

08:55:34 From Meighan Haupt : Brian, what does yours say??

08:55:39 From Karen Jones : Want a 988 Crisis Jam? Volunteer for the hotseat or buy your own at <https://shop.hopeinc.com/Products/ProductGrid/988/Crisis-Jam-Tees>

08:56:35 From Meighan Haupt : Yay!!

08:56:40 From Meighan Haupt : Same zip code too!

08:57:27 From Karen Jones : Roundtable? Feature presenter? Hotseat? You get a shirt, you get a shirt! Don't you want a shirt? Email me!

08:57:30 From Meighan Haupt : You are a generous soul :)

08:59:04 From Karen Jones : Welcome to the 988 Crisis Jam!

08:59:09 From David Covington : Laura Evans says keep it moving, have fun and keep the energy! Dr. Sims is a pro!!!

08:59:47 From Karen Jones : For the best view of the ASL Interpreter and speakers, choose speaker view. For captions, choose "Show Subtitles"

09:00:09 From Babra : Excited to be here!!

09:00:17 From Laura Evans : Always love when you're hosting Brian! Great topic for this week (as is every week!)

09:01:23 From Karen Jones : email me at karen.jones@riinternational.com to add your national organization

09:01:36 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

09:02:14 From Karen Jones : Sign-up for the newsletter, click the Zoom link, and see all the prior recordings and materials at <https://talk.crisisnow.com/learningcommunity/>

09:03:28 From Jane Tobler : Excellent quote.

09:04:13 From Amy Cohen, PhD (APA) : So excited! 100 Jams! I'll get my t-shirt ready.

09:04:22 From Karen Jones : Wahoo! 100th episode is coming fast! It's a terrific line-up of speakers. Can't wait!

09:05:18 From Jack Rozel, MD, MSL (he/him) : Maybe a topic for the future: intentional disruption / denial of service attacks against crisis providers (e.g., from yesterday, extremists urging people to flood the Veterans' Crisis Line with disruptive calls -- <https://taskandpurpose.com/news/veterans-crisis-line-calls-capitol-hill-riot/>) -- also very eager to hear from VCL about how disruptive this has been and how their team is doing

09:05:45 From David Covington : Please help us get the word out about the 100th special edition Crisis Jam: The Challenge. If your organization can share with your network, please coordinate with Karen Jones karen.jones@riinternational.com

09:07:00 From kehinde solanke : Hi Dr. Shoyinka!

09:11:21 From Howard D. Tracthman : got an alert that link is risky to go to

09:15:29 From Dan Rabbitt, BHSB (he/his) : Hi everyone! Behavioral Health System Baltimore has an active procurement out for a team of consultants to develop and implement triage and dispatch protocols for our new 988 regional helpline. You can check it out here if interested: <https://www.bhsbaltimore.org/wp-content/uploads/2022/09/988-Triage-RFP.pdf>

09:16:54 From Karen Jones : Slides will be available after today's episode at <https://talk.crisisnow.com/learningcommunity/>

09:17:29 From Amy Cohen, PhD (APA) : what a service that we can reach out to you and get 1:1 guidance on implementation of SMART

09:17:40 From Karen Jones : Now available at AACP website ☞ please consider piloting!
<https://www.communitypsychiatry.org/resources/smart-tool>

09:17:41 From Meighan Haupt : Great presentation!

09:18:02 From Leigh Ann Fitzpatrick, KY DMS : The link does not work.

09:18:33 From Laura Evans : Kudos indeed! This will be very helpful

09:18:35 From Amy Woodrum (she/her) : <https://www.communitypsychiatry.org/keystone-programs/smart-tool>

09:18:40 From Sosunmolu.shoyinka@phila.gov : <https://www.communitypsychiatry.org/keystone-programs/smart-tool>

09:18:42 From Rachel Talley (she, her) : <https://www.communitypsychiatry.org/keystone-programs/smart-tool>

09:18:44 From Leigh Ann Fitzpatrick, KY DMS : Thank you!

09:20:02 From Vanessa Williams she/her : Thank you

09:20:02 From Stephanie Barrios Hepburn : "It costs us all."

09:21:22 From Meighan Haupt : Love - From the individual lens to a quality improvement lens.

09:24:25 From Mary Giliberti- Mental Health America : Thank you so much and wonderful to see specific tool. Can you speak more about how people served by the community mh centers have been involved in the research, development, implementation, group assessment, outcomes, etc. of the tool.

09:24:54 From Rachel Talley (she, her) : Responding to Dr. Amy Cohen's question: at the posted link for the SMART tool, there is a sign-up link for office hours. More timeslots to be posted soon!

09:24:55 From Stephanie Barrios Hepburn : Great question, Mary.

09:25:14 From Laura Van Tosh : Thanks, Mary!

09:25:53 From Matthew Goldman : Outstanding work Dr. Talley!!

09:26:53 From Charles Browning : Office hours were great! Thanks Dr Talley and Dr Shoyinka!

09:27:41 From Rachel Talley (she, her) : To Mary's question - this is an excellent point! Or vision would be that MH consumers should absolutely be involved in the SMART process when the tool is implemented in health care settings. In future iterations, we will absolutely plan to include the consumer voice as we make modifications to the tool

09:28:30 From Laura Van Tosh : Thank you, Dr. Talley...consumers/peers have what it takes to contribute - - just ask.

09:28:52 From Amy Fellows (she/her) : Can you put the NAACP link in the chat/

09:29:13 From Sosunmolu.shoyinka@phila.gov :
<https://drive.google.com/file/d/1GWEj65HBlinB8G3QOyy9f3jnjPpve11y/view>

09:29:18 From Karen Jones : Want a 988 Crisis Jam? Volunteer for the hotseat or buy your own at <https://shop.hopeinc.com/Products/ProductGrid/988/Crisis-Jam-Tees>

09:29:23 From Amy Cohen, PhD (APA) : Hotseat! Free shirt!

09:29:26 From Rachel Talley (she, her) : <https://www.communitypsychiatry.org/keystone-programs/smart-tool>

09:29:36 From Sosunmolu.shoyinka@phila.gov :
<https://www.communitypsychiatry.org/keystone-programs/smart-tool>

09:29:41 From Karen Jones : I love that! :)

09:30:08 From Amy Cohen, PhD (APA) : Go Dr. Pinals!

09:30:13 From Meighan Haupt : Yay Dr. Pinals!

09:30:17 From Jane Tobler she/her : Go Dr. PINALS!

09:30:24 From David Covington : Dr. Pinals had always wanted to sit in the hot seat! ;)

09:30:26 From Stephanie Barrios Hepburn : Yay, Dr. Pinals!

09:33:33 From Karen Jones : Check out the 988 FAQs at <https://www.samhsa.gov/find-help/988/faqs>

09:33:49 From Charles Browning : Congrats Dr Pinals! T-shirt coming!!!

09:33:53 From Jane Tobler she/her : You WIN Dr. Pinals!

09:34:07 From Justin Volpe : Can I get your second shirt Dr. Pinals?

09:34:37 From Dr. Deb Pinals NASMHPD : so kind... You are all the most amazing community! So nice to be on a hot seat but not alone!

09:35:05 From Karen Jones : 988 Facts post <https://www.samhsa.gov/sites/default/files/988-facts-square.jpg>

09:35:08 From Justin's iPhone : Always trust the audience, Deb. 😊

09:36:05 From Karen Jones : Check out all that's on the 988 Partner Toolkit including some of the latest additions at <https://www.samhsa.gov/find-help/988/partner-toolkit>

09:36:34 From Laura Evans : Congrats Dr. Pinals! What a great reminder that you don't have to share anything about your self to receive help and have hope. Kudos to the crisis centers and counselors building support with individuals and keeping individuals safe

09:37:05 From Hugo Costa : Coming from the 9-1-1 community is that the 2% are being sent to 9-1-1 with little or no information for the 9-1-1 center to determine the location and send help. It often will take 30-40 minutes for 9-1-1 to determine a location for dispatch and sometimes it is not possible.

09:38:15 From Howard D. Tracthman : would like to know exactly what percentage had 911 called involuntarily

09:38:18 From Dr. Deb Pinals NASMHPD : Agreed. Ensuring that the counselors simply are there to talk is key...The goal is to have people want to call...

09:39:55 From Linda Grove-Paul (she/her) : an we please get these slides?

09:39:56 From Amy Cohen, PhD (APA) : These data are amazing

09:40:18 From Stephanie Barrios Hepburn : That's great news!

09:40:59 From Amy Cohen, PhD (APA) : Wow, re: text, both in terms of # and response rate

09:41:16 From Amy Cohen, PhD (APA) : and response time

09:41:29 From Dr. Liseanne Wick : maintaining quality while massively increasing volume... crisis centers ROCK!

09:41:32 From Tina Orwall, WA Rep (she/her) : Incredible!!

09:41:42 From David Covington : Much work yet to do of course, but simply answering the call, text, chat... the most important thing!

09:42:03 From Laura Van Tosh : Would be great to have capability to contact callers later and get Quality data that's fresh. I used 988 recently...wondered how to convey appreciation and feedback.

09:42:18 From Kim Harol - warmline.org : These improvements are so impressive!

09:43:47 From Laura Evans : @Laura Van Tosh: You can send a message through this link: <https://988lifeline.org/contact-the-lifeline/>

09:43:49 From Suzanne Rabideau : SAMHSA - Thank you for being transparent and sharing this data, its so important to make the case of how investments make a difference!!! Long way to go but we need to have disposition of call/text info to show outcomes of service.

09:43:50 From Dr. Liseanne Wick : @Laura Van Tosh- many centers offer follow up and invite users to complete satisfaction surveys. Individuals can always go to the Lifeline website and make a comment there as well.

09:43:59 From Meighan Haupt : This is all really great news! This direction builds trust.

09:44:30 From Heather Gotham : Thank you for presenting this data, Etan! Are these slides going to be made available?

09:44:32 From Dr. Deb Pinals NASMHPD : Great data! Represents a lot of work on so many levels, and thanks to the call responders especially who daily save lives!

09:44:38 From Laura Van Tosh : Thanks, Dr. Wick and Dr. Sims!

09:44:58 From Linda Grove-Paul (she/her) : text surveys would be possible

09:45:15 From Laura Van Tosh : Yes - text method too

09:45:49 From Suzanne Rabideau : Could start simply by having an easy link for callers to share their expeiernces

09:45:53 From Meighan Haupt : Thank you, SAMHSA!

09:46:29 From Laura Evans : SAMHSA leadership has been invaluable!

09:46:33 From Matthew Goldman : Thank you for this update, very encouraging! Any updates on 988 geolocation? How about protocols for transfers between call centers when local resources need to be deployed?

09:47:11 From Suzanne Rabideau : Future updates on collaboration efforts between 988 and 911 would also be helpful.

09:48:52 From Meighan Haupt : Thank you, Deb!!

09:50:20 From Zach Young : I would love to be able to network with anyone that has worked on or currently working on their Crisis system for their State! I am part of the team in Nevada that is helping build the Crisis infrastructure, specifically on my end the Crisis Stabilization Centers. If anyone would like to connect, my email is ZYoung@health.Nv.Gov

09:50:52 From Leigh Ann Fitzpatrick, KY DMS : We are here in KY! Leighann.fitzpatrick@ky.gov

09:50:54 From Etan Raskas : Thanks for all the questions and comments above -- I believe the slides should be posted along with the rest of the crisis jam material. The data we just ran through from the transition is also available on the SAMHSA /Vibrant websites. See link below:
<https://www.samhsa.gov/find-help/988/performance-metrics>

09:52:52 From Etan Raskas : Since we didn't get a chance to address everything live, please feel free to be in touch directly with any further questions: etan.raskas@samhsa.hhs.gov

09:55:21 From Laura Van Tosh : You buoyed our efforts, thank you.

09:56:23 From Karen Jones : #CrisisTalk: Layers of Support Helped a Mom Navigate Her Son's Crises <https://talk.crisisnow.com/layers-of-support-helped-a-mom-navigate-her-sons-crises/>

09:56:53 From Dr. Deb Pinals NASMHPD : kudos to you for the unending lift to hold hope required "on the job" as a mother! And for sharing your story.

09:57:51 From Heather Gotham : Thank you for sharing your story. What powerful supports you had

09:58:06 From Nili Ezekiel : Thank you so much for sharing

09:58:56 From Jane Tobler she/her : Thank you for sharing your story Gerri.

09:58:58 From Karen Jones : Love this from the article...Gerri notes that family members of people with substance use disorders often stop caring for themselves. "If we're going to live and do all we need to do, we need to care for ourselves too."

09:59:00 From Meighan Haupt : Thank you, Gerri. Thank you for sharing your story.

09:59:31 From Karen Jones : Check out all the episodes for MASoSfilm at <https://masosfilm.com/>

10:00:07 From Karen Jones : See you next on October 12!

10:00:21 From Meighan Haupt : Go Dr. Sims!! You rock!!!

10:00:26 From Babra : always great to be in this space

10:00:27 From Jane Tobler she/her : Thank you!

10:00:32 From Keith Lewis (he/him) : thanks