Speaker View.

09:01:24 From Karen Jones : To see the captions, click More and then "Show Subtitles".

09:02:01 From Paul Galdys, RI International : We love seeing Medicaid leadership in the Jam!

09:02:40 From Karen Jones : Check out the 988 Crisis Jam materials and recordings at <https://talk.crisisnow.com/learningcommunity/>

09:03:13 From Karen Jones : 988 Readiness Plan CEO Alliance for Mental Health <https://wellbeingtrust.org/uncategorized/a-unified-vision-for-transforming-mental-health-and-substance-use-care/>

09:03:28 From Karen Jones : Slate article: <https://slate.com/technology/2022/03/988-national-mental-health-hotline-launch.html>

09:03:53 From Karen Jones : What is 988, the New Mental Health Crisis Hotline? <https://www.popsugar.com/fitness/988-mental-health-hotline-48763873>

09:04:19 From Chauna Brocht : Behavioral Health System Baltimore is pleased to share our RFP for our GBRICS Mobile Response Team pilot: <https://www.bhsbaltimore.org/wp-content/uploads/2022/04/GBRICS-Mobile-Response-Teams-RFP-1.pdf>

09:04:49 From Leigh Ann Fitzpatrick : Thank you Chauna!

09:09:11 From David Covington, LPC, MBA RI International (he/him) : Over a million!!! :o

09:11:13 From Karen Jones : If you questions for Dr. Ford, please put them in the chat!

09:12:40 From Peter Brown : Why has the system not gone to one nationwide center?

09:13:00 From David Covington, LPC, MBA RI International (he/him) : What's the average call handle time for poison centers? And, notice she doesn't call them "poison control"???

09:13:52 From Jason Renaud : How do you manage calls for drug overdose?

09:14:16 From Rachel Post : And what happens if caller isn't sure what person has ingested?

09:15:24 From Charlie Smith SAMHSA : can you speak about how poison centers created (and currently fund) clinical rotations for medical students?

09:15:46 From Jason Renaud : Do out-of-area cell calls go to local centers or are they sent to their area code?

09:16:18 From Heather Gotham : Can the discussants reflect on similarities and differences between this system and the Lifeline, including relating to training staff and data systems?

09:18:32 From Mary Giliberti : for your outreach efforts to at risk populations, do you message test or use focus groups? How long did that take and how much resources were required? Can you say more about how you get the messages out?

09:20:25 From Meighan Haupt (NASMHPD) : Excellent presentation! Thank you Dr. Ford!

09:20:41 From Karen Jones : References: ● Woolf AD, ed. History of Modern Clinical Toxicology. London, England: Elsevier Academic Press, 2022.
● Institute of Medicine. Forging a poison prevention and control system . Washington, DC: The National Academies Press, 2004.

● Nelson LS, ed. Goldfrank's Toxicologic Emergencies. 11th ed. New York, New York: McGraw-Hill Education, 2019.

09:21:04 From Jason Renaud : Thank you!

09:24:12 From Matthew Goldman : Poison control lines have been a very useful resource for me as a clinician, so useful to be able to have easily accessible phone consultation to make sure we're doing appropriate monitoring in an emergency psych setting.

09:24:39 From hstevens : How can I get this recording after the jam is over?

09:25:31 From David Covington, LPC, MBA RI International (he/him) : Videos of past presentations, and all of the content, presentations, quotes, trivia, etc. are updated weekly at <https://talk.crisisnow.com/learningcommunity/>

09:28:56 From Stephanie Barrios Hepburn : Thanks for highlighting followup, Dr. Schneider

09:29:49 From Anonymous : Can the presenter and/or panelists speak to how professional standards and the effectiveness of a professional's response in an emergency situation is managed among those working from home? I am biased based on a range of lived experience but I don't think this is the kind of work that should be done from one's personal home for a wide variety of reasons.

09:30:22 From Anonymous : I am referring to calls being routed to those working from a home environment.

09:32:01 From Paul Galdys, RI International : Well said Dr. Allen!

09:32:44 From David Covington, LPC, MBA RI International (he/him) : Love your frame on this Michael... reminds me of moving to Arizona and my three year old being stung by a scorpion... the poison center call kept us out of the ER and was so supportive

09:32:47 From S. Mahogany Ellis : Great point

09:37:03 From Anna : Thank you Richard, can you point me to that resource?

09:37:10 From Scott Zeller, MD : Great arguments for supporting crisis services working in or affiliated with emergency departments

09:38:08 From Tom Insel : Do 988 callers get follow-up if they don't go to an ER?

09:39:12 From Richard McKeon : There is a follow up requirement for 988 callers who are at risk.

09:40:04 From Anonymous : I think there needs to be discussion on how horrific and traumatizing psychiatric ERs and psychiatric inpatients units are -- how they actually fuel negative outcomes that manifest immediately or later on.

09:40:23 From Stephanie Barrios Hepburn : Interview with Dr. Schneider, Emergency Mental Health is a Throwback of the 1950s Emergency Department: <https://talk.crisisnow.com/emergency-mental-health-is-a-throwback/>.

09:40:26 From Anonymous : And, of course, the practices of regular ER departments play a role too.

09:40:47 From Dottie Davis : d

09:40:51 From barb. (she/her/Barb.) : d

09:40:52 From APAF Development Team : D

09:40:53 From Debra Smith : d

09:40:55 From Jordan Gulley : d

09:40:56 From Kelly Bowman - CDHS : D!

09:40:57 From David Covington, LPC, MBA RI International (he/him) : Let's bring up the poll
Karen

09:40:58 From Charlie Smith SAMHSA : Go Bev and Michael!

09:40:59 From S. Mahogany Ellis : d

09:41:00 From Kathleen Hendrickson-ADAMHS : D

09:41:21 From Diane Banks : D

09:41:30 From Karen Jones : Sorry for the delay! Please put your thoughts in the poll!

09:41:40 From Kelly Bowman - CDHS : Way to go Bev!! You are a Rockstar!!

09:42:13 From Amin Shariff : Way to go Bev and Michael

09:43:06 From Michael Allen : (2) <> includes recommendations
regarding--
(A) the facilitation of access to services that are
provided to specially trained staff and partner
organizations for LGBTQ youth, minorities, rural
individuals, and other high-risk populations; and

09:43:17 From Jennifer Nanez, she/her/hers : Yet the American Indian and Alaskan Native Tribes are essentially being told to create their own systems as many can't connect to fuller statewide 988 systems of care. Infrastructure, workforce and transportation are huge issues.

09:44:53 From David Covington, LPC, MBA RI International (he/him) : AMEN Lindsey! Thanks so much for your leadership and thoughtful approach

09:45:00 From Miriam Pearsall : Great job, Lindsey! :)

09:45:56 From Marsha Ford : Re: question about one nationwide system, it's not feasible for many reasons, including the need for redundancy in the system (if one national system goes down, no one to cover), financial support - approx. 80 per cent of a center's funding comes from local (hospital, etc.), state funds. Also, centers that are regional are better able to build personal relationships with regional public health, EMS, hospitals, law enforcement, etc. And the role of PCs in training healthcare professionals would be diminished.

09:46:40 From Michael Allen : I just noticed this in the bill as I was looking for the answer to the trivia question:

09:46:43 From Michael Allen : (B) a strategy for optimally implementing an
Integrated Voice Response,

09:46:53 From Stephanie Barrios Hepburn : Lindsey Browning on Bridging the Gap Between Medicaid and Behavioral Health: <https://talk.crisisnow.com/lindsey-browning-on-bridging-the-gap-between-medicaid-and-behavioral-health/>.

09:47:06 From Loren Rives : the American Foundation for Suicide Prevention and American College of Emergency Physicians - Innovations in Suicide Prevention Awards nomination period is open. <https://www.acep.org/who-we-are/acep-awards/leadership-and-excellence/innovation-in-acute-care-suicide-prevention-award/> -- Anyone working on suicide prevention in the acute care space is encouraged to apply!

09:48:51 From Kathy Martinez, Project Mgr BHSD : When will operational readiness tool and playbooks be released by SAMHSA?

09:49:06 From Monica Luke - she series : Does this include the slides from the convening a few weeks ago?

09:49:11 From Marsha Ford : Q: can you speak about how poison centers created (and currently fund) clinical rotations for medical students? A: Varies from center to center. In general, the medical school funds.

09:51:31 From Etan Raskas : @Kathy: The operational readiness playbooks, as well as other updated partner toolkit materials were posted yesterday. Sharing the link below:

09:51:32 From Lindsey Browning : Happy to talk about those Medicaid levers!

09:51:33 From Etan Raskas : <https://www.samhsa.gov/find-help/988/partner-toolkit>

09:51:49 From Michael Allen : HQIP has been a big driver of ZS in Colorado

09:52:56 From Marsha Ford : Q: how professional standards and the effectiveness of a professional's response in an emergency situation is managed among those working from home? A: First, SPIs couldn't work more than 50 percent from home, needed to be onsite to promote collegiality,

reinforce professionalism (my opinion). At home, had to have a dedicated, private space to work. We provided computer, phone, onsite resources, etc. Our system was set up so that at home computer and phone were functioning behind a firewall to protect data, patient privacy. SPIs had to be ready to come in to work onsite if their system went down, they had to be dressed and not responsible for child care.

09:53:06 From Victoria Peña (NASMHPD) : Playbooks and Other Guidance Documents:
<https://www.nasmhpd.org/content/988-implementation-guidance-playbooks>

State, Territories, and Tribes:
https://www.nasmhpd.org/sites/default/files/988_Convening_Playbook_States_Territories_and_Tribes.pdf

Mental Health and Substance Abuse Providers:
https://www.nasmhpd.org/sites/default/files/988_Convening_Playbook_Mental_Health_and_Substance_Use_Disorder_Providers.pdf

Lifeline Contact Centers:
https://www.nasmhpd.org/sites/default/files/988_Convening_Playbook_Lifeline_Contact_Centers.pdf

Public Safety Answering Points:
https://www.nasmhpd.org/sites/default/files/988_Convening_Playbook_Public_Safety_Answering_Points_PSAPs.pdf

09:53:50 From ssmith : How could I access the June 988-911 meeting?

09:54:02 From Anonymous : In recognition of 420, can there be a presentation and/or discussion at some point in the near future on how the increasing state-by-state legalization of marijuana (which doesn't curtail black market players or address disparities in our criminal justice systems) can make someone of us, both users and non-users, go crazy?

09:55:47 From Stephanie Pasternak (she/her) : 988 State Legislation Survey:
<https://forms.gle/PmghezxiwXsQ9svs9>

09:58:19 From Karen Jones : To use the calculator, go to <https://crisisnow.com/> and click on "Calculator"

09:58:30 From Suzanne Rabideau : Hi Paul - is there a place to see the assumptions used to create the output - eg, what are the assumptions that make up how many mobile teams are needed?

09:59:23 From Kevin Westfield (they/them) : Are the initial assumptions (before we edit them) based off of verified data or are they randomized?

10:00:23 From Wendy White Tiegreen - GA DBHDD : There are FAQs on the site which define the data sources.

10:00:41 From Suzanne Rabideau : Please create a webinar to go over the calculator in more detail

10:00:53 From Joy Lloyd-Montgomery (she/her) : Yes that would be great

10:01:05 From Babra Chakanyuka : Thank you