

988 Crisis Jam – Ep 128 – May 24, 2023 – Chat Transcript

09:00:56 From Kristen Ellis, LMFT - RI : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>

09:00:58 From Betsy Hammar, Idaho Suicide Prevention Program : Reacted to "Sign up for updates,..." with 🙌

09:01:27 From Karen Denise Jones : And feel free to invite anyone to the Crisis Jam who might be interested!

09:01:33 From Kristen Ellis, LMFT - RI : See all the Crisis Jam recordings, Moving America's Soul on Suicide videos and more at <https://bit.ly/FiveLanes>. Please comment, share, like and subscribe!

09:01:34 From HARDEND : Just signed up. Thank You!

09:01:46 From Karen Denise Jones : Reacted to "Just signed up. Than..." with 👍

09:02:13 From Leigh Ann Fitzpatrick, CSW : WOOHOO!!!!!!

09:02:28 From Madonna Greer, CIT : Awesome!

09:02:43 From Kristen Ellis, LMFT - RI : Vote early and vote often 🗳️ - once every 24hrs!
<https://servicetoamericamedals.org/peoples-choice-award/>

09:03:47 From Kristen Ellis, LMFT - RI : McKinsey Health - Gen Z & Social Media:
<https://bit.ly/426qP8N>

09:04:23 From Kristen Ellis, LMFT - RI : Atlanta Journal - Georgia's Mental Health Hotline:
<https://bit.ly/3q624fA>

09:04:56 From Kristen Ellis, LMFT - RI : MindSite News - ChatGPT misses what makes us human:
<https://bit.ly/3MPTDht>

09:05:29 From Kristen Ellis, LMFT - RI : SAMHSA Store: <https://www.samhsa.gov/find-help/988>
and click on "Printable Materials"

09:05:34 From Kristen Ellis, LMFT - RI : I received my magnets and stickers!

09:05:57 From Kristen Ellis, LMFT - RI : 🛍️ Crisis Jam tees, hoodies, and caps at
<https://shop.hopeinc.com/Products/ProductGrid/988?r=1>

09:06:57 From Leigh Ann Fitzpatrick, CSW : Where is that quote from?

09:08:57 From Karen Denise Jones : drumroll, please!

09:09:21 From Karen Denise Jones : CHATGPT! Well done, crisis jam team and everyone who answered the poll!

09:11:24 From Angela Shamblin, Crisis Text Line : Here is our United in Empathy report:
<https://www.crisistextline.org/united-in-empathy-2022-report/>

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Here is our Youth Resilience report: https://www.crisistextline.org/wp-content/uploads/2022/10/Full-Report-2022_Youth-Resilience.pdf

09:11:35 From Leo Petrilli (He/Him) : Five generations in the workforce today. Each is a PEER for the other.

09:15:20 From Andrew Guy | AHP | He/Him : Just curious what the wait time is both for texters who make it to the front of the line and those who don't?

09:15:53 From Angela Shamblin, Crisis Text Line : Under 1 minute for high risk and less than 5 minutes for standard risk

09:16:04 From Andrew Guy | AHP | He/Him : Reacted to "Under 1 minute for h..." with 👍

09:16:12 From Robyn Thomas : What is the difference between texting 988 versus texting 741741?

09:17:31 From Adrienne Mickler : What is the concern with risk management and the use of volunteers for texting

09:17:33 From Angela Shamblin, Crisis Text Line : We are a backup center for 988 and texters receive the same level of service as other 988 centers. We try our best to align with 988 practices and policies.

09:18:11 From Angela Shamblin, Crisis Text Line : One difference is that we can offer text/chat services in Spanish. We are excited that 988 is about to open up that service in July, too!

09:18:27 From Leigh Ann Fitzpatrick, CSW : Can anyone use this service?

09:18:39 From Angela Shamblin, Crisis Text Line : It is available to everyone in the US

09:18:55 From Jana | Crisis Text Line | she/they : Replying to "What is the differen..." We're just a separate service. One of the biggest differences is that our texters are connected with the next available volunteer, wherever in the country they are.

09:19:11 From Angela Shamblin, Crisis Text Line : All of our volunteers are overseen by a supervisor with a clinical background.

09:20:17 From HARDEND : Is 988 at Text being promoted by USCBP agents to migrants entering at border entry locations? IF yes, is 988/Text anticipating and planning for increase volume? Thank You

09:20:24 From Jana | Crisis Text Line | she/they : Replying to "What is the concern ..." Because there are volunteers and clinical supervisors in every conversation, the Supervisor and Volunteer can work together to de-escalate and safety plan.

09:22:07 From Kristen Ellis, LMFT - RI : Opioid Deaths:
https://www.cdc.gov/nchs/pressroom/nchs_press_releases/2021/20211117.htm

09:22:39 From Jana | Crisis Text Line | she/they : Replying to "Is 988 at Text bein..." I can't say for 988, but I know Crisis Text Line isn't specifically promoting our service in this way. However, we would love to be a resource for people entering the country. Our training for our bilingual

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English/Spanish volunteers covers immigration as a topic that will come up in our conversations, so we'd be ready to help!

- 09:23:37 From Jana | Crisis Text Line | she/they : jfrench@crisistextline.org and chunter@crisistextline.org if you have any questions!
- 09:23:47 From Marcie Timmerman MHAKY she/her : Reacted to "jfrench@crisistextli..." with ❤️
- 09:24:22 From Karen Denise Jones to Brian Sims, M.D. NASMHPD(Direct Message) : i don't see Shelby.
- 09:24:57 From Stephanie Mitchell Hughes : Is it possible to get a copy of the power point presentation?
- 09:25:13 From ellen : The overdose crisis is the issue more broadly, not “opioids” per se. need to look at both substance use, and also chronic pain as contributing factors. “Opioids” does not really capture either
- 09:25:21 From Jana | Crisis Text Line | she/they : Replying to "Is it possible to ge..." Yes, we'd be happy to share it with you! Just send us your email. I think it will also be uploaded on the Crisis Jam website
- 09:25:29 From Marcie Timmerman MHAKY she/her : Reacted to "The overdose crisis ..." with 👍
- 09:25:35 From Courtney Gallo Hunter (she/her) : Reacted to "The overdose crisis ..." with 👍
- 09:25:45 From Kristen Ellis, LMFT - RI : Replying to "Is it possible to ge..." @Jana! Yes. Materials are uploaded to the Learning Community after the Jam.
- 09:25:45 From Angela Shamblin, Crisis Text Line : Reacted to "The overdose crisis ..." with 👍
- 09:25:50 From Peter Brown : Replying to "Is it possible to ge..." pbrown34@nycap.rr.com
- 09:25:58 From Karen Denise Jones : Slides and materials shared will be available at <https://talk.crisisnow.com/learningcommunity/>
- 09:26:06 From Courtney Gallo Hunter (she/her) : Replying to "The overdose crisis ..." Yes- we also looked at “substance use” in addition to opioids and a number of other linguistic signals. Happy to share more!
- 09:26:14 From Sarah Corcoran, GCS (she/her) : Reacted to "jfrench@crisistextli..." with ❤️
- 09:27:47 From Jana | Crisis Text Line | she/they : Our United in Empathy report has the full explanation of our coping strategies. <https://www.crisistextline.org/united-in-empathy-2022-report/>
- 09:29:25 From Stephanie Barrios Hepburn : Sorry if I missed it, but what about emojis? I believe they are part of your algorithm.
- 09:30:37 From Makenzie Bayless NJ DMHAS : From NJ - we recently had a youth reach out to us asking to help change the music on the Lifeline to compose a melody that is proven to help reduce stress :)

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- 09:30:46 From Universal Tradition Limited : Different people will have different resonance, so the impact of sound or music will depend upon the individual as we each walk our own path.
- 09:30:58 From Brianna Green (she/her) : Reacted to "Different people wil..." with ❤️
- 09:31:00 From Mary Jean Weston : Reacted to "From NJ - we recentl..." with 👍
- 09:31:00 From Karen Denise Jones : Are any of these reports segmented by demographics such as BIPOC youth, LFBTQIA+, etc.?
- 09:31:06 From Christie Penn : Reacted to "Different people wil..." with ❤️
- 09:31:18 From Christie Penn : Reacted to "From NJ - we recentl..." with ❤️
- 09:31:35 From Susan Robinson, NC : Reacted to "From NJ - we recentl..." with 💚
- 09:33:01 From Jana | Crisis Text Line | she/they : Replying to "Sorry if I missed it..." Yes, we haven't updated that data in a while, but in our 2019 United in Empathy report, we found that the crying face emoji and pill emoji were more associated with imminent risk than the word Suicide <https://www.stateofmentalhealth.org/lethal-words>
- 09:33:07 From Betsy Hammar, Idaho Suicide Prevention Program : Reacted to "From NJ - we recentl..." with 👍
- 09:34:14 From Kristen Ellis, LMFT - RI : Crisis Center follow-up Programs: <https://www.samhsa.gov/grants/grant-announcements/fg-23-003> Improve Local 988 Capacity: <https://www.samhsa.gov/grants/grant-announcements/fg-23-006> Tribal Response Agreements: <https://www.samhsa.gov/grants/grant-announcements/fg-23-006>
- 09:34:36 From Kristen Ellis, LMFT - RI : Workforce Challenges and Barriers: https://www.nasmhpd.org/sites/default/files/2023-05/2023_nasmhpd_988WorkforceBarriers_050423_508FNL.pdf
Workplace Mental Health & Well-Being <https://www.hhs.gov/sites/default/files/workplace-mental-health-well-being.pdf>
- 09:35:56 From Jana | Crisis Text Line | she/they : Reacted to "Different people wil..." with ❤️
- 09:37:44 From Kristen Ellis, LMFT - RI : All 988 Crisis Jam episodes: <https://bit.ly/FiveLanes>
- 09:37:46 From Marcie Timmerman MHAKY she/her : Keeping employees in the field is so important. Occumetrics is a program of MHA Ohio some out of state groups are looking at: <https://mhaohio.org/get-help/workplace-community-program/workplace-wellbeing-program/> Lots of Hr evaluation about supervisors, work culture, etc
- 09:39:26 From HARDEND : Does the 988 Program track success data (e.g., number of self-harm completions prevented resulting from 988 interventions)?
- 09:39:34 From Kristen Ellis, LMFT - RI : #CrisisTalk on Lived Experience: <https://talk.crisisnow.com/power-of-sharing-lived-experience/>

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- 09:44:04 From Suzanne Rabideau : When you decided to share your lived experience, did you have any impact to your professional standing or reactions from others that we either positive or negative?
- 09:46:05 From Elliott Birckhead, WV BBH : Thank you for sharing your personal and professional experience with us. They are both incredibly valuable.
- 09:46:48 From Universal Tradition Limited : Artistic expression and the power of creation are extremely useful in showing others what you feel.
- 09:46:56 From Paul Galdys, RI International : <https://calculator.crisisnow.com/#/>
- 09:47:03 From Kristen Ellis, LMFT - RI : Reacted to "https://calculator.c..." with ❤️
- 09:47:13 From Stephanie Barrios Hepburn : Reacted to "https://calculator.c..." with ❤️
- 09:48:05 From Susan Robinson, NC : Reacted to "Thank you for sharin..." with ❤️
- 09:49:36 From Paul Galdys, RI International : <https://crisisnow.com/> in tools section for the Excel version
- 09:50:29 From Rene Keet : Happy to invite you to the webinars of the European Community Mental Health Services network, check www.eucoms.net. The first one is June 28, 1 PM EST and the topic is peer expertise! We always have live music in our Webinars.
- 09:50:49 From Kristen Ellis, LMFT - RI : Reacted to "Happy to invite you ..." with 🎉
- 09:51:52 From Rene Keet : Replying to "Artistic expression ..." I agree!
- 09:52:57 From Howard D. Trachtman WARMLINE.ORG he series : power of peer support www.warmline.org hdt@mit.edu 781 642 0368
- 09:53:03 From Rene Keet : Replying to "Thank you for sharin..." It was a pleasure!
- 09:53:14 From Stephanie Barrios Hepburn : Reacted to "It was a pleasure!" with ❤️
- 09:53:18 From Stephanie Barrios Hepburn : Reacted to "Thank you for sharin..." with ❤️
- 09:53:27 From David : Boo
- 09:53:29 From Stephanie Barrios Hepburn : Reacted to "I agree!" with ❤️
- 09:53:31 From Kristen Ellis, LMFT - RI : Reacted to "Boo" with 😂
- 09:53:34 From Stephanie Barrios Hepburn : Reacted to "Artistic expression ..." with ❤️
- 09:53:59 From Matthew Gower, HCA : What is the number of FTE assumption for the mobile crisis team in the crisis now calculator?
- 09:54:02 From Joanna Rosen, AFSP (she/her) : Reacted to "Boo" with 😂
- 09:54:09 From Paul Galdys, RI International : Reacted to "It was a pleasure!" with ❤️

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- 09:54:12 From Luke Waggoner (he/him), HCA : Reacted to "What is the number o..." with 👍
- 09:54:28 From Elliott Birckhead, WV BBH : Reacted to "Boo" with 😊
- 09:54:46 From Paul Galdys, RI International : Two member teams are in the base assumptions although cost is editable
- 09:54:55 From Kristen Ellis, LMFT - RI : 988 State Map <https://reimaginecrisis.org/map>
- 09:55:11 From Sarah Corcoran, GCS (she/her) : Go Joanna!
- 09:55:14 From Rene Keet : Replying to "When you decided to ..." I was concerned about negative reactions, but never had them. Many positive responses! Still there is a threshold, that is my lived experience of self stigma
- 09:55:30 From Matthew Gower, HCA : Replying to "Two member teams are..." Thank you!
- 09:56:00 From Paul Galdys, RI International : Hurray Team Minnesota!
- 09:56:20 From Suzanne Rabideau : Replying to "When you decided to ..." 👍
- 09:57:09 From Tina's iPhone : We are excited!
- 09:57:43 From Anna Schneemann- WTCG : Thank you all!! I have to log off ❤️
- 09:57:46 From Monica Luke (she series) : Where can we find more information about geolocation decision making process?
- 09:57:51 From Kristen Ellis, LMFT - RI : Moving America's Soul on Suicide at <https://bit.ly/FiveLanes> and <https://masofilm.com/>
- 09:59:27 From Stephanie Barrios Hepburn : Thanks, Dr. Sims!
- 09:59:40 From Adrienne Mickler : This is a great meeting. Thank you all, I have to hop off for a 1p mtg
- 09:59:41 From Courtney Gallo Hunter (she/her) : Thank you!
- 09:59:45 From Jana | Crisis Text Line | she/they : Thank you1
- 09:59:51 From Karen Denise Jones : Thanks for all speakers! And hope you all join us next week.
- 09:59:55 From Kelle Masten : Thank you!!!