

08:52:41 From Karen Denise Jones : Welcome to the 100th episode! Wahoo!

08:54:24 From Karen Denise Jones : A long sleeve version will be coming soon!

08:57:01 From Kristen Ellis, LMFT : I only know who they are NOW because of last week's question!

08:57:07 From Captioner - Kimberly August : Is this video captioned?

08:57:11 From Rin Koenig : Go April!

08:57:43 From Dana.Craig : Is this captioned?

08:59:26 From Terrence Smithers - RI International : 100 episodes ago

08:59:35 From Kristen Ellis, LMFT : Love it, Terrence! Spot on!

08:59:44 From Karen Denise Jones : 😏

09:00:08 From Leo Petrilli. : Dr. Cohen?

09:00:22 From Wendy White Tiegreen (she/her/hers) - GA DBHDD : Just posted a pic celebrating 100 Crisis Jams in my 9-8-8 Tee! Challenge y'all to do the same!

09:00:24 From Terrence Smithers - RI International : 👍 Go Laura

09:00:30 From Lifeline Policy : Yay, Laura!!!

09:00:39 From Karen Denise Jones : Laura will be hosting next week!

09:00:57 From Terrence Smithers - RI International : Go NH My home state

09:01:20 From Karen Denise Jones : For the best view of the ASL translators, choose Speaker View. For captions, click "Show Subtitles".

09:01:38 From Madonna Greer, CIT International : Amazing! Congratulations!

09:01:51 From Idaho - Betsy Hammar : Wearing my 988 T right now!

09:02:08 From Amy Cohen, PhD (APA) : awesome t-shirt wearers!

09:02:17 From Karen Denise Jones : Is your national organization listed? If not, email me at [karen.jones@riinternational.com](mailto:karen.jones@riinternational.com)

09:02:25 From Karen Denise Jones : <https://bit.ly/CrisisJamCalendar> - Please download and import the following weekly iCalendar (.ics) files to your calendar system

09:03:01 From Edita Fuentes : Greetings to everyone from Edita Fuentes of Nueces County Mental Health Programs, in Corpus Christi, TX. Ordered a 2nd 988 t-shirt for a fellow NAMI GCC volunteer...had many great comments when I wear the shirt at community events!

09:04:23 From Leo Petrilli. : Good afternoon. Leo Petrilli. Addiction Recovery Coach and Interventionist. (Canada).

09:05:32 From Clay Robbins<he/him>, Project Respond : Morning from Portland, OR!

09:05:40 From Amy Cohen, PhD (APA) : Truth! The chat is usually just as informative as the presentations. The community is valuable.

09:05:56 From Kathy Langlois IIMHL/IIDL (she/her/hers) : Hi Everyone, IIMHL is in the house! With thanks to Brian Sims for the encouragement to join!!

09:06:15 From Shina Animasahun : Hi Kathy Langlois! Great to see you!

09:06:42 From Karen Denise Jones : It's been amazing to 'meet' so many members of our learning community and organizations doing such important work!

09:06:47 From Shina Animasahun : (Kathy L. this is Meighan Haupt lol)

09:07:30 From Bob Glover : Congratulations to all the pioneers !!!!

09:07:39 From Linda Langford (she/her) : Woot woot!

09:07:43 From Paul Galdys, RI International : Brian... your leadership has been amazing too!

09:07:50 From Lisa St. George : IIMHL! YEAH! Welcome!

09:07:59 From Jane Tobler : Happy 100th to the Crisis Jam!

09:10:40 From Karen Denise Jones : Check out Halima's Hope Inc Stories video, Poetically Sane: <https://bit.ly/HalimaHope>

09:12:01 From Karen Denise Jones : ❤️

09:12:06 From Idaho - Betsy Hammar : Bravo, Halima!

09:12:12 From Jennifer Sabin (she/her) : whats brilliance without beauty, wow

09:12:20 From Amy Pugsley, RI International : Love it Halima, thank you for sharing

09:12:23 From Kristen Ellis, LMFT : \*snaps\* 🤞

09:12:28 From Dana.Craig : Beautiful- thank you for sharing

09:12:31 From Khristia P. : Thank you Halima.

09:12:32 From Brian Hepburn : 🙏❤️

09:13:01 From Lisa St. George : Halima! Beautiful!! 🌸❤️❤️🌸

09:13:08 From Leo Petrilli. : Halima, that was beautiful. Thank you for standing in your power.

09:13:11 From Jennifer Wang : So lovely, Halima, thank you

09:13:12 From Amy Cohen, PhD (APA) : a creative lens!

09:13:18 From Chauna Brocht : We have an exiting opportunity for a Crisis System Evaluation Manager in the Baltimore Area: <https://recruiting.ultipro.com/BEH1003BHSB/JobBoard/53e60eca-8a8b-438c-b09c-9cac8732ebf5/?q=&o=postedDateDesc>

09:13:28 From Idaho - Betsy Hammar : Alone, each color is beautiful. All together, they're a collective, the opposite of a rainbow.

09:13:37 From Terrence Smithers - RI International : Thanks Halima! Awesome!

09:14:03 From Meighan Haupt : Beautiful Halima!

09:14:11 From Amy Cohen, PhD (APA) : Halima was an incredible kick-off to our next 100 together.

09:14:43 From Kathy Langlois IIMHL/IIDL (she/her/hers) : Bravo Don for connecting into IHI!

09:17:25 From David Covington : First draft!

09:20:56 From Isabel Gassman : Love "nothing about me without me" - core principle of wraparound care 😊

09:23:06 From David Covington : Dr. Berwick wrote another editorial for JAMA "The Moral Determinants of Health" <https://jamanetwork.com/journals/jama/fullarticle/2767353>

09:23:44 From Donna Obermeyer, Family Alliance for Mental Health : how do we do this for individuals who are detained

09:24:39 From David Covington : I'll tell you what exhausts me... maintaining fences!

09:25:18 From Tansy McNulty : Same shift is needed in the "justice" system as well

09:26:02 From Sabrina : Compassionomics: the revolutionary scientific evidence that caring makes a difference. By Steven Trzeciak and Anthony Mazzeoli

09:26:18 From David Covington : "I'm with you!"

09:26:36 From Sabrina : Proof that compassion prevents burnout because connection is a protective factor

09:27:19 From Karen Denise Jones : You can see the video from the Ad Council at <https://seizetheawkward.org/> or on YouTube at <https://youtu.be/cJDNCpFlje8>

09:28:10 From CW Tillman : Less restrictive environments for mental health care is vital to increase recovery and reduce trauma from treatment.

09:28:33 From Wendy White Tiegreen (she/her/hers) - GA DBHDD : I still cite the Triple Aim, Dr. Berwick - thanks for your sustained leadership!

09:28:56 From Jane Tobler : Thank you Dr. Berwick.

09:29:26 From Peter Brown : Don Berwick, MD is the most visionary leader in healthcare today

09:29:35 From Susan Robinson : yes! Triple Aim - thank you Dr. Berwick, for your clear compassionate and passionate leadership

09:29:59 From Meighan Haupt : Thank you, Dr. Berwick. Moving and compassionate presentation.

09:30:06 From Julie Magers : @DonBerwick: I was trained in your and IHI's principles and values under Gov/Dr John Kitzhaber and I'm grateful that this was the foundation of my training prior to entering the mental health care improvement arena! Thank you!!

09:30:30 From Amy Pugsley, RI International : Thank you Dr. Berwick for your ongoing leadership and vision for healthcare, appreciate you and the work that you do

09:30:38 From Lisa St. George : We need person-centered care quality consultants in all medical, psychiatric, substance use care.

09:30:40 From Laura Van Tosh : 🙏 Dr. Berwick. Crossing the Quality Chasm turned my head around. Thank you for your cutting edge leadership then and now!

09:32:35 From Tina Orwall, Rep (she/her) : Can we get a group shot at the end with all our 988 shirts?

09:32:54 From Megan McDaniel (She/Her) : Yay! Always love seeing Tonja!

09:33:13 From Bipasha M : I am moved to tears by Dr. Berwick's presentation. I see so many barriers towards creating a world as he described but if we did it would truly be a revolution that would save not just behavioral health, but it would change the world.

09:33:15 From John Wallschlaeger : Thank you so much Dr. Berwick for the clarity in our mission

09:33:15 From Don Berwick : @Julie Magers... My warm regards to Gov. Kitzhaber when you see him, please!

09:34:02 From Bipasha M : "Sad-Mad-Excited" love it

09:34:30 From Keith Lewis (he/him) : person centered care is about learning to walk together to reach a productive outcome. professional burn out is often the result of trying to pull, push and mistaking it for care and leading.

09:34:36 From Amy Cohen, PhD (APA) : no voice, no choice.

09:36:11 From Karen Denise Jones : Thank you so much for sharing, Tonja. This is why we must be better.

09:36:16 From Laura Van Tosh : Thank you, Tonja.

09:36:23 From Jane Tobler : Tonja--I'm so glad to hear from you. Thank you for using your voice. You said it so well, we don't want behavioral health hostages.

09:36:26 From Kelle Masten : Thank you, Tonja.

09:36:31 From Clay Robbins<he/him>, Project Respond : Tonja! Thank you that was inspiring.

09:36:33 From Suzanne Rabideau : Tonja - thank you for your strong voice!!!! you are changing the world!!! Truly

09:36:33 From Julie Magers : @DonBerwick Sure thing and THANK YOU! I beat the doors down to get to my daughter during her mental health treatments BECAUSE of my understandings of patient and family centered care.

09:36:36 From Linda Langford (she/her) : Thank you, Tonja.

09:37:01 From Debra Anne Pinals : So brave to speak about your experiences- and helpful for us to hear..

09:37:02 From Paul Galdys, RI International : INCREDIBLE... We must expand and demand better!

09:37:04 From Jen Phillips : Tonja..your passion comes through each and every time you speak..thank you for your transparency

09:37:05 From Jennifer Stuber : Thank you Tonja and Don for making this real. ❤️

09:37:22 From Amy Cohen, PhD (APA) : leveling the system

09:37:30 From tti Nasmhpd : Not being able to tell who is staff and who is the patient--that's so powerful!

09:37:33 From Laura Van Tosh : Link to London resource?

09:37:55 From Stephanie Barrios Hepburn : It's the 100th Jam episode AND this week, we published our 200th #CrisisTalk article, interviewing Sarah Corcoran, vice president of government relations at Guide Consulting Services! You can read it here: <https://talk.crisisnow.com/lobbyist-says-covid-was-the-tipping-point-in-u-s-mental-health-and-substance-use-legislation/>

09:38:06 From Karen Denise Jones : "We can change this." Well said and a quote to inspire our work.

09:38:13 From Mary Jean : Woohoo, Sabrina!!!!

09:38:35 From Leo Petrilli. : Tonja, your tears are our strength. Thank you for sharing.

09:39:17 From Sarah Corcoran, GCS (she/her) : Thank you so much for interviewing me, Stephanie! It's a fantastic article.

09:39:17 From Don Berwick : East London Foundation Trust in NHS England. You could contact Dr. Amar Shah [Amar.Shah@elft.nhs.uk](mailto:Amar.Shah@elft.nhs.uk)

09:39:54 From Laura Van Tosh : Thank you, Dr. Berwick for the connection!

09:40:51 From Dean Carson (OHA) : Does anyone have any messaging or resources for when community members do NOT believe that law enforcement have enough training? In Oregon, many of our Crisis System Advisory Workgroup members (people with lived experience advising the state on implementation of 988) just don't have that trust.

09:41:30 From Tenasha Hildebrand : Lots of great times with you on a ride along!

09:42:15 From Karen Denise Jones : How to arrange a ride-along <https://policeteststudyguide.com/resources/police-ride-along/>

09:42:39 From Mark (he/him) : This paper summarizes a lot of ELFTs QI activities over the past 10 years or so: [https://www.researchgate.net/profile/Owen-Osullivan/publication/346487801\\_Quality\\_improvement\\_at\\_East\\_London\\_NHS\\_Foundation\\_Trust\\_the\\_pathway\\_to\\_embedding\\_lasting\\_change/links/5fc8c18d45851568d1370b87/Quality-improvement-at-East-London-NHS-Foundation-Tru-st-the-pathway-to-embedding-lasting-change.pdf](https://www.researchgate.net/profile/Owen-Osullivan/publication/346487801_Quality_improvement_at_East_London_NHS_Foundation_Trust_the_pathway_to_embedding_lasting_change/links/5fc8c18d45851568d1370b87/Quality-improvement-at-East-London-NHS-Foundation-Tru-st-the-pathway-to-embedding-lasting-change.pdf)

09:42:41 From barb. rainish (she/her/Barb.) : yes to ride alongs

09:42:46 From Bipasha M : Can we get the East London Foundation Trust do a presentation?

09:42:50 From Suzanne Rabideau : In Phoenix, law enforcement has also provided Cop Culture 101 training so crisis responders understood their culture and how to interact with police to best serve individuals and families

09:43:24 From Tina Orwall, Rep (she/her) : I also found it helpful to spend an afternoon at a 911 call center too (calls and dispatches)

09:43:32 From Linda Langford (she/her) : I did one with campus police, and it was very illuminating! Including interactions between campus and local community police.

09:43:37 From David Covington : Great idea Rep. Orwall!

09:44:06 From Sabrina : Good questions Dean! You can email me: [sabrina.taylor@phoenix.gov](mailto:sabrina.taylor@phoenix.gov) and I can try to help

09:44:11 From Madonna Greer, CIT International : Adding a ride along to my schedule.

09:44:11 From David Covington : If you do a ridealong we'd love to hear from you in the Crisis Jam... what did you learn?

09:44:12 From Stephanie Barrios Hepburn : Yes, Rep. Orwall. That 911-988 connectivity is dire.

09:45:10 From Paul Galdys, RI International : I've been fortunate enough to work with thousands of officers as a CIT presenter over the past 17 years and love seeing a focus on the collaborations with providers as well as the community that is necessary to truly bring change to a community.... it's not just a training for law enforcement.

09:45:37 From Tenasha Hildebrand : Paul, the collaboration is amazing! So grateful to be a part of it.

09:46:33 From Howard D. Trachtman co-founder.exec teaam : warmline directory and portal for info on peer support lines [www.warmline.org](http://www.warmline.org) [hdt@mbrlc.org](mailto:hdt@mbrlc.org)

09:47:30 From Sarah Brummett (she/her) : Big Joe Conrad and Cactus/Grit fan over here

09:49:45 From Tenasha Hildebrand : LOVE Man Therapy!

09:50:10 From Idaho - Betsy Hammar : Man Therapy is recommended frequently by our suicide prevention program in Idaho. It resonates. Thank you for providing this resource!

09:50:27 From Khristia P. : men's mental health recourses is important

09:52:37 From Charlie Smith SAMHSA : SAMHSA Region 8 is a #1Fan of Cactus/Grit Digital Health. Go mantherapy/You@College!!

09:54:12 From Karen Denise Jones : Men Therapy video <https://youtu.be/EhH7SjbxsgU>

09:54:46 From Madonna Greer, CIT International : Therapy is just an opportunity to know yourself better.

10:00:06 From Amy Cohen, PhD (APA) : LOVE this picture

10:00:12 From Karen Denise Jones : Coming soon at <https://masosfilm.com/>

10:00:45 From Terrence Smithers - RI International : 🤔 Andy Rooney - great comparison

10:02:06 From Suzanne Rabideau : thank you Victor for challenging our perspectives!!

10:02:35 From Keith Lewis (he/him) : Thank you Victor for this most important message.

10:02:38 From Babra D Chakanyuka : This is greatYes Yes Yes

10:02:58 From Joshua Michael King : As a Black Male Professional: THANK YOU SO VERY MUCH FOR SUCH PERSPECTIVE AND INSIGHT!!!

10:03:01 From Leo Petrilli. : The empathy of equity.

10:03:04 From Paul Galdys, RI International : YES Vic!

10:03:04 From Isha Weerasinghe : \*\*\*centering the voices of equity---yes!\*\*\*

10:03:14 From Sabrina : Thank you Victor! Excellent point. Inequity gets built into infrastructure

10:03:16 From Bipasha M : Yesssss Victor! Preach brother!

10:03:24 From Karen Denise Jones : 🙌

10:03:25 From Kelle Masten : Thank you so much Victor for this important message! Yes, yes, YES!!!

10:03:41 From Meighan Haupt : Thank you, Vic!

10:03:44 From Jen Phillips : YESSS!! Thank you Vic!

10:03:47 From Linda Langford (she/her) : So powerful, thank you Vic!

10:03:57 From Jane Tobler : Thank you Vic! So well said!

10:03:59 From barbaraforford : Thanks to all...

10:04:02 From Joanna Rosen, AFSP : Thank you thank you everyone!

10:04:09 From Jane Tobler : Thank you!