

988 Crisis Jam – Ep 124 – April 26, 2023 – Chat Transcript








- 08:59:45 From Kristen Ellis, LMFT - RI : Welcome to the Jam, everyone! Happy you're here!
- 08:59:45 From Marie Eddy-RI : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>
- 09:00:38 From Marie Eddy-RI : See all the Crisis Jam recordings, Moving America's Soul on Suicide videos and more at <https://bit.ly/FiveLanes>
- 09:01:07 From Audrey Wheeler, GCS : Reacted to "Welcome to the Jam, ..." with ❤️🔥
- 09:01:34 From Marie Eddy-RI : White House Announces Crisis Hotline for LGBTQ+ Youth <https://www.advocate.com/lgbt-youth/lgbtq-youth-crisis-hotline>
- 09:02:11 From Hannah Wesolowski, NAMI (she/her) : Reacted to "White House Announce..." with ❤️
- 09:02:26 From Amy Cohen, PhD (APA) : "You call 988"---Yes! Go White House!
- 09:02:31 From Marie Eddy-RI : 988 crisis line helps Didi Hirsch counselors save lives. <https://spectrumnews1.com/ca/san-fernando-valley-ventura/news/2023/04/13/988-crisis-line-helps-didi-hirsch-counselors-save-lives#>
- 09:02:58 From Marie Eddy-RI : LA promised mental health crisis response without cops. <https://www.latimes.com/california/story/2023-04-13/988-hotline-mental-health-crisis-system-police>
- 09:03:36 From Edita Fuentes : Greetings from Edita Fuentes, Admin Asst/Community Development of Nueces County Mental Health Programs in Corpus Christi, TX and volunteer with the Leadership Team with NAMI Greater Corpus Christi. LOVE these 988 Crisis Jam!
- 09:03:59 From Kristen Ellis, LMFT - RI : Reacted to "Greetings from Edita..." with ❤️
- 09:04:07 From Courtney Gallo Hunter (she/her) : Go Audrey!!
- 09:04:18 From Sarah Corcoran, GCS (she/her) : Reacted to "Go Audrey!!" with ❤️
- 09:04:23 From Karen Denise Jones : If you see 988 signs in your area in new or unique places, please take photos and send it over
- 09:04:24 From Aubrey Balcom : We are seeing it across NYC as well
- 09:04:28 From Aubrey Balcom : very refreshing
- 09:04:30 From Amy Cohen, PhD (APA) : Reacted to "very refreshing" with 🍷
- 09:04:38 From Amy Cohen, PhD (APA) : Removed a 🍷 reaction from "very refreshing"
- 09:04:43 From Amy Cohen, PhD (APA) : Reacted to "We are seeing it acr..." with 🍷

- 09:04:44 From Audrey Wheeler, GCS : Reacted to "Go Audrey!!" with 🤗
- 09:04:56 From Audrey Wheeler, GCS : Replying to "We are seeing it acr..." Awesome!
- 09:05:00 From Marie Eddy-RI : <https://www.samhsa.gov/find-help/988> and click on "Printable Materials
- 09:05:31 From Marie Eddy-RI : Crisis Jam tees, hoodies, and caps at <https://shop.hopeinc.com/Products/ProductGrid/988?r=1>
- 09:05:44 From Aubrey Balcom : Reacted to "Crisis Jam tees, hoo..." with 🎉
- 09:06:07 From Marie Eddy-RI : Law Enforcement By-passes the Emergency Room and Proceeds Directly to Crisis <https://www.azcentral.com/story/news/local/arizona-health/2020/02/21/other-states-copy-arizona-model-behavioral-health-crisis-care/4794168002/>
- 09:06:30 From Susan Robinson, NC : Reacted to ""You call 988"---Yes..." with ❤️
- 09:06:31 From Hannah Wesolowski, NAMI (she/her) : Replying to "Crisis Jam tees, hoo..." I wore my Crisis Jam t-shirt to my kids' soccer game last weekend, and got so many great comments and questions from other parents!
- 09:06:36 From Kristen Ellis, LMFT - RI : Reacted to "I wore my Crisis Jam..." with 🎉
- 09:07:39 From Amy Cohen, PhD (APA) : Reacted to "I wore my Crisis Jam..." with ❤️
- 09:09:18 From Monica Luke (she series) : B
- 09:09:21 From Elizabeth Glantz, BHSD : d
- 09:09:33 From Aubrey Balcom : I believe many, if not all on this call, recognize the need to intervene in crisis and the role of crisis stabilization centers, and other alternatives to jail, however is there any concern regarding undue influence on the decision making ability of the person in crisis and law enforcement steering towards a specific provider? Especially with respect to for-profit providers? Any suggestions on how we may expand the training we are providing to our law enforcement partners to ensure patient choice and that the person in crisis is making informed decisions?
- 09:09:39 From Stephanie Pasternak (she/her) : Reacted to "I wore my Crisis Jam..." with 🎉
- 09:09:47 From Kristen Ellis, LMFT - RI : Such a split amongst the answers!
- 09:10:33 From Karen Denise Jones : Wahoo! Great job! And thank Crisis Jam pollers!
- 09:10:37 From Kristen Ellis, LMFT - RI : Great job, Nick! 🎉
- 09:10:51 From Erica Chestnut-Ramirez, EMPACT-SPC : Woohoo!! Great job, Nick! You so smart!!!
- 09:11:02 From Marie Eddy-RI : Law Enforcement By-passes the Emergency Room and Proceeds Directly to Crisis <https://www.azcentral.com/story/news/local/arizona-health/2020/02/21/other-states-copy-arizona-model-behavioral-health-crisis-care/4794168002/>
- 09:11:22 From Kristen Ellis, LMFT - RI : Will you take that million dollars in the form of a t-shirt?

- 09:11:34 From Linda Langford (she/her) : Reacted to "Will you take that m..." with 🤔
- 09:11:38 From Kristen Ellis, LMFT - RI : 🍷
- 09:11:49 From Karen Denise Jones : 45 years of psychiatric boarding!
- 09:13:38 From Suzanne Rabideau : Congratulations, Dr. McKeon, on your life time achievement award, can't think of anyone more deserving. Thank you for your service!
- 09:14:08 From Kristen Ellis, LMFT - RI : Reacted to "Congratulations, Dr...." with ❤️
- 09:14:17 From Karen Denise Jones : Reacted to "Congratulations, Dr...." with ❤️
- 09:14:19 From Linda Langford (she/her) : Reacted to "Congratulations, Dr...." with ❤️
- 09:14:31 From Erica Chestnut-Ramirez, EMPACT-SPC : Reacted to "Congratulations, Dr...." with ❤️
- 09:14:34 From Susan Robinson, NC : Reacted to "Congratulations, Dr...." with ❤️
- 09:14:45 From Sarah Brummett (she, her) : Agreed- thank you Dr. McKeon for all of your work and dedication to suicide prevention, The field and country are so much better for it!
- 09:18:34 From Susan Robinson, NC : Reacted to "Agreed- thank you Dr..." with ❤️
- 09:19:22 From brenda.patterson : Reacted to "Congratulations, Dr...." with 👍
- 09:25:50 From Audrey Wheeler, GCS : Reacted to "Will you take that m..." with 🤔
- 09:30:08 From Aubrey Balcom : After the mass shooting at Tops in Buffalo, we witnessed trauma in parts of the workforce we may not generally consider (e.g. funeral directors) and the need to attend to their needs accordingly
- 09:31:21 From Brianna Green (she/her) : Love seeing Michigan represent here!
- 09:31:27 From Mary Jean Weston : When do you expect the report on 988/911 interoperability will be available?
- 09:33:28 From Brianna Green (she/her) : Reacted to "After the mass shoot..." with ❤️
- 09:35:13 From Babra D Chakanyuka : ❤️
- 09:36:05 From Deb Pinals, M.D. : 988-911 interoperability is one of the 2023 NASMHPD technical assistance papers coming out summer/early fall!
- 09:36:32 From Kristen Ellis, LMFT - RI : Reacted to "988-911 interoperabi..." with 🍷
- 09:36:44 From Rin Koenig, she/her, NASMHPD : Reacted to "988-911 interoperabi..." with 🍷
- 09:37:02 From Dana.Craig : Reacted to "988-911 interoperabi..." with 🍷
- 09:37:13 From Stephanie Mitchell Hughes : Doesn't this begin with local law enforcement's willingness to embrace these approaches and do the work?
- 09:37:20 From Brianna Green (she/her) : Reacted to "Doesn't this begin w..." with ❤️

- 09:37:23 From Aubrey Balcom : Reacted to "Doesn't this begin w..." with ❤️
- 09:37:26 From Andrew Guy | AHP | He/Him : Reacted to "Doesn't this begin w..." with ❤️
- 09:37:28 From Tina Field (she/her) : Reacted to "Doesn't this begin w..." with ❤️
- 09:37:56 From Amanda Miller (she/her) : Reacted to "Doesn't this begin w..." with 👍
- 09:37:59 From Jerry Clayton : Yes Stephanie that is a start...all partners must assume that position
- 09:38:16 From Mary Jean Weston : Reacted to "988-911 interoperabi..." with 🎉
- 09:38:17 From Ashnee Patel : Reacted to "Doesn't this begin w..." with ❤️
- 09:38:22 From Aubrey Balcom : Reacted to "Doesn't this begin w..." with 👍
- 09:38:30 From Aubrey Balcom : Replying to "Doesn't this begin w..." how do we balance the need for law enforcement to act quickly relative to patient choice/informed decision?
- 09:38:41 From Deb Pinals, M.D. : So lucky to have a sheriff and community mental health system that has been so ready willing and able to partner!!! Thanks Lisa and Sheriff Clayton!!!
- 09:38:53 From Aubrey Balcom : Reacted to "So lucky to have a s..." with 🙌
- 09:39:03 From Karen Denise Jones : Reacted to "So lucky to have a s..." with 🙌
- 09:39:24 From Kristen Ellis, LMFT - RI : Reacted to "So lucky to have a s..." with 🙌
- 09:39:25 From Mary Jean Weston : Reacted to "Doesn't this begin w..." with 👍
- 09:39:25 From Stacy Nonnemacher she/her : Reacted to "So lucky to have a s..." with 👍
- 09:39:39 From Ali Maffey (ASTHO) : can you repeat the % of calls?
- 09:40:02 From Aubrey Balcom : Other areas of interest for future calls: IT systems that support access to information, collaboration and coordination among first responders, physical health/primary care and mental health/SUD
Innovative reimbursement models that support crisis services while shifting from fee-for-service towards value-based care? Perhaps also recognizing the involvement of non-traditional providers, such as EMS, lay persons, community health workers?
- 09:40:02 From Meighan Haupt (NASMHPD) : Reacted to "So lucky to have a s..." with ❤️
- 09:40:09 From Sarah Brummett (she, her) : Replying to "can you repeat the %..." Sounded like 6% of calls and 11% of texts and chats
- 09:40:25 From Stephanie Mitchell Hughes : Replying to "Yes Stephanie that i..." I applaud your willingness to do the work and embrace change. As an attorney I represented police for several years and learned to truly appreciate their job. It is tough but this will not work without all stakeholders pulling in the same direction.
- 09:40:43 From Ali Maffey (ASTHO) : Reacted to "Sounded like 6% of c..." with 👍
- 09:41:14 From Ursula Whiteside (she/her) : Welcome Laura!

- 09:41:15 From Meighan Haupt (NASMHPD) : Welcome Laura!!
- 09:41:28 From Sarah Brummett (she, her) : Welcome Laura and Aisha!
- 09:41:33 From Stephanie Mitchell Hughes : Replying to "Yes Stephanie that i..." I write and speak about living with a mental illness as an attorney, black woman, and person of faith. Do not hesitate to let me know if you would like for me to share my story with your department.
- 09:41:35 From Ursula Whiteside (she/her) : Welcome Aisha!
- 09:41:36 From Lisa Gentz, WCCMH : Reacted to "So lucky to have a s..." with ❤️
- 09:41:36 From willie.tompkins : Welcome Laura!
- 09:41:56 From Stephanie Mitchell Hughes : Reacted to "So lucky to have a s..." with 👍
- 09:41:59 From Stephanie Mitchell Hughes : Reacted to "So lucky to have a s..." with 🙌
- 09:42:24 From Howard D. Trachtman WARMLINE.ORG he series : power of peer support warmline.org hdt@mit.edu 781642 0368
- 09:42:31 From Amy Brinkley (NASMHPD) : Reacted to "power of peer suppor..." with ❤️
- 09:42:56 From Sarah Brummett (she, her) : The Action Alliance for Suicide Prevention is conducting a national needs assessment to gather feedback on our nation's suicide prevention efforts and the National Strategy for Suicide Prevention (National Strategy). Please complete the 10-minute needs assessment and share with your suicide prevention networks: survey.alchemer.com/s3/7302597/nationalstrategy-assessment. We will use the results to inform a revised 2024 National Strategy.
- 09:43:17 From Sarah Brummett (she, her) : survey.alchemer.com/s3/7302597/nationalstrategy-assessment
- 09:43:27 From Courtney Gallo Hunter (she/her) : Thank you for those updates James!
- 09:43:27 From Shelby Rowe - SPRC (she/her) : Reacted to "Thank you for those ..." with ❤️
- 09:43:29 From Jerry Clayton : Aubrey, We must change the traditional paradigm for police to rush in and quickly solve community challenges. Many have already begun that change. We teach that success is defined as everyone exiting the situation "whole" (physically, psychologically, emotionally and physically). We teach that time and space is our friend. that community safety occurs when we support community wellness.
- 09:43:39 From Shelby Rowe - SPRC (she/her) : Reacted to "survey.alchemer.com/..." with ❤️
- 09:43:40 From Jana (Jay-nuh) | she/they : Reacted to "Thank you for those ..." with ❤️
- 09:43:46 From Aubrey Balcom : Reacted to "Aubrey, We must chan..." with 👍
- 09:43:55 From Ursula Whiteside (she/her) : Congrats Richard!
- 09:44:05 From Kristen Ellis, LMFT - RI : Reacted to "Screenshot2023_04_26_094348.jpg" with ❤️

- 09:44:09 From Jess Spohn (they/them) : Reacted to "Screenshot2023_04_26_094348.jpg" with 
- 09:44:26 From Kristen Ellis, LMFT - RI : National Strategy for Suicide Prevention needs assessment <https://survey.alchemer.com/s3/7302597/nationalstrategy-assessment>
- 09:44:45 From Aubrey Balcom : Replying to "Aubrey, We must chan..." Thank you Jerry - we have LE at the table asking these questions, and also looking for training, so its refreshing to hear from them and the recognition that we all need to be aligned
- 09:44:57 From Jerry Clayton : Interested in learning more Stephanie. Feel free to contact me at claytonj@washtenaw.org
- 09:45:05 From Sarah Brummett (she, her) : Replying to "National Strategy fo..." Thanks Kristen- I could not make the link work with copy and paste!
- 09:45:09 From james wright : Reacted to "Thank you for those ..." with 
- 09:45:16 From james wright : Reacted to "Screenshot2023_04_26_094348.jpg" with 
- 09:45:21 From Kristen Ellis, LMFT - RI : Reacted to "Thanks Kristen- I co..." with 
- 09:45:32 From Betsy Hammar, Idaho Suicide Prevention Program : Reacted to "Screenshot2023_04_26_094348.jpg" with 
- 09:45:41 From james wright : Reacted to "Sounded like 6% of c..." with 
- 09:46:05 From Ursula Whiteside (she/her) : Reacted to "National Strategy fo..." with 
- 09:47:50 From Monica Luke (she series) : Can you elaborate on the commercial coverage?
- 09:48:12 From Stephanie Mitchell Hughes : Replying to "Interested in learni..." Same here. I will be in touch.
- 09:48:21 From Aubrey Balcom : Medicare FFS and Medicare Advantage are also important payers in our community
- 09:48:21 From Julia H. Ehret : Medicaid needs to be relational nationwide because people sometimes move to another county. And starting in the new county should relate automatically with to in prior county.
- 09:48:46 From Marie Eddy-RI : Puerto Rico's 988 System: Director Dr. Monserrate Allende Santos Shares How Being a Trusted Crisis Line Made the Transition to 988 Seamless <https://talk.crisisnow.com/puerto-rico-988/>
- 09:48:55 From Lisa Gentz, WCCMH : Replying to "Aubrey, We must chan..." Aubrey I can't advocate enough for a co-training model where LE and behavioral Health train together, we also did ride alongs with our front line crisis staff and LE so we could build relationships and see the world through each others eyes. If you would like more information on how we collaborated feel free to reach out gentzli@washtenaw.org
- 09:49:38 From Jason McGill, WA HCA/Medicaid : Replying to "Can you elaborate on..." Thanks Monica for the question! Our 988 legislation requires similar coverage for next day services for both Medicaid and private coverage.

- 09:49:44 From Aubrey Balcom : Replying to "Aubrey, We must chan..." Thank you Lisa - will reach out
- 09:50:26 From Suzanne Rabideau : Reacted to "Screenshot2023_04_26_094348.jpg" with 🤔
- 09:50:33 From Monica Luke (she series) : Replying to "Can you elaborate on..." Ah, missed the part about using legislation :-) Thank you
- 09:50:49 From Jason McGill, WA HCA/Medicaid : Replying to "Medicare FFS and Med..." Such a critical issue - CMS has made some good progress on Medicare coverage, but there's still a lot more to do - for example, Medicare does not pay for crisis services so states must use its general funds to coverage certain areas.
- 09:53:36 From Linda Langford (she/her) : Hola Dr. Allende Santos! Great to see you here and featured on CrisisTalk!
- 09:54:31 From Suzanne Rabideau : Replying to "Medicare FFS and Med..." I understand the Senate Finance Committee was discussing adding crisis codes for Medicare but do not know the outcome of this discussion
- 09:54:33 From Suzanne Rabideau : Replying to "Medicare FFS and Med..."
<https://www.finance.senate.gov/chairmans-news/finance-committee-unveils-mental-health-care-integration>
- 09:54:36 From Nili Ezekiel : Amazing program in Puerto Rico, thank you for sharing Dr. Allende Santos!
- 09:55:14 From Marie Eddy-RI : 988 State Map <https://reimaginecrisis.org/map>
- 09:55:49 From Amy Brinkley (NASMHPD) : Reacted to "Amazing program in P..." with ❤️
- 09:55:54 From Meighan Haupt (NASMHPD) : Reacted to "Amazing program in P..." with ❤️
- 09:55:55 From Karen Denise Jones : Reacted to "Amazing program in P..." with ❤️
- 09:56:03 From Meighan Haupt (NASMHPD) : Reacted to "Hola Dr. Allende San..." with ❤️
- 09:56:06 From Linda Langford (she/her) : Reacted to "Amazing program in P..." with ❤️
- 09:56:33 From Bob Crayton - NC : Reacted to "988 State Map https:..." with ❤️
- 09:56:51 From Susan Robinson, NC : Reacted to "Amazing program in P..." with ❤️
- 09:57:57 From Sarah Corcoran, GCS (she/her) : Replying to "Medicare FFS and Med..." The Calendar Year 2024 Physician's Fee Schedule will include a proposed rule to implement Medicare Mobile Crisis code(s) to implement what passed in the Fy23 omnibus at the end of last year.
- 09:58:46 From Betsy Hammar, Idaho Suicide Prevention Program : Reacted to "The Calendar Year 20..." with 👍
- 09:59:17 From Stephanie Pasternak (she/her) : AL Bill:
<https://www.legislature.state.al.us/pdf/SearchableInstruments/2023RS/HB389-int.pdf>

09:59:27 From Marie Eddy-RI : Alternative 9-1-1 Response
<https://govlab.hks.harvard.edu/alternative-911-emergency-response>

10:00:04 From Jason McGill, WA HCA/Medicaid : WA's latest 988 bill:
<https://app.leg.wa.gov/billssummary?BillNumber=1134&Initiative=false&Year=2023>

10:00:19 From Sabrina : Gabriella is amazing! She helped Phoenix for over a year

10:00:19 From Stephanie Pasternak (she/her) : Reacted to "Gabriella is amazing..." with 👍

10:00:26 From Gabriela Solis : gabriela_solis@hks.harvard.edu

10:00:39 From Gabriela Solis : You can message me here with any questions about applying :)

10:00:50 From Gabriela Solis : Reacted to "Gabriella is amazing..." with ❤️