

08:52:03 From David Covington : Brian, what's the quote on your back?

08:52:28 From Karen Jones : Purchase your 988 Crisis Jam shirt at <https://shop.hopeinc.com/Products/ProductGrid/988?r=1>

08:52:32 From Leigh Ann Fitzpatrick : My shirt is too small. 😞

08:52:40 From David Covington : oh no Leigh Ann!

08:52:49 From David Covington : Let Karen know and we'll get you another!

08:53:00 From Leigh Ann Fitzpatrick : Thank you!

08:54:12 From David Covington : too funny

08:54:48 From David Sohmer : Very nice tee shirt!

08:54:49 From BChakanyuka : Good morning Dr. Sims- Im waiting on mine!!..lol Hello everyone!

08:55:16 From David Covington : A really good start!

08:56:20 From David Covington : Jane, we'd love to have you in the hotseat!

08:56:39 From Wayne Lindstrom : Good morning Brian!

08:57:06 From Debbie Atkins : looking forward to mine arriving! nice shirts

08:57:07 From David Covington : Is Wayne wearing a 988 tee?

08:57:30 From Karen Jones : Is there any other 988 or 988 Crisis Jam items you'd like to see? let me know! karen.jones@riinternational.com

08:57:41 From David Covington : Paul wants 988 sunglasses

08:57:53 From Kristen Ellis, LMFT - RI International : Of course he does

08:57:57 From Jane Tobler she/her NASMHPD : Hello from sunny and warm Washington, DC!

08:58:06 From BChakanyuka : mugs, masks

08:58:14 From Vic Armstrong (he/him) : I want a 988 cape!

08:58:20 From Jane Tobler she/her NASMHPD : Hope to see some of you at the NASMHPD's annual conference this week!

08:58:36 From Jane Tobler she/her NASMHPD : YES with Vic on the 988 CAPE!

08:58:39 From Kristen Ellis, LMFT - RI International : 🧐🧐

08:58:44 From Jane Tobler she/her NASMHPD : Maybe a crown?

08:58:57 From Vic Armstrong (he/him) : Absolutely!

08:58:59 From zivaa : Pen.

08:59:20 From Margie Balfour : sorting hat

08:59:21 From Leigh Ann Fitzpatrick : Pencils to be given to schools!

08:59:38 From Karen Jones : Great ideas!

08:59:45 From zivaa : yes.

08:59:48 From Karen Jones : especially the crown and cape

09:00:18 From Kristen Ellis, LMFT - RI International : Sorting hat! Love that, Margie

09:00:28 From Edita Fuentes : Edita Fuentes, Admin. Asst./Community Development with Nueces County Mental Health Programs from Corpus Christi, TX + volunteer with NAMI Greater Corpus Christi. I ordered myself a t-shirt myself...can't wait to wear it!

09:00:53 From Debbie Plotnick, Mental Health America : Hello from Mental Health America.

09:01:44 From Kelly Bowman - CDHS : Good morning from sunny Colorado! Kelly Bowman with the Behavioral Health Administration. Lovely to see our CCS campaign this morning!

09:01:44 From Karen Jones : To check out a recording or share it with anyone interested, go to <https://talk.crisisnow.com/videos/>

09:02:21 From Karen Jones : Sign up for reminders and access the Zoom link at <https://talk.crisisnow.com/learningcommunity/>

09:02:26 From Peter Brown : Where can we see data on the usage of 988?

09:02:36 From zivaa : Pencil to student,t

09:03:15 From Peter Brown : What does Pencil to student,t
mean?

09:04:20 From Brad Munger : Thanks Wendy. Condolences to Sherry's family, friends, and colleagues. It was good to hear you this morning on NPR, David.

09:04:27 From Jane Tobler she/her NASMHPD : Sherry was an amazing person and advocate.

09:05:11 From David Covington : Ten years ago at the 100th anniversary of MHA in DC Sherry rocked the room with her speech when she was honored with the peer leadership award

09:05:44 From Debbie Plotnick, Mental Health America : MHA was proud to honor Sherry with its highest honor the Clifford Beers Award

09:06:26 From David Covington : Thank you Wendy!

09:06:26 From Anna : She was an amazing person! Two paws up for a life well lived! She is missed!

09:06:33 From Heather Gotham MHTTC Network : Thank you for sharing her story

09:06:39 From Jane Tobler she/her NASMHPD : Thank you Wendy.

09:06:40 From Paul Galdys, RI International : Thank you Wendy!

09:06:41 From zivaa : stickers,

09:06:44 From Jordan Gulley (she/her) : Thank you Wendy. Lovely tribute

09:06:56 From Karen Jones : Answering the Call, Part 3 <https://tradeoffs.org/2022/07/14/launch-988-mental-health-line/>

09:07:05 From Joshua Michael King : My thoughts are with each of you affected by the loss. I didn't know her, but she has clearly been impactful on many.

09:07:12 From Michael Claeys : Amen, thanks Wendy!

09:07:17 From Karen Jones : Experts hope LGBTQ youth will call 988 <https://www.washingtonpost.com/nation/2022/07/06/988-suicide-prevention-hotline-lgbtq-youth/>

09:07:42 From Karen Jones : See the video with Dr. Mike Hogan at <https://zerosuicide.edc.org/toolkit/treat>

09:08:02 From Paul Galdys, RI International : Sherry's impact will continue for many generations to come.

09:08:03 From Kelly Bowman - CDHS : Good morning Bev and Dr. Allen!

09:08:10 From Sarah Brummett, she/her : Yay Colorado and RMCP!!!!

09:08:36 From Wendy White Tiegreen - GA DBHDD : Thanks to you all!

09:11:31 From Amy Brinkley (NASMHPD) : Thank you for sharing Wendy.

09:13:07 From Adam L Scheffler : People in crisis are not "risky."

09:14:56 From David Covington : Follow-up calls communicate "we care" perhaps like nothing else that crisis care does

09:17:18 From Amy Cohen, PhD (APA) : interesting snapshot of data

09:19:20 From David Covington : We typically focus on incoming call volume for crisis lines, but they make many outgoing calls as well, including follow-up, coordination and more

09:19:25 From kate dahlstrom : Can volunteers or non-clinician employees be trained as follow-up callers?

09:19:44 From kate dahlstrom : In addition to peers...

09:19:44 From Matthew Goldman : This is fabulous--totally agree, David, that these f/u calls show how the program really cares about how folks are doing. This is a great program--so many questions! How many call attempts do you make? What % of initial calls result in successful f/u contact? What's the typical result of a f/u call?

09:20:18 From Vic Armstrong (he/him) : Follow-up creates connection at a different level.

09:22:04 From Mary Giliberti- Mental Health America : Excellent that someone measured the experience of the person. We have been advocating for these kind of measures throughout the MH system from hospital care to crisis care. This should become standard.

09:22:33 From Amy Brinkley (NASMHPD) : Mary I can't agree more.

09:23:55 From Michael Allen : Actually began in 2015. Pilot study published here in 2019

09:23:58 From Michael Allen : The Joint Commission Journal on Quality and Patient Safety 2019; 45:725–732

09:24:16 From Matthew Goldman : Agree, Mary—does anyone have experience with a post-call “Interactive Voice Response” (IVR) survey vendor that they liked? We're looking into setting this up

09:24:41 From Kelly Bowman - CDHS : RMCP we are so appreciative of your amazing work!

09:24:46 From Amin Shariff : Great presentation. Thank you all

09:24:49 From Julie Magers (she/her) : REally great to see. Oregon has statutes and rules now for ED release and inpatient discharge and the transition planning and caring contacts! It makes a real difference for people to feel connected and not so alone.

09:25:33 From barb. (she/her/Barb.) : I hope you start out by asking if this is a good time to talk?? Someone may be at work, or shopping. just a thought

09:25:35 From Julie Magers (she/her) : In Oregon, those who do caring contacts as follow up are trained specifically in this support.

09:25:42 From Ruchi Sukhija : Establishing connection and trust as humans first - Impressive work around the follow up calls, RMCP team!

09:25:46 From Margie Balfour : have you tried other modalities like texting? One of our challenges with followup calls is that people don't answer the phone. (which is understandable - I don't answer my phone either!)

09:27:08 From zivaa : Good idea Margie.

09:27:17 From Amy Brinkley (NASMHPD) : Margie texting is crucial for young adults.

09:27:32 From David Westbrook (he/him) | Lines for Life : In Oregon there were a couple of bills passed a few years ago. One required, among other things, Caring Contacts. The other required coordinated care organizations and insurance companies to pay for these services.

09:28:16 From Meryl Cassidy : we've been doing follow up in a variety of different ways here at our center-it is best practice and one of our core values

09:28:22 From zivaa : young people generally don't answer phone calls.

09:28:34 From Donna Obermeyer : I like the idea of scheduling a follow up rather than what happened with us which was a call saying we're on our way be there in 20.

09:28:55 From kate dahlstrom : Are Follow-up Calling training manuals or programs available for other states? Best practices?

09:29:08 From Julie Magers (she/her) : Oregon's rules for ED transition and follow up: <https://diyadvocacycenter.com/legislative-efforts/hb-3090-what-it-does/> Thanks to Colorado for the presentation and leadership in this regard!

09:29:15 From David Westbrook (he/him) | Lines for Life : Re: @Zivaa comment. It would be great to see a study on Caring Contacts using texting

09:29:21 From David Sohmer : I might have missed this: How do you find out about the contacts to follow-up? Do the hospitals send contact information to the call center?

09:29:43 From Amy Brinkley (NASMHPD) : I just bought 2!!

09:29:56 From Karen Jones : 988 Crisis Jam t-shirt <https://shop.hopeinc.com/Products/ProductGrid/988?r=1>

09:30:30 From David Westbrook (he/him) | Lines for Life : @davidsohmer, in Oregon we have relationships with hospitals who send us the patient's contact information.

09:30:57 From Mike Hogan : Key issue. My understanding is that the hospitals obtain consent and forward that to RMCP

09:31:08 From Amy Cohen, PhD (APA) : power of the people!

09:31:11 From Kelly Bowman - CDHS : Self Care for Everyone is also getting ready to launch new 988 merch! <https://selfcareisforeveryone.com/pages/didihirsch>

09:31:25 From David Covington : Dr. Dave Jobes is in the house today for the Crisis Jam... would be great to hear his answer?

09:31:30 From Michael Allen : We prefer a warm hand off which avoids the issue of consent.

09:31:46 From Karen Jones : 🍌 Great job, everyone!

09:32:08 From Mike Hogan : Thanks Michael...consent at discharge is tricky

09:33:55 From Karen Jones : Just a reminder...today's recording, featured presentation slides, Data Corner slides, and more will be available at <https://talk.crisisnow.com/learningcommunity/>

09:34:09 From Michael Allen : We do permit hospitals to fax information but we think that the warm handoff works better to break the ice and then we can actually schedule the first call.

09:34:11 From Margie Balfour : I used to work in a large trauma ED and we partnered with a local crisis line for f/u calls. Our social workers rolled the consent into the safety planning intervention. They asked if the persin would like a followup call and if so they signed consent and checked off things like what time and was it ok to leave a VM

09:34:38 From Margie Balfour : most consented

09:35:10 From Meryl Cassidy : similar experience here Margie

09:35:56 From Michael Allen : One of the main reasons for declining is having services already and I think declining duplicative services is OK

09:36:37 From David Sohmer : How about having the patient call 988 while in the emergency department/psychiatric hospital. Then we would get the patient into our system to follow up and make sure she got to her first counseling appointment.

09:37:10 From Karen Jones : Purtle J, Lindsey MA, Raghavan R, Stuart EA. National Suicide Prevention Lifeline 2020 In-State Answer Rates, Stratified by Call Volume Rates and Geographic Region. Psychiatric Services 2022. <https://ps.psychiatryonline.org/doi/10.1176/appi.ps.202200020>

09:37:19 From Margie Balfour : To Dr Allen's point - for VA patients we worked out a workflow to notify the VA their person had been in the Psych ED which triggered their clinical team at the VA to do a followup call. So those patients were not referred to the crisis line partnership

09:37:49 From Karen Jones : Research Funding NIMH Notice of Special Interest: Priority Research Opportunities in Crisis Response Services <https://grants.nih.gov/grants/guide/notice-files/NOT-MH-22-110.html>
NIMH Notice of Special Interest: Research using implementation science to support the delivery of evidence-based practices in community-based mental or general medical healthcare settings <https://grants.nih.gov/grants/guide/notice-files/NOT-MH-22-170.html>

09:37:50 From Michael Allen : That's essentially what we do although the state has a dedicated line that pre-existed 988. For states without an existing hub, that may be the way forward.

09:38:20 From Matthew Goldman : Purtle J, Lindsey MA, Raghavan R, Stuart EA. National Suicide Prevention Lifeline 2020 In-State Answer Rates, Stratified by Call Volume Rates and Geographic Region. Psychiatric Services 2022.
<https://ps.psychiatryonline.org/doi/10.1176/appi.ps.202200020>

09:38:53 From Karen Jones : #CrisisTalk: Connecticut's Statewide Youth Mobile Crisis Services <https://talk.crisisnow.com/connecticuts-statewide-youth-mobile-crisis-services/>

09:40:00 From Monica Luke - she series : Do we have a timeframe for the SAMHSA recommendations for children and calls to 988?

09:40:58 From David Covington : Rapid response, face to face, inclusive of family, follow-up and linkage... just terrific!

09:41:11 From Hilary Harrison-she/her-SOC Advisory staff : How will this integrate with 988?

09:42:33 From David Covington : WOW

09:42:38 From Peter Brown : Where can we find the data?

09:43:57 From Karen Jones : SAMHSA Partner Toolkit <https://www.samhsa.gov/find-help/988/partner-toolkit>

09:44:27 From Heather Gotham MHTTC Network : Thank you John and SAMHSA team!

09:44:27 From Amy Cohen, PhD (APA) : The toolkit is VERY helpful---many choices of things to share!

09:44:56 From Amy Fellows (she/her) : My 13 year old and a friends 16 year old both are seeing social media telling people NOT to dial 988 concerns about geolocating, police being called and involuntary commitment. This is especially floating around BIPOC and LGBTQIA+ youth/young adults. What is happening to address this. How do we create a system that will be trusted?

09:45:01 From Wendy White Tiegreen - GA DBHDD : Thanks Dr. Hepburn!

09:45:33 From barb. (she/her/Barb.) : Agree, Amy

09:45:33 From Suzanne Rabideau : yes, the Crisis Jam is amazing

09:45:48 From Arrow Foster : Thank you, Amy for bringing that up - it is really escalating on Instagram in those populations

09:45:52 From kate dahlstrom : Can you do a Crisis Jam on Crisis and HIPAA? Often, clinicians and doctors appear to interpret HIPAA incorrectly...too conservatively. What would it take to amend HIPAA a bit?

09:47:10 From John Palmieri : Very important question Amy--part of it is making sure we are disseminating accurate information and also ensuring that we are addressing needs and concerns of marginalized communities as we encourage help seeking behavior

09:48:41 From Karen Jones : Today is the Digital Day of Action to Promote 988 to Criminal Justice Stakeholders <https://nationalreentryresourcecenter.org/events/promote-988-suicide-and-crisis-lifeline#:~:text=And%20Crisis%20Lifeline-Save%20the%20Date%3A%20Digital%20Day%20of%20Action%20on%20July%2020,Lifeline%20to%20Criminal%20Justice%20Stakeholders&text=The%20Substance%20Abuse%20and%20Mental,Lifeline%20on%20July%2016%2C%202022>

09:49:14 From David Covington : That sounds like a great topic Kate... welcome suggestions from the Crisis Jam community on a speaker

09:49:50 From Paul Galdys, RI International : The Calculator can be found here: <https://calculator.crisisnow.com/#/> and always happy to help at paul.galdys@riinternational.com

09:50:34 From Monica Luke - she series : @Amy - I've been concerned about thi too. It would be helpful to develop some terminology around geolocation since it doesn't necessarily have to include a dispatchable location. If we can publicly say that 988 is not getting a dispatchable location automatically, that might make a really big difference.

09:52:28 From Amy Fellows (she/her) : I really hope we can discuss this at a meeting. I have raised this in OR where i am from too but there needs to be a communication plan that is transparent, not gaslighting and addresses very legitimate concerns.

09:53:00 From Dean Carson (OHA) : Does SAMHSA recommend not directly engaging re: Instagram/Twitter viral trends? Some advocates are already sharing their own responses pushing back to the backlash -- this seems like an area to let advocates and community share, and let positive, accurate

information be shared through official channels and partners. I worked on vaccine communications before and this is a trick balance of misinformation and real people's stories. Social media is hard to get out front of -- especially for national trends

09:54:23 From Dean Carson (OHA) : We want to ensure exact messaging on geolocation and 911 response (whether SAMSHA recommends direct combat of misinformation) is coordinated nationally

09:56:11 From David Covington : Also might be great to hear another word from Dr. Hepburn on the NASMHPD convening

09:56:23 From Michael Allen, M. D. : Implementing an Emergency Department Telephone Follow-Up Program for Suicidal Patients: Successes and Challenges
Joint Commission journal on quality and patient safety / Joint Commission Resources 2019; 45(11):725-732.

DOI:10.1016/j.jcjq.2019.07.009

09:57:28 From Amy Fellows (she/her) : please do not ignore and discount it as a minority of communications since this is what is being spread amongst youth.

09:58:02 From Karen Jones : See the trailer and episodes at <https://masosfilm.com/>

09:58:09 From Laura Evans : Yes we are seeing this as well and working close to have digital shareables that can help for combatting the misinformation

09:58:44 From Dan Fichter : regarding some of the misunderstanding that is circulating online, <https://988lifeline.org/faq> explains that the Lifeline recommends that crisis counselors contact emergency services (utilizing mobile crisis teams wherever possible) only in cases where risk of harm to self or others is imminent or in progress, and when a less invasive plan for safety cannot be collaborated on. this occurs on fewer than 2% of calls, and in the majority of those cases, the person in crisis has explicitly allowed the counselor to send someone to help them.

09:58:47 From Suzanne Rabideau : BPerhaps next week someone can update us on the bipartisan Safer Communities legislation and opportunities for states and communities as it relates to

09:59:06 From Suzanne Rabideau : crisis services

09:59:30 From BChakanyuka : Thank you-

09:59:32 From Jane Tobler she/her NASMHPD : Thank you!