

08:57:53 From Karen Jones : Order your 988 Crisis Jam t-shirt at <https://shop.hopeinc.com/Products/ProductGrid/988?r=1>

08:58:18 From Leigh Ann : Hey Karen! Did you get mine?

08:58:32 From Karen Jones : Yep. It's been re-ordered.

08:58:57 From BChakanyuka : Got mine last week-

08:59:14 From Meighan Haupt (NASMHPD) : Got mine :) Thank you, Karen :)

09:00:13 From Leigh Ann : Thank you!

09:00:36 From BChakanyuka : Thank you!

09:01:27 From Karen Jones : Are you part of a national organization, not on the list? Email me! karen.jones@riinternational.com

09:01:44 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

09:02:02 From deafservices@vcsb.org : Can you spotlight the interpreter?

09:02:22 From Karen Jones : Sign up for the newsletter and see prior recordings and materials at <https://talk.crisisnow.com/learningcommunity/>

09:02:55 From Karen Jones : The speaker and ASL interpreters are spotlighted. Please choose 'speaker view' for the best view.

09:03:14 From deafservices@vcsb.org : Thanks

09:03:24 From Karen Jones : Click 'show subtitles' to see captions.

09:04:08 From Karen Jones : The US Mental Health Hotline Network is Expanding but Rural Areas... https://khn.org/news/article/988-mental-health-suicide-prevention-hotline-network-rural-areas-service-shortages/?utm_medium=email&utm_source=MindSite+News&utm_campaign=5f47ffcfcf-EMAIL_CAMPAIGN_2022_08_04_04_59&utm_medium=email&utm_term=0_a45f29b079-5f47ffcfcf-231512114

09:04:33 From Karen Jones : Policy Brief: Embedding Equity into 988 <https://kennedysatcher.org/event/embedding-equity-into-988-leadership-summit/>

09:05:12 From Karen Jones : Feedback on CARF's Behavioral Health standards for Crisis Programs <https://www.surveymonkey.com/r/CrisisPrograms-IAC>

09:12:00 From David Covington : Love this! It's just not that complicated. Doesn't mean something is easy just because it's simple, but the roadmap for success is straightforward.

09:12:20 From Karen Jones : Thank you, Rachel! //

09:12:39 From Ayesha Delany-Brumsey : Thank you Rachel! Fantastic.

09:12:39 From Stephanie Barrios Hepburn : Great information, Rachel!

09:12:56 From Meighan Haupt (NASMHPD) : Thank you, Rachel! Great information!

09:15:13 From David Covington : Arizona invests nearly \$200 million annually in the three core crisis services, and along with Georgia was the inspiration for the 2013 Colorado DHS vision crafted by Chris Habgood

09:16:11 From Karen Jones : The featured presentation slides, materials shared and recording will be available after today on <https://talk.crisisnow.com/learningcommunity/>

09:16:15 From Jess Stohlmann-Rainey : I'm curious about a few things with the survey. When you say put on hold, is that the original wait time or the safe to wait protocol? Also, how many respondents to the survey experienced a 911 intervention?

09:18:25 From David Covington : Hooray for an AHCCCS crisis services unit! Arizona has a crisis capitation rate for its managed healthcare plans to ensure the investment in these core services

09:18:38 From barb. (she/her/Barb.) : does AZ have warmlines??

09:18:57 From CJ Loiselle, Arizona AHCCCS : Yes AZ uses multiple warm lines

09:19:00 From Rachel Rios-Richardson : The survey asked about subjective experiences of being on hold overall. We learned from open-ended comments as well as discussions in meetings that some people experienced challenges when they were placed on hold after the initial triage/screening

09:20:19 From deafservices@vcsb.org : Does the Arizona or Ok 988 have a way for Deaf folks to use the three digits or do you publish another number that is used with videophone

09:20:51 From Rachel Rios-Richardson : Jess—We did not specially ask if people experienced a 911 intervention or not.

09:21:18 From Carly Sandoval- MSU Extension : Regarding phone transfers, when are transfers most likely to happen when someone calls 988? Is it when a call receiving organization is unable to respond in a timely manner that they transfer the call to a less busy center? How long do calls wait on hold until it is decided they need to be transferred?

09:21:54 From John Palmieri : videophone is part of our discussion for the Lifeline network as a whole

09:22:12 From barb. (she/her/Barb.) : are there warmlines in these states?

09:22:31 From Tenasha Hildebrand : Yes, Warm Lines in Arizona

09:22:50 From barb. (she/her/Barb.) : oops, thanks

09:23:35 From Meighan Haupt (NASMHPD) : NASMHPD has recommendations developed by members of the Deaf Community on providing 988 Crisis Services for people who are Deaf and Hard of

Hearing. Please see this link:

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

09:23:49 From Carly Sandoval- MSU Extension : Thank you @Justin Chase for that explanation! Appreciate it!

09:23:52 From CJ Loiselle, Arizona AHCCCS : Hold and transfers were a main driver in the AHCCCS decision to create a statewide call vendor system to act as a hub.

09:23:56 From Rachel Rios-Richardson : Prior to the 988 roll out in Arizona, some people had to be transferred from a Lifeline center to the local crisis line system if they needed a Mobile Crisis Team. (Which was true at the time of the survey)

09:24:12 From Shye Louis (she/her) : transferring and the routing to back-up centers are different concepts. Warm transfer between centers should generally occur during the referral process when someone needs to connect to local resources if the receiving center was near the caller or the person needing assistance (for third party contacts). There is a warm transfer protocol and practice guidelines available for all 988 centers on the Network Resource Center.

09:24:38 From Madonna Greer, CIT International : Since warmlines are a part of the new crisis reponse model, will there be an effort to get warmlines across the US?

09:25:14 From Courtney Hunter : @Jason is Solari a national back up for 988 text and chat?

09:26:43 From David Covington : @Justin "This is just the beginning... now we're in it!"

09:27:06 From Caroline Crehan Neumann : Sorry if this was already answered but 1) how many questions total do you have in the survey 2) When do you administer the survey, at the end of the call? call them back? 3) do you have a way to administer the survey via chat and text? 4) what is the response rate?

09:27:08 From Meighan Haupt (NASMHPD) : @Justin Chase - I loved "Knowing you were going to call me back kept me alive." Very powerful; very caring.

09:27:13 From kate dahlstrom : What database software is best for sharing info between the state services, justice system, hospital EDs. HIPAA can create numerous problems.

09:27:52 From Madonna Greer, CIT International : Is the warmline in AZ a statewide network or broken in to regional programs?

09:28:17 From Jess Stohlmann-Rainey : when folks are saying warmlines, are you just referring to peer support or any lines with a voicemail and call back service that is lower level than crisis? There can be peer crisis lines staffed and trained for crisis and live answer (TLL) and warm lines that aren't exclusively peer run (NAMI family members)

09:28:18 From Karen Jones : Want a free 988 Crisis Jam t-shirt? Volunteer for the hotseat or the lived lens 988 Vision section and a free shirt will be coming to you! Email me at karen.jones@riinternational.com

09:28:31 From Heath Hayes : follow our campaign at www.988oklahoma.com

09:28:44 From Terrence Smithers : 👍

09:28:59 From Laura Evans (She/Her/Hers) : Thank you Justin and Rachel for an excellent presentation

09:29:23 From Danielle Bolduc (she/her), MADPH : MA just created a warm transfer training for our crisis centers when transferring to our mobile crisis providers. Another plug/ask for 988 state partners and funders to have access to the NRC as we were unaware guidelines already existed. We don't know what we don't know!

09:29:30 From brenda.patterson : Great job Justin and great information!

09:29:47 From Tenasha Hildebrand : Thanks for the presentation Justin and Rachel!

09:30:41 From Justin Chase - Solari : The warm lines in AZ are all peer run with State-certified peer support specialists. One operated by Solari and two operated by peer run organizations

09:30:53 From Joanna Rosen, AFSP : Go Laurel!

09:31:06 From Madonna Greer, CIT International : Thank you Justin

09:31:33 From Diane Banks : Woo Hoo Laurel! ❤️

09:31:37 From Terrence Smithers : 👍 All right, Laurel!

09:31:47 From Diane Banks : 🍌🍌

09:31:51 From Meighan Haupt (NASMHPD) : Yay!!! Go Laurel!!!

09:31:57 From Laura Evans (She/Her/Hers) : Yay Laurel!!!

09:31:59 From Debbie Plotnick, Mental Health America : Yay Laurel!!!!

09:32:04 From Tenasha Hildebrand : 🤔

09:32:07 From Aaron J. Walker, NASMHPD : Nice job Laurel!

09:32:16 From Karen Jones : Go Laurel and Crisis Jam team! 🍌

09:32:29 From Marcus Brown : Great job Laurel!

09:32:32 From Rebecca A Frock : So jealous! I love the t-shirt!

09:32:33 From Bill White, AFSP (he/him) : Go Laurel!

09:32:37 From Shye Louis (she/her) : Hi Danielle - those procedures are specific for center to center transfer - you didn't duplicate anything with regards to local procedures for transferring to mobile crisis teams in your state! In general centers should be involved in the planning for new initiatives/training and should be aware of the Lifeline's NRC resources and able to walk you through what's available as part of that discussion.

09:32:41 From Jane Tobler she/her : Good job Laurel! And 60%+ of Jammers

09:33:56 From CJ Loiselle, Arizona AHCCCS : Love this article!

09:34:38 From Karen Jones : #CrisisTalk Fusion Model and Measuring Peer Inclusion:
<https://talk.crisisnow.com/the-fusion-model-and-measuring-peer-inclusion-in-behavioral-health-organizations/>

09:34:48 From Rachel Rios-Richardson : @Caroline. This was a one-time survey as part of the 988 implementation planning grant. It was distributed about a year ago (July/August 2021). It was an online survey that was distributed broadly by AHCCCS and partners. 589 people responded to the providers.

09:36:18 From Rachel Rios-Richardson : @Caroline. Crisis line providers also send out satisfaction surveys on a regular basis. @Justin can probably speak to that. But the survey I presented on wasn't about one crisis line—but Arizonans experience with crisis lines overall (and 911 for behavioral health). There were 49 questions on the survey.

09:36:39 From Rachel Rios-Richardson : *589 people responded to the survey

09:36:43 From Jess Stohlmann-Rainey : There is a significant amount of user-survivor research and tools to measure meaningful involvement of people with living experience and guides for how to support workers with living experience and workers identified as peers. I think it is really important that we lift up user survivor research as well

09:36:56 From Caroline Crehan Neumann : Ahhh, I see, thank you Rachel!

09:37:25 From Rachel Rios-Richardson : Of course. Good questions!

09:39:17 From Rachel Rios-Richardson : You can learn a little more about the survey and other 988 planning in AZ here: <https://www.azahcccs.gov/BehavioralHealth/988.html>

09:39:29 From kate dahlstrom : We have limited peers here. MI has a certification needed for agencies to get reimbursement for peers. This likely impacts other rural areas as well. What about using families and natural supports as peers?

09:39:31 From Jess Stohlmann-Rainey : I recommend nev Jones work

09:40:41 From Danielle Bolduc (she/her), MADPH : Yes, thank you Shye! Our centers were most definitely at the table for the development of that and provided a lot of input and feedback into the product. The existing guidelines were never mentioned. So much work is going on and everyone is so stretched at the moment, always helpful to have multiple sets of eyes on available resources and scanning the ever changing environment! :)

09:41:09 From David Covington : Craig's Memoir... This is How it Feels: Attempting suicide and finding life

09:41:10 From David Covington : https://www.amazon.com/This-How-Feels-Attempting-Suicide/dp/1478291125/ref=sr_1_1?gclid=Cj0KCQjwrs2XBhDjARIsAHVymmSRtwMs8QeirD3fK8cbCT3hAn_nOeUeQqq6_7YADfvXqBu69yGNI10aAjLFEALw_wcB&hvadid=241635801799&hvdev=c&hvlocphy=9030067&hvnetw=g&hvqmt=e&hvrnd=10673874262390170833&hvtargid=kwd-374398184339&hydadcr=22594_10356233&keywords=this+is+how+it+feels+craig+miller&qid=1660149638&sr=8-1

09:43:27 From David Covington : Awwwrrrr

09:44:02 From David Covington : "When you're in crisis and need help... and actually find it..."

09:44:25 From Stephanie Barrios Hepburn : Knowing it exists

09:44:26 From Diane Banks : @Craig I absolutely agree and that is exactly what is needed empathetic help when crisis intervention is needed.

09:44:47 From Meighan Haupt (NASMHPD) : Craig, thank you for sharing. I am so moved.

09:44:56 From Jane Tobler she/her : Thank you Craig!

09:45:08 From Madonna Greer, CIT International : Craig thank you for sharing your story.

09:45:38 From Karen Jones : Thank you so much, Craig! Very powerful.

09:47:00 From Dana.Craig : Thank you Craig for sharing your story-

09:48:03 From Sonja Burns : @Ted - Does NRI have data on the competency restoration waitlists for each state? I do think it is important to have a baseline of these numbers and gauge the impact of 988 on these numbers.

09:48:10 From barb. (she/her/Barb.) : what are the barriers for peers?

09:52:00 From Nancy Russo : @ Ted do you know what states are making the change from masters to bachelors for MRT?

09:52:11 From Charles Browning : If anyone wants further information about using the Peer Powered Organizational Self Assessment tool please feel free to outreach me or Lisa St George at Charles.browning@riinternational.com or Lisa.St.George@riinternational.com

09:53:14 From Matthew Goldman : Hawgood J, Spafford SG, Evans A, Webster A, Koo YW. Suicide risk assessment fears, attitudes and behaviours of lifeline crisis supporters. Health Soc Care Community 2022.
<https://doi.org/10.1111/hsc.13923>

09:53:18 From Matthew Goldman : Pope LG, Compton MT. "If This Is an Emergency, Hang up and Dial 911" in the Era of 988. PS 2022;appi.ps.20220261.
<https://doi.org/10.1176/appi.ps.20220261>

09:53:26 From Matthew Goldman : 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>

09:55:01 From Ted Lutterman (NRI) : We do not have specific information about @competency restoration waitlists, but have a report on state competency restoration initiatives available at: [https://www.nri-inc.org/media/zgzdvutu/nri_2020_profiles - competency restoration - use of state hospitals- community-based- and jail-based approaches- november 2021.pdf](https://www.nri-inc.org/media/zgzdvutu/nri_2020_profiles_-_competency_restoration_-_use_of_state_hospitals- community-based- and_jail-based_approaches- november_2021.pdf)

09:56:55 From Sonja Burns : Thank you, Ted. I wonder if we can get a few pilot sites to collect this information. sonjaburns@gmail.com

09:57:40 From Heather Gotham : Thanks, NASMHPD team, for organizing an excellent meeting!!!

09:59:55 From Meighan Haupt (NASMHPD) : NASMHPD's Series of Papers on Crisis Services: <https://www.nasmhpd.org/content/tac-assessment-papers>

10:00:09 From Meighan Haupt (NASMHPD) : The 2022 papers will be posted in mid-September

10:00:17 From Tenasha Hildebrand : 🤗

10:00:22 From Ruchi Sukhija : Yay! 100!

10:00:23 From Sonja Burns : Thank you!!

10:00:25 From Rachel Rios-Richardson : Woohoo! Happy 100th session