

08:53:55 From Karen Jones : Welcome to the 988 Crisis Jam! We'll start in just a few minutes. :)

08:55:50 From Captioner Don Rombach RPR, CRR, CRC : For live, real-time captions, click the link and resize the window: <https://www.streamtext.net/player?event=0504RI845>

08:56:19 From iPhonejeff simpson : I can see the transcription

08:58:56 From Karen Jones : To see the captions, click "More" and "Show Subtitles".

09:00:32 From Kristen Ellis, LMFT : May the fourth be with you!

09:02:37 From Karen Jones : Email me at [karen.jones@riinternational.com](mailto:karen.jones@riinternational.com) or go to <https://talk.crisisnow.com/learningcommunity/> to sign-up

09:03:52 From Leigh Ann Fitzpatrick : Can we get the webinar registration info?

09:04:34 From Kristin Neylon : Register Now! Monday, May 9th: A SAMHSA-Sponsored Webinar: Telling the Story – Data, Dashboards, and the Mental Health Crisis Continuum  
On Monday, May 9th from 12:00 to 1:00 Eastern, NRI and NASMHPD will kick-off a two-part, SAMHSA-sponsored webinar to discuss the critical data points state behavioral health authorities (SBHAs) use to understand the quality and effectiveness of their crisis systems. The webinar will feature presenters from SBHAs in Utah, Georgia, and Tennessee who will share how they use data and visualizations to tell the story of their crisis systems. The second part of the webinar, to be held on May 27th at 1:00 Eastern, will allow for intimate dialogue between presenters and only those participants from the first webinar. Register here: [https://nasmhpd.adobeconnect.com/continuum\\_reg/event/event\\_info.html](https://nasmhpd.adobeconnect.com/continuum_reg/event/event_info.html)

09:04:37 From Ted Lutterman : “Telling the Story – Data, Dashboards, and the Mental Health Crisis Continuum. The dates are now set for this two-part webinar series!

The first part of the webinar will take place next Monday, May 9, 2022, from 12:00 to 1:00pm Eastern. The webinar description is included in the registration. Following this 60-minute webinar, participants will be able to register for Part Two to continue the discussion on Friday, May 27, 2022, from 1:00 to 2:00pm Eastern. Part Two of this series will build on Part One, and will provide an opportunity for a small number of registered webinar participants to discuss with presenters from states how they obtain and use data, what resistance they have experienced to reporting requirements and how to overcome those challenges, what software and hardware they use to monitor outcomes, and their recommendations to other states wanting to build data dashboards and visualizations to better manage their crisis continuum. The second webinar is a 60-minute intimate dialogue

09:04:38 From Paul Galdys, RI International : Sounds like a great webinar Ted. Thank you!

09:05:00 From Sue Murray\_ZSIA : will it be recorded?

09:05:11 From Karen Jones : Register for the SAMHSA sponsored webinar with NASMHPD on Telling the Story: Data, Dashboards and MH Crisis Continuum at <https://adobe.ly/387TbJL>

09:05:44 From Karen Jones : Listen: A new hotline could save lives  
<https://www.statnews.com/2022/04/27/988-lifeline-people-mental-health-crisis/>

09:06:06 From Karen Jones : How We're Overcoming the Stigma of MH Issues  
[https://greatergood.berkeley.edu/article/item/how\\_were\\_overcoming\\_stigma\\_of\\_mental\\_illness](https://greatergood.berkeley.edu/article/item/how_were_overcoming_stigma_of_mental_illness)

09:09:55 From Mark Creekmore NAMI Washtenaw (MI) : Vera and justice folks mostly ignore civil justice mandated treatment and foster and adult care. Are they alternatives or pipelines? Any thoughts about changing that?

09:10:13 From Gabriella Wong (accessSOS) : Vera's toolkit link here:  
<https://www.vera.org/civilian-crisis-response-toolkit/introduction-2>

09:21:39 From Tansy McNulty : Can you share the name of the Toronto pilot program(s)?

09:23:10 From Jason Tan de Bibiana, Vera Institute (he/him) : Tansy - here's info about Toronto:  
<https://www.toronto.ca/community-people/public-safety-alerts/community-safety-programs/toronto-community-crisis-service/>

09:23:17 From Leigh Ann Fitzpatrick : What is the name of the San Francisco street crisis response team?

09:23:17 From Karen Jones : Recording and materials provided in today's Crisis Jam will be available at <https://talk.crisisnow.com/learningcommunity/>

09:23:30 From Jason Tan de Bibiana, Vera Institute (he/him) : Mark -- appreciate that feedback! Hope what we share today is partly responsive to these issues. Some of our other colleagues also have a focus on youth and juvenile justice issues.

09:23:48 From Gabriella Wong (accessSOS) : @Leigh Ann <https://sf.gov/street-crisis-response-team>

09:23:52 From Jason Tan de Bibiana, Vera Institute (he/him) : Here are the companion pieces we mentioned (thanks for sharing the toolkit link Gabriella!)

09:23:59 From Jason Tan de Bibiana, Vera Institute (he/him) :  
<https://www.vera.org/publications/911-analysis>

09:24:04 From Jason Tan de Bibiana, Vera Institute (he/him) : <https://www.vera.org/the-people-responding-to-911-calls-instead-of-police/the-people-responding-to-911-calls-instead-of-police-2>

09:25:12 From Tansy McNulty : Thank you for Vera team and roundtable for the toolkit and resources

09:25:15 From Stephanie Barrios Hepburn : 100%, Amy!

09:25:26 From Whitney : Thank you, Vera.

09:25:47 From Whitney : What is your contact info, Vera Team

09:27:06 From Tansy McNulty : National listing of mental health focused mobile crisis teams for the general public to reduce police interaction, when not required: <https://www.1m4.org/mcu-coresponder-info>

09:27:15 From Sierra Payne : <https://www.vera.org/who-we-are/financials> - Is Vera's funding really mostly from federal? 2020 -- 82% federally funded; 2021 - 83% federally funded according to their financials webpage

09:27:42 From Karen Jones : The staffing discussion leads well into our next week's feature with Tony Sanchez on Busting Barriers to Peer Employment

09:27:54 From Dawn Peel : Dr. Watson, do you have suggestions of EBP training for non-Master's level staff who are providing mobile crisis services?

09:28:53 From Leigh Ann Fitzpatrick : @ Dawn, Great question!

09:29:31 From Amy Woodrum (she/her) : 100 percent Gabriella!!!

09:29:31 From V de la Vega : <https://text911.info>

09:29:32 From Meighan Haupt (NASMHPD) : Thank you so much for your comments Gabriella!

09:29:41 From Vincent Sabino : there is a group out of Ohio who is doing Mental Health Training with Deaf and HOH group.

09:29:45 From Tansy McNulty : couldn't agree more Gabriella. Thank you!

09:29:50 From Sierra Payne : I first learned of Vera in the last two years from seeing myriad LinkedIn job postings. I considered applying to but didn't want to commute to the part of Brooklyn where Vera's offices are located despite positions advertised as being remote (and not just per Covid). So curious why Vera has a 212 area code for their Brooklyn office headquarters.

09:29:55 From Gabriella Wong (accessSOS) : Some resources for deaf/hh folks needing crisis intervention services:

<https://deaflead.com/> DeafLEAD is a safe space for anyone in need of support. We provide 24/7 crisis intervention, advocacy, case management, interpreting, and mental health services

<https://www.samhsa.gov/find-help/disaster-distress-helpline/asl-faq> Disaster Distress Helpline Videophone for American Sign Language Users

09:30:53 From Stephanie Barrios Hepburn : Thank you, Gabriella.

09:31:51 From Suzanne Rabideau : LSU has developed some great training for Louisiana crisis providers focused on important skills sets.

09:32:14 From Laura Van Tosh : Hard to explain what Gabriella said(!) but she did that really well - so important to absorb information of how these scenarios turn out one way or another with the ideal upfront.

09:32:16 From Suzanne Rabideau : To pay, there needs to be funding:-)

09:32:22 From Dawn Peel : Thank you so much for the training ideas!

09:32:29 From Jason Tan de Bibiana, Vera Institute (he/him) : @ Dawn, another great resource that we cited heavily from Reach Out Response Network, reviewing existing teams and trainings across US and Canada: <https://reachouttoronto.ca/resources>

09:32:53 From Leigh Ann Fitzpatrick : What University of Wisconsin location from the training center?

09:33:04 From Amy Watson : Greenbay

09:33:16 From Leigh Ann Fitzpatrick : Thanks!

09:33:43 From Jamie Bauer : It is the University of WI Green Bay Behavioral Health Training Partnership that offers crisis training. :)

09:34:10 From Laura Van Tosh : Role playing really makes sense to help explain these dynamics. JAM hosting role playing at some point?

09:34:18 From Eric Rafla-Yuan (Rep Cárdenas) : Also important to distinguish between geolocation-based routing and actual geolocation capabilities

09:34:55 From Amy Watson : They provide a variety of trainings for community mental health providers -including crisis services.

09:35:30 From V de la Vega : To see how accesSOS addresses the questions David just asked check out <https://accessos.io>

09:36:31 From Amy Watson : UW Greenbay BH training program <https://www.uwgb.edu/behavioral-health-training-partnership/>

09:37:04 From Leigh Ann Fitzpatrick : Thank you for sharing all the resources!

09:38:29 From V de la Vega : Also to address one point of what David asked regarding how does accesSOS decide to route a call - we ask whether they need medical, fire, or police. We are currently exploring a future design that asks whether they need medical or mental help, or if they have something to report

09:40:24 From Stacey Frohnappel-Hasson : Ohio has a great series of on-demand call center trainings developed by Ohio State University College of Social Work for the OhioMHAS avail. here: <https://go.osu.edu/careline2022>. And live webinars are also available at no cost.

09:44:08 From Kristen Ellis, LMFT : Ukeru means "To Receive" in Japanese :)

09:44:21 From Evonne Hawe : How does Ukeru handle the attacker in situations where someone has recently been attacked/ is being threatened with immediate threats or is in the process of being attacked physically attacked and is truly a danger to others in the immediate area.

09:44:22 From Karen Jones : <https://www.ukerusystems.com/>

09:44:42 From Gabriella Wong (accesSOS) : Article from Disability Visibility project that addresses the balance of location sharing to save lives and non-consensual active rescue and that geolocation may further entrench coercion

<https://disabilityvisibilityproject.com/2021/04/19/the-new-national-mental-health-crisis-line-wants-to-track-your-location/>

09:45:37 From Karen Jones : RI Way Episdoe 3: Ukeru and SafeClinch  
<https://youtu.be/R3QawtqLiBk>

09:46:20 From Stephanie Barrios Hepburn : Kim Sanders on Developing Ukeru Systems to Eliminate Seclusion and Restraint: <https://talk.crisisnow.com/ukeru-systems/>

09:46:24 From Karen Jones : #CrisisTalk: Mental Health Experts in Australia Say...  
<https://talk.crisisnow.com/mental-health-experts-in-australia-say-nations-suicide-prevention-plan-must-focus-on-technology-and-prevention/>

09:47:16 From Stephanie Barrios Hepburn : Great quote from Sue's article: "Digital health isn't telehealth. It's about empowering, connecting people, and putting the decision-making power in the hands of the individual." -Professor Ian Hickie, director of the Brain and Mind Centre

09:52:50 From Tenasha Hildebrand : What national training are you all seeing that focuses on the I/DD population, particularly for those who are non-verbal?

09:53:14 From Dawn Peel : Great question Tenasha

09:53:22 From Vaughn Brandt : START is a I/DD and MH Crisis intervention approach with an evidence base.

09:53:29 From Sonja Burns : Seconding Tenasha's question re: I/DD.

09:54:27 From Vaughn Brandt :  
<https://centerforstartservices.org/#:~:text=The%20START%20Model%20was%20developed,and%20utilizes%20a%20national%20database.>

09:55:23 From John Palmieri : : <https://www.fcc.gov/news-events/events/2022/05/forum-geolocation-988>

09:55:53 From Andrea (vt) : where can you get the traing for idd again

09:55:59 From Tenasha Hildebrand : @Vaughn- thank you for the resource

09:55:59 From John Palmieri : <https://www.samhsa.gov/newsroom/press-announcements/20220427/hhs-new-mental-health-substance-use-disorder-benefit-resources>

09:56:33 From John Palmieri : <https://www.samhsa.gov/programs/mental-health-awareness-month>

09:56:46 From Christy-NASMHPD : The new NASMHPD 988 financing paper can be accessed at:  
[https://www.nasmhpd.org/sites/default/files/States\\_Options\\_And\\_Choices\\_In\\_Financing\\_988\\_And\\_Crisis\\_Services\\_Systems.pdf](https://www.nasmhpd.org/sites/default/files/States_Options_And_Choices_In_Financing_988_And_Crisis_Services_Systems.pdf)

09:58:51 From Sierra Payne : Is it really Mental Health Awareness Month? I was just wondering what followed Women's History Month...Lol, lol. Going to go pop a benzo so I don't think too much

about how mental health awareness and crisis prevention is not unlike discussions and solutions to address climate change and global warming (e.g. a venture capitalist has committed some seven figure dollar donation to fund a school at Stanford to fight climate change...which I'm going to guess means building a building...)Hope this tracks to anyone following the chat and really knows the mental health world well from lived experience and the myriad factors that cause mental health conditions.

09:59:35 From Stephanie Pasternak (she/her) : NAMI 988 State Legislation Map:  
<https://reimaginecrisis.org/map/>