

08:57:23 From Karen Jones : Welcome to the 988 Crisis Jam!

08:57:35 From BChakanyuka : Hello everyone

08:57:52 From Courtney Mullins : Good Morning/Afternoon All

08:57:54 From Karen Jones : Where are you joining us from? I'm coming from Tucson, AZ today.

08:57:58 From Universal Tradition : Hello everyone

08:58:11 From Marny : Very glad to be here....from Seattle

08:58:19 From BChakanyuka : Indiana

08:58:27 From Diane Robinson : Good Morning. Diane Robinson, Arizona.

08:58:29 From Universal Tradition : GA

08:58:32 From Tanishia Ford : Good Morning Everyone!

08:58:43 From Jalyn McNeal : Good morning from the Office of Public Health

08:58:44 From Luke Waggoner (he/him), WA HCA : Joining from Walla Walla, WA

08:58:58 From Jane Tobler sher/her : Good morning from muggy Washington, DC!

08:59:16 From Victoria Romanda - Peg's Fdn : Hello from Hudson, Ohio

08:59:33 From Madonna Greer, CIT International : Hello from NC

08:59:38 From Karen Jones : For the best view of speakers and the presenter, choose Speaker View and to see the captions, choose Show Subtitles

08:59:56 From Shirley Chu : Good morning from San Mateo in CA.

09:00:21 From Karen Jones : Add your national organization by emailing karen.jones@riinternational.com

09:00:38 From Karen Jones : Or if your state Medicaid is at the Crisis Jam and not represented

09:01:28 From Karen Jones : Woohoo! Top Jammers!

09:02:04 From Jane Tobler sher/her : Congratulations to the Top Jammers!

09:02:26 From Karen Jones : Sign up for reminders, see prior recordings and materials at <https://talk.crisisnow.com/learningcommunity/>

09:03:29 From Karen Jones : Mental Health: 9-8-8 set to become national crisis hotline USA Today <https://www.usatoday.com/videos/news/2022/05/13/mental-health-9-8-8-set-become-national-crisis-hotline/9764367002/>

09:04:44 From William Dickson NY : Bill Dickson, NYS OMH

09:05:00 From Stephanie Pasternak (she/her) : NAMIcon 2022 Registration: <https://events.nami.org/namicon2022/1724062>

09:07:49 From Debbie Plotnick, Mental Health America : The Mental Health America Conference will take place June 9-11 and has a free virtual options. 988 will be the topic of the day for June 11th. Please do join us! <https://mhanational.org/2022/annual-conference/registration>

09:08:53 From Greg Dicharry : Hi everyone! I am new to this Jam.. and wow! So cool to see so many superstars on here

09:08:58 From Paige Rusch : Thank you for taking the time to discuss this. Heartbreaking.

09:09:16 From Gerald Stansbury (Solari) : Thank you Tom for addressing this

09:09:39 From Tami Mark : it is all about the guns.

09:09:47 From Sarah Bassing-Sutton : ❤️

09:10:33 From Shannon Scully (she/her) : NAMI's statement on the tragedy of yesterday. <https://www.nami.org/Press-Media/Press-Releases/2022/NAMI-Statement-on-Fatal-Shootings-in-Uvalde-Texas>

09:10:42 From Tami Mark : let's not let people deflect this as a mental health issue.

09:10:48 From Kelly Bowman - CDHS : Thank you for acknowledging the heaviness we all feel today

09:11:00 From ORFWA Webmaster : We must call out the core problem: our governing body is unwilling to put our living children and families in front of their selfish career interests and financial gains.

09:11:05 From Marny : Key words: 'a well-regulated militia'... Why aren't we focusing on this aspect?

09:11:07 From Margie Balfour : gun violence is a public health issue and should be studied and treated as such. Instead of the divisive political football it's become.

09:11:13 From Paige Rusch : Please share any way that we can get involved to put an end to this.

09:11:26 From Lisa St. George : Agreed Tami.

09:11:30 From Karen Jones : <https://www.nytimes.com/interactive/2017/11/06/opinion/how-to-reduce-shootings.html>

09:11:41 From MJ Weston : Thank you. I just had this conversation with the NJ 988 Key Stakeholder Coalition. Very powerful discussion. Clearly we need to address this head on.

09:11:43 From S. Mahogany Ellis : thanks for addressing this today.

09:12:29 From Lisa St. George : Thank you Tom for speaking about this.

09:12:58 From Monica Luke - she series - LAF : Many people who complete suicide use a gun

09:13:11 From Jerri Clark WA : Bullets killed the children. Focus needs to be on the pathway of those bullets, from manufacturing and the money-makers connected to the gun, into the hands of a

killer who never should have had that gun and those bullets. Politicians benefiting from gun sales won't talk about the bullets.

09:13:13 From Keith Lewis (he/him) : Tom, this is a sorrowful topic to discuss but very needed. If not us, then who

09:14:02 From Bob Glover : Thanks Tom. Critical to address this issue

09:14:03 From Nicole Coleman- Idaho 988 : Tom, thank you for talking about this. it's been heavy on my mind and minds of many others i'm sure.

09:14:12 From Megan McDaniel (She/Her) : What really grinds my gears is the focus on mental health being a suspected cause of shootings but there's no mental health reform!

09:14:27 From Shannon Scully (she/her) : NAMI partners with a lot of great organizations doing work nationally and in the states to prevent gun violence. Sandy Hook Promise, Coalition to Stop Gun Violence, and Everytown to name a few. Recommend looking at what they are doing and their leadership.

09:14:38 From Karen Jones : Please feel free to add your questions or examples of important innovations for today's discussion in the chat

09:16:13 From Sierra Payne Lighthouse : The tragedies around gun violence and the lack of sufficient efforts to prevent gun violence so often is spun as being about mental illness. So much scapegoating by news media and elected and appointed government officials when there are bigger questions to ask. Take for instance the tragic subway shooting this spring in Sunset Park, BK, NYC -- seemed to be a failure on the part of local, state, and federal authorities over the span of years. Even major news media outlets couldn't get critical details of the tragedy correct.

09:17:07 From Greg Dicharry : All very true.. I wish youth suicide got as much attention and resources as school shootings. We will lose about 100 times (literally) times more youth to suicide this year then we will to school shootings.

09:17:40 From Susan Robinson : Tom, thank you for the essential focus and connection this morning...

09:19:25 From Jerri Clark WA : NIMH research needs to focus on clinical innovations and models for moving evidence-based practices into PRACTICE. The bulk of research money isn't helping people who are dying right now.

09:21:33 From Brian Sims, M.D NASMHPD : There was an individual yesterday who lost their daughter to gun violence, who opened the understanding of the magnitude of the gun violence by reminding us that there are about 100 deaths per seek due to gun violence, not just from mass shootings, but shootings that are individual and several people that fail to make the news to those who perish by guns through suicide. The message needs to acknowledge the magnitude and length of time and not just about mass shooting crises.

09:21:39 From Richard McKeon : Yes but the data suggests that a stronger youth suicide prevention effort might help us identify earlier some of the school shooters. The Secret Service report a number of years ago, showed that many of the school shooters had histories of suicidal ideation or

attempts. so while suicidal youth are not at increased risk of violence, it appears that the opposite is not true, that is, that youth at risk for violence also have elevated suicide risk that may precede acts of violence.

09:23:03 From Krista Hausermann : Is anyone successfully using machine translation for text or chat?

09:23:33 From Jana (Jay-nuh) | she/they : Crisis Text Line just published research on our effectiveness: <https://onlinelibrary.wiley.com/doi/10.1111/sltb.12873>

09:24:02 From Julie Magers : What data do we have that tells us who is in crisis and what do these individuals say they want/need? What drives one into crisis is very complex (as you all know) and I wonder if we are doing repeated guessing about what individuals themselves say are the drivers for their crises (repeated or episodic) and then look at patterns. This rich data may be out there but I don't know where.

09:25:44 From Julie Magers : Exactly! This is what I just asked ^^

09:25:53 From kate dahlstrom : Is HIPAA being applied as not intended? Too tightly? Crisis situations especially need shared info.

09:25:54 From Marcie Timmerman MHAKY : Please explain "dogfooding"

09:26:03 From Monica Luke - she series - LAF : Yes! Design Thinking - putting people first rather than telling them what they need

09:26:09 From Monica Luke - she series - LAF : dogfooding is using your own software

09:26:12 From Frances Purdy : Adding to the need for consumer data, we also need to ask parents and caregivers of children and young people.

09:26:14 From BChakanyuka : Yes very true

09:26:48 From Julie Magers : UX for manipulating spending is alive and well. What about UX for serving personal human needs?

09:27:18 From Monica Luke - she series - LAF : That experimentation also applies to process improvement -

09:27:37 From Jana (Jay-nuh) | she/they : Krista, at Crisis Text Line, we use a Machine Learning to triage our texter queue so we can reach potentially imminent risk texters faster than non-imminent risk texters

09:28:01 From Tracy Velázquez (she/her), Pew Charitable Trusts : OKR?

09:28:25 From Margie Balfour : objectives and key results

09:28:25 From Dan Kornfield | DBP : objectives and key results -- just had to look it up :)

09:28:39 From Marcie Timmerman MHAKY : How is Value Based Payment affecting the mental health workforce?

09:29:40 From Robin Trush (she/her) : Creating a Sense of Urgency - classic Kottor/HBR Article. Still relevant.

09:29:49 From Monica Luke - she series - LAF : OKR is sometimes called KPI (Key Performance Indicator) - where performance can/should be in the eye of the user (in our case the person calling 988)

09:30:05 From Dr. Tanye' Tyler : "Deaths of Despair"

09:30:38 From Julie Magers : More "deaths of despair" than covid among population in the prime of their lives!

09:31:15 From Wendy White Tiegreen - GA DBHDD : Wow Tom - we need that graphic to talk about this work - Deaths of Despair s vs Covid!!

09:31:47 From Kelly Bowman - CDHS : Thank you Dr. Insel! Extremely insightful and moving!

09:32:28 From Tami Mark : Why is no one investing in personal health records and allowing people to own their MH/SUD data?

09:32:29 From Mark Creekmore NAMI Washtenaw (MI) : Workforce shortage and peer services: mirage or real change?

09:32:59 From Monica Luke - she series - LAF : A lot of the tech on the BH side focuses on the needs of payers and sometimes providers. Not much for the individuals looking for help (or needing help without seeking it)

09:33:08 From Kelly Bowman - CDHS : current workforce has strongly advocated for virtual/remote options which can be challenging in many crisis situations/services

09:34:01 From Julie Magers : @monicaluke YES!!!

09:34:09 From Dr. Tanye' Tyler : The movement toward data collection to track outcomes is what the social service/mental health arena needs. Without using the data for prevention-based services, we miss the opportunity to prevent exposure to violence.

09:34:39 From Kelly Bowman - CDHS : The demand for virtual/remote work has been a challenging to recruit mobile crisis response workforce. We leverage telehealth response when appropriate, however this is not always best practice

09:35:07 From Suzanne Rabideau : Government can seed technology innovation

09:35:13 From Stephanie Barrios Hepburn : Funding

09:35:39 From Suzanne Rabideau : Govt role - Require the use of technology - stop allowing solutions that do not work

09:35:48 From Jim Kooler- DHCS : Government may not be good at innovation, but sustainability always seems to fall on the public sector.

09:35:56 From Jerri Clark WA : As the parent of a young person who died from suicide after receiving awful options for care and was punished/traumatized instead of helped, I have some strong

ideas about the Outcomes we should track as a system. Happy to share my proposal: [jerri.clark@momi-wa.org](mailto:jerri.clark@momi-wa.org).

09:36:11 From Lisa Sullivan-TxSPC : YES, AGREE - totally agree on the innovation front - funding isn't getting to the places that are closest to the ground from an innovation perspective.

09:36:31 From Mary Giliberti : government can also require that there be more focus on user experience. MH is expressly excluded from hospital user surveys and we have no instruments and requirements for crisis and the lived experience with the services.

09:36:48 From Dr. Tanye' Tyler : @Kelly Bowman, so true. Considering the increase in feelings of isolation, loneliness, and depression during COVID in the labor force, I have not been surprised that I've interviewed people who needed crisis intervention services more than they could have provided them.

09:36:51 From Jennifer Witten : Agree, as a member who is part of private sector it is extremely hard to connect with both federal and state partners. Instead we often see government attempting solutions that fail and used resources that others can demonstrate real solutions.

09:36:54 From Sonja Burns : There needs to be some sort of national focus of going into our jails to address the mental/ behavioral health crisis that is happening there. And we need to have a path forward so this does not continue to be the trend - (exponentially) growing jail populations with mental/behavioral health needs. We also face the national issue that many hospitals/ mental health facilities do not serve these individuals - because of "behaviors" - even though this is what often brings the person to the mental health facility - allowing them to meet criteria for admission "danger to self and/or others".

09:37:04 From Monica Luke - she series - LAF : I spent that last part of my decades long career in software/tech on these topics that Tom has talked about. How to help teams think about the "journey" of the actual user and how to continuously learn from what's happening but also deliberately considering the experiments. Happy to talk with anyone interested in how this might help your organization. I can be reached at [monica@livingassistancefund.org](mailto:monica@livingassistancefund.org)

09:37:22 From Shirley Miles : Yay Stephanie!

09:37:23 From Madonna Greer, CIT International : Thank you Tom

09:37:41 From Frances Purdy : I wonder how we can disrupt the overreliance on "medical necessity" requirement of a diagnosis to access Medicaid and insurance payment....this requirement forces us to use the usual medications and clinical therapeutic approaches that have given us questionable outcomes.

09:37:42 From Julie Magers : Thank you, Tom!

09:38:09 From Dan Kornfield | DBP : Thanks so much Tom! I'm interested in joining any future conversation on the most effective roles of government vs. private sector on innovating on crisis response. Thanks! [Daniel.kornfield@dignitybestpractices.org](mailto:Daniel.kornfield@dignitybestpractices.org).

09:39:27 From Margie Balfour : I'm in the no cell phone part of the airport

09:39:28 From Robin Trush (she/her) : Please know - there are tech companies who are very much involving their users for both innovation and design. I think it would be helpful to hear from the other side of the comments today.

09:39:48 From Matthew Goldman : on train to penn station!

09:39:51 From Margie Balfour : but I don't know the answer so just guessed hurdler

09:39:54 From Matthew Goldman : not sure :)

09:41:16 From Jana (Jay-nuh) | she/they : Apologies all, I was unable to unmute. I'm always here to talk about Crisis Text Line's service, our triage algorithm, and our research collaborations!  
jfrench@crisistextline.org

09:41:24 From Karen Jones : #CrisisTalk <https://talk.crisisnow.com/the-misunderstanding-of-the-crisis-intervention-team-program/>

09:44:10 From Bob Crayton : <https://www.northcarolinahealthnews.org/2022/05/23/sheriffs-want-out-of-involuntary-commitment/>

09:46:20 From Christopher Bowling : The officer with the clinician in a co-responder model unit is not just standing around, but is instead providing a safe environment so that the clinician can move forward without thinking of his/her/their safety.

09:47:18 From Suzanne Rabideau : tonWhat is the role of community mental health and gov't in advacning the movement to less law enforcement involvement?

09:47:38 From Suzanne Rabideau : That ? was meant for Ron - idea?

09:48:16 From Sabrina Taylor, Phoenix AZ : The NC article is interesting. Arizona just changed their civil commitment law to allow for alternative transporters. I'll have to keep an eye on NC as we figure this thing out!

09:48:16 From Luke Waggoner (he/him), WA HCA : Enjoyed and appreciated the FCC forum yesterday.

09:48:25 From Luke Waggoner (he/him), WA HCA : <https://www.fcc.gov/news-events/events/2022/05/forum-geolocation-988>

09:48:37 From Luke Waggoner (he/him), WA HCA : The recording is available at the link above.

09:48:38 From Dr. Tanye' Tyler : I'm curious how we collaborate with law enforcement while maintaining social work's core social justice values. Creating a shared language between the two industries has not been easy.

09:48:45 From Tina's iPhone : Great discussion! Proud to have two 911 leaders from Washington state!

09:49:04 From Bill White, AFSP (he/him) : I enjoyed the forum as well -- thank you to everyone who helped to organize it! I thought it was very helpful and informative.

09:49:14 From Jane Tobler she/her : Richard's panel was excellent!

09:49:19 From Tina's iPhone : We have decided that 911 and 988 need to be married!

09:49:23 From Brad Munger : Is there a website link to the FCC forum on geolocation that can be shared?

09:50:05 From Luke Waggoner (he/him), WA HCA : <https://www.fcc.gov/news-events/events/2022/05/forum-geolocation-988>

09:50:06 From Monica Luke - she series - LAF : I found the replay here <https://youtu.be/HjHXXPGEuus> because I missed the last hour :-)

09:50:22 From Andrea Fiero (she/her) : Yesterday's forum was very well organized and rich with information!

09:51:01 From Brad Munger : Thank you!

09:51:44 From Richard McKeon : <https://www.samhsa.gov/grants/grant-announcements/sm-22-016>

09:53:23 From Ron Bruno, CIT International : Hi Suzanne - It is to continue to provide the recommendation to develop the non-law enforcement mobile crisis teams and fund the onset as much as possible.

09:53:58 From Wendy White Tiegreen - GA DBHDD : Sarah: That is CRITICAL! The BH Medicare services are so limited AND do not enable recovery support, such as Peer Support.

09:57:14 From Jerri Clark WA : Thank you Rep. Orwall!

09:57:24 From Sarah Corcoran, GCS (she/her) : Wendy- agreed! For those items, we are particularly keeping our eye on Senate Finance and House Ways & Means to see what priorities they want to move forward, but this much focus from the four committees of jurisdiction over health is remarkable!

09:57:42 From Luke Waggoner (he/him), WA HCA : Thank you Rep Orwall!

09:58:13 From Karen Jones : <https://masosfilm.com/>

09:58:49 From Tina's iPhone : We have an amazing team working on this in Washington!

09:59:56 From Sonja Burns : @Rep. Orwall / Jerri Clark - did you say there was a report of what you all learned in AZ? If so - can that be shared? [sonjaburns@gmail.com](mailto:sonjaburns@gmail.com)