

08:51:39 From Becky Stoll : Hey David! I am in a meeting but plan to step out when we get started.

08:51:55 From David Covington : Great - thanks Becky! See you soon

08:53:34 From Jonah : Hello all! I'm excited about this work going forward and seeing how RI is leading the way.

08:54:44 From Karen Jones : Want a 988 Crisis Jam t-shirt? Purchase them at the Hope Inc Stories store at <https://shop.hopeinc.com/Products/ProductGrid/988?r=1>

08:55:00 From Babra : Hello everyone! Excited to be here!!

08:55:00 From Hannah Wesolowski, NAMI (she/her) : Thanks for the link, Karen! Love these.

08:56:04 From Kristen Ellis, LMFT - RI International : Model skills!

08:56:08 From Karen Jones : Thanks for modeling them, David!

08:56:31 From Jonah Sharkey M.Ed, CPSS- Training and Consulting : Taarheels!

08:56:47 From Gina Tracy : nice shirts

08:56:50 From Suzanne Rabideau : Can we order them?

08:56:52 From Kristen Ellis, LMFT - RI International : hahaha!!

08:56:59 From Colleen Carr : Love it, thanks David. Karen, I will be in touch.

08:57:36 From Kristen Ellis, LMFT - RI International : @Suzanne: Yes! The link is below:

08:57:37 From Kristen Ellis, LMFT - RI International : <https://shop.hopeinc.com/Products/ProductGrid/988?r=1>

08:57:41 From Leigh Ann Fitzpatrick : I got my shirt Friday! Thank you!

08:58:30 From Karen Jones : See the full episodes released so far at <https://masosfilm.com/>

08:59:06 From Amy Cohen, PhD (APA) : powerful quote: the pain doesn't go away it just transfers

08:59:49 From Paige Rusch : "The Tunnel is the Illusion"! Excellent statement!

08:59:54 From Hannah Wesolowski, NAMI (she/her) : This is so powerful. Thank you for previewing it here.

09:00:05 From Kristen Ellis, LMFT - RI International : Anyone can live, anyone can find hope.

-Silouan Green

🔗💜🔥

09:00:11 From Tina Orwall, WA Rep (she/her) : So powerful

09:00:17 From Paul Galdys, RI International : Awesome

09:00:19 From Paige Rusch : Goosebumps!

09:00:19 From Gina Tracy : very powerful

09:01:38 From Karen Jones : For the best view of the ASL interpreters and speakers, please choose Speaker View. For captions, choose "Show Subtitles"

09:02:16 From Edita Fuentes : What a moving clip to start today's session. Greetings from Nueces County Mental Health Programs in Corpus Christi, Texas. I'm also a volunteer for our local NAMI Greater Corpus Christi

09:02:21 From Karen Jones : See the recordings and sign up for the newsletter at <https://talk.crisisnow.com/learningcommunity/>

09:04:44 From Karen Jones : Wall Street Journal: One in Six Calls...
<https://www.wsj.com/articles/one-in-six-calls-to-national-suicide-prevention-lifeline-end-without-reaching-a-counselor-11657531805>

09:04:44 From Suzanne Rabideau : "Hope" - yesterday a young person shared in a State of WA crisis system meeting that Hope stands for "Hold On until the Pain Ends". The young person shared she learned about this while getting help and she has held on to that - she still has challenges (like all of us) but is thriving and such is an inspiration.

09:05:01 From Karen Jones : Wall Street Journal: What Is 988?
<https://www.wsj.com/amp/articles/what-is-988-suicide-lifeline-11657376158>

09:05:09 From Julie Peticca : Are the shirts available for purchase? Would love to get some for our staff to celebrate?

09:05:27 From Karen Jones : The t-shirts are available!
<https://shop.hopeinc.com/Products/ProductGrid/988?r=1>

09:07:32 From David Covington : Thanks to Ken Norton who coined the name of our learning community

09:07:53 From Amy Brinkley (NASMHPD) : =-)

09:08:12 From KhalilAR@riinternational.com : thank you all for the work you have done and continue to do

09:11:43 From David Covington : Joyce, you may be on mute

09:13:02 From David Covington : reminder for everyone to be on mute

09:13:38 From Amy Cohen, PhD (APA) : it's an all-hands on deck approach---bringing us all together!

09:14:26 From Paul Galdys, RI International : SAMHSA's leadership to get us to this place has been amazing!

09:14:48 From Christy : ^ agree.

09:14:48 From Karen Jones : 988 Jobs <https://www.samhsa.gov/find-help/988>

09:15:05 From David Covington : Just LOVE the SAMHSA branding materials that Kate and team have introduced into the community for sharing... really terrific, clean, crisp, bright, diverse

09:15:24 From Karen Jones : 988 Partner Toolkit <https://www.samhsa.gov/find-help/988/partner-toolkit>

09:16:46 From Nicole Kraus (She/Her) Crisis Text Line : Incredible!

09:16:49 From Nicole Coleman- Idaho 988 : Any word on if we'll be able order Spanish wallet cards soon from the SAMHSA site? We'd love to be able to get those. :)

09:17:36 From Amy Cohen, PhD (APA) : WOW! these metrics show incredible improvement.

09:17:39 From Stacey Palosky : Spanish wallet cards, magnets and posters have been ordered. No timing yet on when they'll arrive in our SAMHSA store, but they are coming

09:18:03 From Haein Son : wonder whether wallet cards will be available in different languages other than just Spanish.

09:18:23 From Stacey Palosky : At this time, we have only translated materials in Spanish

09:19:03 From David Covington : These slides and a video of the entire meeting will be available shortly on <https://Talk.CrisisNow.com/LearningCommunity>

09:19:18 From Stacey Palosky : Also, social media shareables direct link (these went live yesterday in our partner toolkit): <https://www.samhsa.gov/find-help/988/partner-toolkit/social-media-shareables>

09:19:28 From Peter Brown : Those results are better but are you really satisfied with having people wait 7 minutes etc?

09:20:12 From Holly Salazar : Will the slides for today's presentation be shared?

09:20:13 From Haein Son : Do you have a timeframe to have materials available in different languages?

09:20:44 From David Covington : These slides and a video of the entire meeting will be available shortly on <https://Talk.CrisisNow.com/LearningCommunity>

09:20:54 From John Palmieri : Yes important progress and lots more work to continue to build system capacity

09:20:57 From Kenneth Minkoff : Margie Balfour and I have co-authored an article that will be appearing in Psych Times this month that provides a practical guide to providers about what 988 soft launch means and how to be effective partners in the launch process in their local communities. We will share this article with the Crisis Jam participants once it has been published.

09:22:00 From Marissa Lawson : It was published yesterday!
<https://www.psychiatrictimes.com/view/a-look-at-the-988-soft-launch>

09:23:02 From Monica Luke - she series : When do you hope to share the SAMHSA guidelines for 988 response for children? We've been hearing that is in the works. Thank you

09:23:06 From Kenneth Minkoff : Thanks Marissa. I'm glad you got it! I hadn't gotten that link yet. Everyone should use the link Marissa sent.

09:23:18 From David Covington : Someone to talk to, someone to respond and a safe place to help!

09:23:30 From Nancy Russo : There was an article about including 911 in the 988 conversation and it mentioned this - With "988" going live on July 16, Russell points out that the development and implementation of state and county 988 plans must include 911 call centers. - does anyone have an example of this plan? Specifically a County Plan?

09:24:23 From Mary Jean Weston : David ~ is this new "official" language:

09:24:26 From Karen Jones : There's a lot more work to do! Spaces like the Crisis Jam and NAMI's Reimagine Crisis and CSJ 988 Digital Day of Action are so important!

09:24:46 From Mary Jean Weston : David ~ is this new "official" language:

Someone to talk to, someone to respond and a safe place to help!

09:24:53 From Nicole Kraus (She/Her) Crisis Text Line : Incredible presentation. Thank you.

09:24:55 From Mar'Quon Frederick : What do the stabilization centers entail?

09:25:09 From Laurel Stine, AFSP (she/her) : Many thanks for your leadership Dr. Miriam Delphin-Rittmon, and your very helpful SAMHSA team #988

09:26:05 From Laura Van Tosh : Thank you, Dr. Miriam Delphin-Rittmon!

09:26:07 From Michael Ayele : How can more organizations be supported by SAMHSA/other entities to establish their own crisis contact centers connected to 988? I'm sure some community-based orgs could receive local calls if trained and integrated properly.

09:26:25 From Meighan Haupt (NASMHPD) : Thank you Dr. Delphin-Rittmon!

09:26:55 From Lisa St. George : Thanks for your leadership Dr Delphin-Rittmon!

09:27:11 From Amy Cohen, PhD (APA) : 988 alongside 911 is another message about parity, which is very appreciated.

09:27:21 From Paul Galdys, RI International : Grateful for David and Mike Hogan's leadership years ago in the National Action Alliance's Crisis Now effort that pushed us in this direction!

09:27:25 From Sandri Kramer : Here at Didi Hirsch in Los Angeles, we are excited and energized, thankful for SAMHSA's leadership, but also have some trepidation about the coming months. Once fully staffed, we got this.

09:27:54 From Amy Cohen, PhD (APA) : Go Didi Hirsch, you are excellent examples for many!

09:28:05 From Jerri Clark PAVE : I'm disappointed to see a goal of 80 percent for meaningful response. As the mother of a son who died of a treatable illness because of the terrible service options, I'd expect a higher goal. My son was marginalized as part of the 4 percent of the population with the most severe and disabling conditions. This population is often disregarded as "too acute" for hospital beds or tossed aside as "refusing" care, without proper understanding about brain-based symptoms that make this population unable to self-manage their care. Our 988 system must be prepared to serve this severely impacted population, not just the 80 percent that are easier to help.

09:28:08 From Mary Jean Weston : Sandri ~ excellent summary.

09:28:15 From David Covington : collective impact!

09:29:01 From Eric Scharf- DBSA (he/him) : Appreciate seeing the recognition of peer support as a key component of the response process.

09:29:07 From John Palmieri : Staffing is a challenge, we will lean in however we can to support and build paths to engage and sustain a crisis workforce

09:29:29 From Matthew Goldman : On behalf of Crisis Jam superstar Dr. Margie Balfour who isn't able to be here today, I'm sharing a piece she and Dr. Ken Minkoff wrote to offer concrete guidance for people on the ground re: understanding 988 and knowing what to tell their patients and colleagues about it: <https://www.psychiatrictimes.com/view/a-look-at-the-988-soft-launch>

09:29:47 From Chelsea Thomson (NACo) : @Nancy Russo, counties across the country are working to collaborate 911 and 988 efforts. Douglas County, Kansas and Orange County, Florida are two that come to top of mind! Happy to connect offline if you have more questions about what counties are doing in this space. cthomson@naco.org

09:29:54 From Amy Brinkley (NASMHPD) : I'm sorry Jerri that you had that experience. We must do better I think we all agree. I think that the 80% was meant to be a 'next' goal not the final goal. I definitely understand your disappointment. Sending positive thoughts and prayers your way.

09:30:14 From kehinde solanke : PA is working on a joint 988/911 communications plan, which is still under development. I have to jump off early but wanted to mention that Philadelphia is excited to host the HHS Secretary, Xavier Becerra, Friday July 15th, to launch 988 and highlight our ongoing crisis services continuum expansion efforts in Philadelphia. Any questions about Philadelphia's initiatives, please email me at kehinde.solanke@phila.gov

09:30:24 From Amy Cohen, PhD (APA) : WOW, Vibrant! Amazing numbers and transformation.

09:30:25 From John Palmieri : Goal is absolutely 100% of service reach--we know that this will take time. No one should be left behind.

09:30:32 From Jerri Clark PAVE : @Amy, I appreciate your response. FYI my son died from suicide. No response.

09:30:40 From Jerri Clark PAVE : from crisis...

09:30:50 From Sandri Kramer : Yes, @Nancy Russo--feel free to contact me for LA County

09:31:26 From cara : where could we find out how to get a 988 job?

09:31:44 From Karen Jones : You can find them at <https://www.samhsa.gov/find-help/988/jobs>

09:31:54 From cara : thank you!

09:32:01 From Kenneth Minkoff : Apropos of National Council: We want to let everyone know that we have a new easy to use website for the Group for the Advancement of Psychiatry/National Council for Mental Wellbeing 2021 publication Roadmap to the Ideal Crisis System: Essential Elements, Measurable Standards, and Best Practices. The new website is <https://crisisroadmap.com> Please go to the site and give us feedback. The Committee that created the Roadmap is working to populate the website with resources both existing ones and new ones. Let us know if there are links and materials that you would like to connect and/or post.

09:32:31 From Richard McKeon : Regarding 988 and 911, the SAMHSA state 988 grants include a requirement for each state to have a plan for 988 and 911 coordination at the local level. SAMHSA also last month held a policy academy on 988/911 coordination for five states . SAMHSA has also been coordinating with the Office of Emergency Medical Services in the Department of Transportation, as well as the National Association of state 911 Administrators and the National Emergency Numer Association.

09:32:34 From Amy Brinkley (NASMHPD) : Jerri sending my sympathy. Having lost 3 brothers to suicide myself and the most recent one in the last 12 months I totally understand. I am grateful for the progress we have made in this space and recognize how far we have to go yet. Any progress is good progress. Keep staying involved and advocating. My heart goes out to you and your family.

09:32:42 From Sandri Kramer : One idea to help us build the crisis workforce: Appeal to the national licensing boards to make crisis work part of licensing requirements. It is an excellent training ground. It might even help us create an official mental health career track!

09:33:10 From Lisa St. George : Jerri, crisis receiving centers that align with the CrisisNow guidelines with have a no wrong door policy and accept everyone every time. At RI International it is our policy to never say no. I am sorry for the loss of your son. I am hopeful that this step forward for our systems will help people like your son.

09:33:12 From Sonja Burns : Thank you for the link to the new website, Dr. Minkoff!

09:33:12 From Janesta Nairn : I am so proud of this change in GA and looking forward to our continued growth! Are there any town halls scheduled and or agencies who we can connect with to share the 988 with our parents, youths, and community so that there is a realistic and practical understanding of 988?

09:33:22 From Paul Galdys, RI International : Well said John!

09:33:37 From Claire Wang : Delaware appreciates being part of this action + learning community. Here's our 988 webpage <https://dhss.delaware.gov/dhss/988.html> where we also include a 988 briefing factsheet for 911 first responders.

09:33:39 From Dr. Hunter : I love that!! Hope has a new number!!

09:33:41 From Jerri Clark PAVE : @ Lisa, thank you. I hope so too...

09:33:42 From Lisa St. George : HOPE HAS A NEW NUMBER! 988!

09:33:44 From Meighan Haupt (NASMHPD) : Love it, John! Hope has a new number.

09:33:57 From Stephanie Barrios Hepburn : "Hope has a new number." I love that, Dr. Draper.

09:34:04 From Mary Giliberti- Mental Health America : Thank you so much for the hard work and your leadership. With any roll out, we always have to be thinking about those who are often underserved, including youth and communities of color. Can you further address next steps for developing children's system and guidelines as well as developing messaging and services designed specifically to ensure equity.

09:34:14 From Bipasha M (she/her) : That was inspiring - Hope has a new number! Thank you Dr. Draper.

09:34:39 From Suzanne Rabideau : @Sandi - yes, state licensing boards, AND we need to be sure we are using the paraprofessional workforce including those with lived experience and include non-traditional organizations to be part of the response and HOPE.

09:35:07 From Vic Armstrong (he/him) : I am so excited about our opportunity to build equity into our response to mental health emergencies in ways that we have not before.

09:35:13 From Carlos Mackall : Inspiring!!! Great momentum...

09:35:40 From Donna Obermeyer : I like the idea of town halls. The reality is that many will still be dropped off at emergency departments and then be boarded. 988 will be here but the system needs lots of work.

09:36:59 From Daniel Thatcher : That is correct. I was there.

09:38:05 From Debbie Plotnick, Mental Health America : Thank you to UT State Senator Thatcher and Rep Steve Eliason

09:38:30 From Tina Orwall, WA Rep (she/her) : Yes thank you to our wonderful colleagues in Utah!!

09:38:59 From Lisa St. George : @Donna Obermeyer we must work towards building the crisis receiving centers that are the "Somewhere to go". Additionally, those CRCs must embrace the no wrong door policy encouraged in the Crisis Now guidelines. Without these CRCs the shift will be incomplete.

09:39:10 From Karen Jones : 🙌

09:39:48 From Lauren.Conaboy@centerstone.org : Also in those early days, when 988 first came out - we had some amazing congressional staff - both sides of the aisle, both chambers - put in long days/weeks along side all of us.. staff for Reps Moulton, Stewart and Sens Gardner/Baldwin staffers truly went above and beyond!

09:39:51 From Daniel Thatcher : Technically he said, "My Boy, you are thinking too small."

09:40:15 From David Covington : lol Senator Thatcher!

09:40:37 From Amy Cohen, PhD (APA) : Nice 988 Shirt on Rep Eliason!

09:40:46 From Karen Jones : #CrisisTalk Rep Eliason on 988
<https://talk.crisisnow.com/representative-steve-eliason-on-988-how-crisis-intervention-and-suicide-prevention-takes-ongoing-attention-by-legislators/>

09:40:51 From Kristen Ellis, LMFT - RI International : That's one of those anecdotes that are great to hear, Senator Thatcher

09:40:52 From David Covington : That's going to take an act of Congress!

09:41:02 From Kristen Ellis, LMFT - RI International : Love the shirt, Rep Eliason!

09:41:05 From Hannah Wesolowski, NAMI (she/her) : Thank you for your leadership, Rep. Eliason!

09:41:10 From Donna Obermeyer : thanks our state has a goal to build receiving centers (23 hr) across the state and they are starting to talk more about alternatives to hospitalization

09:41:19 From John Palmieri : @Donna@Lisa agree completely that will need to consider the impact of 988 within the broader system of services and pull all available levers to build accessible, equitable, coordinated, effective services

09:41:57 From Donna Obermeyer : Yes!!👍

09:42:02 From Kristen Ellis, LMFT - RI International : Guess what's in the Top 10 to potentially win a shirt!!

09:42:14 From Kristen Ellis, LMFT - RI International : Or name things you think SHOULD be in the 10!

09:43:10 From Kenneth Thompson : This is a welcome day, but its so much just a beginning! As we build a better front door for hope and help, we will need to build a better back door for people to continue to receive the aid they need. Looking at the current process of people leaving hospital does not bode well-even after years of focus...Time to start tying it all together!

09:43:22 From Andrea Duarte : Garrett Lee Smith Act 2004

09:43:26 From Kristen Ellis, LMFT - RI International : Nice, Andrea!

09:43:28 From Debbie Plotnick, Mental Health America : Passage of MHAEA!

09:43:48 From Amy Fellows (she/her) : 2021 CAHOOTS Act (I'm from Eugene, OR home of CAHOOTS)

09:44:18 From Jerri Clark PAVE : @Kenneth, yes. My son left so many acute hospitalizations by Uber, direct path to homelessness. Discharge planning is so poor is sets up the cycle of crisis.

09:44:20 From Donna Obermeyer : Go Oregon!

09:44:28 From Kristen Ellis, LMFT - RI International : Nice, Debbie!

09:44:29 From Laura Van Tosh : @Ken Thompson - you're right! Thanks for your thoughts.


09:44:39 From Kristen's iPhone : Love Hope has a New Number!!!

09:44:42 From Janesta Nairn : @Kenneth, excellent point!

09:44:43 From Jon Ross : Making mental health a focal point of specific attention. Jon Ross, Center for Health & Justice, Chicago

09:45:03 From Kristen Ellis, LMFT - RI International : Keep them coming!

09:45:04 From Ursula Whiteside (she/her) : National Action Alliance for Suicide Prevention: Transforming Health Systems Initiative Work Group. (2018). Recommended standard care for people with suicide risk: Making health care suicide safe. Washington, DC: Education Development Center, Inc. https://bit.ly/RSC_PSR

09:45:27 From Laura Van Tosh :  Laurel Stine

09:45:33 From Ursula Whiteside (she/her) : (honorable mention)

09:45:34 From Brenda Dennis : Garrett Smith Act

09:45:45 From Tina Orwall, WA Rep (she/her) : Paul Wellman was such an inspirational leader!!

09:45:54 From Mike Hogan : On NSSP it was always Richard McKeon even if he was in the background

09:45:55 From Sandri Kramer : The Suicide Hotline Improvement Act

09:45:55 From Kristen Ellis, LMFT - RI International : Love, it Ursula!

09:45:59 From Kevin Huckshorn Ph.D, MSN, RN : Passage of 1963 MHA (Kennedy) AKA CMHC Act that included the first mandatory inclusion of 24/7 Call lines; Mobile Crisis, 24/7 hour Screening Services and 3-5 day sort stay Crisis Stabilization Units. Unfortunately many states decided not to take advantage of this movement or the federal funding that came with it. BUt is was the beginning.

09:46:22 From Donna Obermeyer : We have a tiny start with a Cahoots like model in Olympia WA but it depends on the day, hour, etc...

09:46:33 From Kristen Ellis, LMFT - RI International : @Kevin - That's an incredible one!

09:46:37 From Kenneth Thompson : I want to nominate the creation of the peer support workforce as a key backbone of crisis and overall mental health services!!!!

09:46:52 From Richard McKeon : I had the honor of working as a Congressional Fellow for Senator Wellstone. He was an inspiration and deeply committed to suicide prvention

09:46:55 From Brenda Dennis : @Kenneth yes!!!!

09:46:57 From Kevin Huckshorn Ph.D, MSN, RN : I second that Ken!

09:47:01 From Colleen Carr : I agree Mike- thank you Richard for your ongoing leadership on both strategies and advancing those strategies- and thank you Mike for your Crisis Services leadership and thinking big!

09:47:21 From Arrow Foster : Agreed Ken!

09:47:31 From Suzanne Rabideau : @kenneth yes, peer workforce!!!

09:47:43 From Kenneth Thompson : @kevin... dating us!!!

09:47:47 From Lisa St. George : @Kenneth Thompson!!! Yes, Peer Support is a vital part of all areas of mental health and substance use services.

09:47:49 From Suzanne Rabideau : @ Kenneth - yes peer and family support workforce

09:48:01 From GVRA R Williamson : All the voices of lived experience have helped so much

09:48:02 From Colleen Carr : I agree with comments above- we have to think comprehensively about care transitions- how people are connecting with services and how they are reconnecting after receiving services

09:48:46 From Amy Cohen, PhD (APA) : Love: "Gentle pressure, relentlessly applied". I'll take that with me moving forward.

09:48:50 From Donna Obermeyer : I would love to see focus on less restrictive environments and alternatives to hospitalization when crisis leads to involuntary treatment.

09:49:06 From Sonia Chessen/SAMHSA (she/her) : Yay Richard!!!!

09:50:20 From Carlos Mackall : Great continued leadership Richard!

09:50:33 From John Palmieri : David is a force

09:50:37 From Amy Fellows (she/her) : Would love everyone to read this memoir about a survivor of our mental health "system" The Judge Rotenberg Center in MA is still shocking developmentally delayed children and adults today.
https://smile.amazon.com/dp/1098399064/ref=sr_1_1?dchild=1&keywords=shouting+at+leaves&qid=1631371736&s=digital-text&sr=1-1-catcorr&fbclid=IwAR0HG6vuFje_uTkgVOxa5iDBw30O2AONmXsgaiUOd3nUBuQ28OJprBtuiSU

09:50:55 From Suzanne Rabideau : Richard and David are a force to be reckoned with - more good trouble to come!!!

09:51:57 From Laura Van Tosh : Thank you Meighan.

09:52:18 From Donna Obermeyer : thanks Amy

09:52:24 From Meighan Haupt (NASMHPD) : 988 Playbook for States, Territories, and Tribes:
https://www.nasmhpd.org/sites/default/files/988_Convening_Playbook_States_Territories_and_Tribes.pdf

NASMHPD Recommendations for Effective Communication Planning and Response with Deaf Communities for 988

https://www.nasmhpd.org/sites/default/files/NASMHPD_Recommendations_on_988_and_Deaf_Crisis_Services.pdf

09:52:34 From Babra : Thank you

09:52:41 From Sandri Kramer : Join the 988 crisis call centers in October in Kansas City for CrisisCon22 (<https://www.crisiscon.org/>) to see how we all fared after the first 3 months of 988!

09:52:56 From Brenda Dennis : Yay Meighan!

09:52:59 From Amy Fellows (she/her) : I hope folks are talking to the Autistic Self Advocacy Network. Autistic Adults have very high rates of suicidality and are very misunderstood in mental health setting. <https://autisticadvocacy.org>

09:53:13 From John Draper : Thanks Meighan! Vibrant will be looking to launch an ASL-Videophone pilot for 988 users this Fall

09:53:42 From Donna Obermeyer : we have actually received good support from law enforcement for my family member with ASD and IDD

09:53:44 From John Draper : That is, deaf/hard of hearing users

09:53:50 From Meighan Haupt (NASMHPD) : That's great news! Thank you!

09:54:09 From Donna Obermeyer : not good support from crisis

09:55:21 From Paul Galdys, RI International : Virginia did a fantastic job with service definitions and documentation regarding your rate setting approach

09:56:04 From Amy Fellows (she/her) : @Donna are your Autistic family members white? I would NEVER call police for my Black Autistic teen.

09:56:10 From Megan McDaniel (She/Her) : Well said and agreed Daniel!


09:56:20 From Stephanie Barrios Hepburn : 100%, Sen. Thatcher.

09:56:22 From Steve Kauffman : Where can the slides from various presenters be downloaded?

09:56:27 From Paul Galdys, RI International : Yes Senator Thatcher!

09:56:30 From Kristen Ellis, LMFT - RI International : Powerful. Thank you for sharing that. There are humans behind those calls, chats, and texts.


09:56:31 From Madonna Greer, CIT International : Agree. Thank you for sharing your story.

09:56:33 From Amy Brinkley (NASMHPD) : 

09:56:42 From VA - Alyssa Ward : Thank you, Paul! We would like a shot to re-assess those rates due to inflation.

09:56:45 From Lisa Jobe-shields : completely agree Sen Thatcher! Thank you.

09:56:50 From Stephanie Barrios Hepburn : Thank you for sharing, Sen. Thatcher.

09:56:52 From Bipasha M (she/her) : Sen. Thatcher yay for owning your personal part in this journey of access to good behavioral health for all. 

09:56:56 From Kristen Ellis, LMFT - RI International : All slides, trivia, and the recording for today will be available at:

<https://talk.crisisnow.com/learningcommunity/>

09:57:14 From Madonna Greer, CIT International : Peers are so needed!

09:57:16 From Suzanne Rabideau : Can the VA work on rates and codes be made available?

09:57:51 From John Draper : We are with you, Dan. Let's reach for 100% answer rate, and the support of you and other legislators has been essential to resourcing these vital services

09:57:57 From Suzanne Rabideau : Yes, EMTs being used is so needed - we have such workforce challenges - using EMTs would be one way to support the workforce needed.

09:58:35 From David Lew : There's needs to be extensive law enforcement training that changes perceptions, behaviors and actions related to any mental health crisis being a criminal act that requires jail and punishment.

09:58:36 From Henrietta Spears : Absolutely agree! Thank you Senator Thatcher!

09:58:43 From Stephanie Barrios Hepburn : In my interview with Rep. Eliason, he notes that redesigning and expanding a state's mental health crisis system can't be a one-and-done approach. That's why he frequently turns to what he calls the "trifecta" of Lifeline data: in-state answer rate, call volume, and hold time.

10:00:12 From Jerri Clark PAVE : Thank you Rep Orwall!!!

10:00:16 From Paul Galdys, RI International : Thank you for your leadership Representative Orwall... for less than a penny a day!

10:00:18 From Stephanie Barrios Hepburn : Yes!!!! Rep. Tina Orwall!!!

10:00:22 From Bipasha M (she/her) : Yay our very own Rep. Orwall from the state that's ahead of the curve!

10:00:27 From Daniel Thatcher : Please reach out to me on my mobile at 801-759-4746 if you want to talk more about any of these things.

10:00:36 From Mar'Quon Frederick : Where can we access these slides?

10:00:56 From Karen Jones : Slides and the recordings will be available at <https://talk.crisisnow.com/learningcommunity/>

10:01:50 From Sonja Burns : Thank you all!!

10:01:53 From Kristen Ellis, LMFT - RI International : Get your 988 shirts today!

<https://shop.hopeinc.com/Products/ProductGrid/988?r=1>