

08:51:16 From Karen Jones : Buy 988 Crisis Jam t-shirts at <https://shop.hopeinc.com/Products/ProductGrid/988?r=1>

08:58:29 From David Covington : much love to you Bob <3

08:59:25 From Karen Jones : Welcome to the 988 Crisis Jam!

08:59:56 From Ted Lutterman (NRI) : For people who don't know him, Bob Glover was the NASMHPD Executive Director for 20 years--before Dr. Hepburn

09:00:57 From Karen Jones : For the best view of speakers and translators, choose 'Speaker View'. To see the captions, click "Show Subtitles"

09:01:06 From Jess Stohlmann-Rainey : Hello crisis friends!

09:01:42 From Karen Jones : To add national orgs, email karen.jones@riinternational.com

09:03:11 From Karen Jones : Please download and import the following iCalendar (.ics) files to your calendar system.
Weekly: https://us02web.zoom.us/meeting/tZ0pd-ghqjgrH9LHFEkvIJ6Vawp9G0CnH8u3/ics?icsToken=98tyKuGhqjspE9CWsRyBRpx5Boigb_PwiHZcgvpxtDnACDZfSFXAN_VSa5UvM9b4

09:03:21 From Isabel Gassman : Is there a way to request topics?

09:04:45 From Karen Jones : #CrisisTalk article: 988 Legislation Must Explicitly Include Substance Use Disorders <https://talk.crisisnow.com/988-legislation-and-implementation-must-explicitly-include-substance-use-disorders/>

09:04:47 From Charlie Smith SAMHSA : Great have you with us Rob!

09:05:15 From Miriam N Smith Taylor : Hello Everyone!

09:05:16 From David Covington : Hi @Isabel, thanks and everyone please let us know your ideas for speakers, content, and/or segments... we're always iterating and SAMHSA and NASMHPD are keen to keep improving the jam, keeping it fresh and ensuring we are addressing a diversity of issues

09:08:23 From Karen Jones : Washington post: The 988 hotline could be transformational <https://www.washingtonpost.com/opinions/2022/07/23/988-suicide-prevention-hotline-transformational/>

09:08:47 From Karen Jones : HHS Secretar on 988 Lifeline <https://www.medpagetoday.com/psychiatry/generalpsychiatry/99769>

09:09:27 From Karen Jones : AP: New 988 hotline doesn't currently use geolocation services <https://apnews.com/article/fact-check-988-geolocation-authorities-967858057668>

09:12:29 From Karen Jones : Ideas for future crisis jam topics? Or presenters you'd like to suggest? Email me at karen.jones@riinternational.com Thank you! Your engagement is the Crisis Jam is what makes our learning community work!

09:13:20 From Laura Van Tosh : Are LE consumers on main decision making committees?

09:17:46 From David Covington : Authentic and caring alliance

09:18:17 From Laura Van Tosh : I put mine above in the chat....It's just one.

09:18:32 From Jess Stohlmann-Rainey : It s really complicated to call something collaborative when there is a threat of a non-consensual intervention.

09:19:04 From Monica Luke - she series : How are these protocols being adjusted to account for folks who call 988 not for a suicide crisis - say in a psychotic episode? Certainly it's great to be focused on active engagement to understand what is happening and what could help makes sense. But staff will need to think about alternatives actions and conversation modes for non-suicide emergency calls.

09:24:37 From Eduardo Vega he him : Suicide is for most of those who've been there -- a way a seeking relief.

09:25:05 From Eduardo Vega he him : a means to relief from pain and despari that feels unendurable.

09:25:58 From Eduardo Vega he him : Thanks you for this opportunity. Your work changing the world for compassionate crisis support services makes a difference!

09:28:09 From Laura Van Tosh : Thank you, Eduardo!

09:28:35 From Leo Petrilli : I had a very bad day on January 25th, 2017. Helpless, hopelessness and being dead inside. And the whole time, I was calm. I had a bottle of JD, had the means, the time and the place. The universe sent me a 'pause'. I didn't drink, because if I did I would not be here. Congratulation on what you and your organizations have created.

09:30:35 From Dean Carson (OHA) : National messaging about the specific training for call centers on the dangers/challenges (especially for many communities) of involving 911 will be really helpful for social media and community messaging

09:31:47 From Mary Giliberti- Mental Health America : supervisor review prior to the involuntary action or subsequent to? Will the data collection allow for any demographic information to review any potential for bias?

09:34:48 From Shye Louis (she/her) : Monica - we have made guidance available to crisis centers around working with contacts that present with symptoms of psychosis. We have a guidance document and a recorded webinar with experts from Stanford available on the Network Resource Center currently and will be incorporating information from these resources into future training modules.

09:34:48 From Stephanie Barrios Hepburn : Well said, Richard.

09:35:47 From Monica Luke - she series : Thank you Shye - that's great. I look forward to seeing those materials.

09:35:48 From Matthew Goldman : Well said, Richard, couldn't agree more that there are so many areas that require further study to expand the evidence base and inform best practices in crisis services.

09:36:28 From Amy Cohen, PhD (APA) : Go Didi Hirsch!

09:37:06 From Keris Myrick : When callers say they want 911 to be called.. are they expecting ambulance/ems not police who are default responders in many jurisdictions by local/state regulations. This is of particular concern especially in Black communities

09:37:31 From Sandri Kramer (she/her), Didi Hirsch : 82% of our LAPD diverted calls were deescalated and managed entirely on the phone, without a need for any sort of in-person response.

09:37:53 From Stephanie Barrios Hepburn : Important question, Keris.

09:38:20 From Tiffany Russell : That's a great point Keris!

09:39:39 From Jessica Samples : Glad to see Peers involved. I am a peer myself working in crisis services on a multidisciplinary response team. Thank you

09:39:47 From Richard McKeon : We don't have data currently, Keris, to answer your important question. It is part of the reason we need a stronger data and evaluation effort that can help inform quality improvement . SAMHSA is starting some of those efforts currently but much more needs to be done.

09:40:07 From Shye Louis (she/her) : Also @Keris: We're working on a guidance document and to incorporate into our upcoming training information to help crisis counselors in the network discuss how to prepare people for arrival of emergency services and what it could look like, whether it is at the individual's request or involuntary based on the center's assessment of emergent need.

09:40:47 From Terrence Smithers to Rin Koenig(Direct Message) : Thanks. So far, anyway, it was Dr. Drapers' (and team) slides that I wanted most. John is so good at summarizing and bringing forward the important points without going all clinical all over everyone. 🤔

09:41:19 From Jessica Samples : That's awesome @Shye Louis!

09:41:39 From Keris Myrick : I would also be curious and think it's important to state/ report - for trainings and programs what is the lived experience involvement of people who have been impacted by crisis services and or involuntary interventions. Many times programs are developed without involvement (meaningful and materially) of peers/lived experiences and or people who experience psychosis (and yes most marginalized inappropriately served communities)?

09:41:46 From Amira Caluya (they/them), WA Dept of Health : Just wanted to thank all the presenters and panelists today - I'm a 988 Implementation Specialist at the WA Dept of Health and the content covered today are things we are grappling with as we are establishing standards and requirements for our NSPL call centers, and engaging + building trust with historically marginalized communities

09:42:42 From Stephanie Barrios Hepburn : Such a dire presentation and conversation.

09:42:46 From Karen Jones : Are you game to be on the Crisis Trivia hotseat during a future Crisis Jam? You'll get a free Crisis Jam t-shirt as a thank you! Email karen.jones@riinternational.com

09:42:51 From Carly Sandoval : Do any of the panelists or leaders here today know how often a person assisting someone thinking about suicide calls the lifeline?

09:42:54 From Jess Stohlmann-Rainey : I agree, Keris. And I think it is important that we aren't only seeking out lived experience involvement from people who are supportive of the current approach.

09:43:09 From Karen Jones : Or buy your own shirt at <https://shop.hopeinc.com/Products/ProductGrid/988?r=1>

09:44:17 From John Draper : Carly, about 1:4 of callers present with some suicide-related issues. It closer to 70% for chat services, and nearly as high for persons contacting via text

09:44:47 From David Covington : this question split our leaders in the run of show

09:44:58 From David Covington : John was an author

09:44:59 From Stephanie Barrios Hepburn : Carly, do you mean 3rd parties?

09:45:11 From Shye Louis (she/her) : @Carly - I don't recall stats off hand, but I can anecdotally confirm that we get lots of contacts from people seeking to help a third party at risk of suicide. We have requirements and guidance for centers on working effectively with "third party" contacts.

09:46:02 From David Covington : lol

09:46:09 From Kimberly Cooper : Will the state agencies providing oversight of the Lifeline centers receive additional information on Vibrant's new requirements (training courses, formal relationships with PSAPS, etc.)?

09:46:15 From Karen Jones : You still get a t-shirt! :)

09:46:16 From Suzanne Rabideau : Dr Gould's research shows this too - Rogerian style is not as effective as directional approaches

09:46:21 From Carly Sandoval : Yes, thank you for your response John, should have worded my question better. I was talking about a concerned friend or family member calling on behalf of a person in crisis.

09:46:26 From Paul Galdys, RI International : Thanks Charlie!

09:46:36 From David Covington : Charlie was amazing in the National Conference of State Legislatures yesterday on the vision of 988

09:47:47 From John Draper : Very much agree with Keris and Jess' suggestions: we must consistently listen to people who have been harmed or had some negative consequences from Lifeline practices/policies. If helping to preserve safety is our primary goal—and it is not achieved by our actions—we need to learn how we can do better.

09:48:14 From Rin Koenig to Terrence Smithers(Direct Message) : I'll let you know when it's up!

09:49:59 From Linda Langford (she/her) : Great idea, love the new segment!

09:50:16 From Dean Carson (OHA) : +1 to Kimberly Cooper's question -- states and other partners need to get the same information going to centers so we can share with partners and others directly asking us, and align our messaging and strategy, thanks!

09:50:34 From Paul Galdys, RI International : "Lived Lens". Love it.... we have to have it in all we @do!

09:51:08 From Terrence Smithers : Ditto Paul!

09:51:48 From Laura Evans : Glad you are here to offer this view Tonja!

09:52:03 From Carlos Mackall : Thank you so much Tonja! You are awesome!

09:52:15 From Sonja Burns : Thank you, Tonja!!

09:52:19 From Shye Louis (she/her) : @Kimberly & Dean: We did a recent webinar for states on training requirements that is already available, and we will do the same as we release the new Suicide Safety Policy.

09:54:44 From Stephanie Barrios Hepburn : Yay, Tiffany!

09:55:07 From Krista Hausermann : I'm really looking forward to the metrics webinar on the 19th. Thanks for setting that up.

09:57:29 From Tonja Myles : Yesszzzz!!

09:58:09 From Tonja Myles : Come on!!!!!!!

This makes my heart happy 😊

09:59:04 From wendy.farmer@beaconhealthoptions.com : Richard do you have a link for the youth suicide panel?

09:59:10 From Paul Galdys, RI International : Amazing NASMHPD event this past week. Thank you team NASMHPD!

09:59:43 From Tina's iPhone : The calculator and the fee...

09:59:51 From Karen Jones : <https://masosfilm.com>

09:59:59 From Paul Galdys, RI International : Great Jam today Amy!