

09:50:46 From Amy Cohen, PhD (APA) : Welcome Jammers! Glad you joined us today. As a “warm-up”, if you think you might be in either the warmest or coldest place in the country, tell us your location and current temp!

09:51:21 From Kristen Ellis : My current temp is 26

09:51:33 From Kelly Sterling DBHDD Office of Deaf Services : East Side of Atlanta 63

09:51:37 From Kaitlin Oliver Utah DHS : Clarkston, UT 23 degrees

09:51:38 From Dana.Craig : Illinois and the current temp is 41

09:52:22 From Hope Siler : Charleston, WV 64 degrees

09:53:15 From Amy Cohen, PhD (APA) : so far Utah is the coldest and WV is the warmest. We must not have any FL on here yet!

09:55:26 From Kristen Ellis : Turn on “speaker view” to see the ASL interpreters and main speakers best.

09:55:52 From Dana.Craig : ok, thank you so much.

09:56:39 From Kristen Ellis : Captions are also available

09:58:11 From Kristen Ellis : Be sure to mute yourself when not speaking to prevent feedback from speakers and presentations.

09:58:43 From Meighan Haupt : So moving...

09:58:44 From Kristen Ellis : Want your own 988 Crisis Jam tee? We now have long-sleeve options, mugs, hats and more!

<https://shop.hopeinc.com/Products/ProductGrid/988?r=1>

09:59:58 From Kristen Ellis : Watch previous 988 Crisis Jam episodes here:

<https://www.youtube.com/user/davidcovington/featured>

10:00:04 From Kristen Ellis : Download and import the following weekly iCalendar (.ics) files to your calendar system.

<https://bit.ly/CrisisJamCalendar>

10:00:22 From Kristen Ellis : Find all previous 988 Crisis Jam Materials:

<https://talk.crisisnow.com/learningcommunity/>

10:01:03 From Kristen Ellis : Popular Science Article:

<https://www.popsci.com/technology/best-of-whats-new-2022/>

10:01:40 From Kristen Ellis : US News & World Report Article:

<https://www.usnews.com/news/politics/articles/2022-12-01/widespread-outage-shuts-down-988-mental-health-hotline>

10:04:14 From Meighan Haupt : What should be considered related to geolocation?

10:04:42 From Ciara Relyea : Are the rules different in regards to privacy during crisis/emergency situations?

10:09:04 From Leo Petrilli. : [Just a thought]. A different form of privacy. When I was by myself (isolation), my addiction had the most power over me. Being an intrusion may be a help?

10:09:23 From Carin Hennessey -- Behavioral Health Unit, DHCFP, NV : Does Mandated Reporting conflict with privacy rights?

10:12:44 From Krista Hausermann : Is there a full report we can read about the needs assessment?

10:14:21 From Jean Olshefsky : can the link to the draft be put in chat?

10:14:30 From Michael Graziano (he/him) : Link to: Privacy Framework for State 988 Crisis Response Networks
<https://coephi.org/resource/privacy-framework-for-state-988-crisis-response-networks/>

10:14:47 From Jean Olshefsky : Thank you

10:17:08 From Keith Lewis (he/him) : how will a person's private information be stored and or discarded after the crisis and what uses will the information be used (e.g., who own the information)?

10:18:15 From Margo : Will the slides also be available after the call?

10:18:27 From barb. rainish (she/her/Barb.) : what privacy/confidentiality does 911 offer ?

10:19:48 From Tom Gerber : Data retention policy would need to be created by each center.

10:19:52 From Michael Graziano (he/him) : Link to: Navigating Confidentiality in First Responder Deflection <https://coephi.org/resource/navigating-confidentiality-in-first-responder-deflection/>

10:20:34 From Meighan Haupt : Thank you! Great presentation!

10:20:34 From Margo : Can y'all drop the contact info the chat?

10:20:54 From Michael Graziano (he/him) : <https://coephi.org/contact-us/>

10:22:07 From Dean Carson (OHA) : Does SAMHSA/Ad Council/Action Alliance's communications research include questions about privacy and 911 considerations? Community feedback on messaging will be so helpful.

10:22:25 From Michael Graziano (he/him) : www.coephi.org

10:22:40 From Michael Graziano (he/him) : <https://coephi.org/join-our-mailing-list/>

10:23:06 From Michael Graziano (he/him) : <https://coephi.org/training/>

10:23:17 From Amy Cohen, PhD (APA) : Assets, including education, is all FREE from the CoE PHI

10:23:22 From Michael Graziano (he/him) : <https://coephi.org/contact-us/>

10:23:46 From Stephen Phillippi : Any recommendations for best balancing privacy with connecting to supporters- which is essential for most resolution and resilience outcomes?

10:24:36 From Jacqueline Seitz (she/her) : @Dean Carson, SAMHSA has FAQs about privacy, here: <https://www.samhsa.gov/find-help/988/faqs>

10:25:15 From Dean Carson (OHA) : Thanks, Jacqueline! Yes, I am curious whether message testing on those FAQs especially with communities of color will be a part of SAMHSA's national behavior change campaign.

10:26:11 From Jacqueline Seitz (she/her) : @Dean, yes good point!

10:26:18 From barbaraford : Gotta run, great presentation!

10:26:32 From Stephen Phillippi : Meant supports.

10:26:33 From Kristen Ellis : Want your own 988 Crisis Jam tee? They now have long-sleeve options!
<https://shop.hopeinc.com/Products/ProductGrid/988?r=1>

10:27:46 From Stephanie Barrios Hepburn : Yay, Meighan!

10:27:57 From Stephen Phillippi : Great summary and highlights Brian.

10:28:59 From David Covington : Phone a friend! :D

10:29:05 From Stephanie Barrios Hepburn : I know this one! #1 VA, #2 Spanish, #3 LGBTQ pilot. In Washington State, #4 Native and Strong

10:29:53 From Jane Tobler : Good try Meighan! Tricky question!

10:30:28 From Stephanie Barrios Hepburn : Totally a trick question!

10:30:33 From Ari Blum : does half credit get a short sleeve shirt and full credit a long sleeve shirt :)

10:30:38 From Luke Waggoner (he/him), HCA : Can we get a 988 flat bill hat added to the accessories line up?

10:30:40 From Stephanie Barrios Hepburn : She deserves a shirt!

10:30:40 From Kristen Ellis : Love that @ari!

10:32:10 From Brian R. Sims MD NASMHPD : Well done Meighan!!!!

10:32:35 From Meighan Haupt : Thank you! :)

10:32:47 From David Covington : Yay Meighan!

10:34:22 From Amy Cohen, PhD (APA) : Arizona is consistently a leader. Thank you Arizona!

10:34:48 From Amy Cohen, PhD (APA) : 9 seconds!

10:34:59 From Krista Hausermann : Can you speak about how you are using Medicaid funding for this line?

10:35:16 From Betsy Hammar, Idaho Office of Suicide Prevention : 98% answer rate - nice!

10:35:16 From Maria Emmer-Aanes : Did you save \$\$\$ by combining call centers?

10:35:40 From David Covington : Arizona's crisis continuum is funded with \$200+ million, including more than \$20 million for the crisis call/text/chat hub

10:35:44 From Madonna Greer : How is this connected to your warm line services?

10:35:49 From Mary Jean : Can you please repeat those figures?

10:35:56 From Bev Marquez : Do you have a IVR or safe to wait option on front end of response?

10:36:35 From Susan Robinson, NC : how is this line coordinated with 911 and 988??

10:36:37 From Paul Galdys, RI International : So grateful for your leadership Jami and your amazing team that includes Dana and CJ!

10:36:38 From David Covington : Thanks so much Tom and Jami!!!

10:36:38 From tom betlach : AZ has a code opened for Medicaid to bill for call center services

10:36:44 From Anne Ngamsombat : All calls to our crisis centers are answered live. We do not have an IVR.

10:36:46 From Meighan Haupt : Great to see you, Jami! Thank you!

10:37:59 From tom betlach : Thanks Jami for participating and your leadership in AZ and nationally

10:38:01 From Paul Galdys, RI International : Yep. AZ call center uses H0030 Behavioral Health Hotline coding for Medicaid reimbursement.

10:38:35 From Jill Smith-MiCAL : What is the call volume for AZ line?

10:38:42 From Stephanie Barrios Hepburn : Thank you for sharing your story, Rin.

10:38:45 From David Covington : Thank you so much for sharing Rin and for inspiring the Lived Lens segment!

10:39:04 From Donna Obermeyer, Family Alliance for Mental Health : thanks for sharing your story

10:39:23 From Leo Petrilli. : Rin, thank you for your vulnerability. You are so strong and powerful. I am in tears with you.

10:39:34 From Jacqueline Seitz (she/her) : Thank you Rin for sharing with us

10:39:38 From Madonna Greer : Thank you for being brave Rin and sharing your story.

10:40:01 From Paloma Kwiedacz : The Arizona Statewide line has individual relationship and policy developed with our 81 911 public safety answering points in order to transfer calls that require law enforcement intervention for public safety, as well as the ability to transfer to peer operated warm lines after triaging calls.

10:40:07 From Anne Ngamsombat : @Madona Solari refers to the warm lines as appropriate when the immediate crisis is resolved.

10:40:08 From Jami Snyder, AHCCCS, Arizona Medicaid : Arizona Crisis Line Stats: Answer rate - 98.8%, Average Speed of Answer - 9.1 seconds, In state answer rate for 988 - 95%

10:40:11 From David Covington : We feel it in your voice Rin - this support matters so much!

10:40:14 From Donna Obermeyer, Family Alliance for Mental Health : behavioral health urgent cares are a good alternative to hospital EDs

10:40:29 From Dana Flannery : Thank you for sharing your story, Rin.

10:40:37 From Ciara Relyea : I think it's very important for personal stories to be heard, and how our "protocols" impact the actual humans seeking care. Thank you for sharing your story!

10:40:51 From Wendy Sefcik : Your story is so important Rin. Thank you. So much to learn from your experience.

10:40:56 From Sarah Corcoran, GCS (she/her) : Thank you for sharing your story, Rin. So powerful.

10:41:00 From Meighan Haupt : Rin, thank you so much for sharing. I'm so grateful for you are willing to share your story. ❤️

10:41:05 From Alyssa Ward-- DMAS : Thank you so much for sharing, Rin!

10:41:06 From Megan McDaniel (She/Her) : Your story resonates with me so much. Thank you for being vulnerable with us <3

10:41:07 From Paloma Kwiedacz : Across the state, we are averaging around 40,000 total crisis line calls per month.

10:41:11 From Joanna Rosen, AFSP : Thank you for sharing Rin!

10:41:19 From Jane Tobler : Thank you for sharing your story, Rin.

10:41:25 From Susan Robinson, NC : Rin, thank you - you are full of courage

10:41:34 From Laura Van Tosh : I can relate, Rin. I called 988 and they didn't know how to just talk with me. I ended up calling 911 even though my situation was not urgent. They responded quickly and with great compassion. I chalked it up to 988 being so new.

10:41:34 From Kelly Sterling DBHDD Office of Deaf Services : Rin, thank you for sharing your story! Very vital in keeping people in focus as we try to roll out systems.

10:41:36 From Donna Obermeyer, Family Alliance for Mental Health : our adult crisis services continue to push transport to the hospital

10:42:04 From Maria Emmer-Aanes : This is my favorite part of our JAMS. To have compassion we need to these stories. Much appreciated RIN!

10:42:05 From Jane Tobler : Welcome Kav!

10:42:07 From Meighan Haupt : Welcome, Kav!

10:43:20 From aliciae : Paloma what is your average handle time on 988 and the crisis line?

10:43:23 From Jacqueline Seitz (she/her) : Very interesting Kaveh! What sorts of privacy protections do you have for the app and software?

10:43:35 From Paul Galdys, RI International : Central AZ's crisis line (largely Maricopa County with a population of 4.5M) was seeing about 20,000 calls monthly prior to 988 implementation so I expect that number is rising.

10:45:47 From Leo Petrilli. : Peer (me too),

10:45:48 From Anne Ngamsombat : Thank you, Paul. Most recently, statewide our local crisis line receives approximately 40,00 call per month

10:47:00 From Leo Petrilli. : Peer (me too). Support (trust me). Congratulations Kav, this is wonderful.

10:47:04 From Jean Olshefsky : Hi Kav, think this can be a great tool/resource do you have certified peers on staff developing and reviewing software. Thanks

10:47:29 From Kristen Ellis : Crisis Talk Article:
<https://talk.crisisnow.com/peer-support-specialist-software-helps-address-social-determinants-of-health/>

10:48:26 From Margo : +1 to Jean's question

10:48:41 From Kav : Thanks everyone!

10:50:06 From Kav : In addition to being HIPAA compliant and backend security measures, we account for privacy by not storing any data collected through the app. It doesn't store or exist anywhere which makes it impossible for a data breach.

10:50:15 From Paloma Kwiedacz : For any additional questions about Arizona's Crisis system, feel free to reach out to us by email at Paloma.kwiedacz@azahcccs.gov

10:50:27 From Meighan Haupt : Appreciate the leadership of you and your team at SAMHSA.

10:50:29 From Kav : We do have certified peers reviewing and developing content, software, etc.

10:51:15 From Kav : Don't want to take anyone else's light so will put my email here for follow-up! kaveh@emissaryhealth.org thanks everyone!

10:52:36 From Margie Balfour : For more info about the AZ crisis system and some data, we recently did a webinar with CJ from az medicaid, Solari, the regional BH authorities. Ppt is here: <https://www.dropbox.com/s/4t1zdl16jmb7yfi/AZ%20988%20Presentations%20Combined.pdf?dl=0>

10:53:04 From John Palmieri : <https://event.capconcorp.com/form/view.php?id=150362>

10:55:38 From Sarah Corcoran, GCS (she/her) : Parity senate finance draft: <https://www.finance.senate.gov/chairmans-news/wyden-crapo-bennet-burr-release-mental-health-parity-discussion-draft>

10:56:05 From Sarah Corcoran, GCS (she/her) : “We direct the Director of the Defense Health Agency to brief the Committees on Armed Services of the Senate and the House of Representatives, not later than March 1, 2023, on the scope of coverage for inpatient and outpatient mental health crisis services under the TRICARE program and to provide a comparison of such coverage with best practices published by the Substance Abuse and Mental Health Administration, an agency within the Department of Health and Human Services.” (page 171 of report) <https://rules.house.gov/sites/democrats.rules.house.gov/files/BILLS-117HR7776EAS-RCP117-70-JES.pdf>

10:56:21 From Shannon Scully (she/her) : For those looking to share or take action, NAMI has a full page ad in Politico today calling on Congress to take action on crisis legislation. <https://twitter.com/NAMIAdvocacy/status/1600494156908007424>

10:56:47 From Kristen Ellis : NAMI 988 State Bill Tracking: <https://reimaginecrisis.org/map/>

10:56:54 From Kristen Ellis : Latest MASoS Video – Reina Chiang <https://youtu.be/4TTk9SXdYjU>

10:57:25 From Kristen Ellis : MASoS Trailer + Website <https://youtu.be/BNLBCKpgNZA>
<https://masosfilm.com>

10:58:12 From Jane Tobler : Thanks for another JAMMING Jam! Excellent job!

10:58:14 From David Covington : Next week is our last Crisis Jam before the new year

10:58:18 From Meighan Haupt : Thank you again Rin!!

10:58:21 From Kristen Ellis : One more in 2022! :) Woo!

10:58:27 From Meighan Haupt : Thank you Amy!!!

10:58:27 From Javy Passalacqua : Thanks everyone!