

988 Crisis Jam – Ep 133 – June 28, 2023 – Chat Transcript

- 09:00:56 From Marie Eddy- RI : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>
- 09:01:28 From Marie Eddy- RI : Got to <https://bit.ly/CrisisJamSeries> to download the .ics file to your Outlook Calendar. For Google Calendars, follow these steps at <https://support.google.com/calendar/answer/37118?hl=en&co=GENIE.Platform%3DDesktop#zippy=%2Cexport-from-another-calendar-application>
- 09:01:48 From Marie Eddy- 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!
- 09:01:55 From Paul Galdys, RI International : Shelley Curran has a made a huge impact in Arizona's crisis system operations as well as all justice system diversion efforts that result in people getting care when and where they need it!
- 09:02:01 From Kristen Ellis, LMFT - RI : Reacted to "Shelley Curran has a..." with 🍷
- 09:02:37 From Shelley Curran - Mercy Care : Thank you Paul 😊
- 09:02:50 From Karen Denise Jones : Wahoo! Just two weeks away from our special episode on 988 Turns One!
- 09:02:50 From Paul Galdys, RI International : Reacted to "Thank you Paul 😊" with ❤️
- 09:03:01 From Marie Eddy- RI : ChatGPT's responses to suicide, addiction, sexual assault crises raise questions in new study <https://www.cnn.com/2023/06/07/health/chatgpt-health-crisis-responses-wellness/index.html>
- 09:03:41 From Marie Eddy- RI : New 988 Lifeline Pride Social Media Shareables <https://www.samhsa.gov/find-help/988/partner-toolkit/social-media-shareables>
- 09:04:03 From Marie Eddy- RI : A 988 operator, faced with a flood of calls, turns to AI to boost counselor skills <https://www.statnews.com/2023/06/22/988-suicide-hotline-lyssn-protocall-artificial-intelligence/>
- 09:04:41 From Marie Eddy- RI : 988 Suicide & Crisis Lifeline in the SAMHSA Store: <https://www.samhsa.gov/find-help/988> and click on "Printable Materials"
- 09:04:44 From Howard D. Trachtman WARMLINE.ORG he series : peer support over the phone www.warmline.org hdt@mit.edu 781 642 0368
- 09:05:14 From Marie Eddy- RI : Crisis Jam tees, hoodies, and caps at <https://shop.hopeinc.com/Products/ProductGrid/988?r=1>
- 09:05:26 From Gayle Rose, UNCG (her,she) : Curious of anyone is getting their 988 orders? I ordered March 1 and haven't received yet.
- 09:06:10 From Kristen Ellis, LMFT - RI : Replying to "Curious of anyone is..." My order from October took a bit to fulfill.

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- 09:06:20 From Gayle Rose, UNCG (her,she) : Reacted to "My order from Octobe..." with 
- 09:06:27 From Paul Galdys, RI International : I received mine Gayle. Hopefully Karen Jones can look into this for you.
- 09:06:40 From Gayle Rose, UNCG (her,she) : Reacted to "I received mine Gayl..." with 
- 09:06:46 From Lee Ann Reinert, IL : @Gayle Rose - we received an order in May. Hoping for more in time for our state fair tent!
- 09:07:00 From Gayle Rose, UNCG (her,she) : Reacted to "@Gayle Rose - we rec..." with 
- 09:07:30 From Karen Denise Jones : Replying to "Curious of anyone is..." Hi Gayle, Did you order from the SAMHSA store? Or our 988 Crisis Jam store?
- 09:08:13 From Karen Denise Jones : We win!
- 09:08:17 From Paul Galdys, RI International : Go team!
- 09:08:17 From Kristen Ellis, LMFT - RI : Reacted to "Go team!" with 
- 09:08:18 From Daniel Herron : Reacted to "Go team!" with 
- 09:08:21 From Kristen Ellis, LMFT - RI : Reacted to "We win!" with 
- 09:08:23 From Daniel Herron : Reacted to "We win!" with 
- 09:08:26 From Raina Cole : Reacted to "Go team!" with 
- 09:08:46 From Raina Cole : Reacted to "We win!" with 
- 09:08:51 From Terrence Smithers : Reacted to "We win!" with 
- 09:08:54 From Terrence Smithers : Reacted to "Go team!" with 
- 09:15:13 From Paul Galdys, RI International : Mercy Care makes it remarkable clear that crisis providers will say "yes" to those in need... serving anyone, anywhere, anytime and making various funding sources available is how it is possible fiscally.
- 09:15:52 From Ayesha Delany-Brumsey : Reacted to "Mercy Care makes it ..." with 
- 09:15:59 From Gayle Rose, UNCG (her,she) : Replying to "Curious of anyone is..." samhsa. should I try through988 crisis jam?
- 09:16:08 From Susan McLaughlin, she/her : Where does private insurance fit in to your funding model? Do they pay for crisis services in AZ?
- 09:16:28 From Suzanne Rabideau : Shelly - Is there any movement or conversation on commercial health plans paying for crisis response?
- 09:17:21 From Donna Obermeyer, Family Alliance for Mental Health : Reacted to "Shelly - Is there an..." with 

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09:17:30 From Karen Denise Jones : Replying to "Curious of anyone is..." It's different materials on each store. I believe they are a month or two out on shipping their orders but perhaps someone from SAMHSA might have more info. I'll ask!

09:17:57 From Paul Galdys, RI International : All crisis providers have an expectation that commercial insurers be billed for care first. Unfortunately, a lot of work is still need to get to parity reimbursement and largely lead to payment for professional (E&M) services only.

09:18:11 From Gayle Rose, UNCG (her,she) : Replying to "Curious of anyone is..." Thanks Karen. I did email the samhsa store this morning.

09:18:50 From Paul Galdys, RI International : But we are starting to see progress in commercial payment for crisis services thanks to the efforts of so many on this call.

09:19:05 From Susan McLaughlin, she/her : Reacted to "All crisis providers..." with 👍

09:20:48 From Donna Obermeyer, Family Alliance for Mental Health : Facilities are not only for detainment right? Are these like behavioral health urgent care?

09:21:31 From Tenasha Hildebrand : Yes, Donna, they provide a variety of services to support someone in crisis and connect to ongoing supports.

09:21:43 From Tenasha Hildebrand : Not just detainment, Donna

09:21:45 From Paul Galdys, RI International : Facilities include urgent care, 23 hour crisis receiving centers and short-term crisis stabilization beds.

09:23:48 From Paul Galdys, RI International : Mercy Care also includes facility-based respite and residential services within their continuum of care in central Arizona.

09:23:50 From Donna Obermeyer, Family Alliance for Mental Health : Psychiatry included?

09:24:43 From Tenasha Hildebrand : Yes

09:24:51 From Paul Galdys, RI International : Reacted to "Yes" with 👍

09:25:04 From Donna Obermeyer, Family Alliance for Mental Health : Our Mobile team rarely includes psychiatry.

09:25:13 From Donna Obermeyer, Family Alliance for Mental Health : Thanks!

09:25:41 From Terrence Smithers : Reacted to "Mercy Care also incl..." with 👍







09:25:42 From Tenasha Hildebrand : Donna, our facilities include psychiatry. The mobile teams include BHPs and BHTs

09:25:48 From Terrence Smithers : Reacted to "Facilities include u..." with 👍

09:25:59 From Terrence Smithers : Reacted to "But we are starting ..." with 👍

09:26:15 From Donna Obermeyer, Family Alliance for Mental Health : Thanks but I need the acronyms defined.







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- 09:26:19 From Sherry Wylie (she/her) WA HCA DBHR : Great work stabilizing youth in the community! Bravo Arizona!! 
- 09:26:43 From Donna Obermeyer, Family Alliance for Mental Health : Love the work you do!
- 09:26:47 From Tenasha Hildebrand : Behavioral Health Professionals and Behavioral Health Techs
- 09:26:59 From Donna Obermeyer, Family Alliance for Mental Health : Thanks
- 09:27:11 From Jana (Jay-nuh) | she/they : How do the callers consent for their call to be reported to the healthcare providers?
- 09:27:38 From Karen Denise Jones : Wow. Over 200k calls in 2022!
- 09:28:14 From Suzanne Rabideau : Curious what is driving the many more crisis facility services than mobile crisis?
- 09:28:47 From Andrew Guy - MDH : Assuming your BHPs are licensed for eval and assessment, can mobile teams ever operate via telehealth IF there are no BHPs available to be on-site due to workforce shortages?
- 09:29:21 From Paul Galdys, RI International : In central Arizona, that's law enforcement handing off nearly 30,000 individuals to crisis providers annually... diverting from the justice system. Connecting to care!
- 09:29:45 From Donna Obermeyer, Family Alliance for Mental Health : That's great!
- 09:29:55 From Gayle Rose, UNCG (her,she) : Reacted to "In central Arizona, ..." with 
- 09:30:13 From Genevieve DeRose : What are mobile teams to police?
- 09:31:06 From Carissa Bishop : Reacted to "Assuming your BHPs a..." with 
- 09:31:13 From Megan Carlson : Replying to "What are mobile team..." Those are occasions when MCTs need to re-engaged law enforcement.
- 09:31:14 From Terrence Smithers : Reacted to "In central Arizona, ..." with 
- 09:31:20 From Tenasha Hildebrand : Police can ask for a mobile team to hand off to, or the 911 call taker may be able to ask for a mobile team to respond alongside police for a swift handoff. Even if police opt to take someone to our facilities, if the person in crisis has family who may need support, the mobile team can be effective supports
- 09:31:30 From Andrew Guy - MDH : Replying to "Assuming your BHPs..." SHowld have said can the BHPs engage via telehealth if the techs are responding in person?
- 09:31:53 From Carissa Bishop : Removed a  reaction from "Assuming your BHPs a..."
- 09:31:55 From Genevieve DeRose : Reacted to "Those are occasions ..." with 

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- 09:31:56 From Carissa Bishop : Reacted to "Assuming your BHPs a..." with ❤️
- 09:32:01 From Genevieve DeRose : Replying to "What are mobile team..." got it, thank you!
- 09:32:53 From Tenasha Hildebrand : 🤔
- 09:33:13 From Richard McKeon : Which samhsa grant is supporting the 911 diversion?
- 09:33:23 From Gayle Rose, UNCG (her,she) : Reacted to "🤔" with 🙌
- 09:34:05 From Paul Galdys, RI International : Replying to "Assuming your BHPs a..." I do believe AZ allows for telehealth clinician services as part of the mobile team response as long as a two-person team is dispatched to the individual in the community... which is consistent with CMS expectations for the 85% enhanced FMAP for mobile crisis.
- 09:34:59 From Rep Tina Orwall (she/her) : We are co-locating some of our 988 staff at 911 Centers to redirect calls to 988.
- 09:35:42 From Andrew Guy - MDH : Replying to "Assuming your BHPs..." Thanks!
- 09:35:55 From Tenasha Hildebrand : Replying to "Assuming your BHPs a..." There are some parts of Arizona, not in our region, that telehealth on the mobile team is necessary due to frontier locations- such as in the Grand Canyon. In the central region, the mobile crisis teams are in-person, but we are exploring technology to be able to support those rural communities who may be impacted by wildfires, floods, or other natural disasters making mobile team in-person response challenging
- 09:36:04 From Sherry Wylie (she/her) WA HCA DBHR : Excellent Emergency Department diversion for youth!
- 09:36:05 From Nicole Coleman, Idaho DBH, 988 Project Manager : Reacted to "We are co-locating s..." with ❤️
- 09:36:43 From Donna Obermeyer, Family Alliance for Mental Health : Love ER diversion.
- 09:36:49 From Genevieve DeRose : Reacted to "Excellent Emergency ..." with 🗨️
- 09:36:49 From Terrence Smithers : Reacted to "Love ER diversion." with 👍
- 09:36:57 From Susan Robinson, NC : Reacted to "Love ER diversion." with 💚
- 09:37:00 From Genevieve DeRose : Reacted to "Excellent Emergency ..." with 💙
- 09:37:11 From Sherry Wylie (she/her) WA HCA DBHR : Reacted to "Love ER diversion." with 💚
- 09:37:39 From Donna Obermeyer, Family Alliance for Mental Health : How many behavioral health urgent cares that receive children and youth in the county?
- 09:37:54 From Tenasha Hildebrand : 4
- 09:38:06 From Donna Obermeyer, Family Alliance for Mental Health : Thanks

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- 09:38:36 From Tenasha Hildebrand : Also if there are other questions, feel free to reach out - Hildebrandt@mercycareaz.org
- 09:38:59 From Paul Galdys, RI International : Central Arizona's robust CIT program (thank you Sabrina Taylor) is a big part of how justice system and hospital emergency department diversion is realized.
- 09:39:22 From Paul Galdys, RI International : Thank you Shelley!
- 09:39:25 From Terrence Smithers : Thank you Shelley. I love your passion for the work we all do and you are always inspiring!
- 09:39:39 From Rep Tina Orwall (she/her) : Very impressive
- 09:39:42 From Susan Robinson, NC : Reacted to "Very impressive" with 
- 09:39:42 From Donna Obermeyer, Family Alliance for Mental Health : Thank you!
- 09:39:49 From Susan Robinson, NC : Reacted to "Thank you Shelley. I..." with 
- 09:39:56 From Susan Robinson, NC : Reacted to "Central Arizona's ro..." with 
- 09:40:41 From Susan McLaughlin, she/her : incredible continuum of crisis care you've developed. Also appreciate the CIT partnership for education and training you have
- 09:40:56 From Tenasha Hildebrand : Reacted to "incredible continuum..." with 
- 09:41:03 From Andrew Guy - MDH : Replying to "Assuming your BHPs..." Got it. Thanks!
- 09:41:03 From Susan Robinson, NC : Reacted to "incredible continuum..." with 
- 09:42:16 From Amin Shariff : Would love to try to connect, specific to 911 to crisis line call diversion training, protocol development, etc. We have been doing this work in Colorado for several months and have found that it is sometimes difficult to get law enforcement to "buy in."
- 09:42:32 From Donna Obermeyer, Family Alliance for Mental Health : Replying to "Assuming your BHPs a..." Great!
- 09:42:55 From Tenasha Hildebrand : Amin, please feel free to reach out!
- 09:43:19 From Ashley Dickson : Reacted to "Amin, please feel fr..." with 
- 09:43:38 From Amin Shariff : Hi Tenasha, will do, thanks.
- 09:43:40 From Donna Obermeyer, Family Alliance for Mental Health : Any issues around individuals with developmental disabilities?
- 09:43:43 From Karen Denise Jones : thank you both for joining and sharing your thoughts on this vitally important work!
- 09:43:49 From Terrence Smithers : Great comments, Thank you Chief Hall and DA CJ

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- 09:44:59 From Amin Shariff : Reacted to "Amin, please feel fr..." with ❤️
- 09:45:19 From Paul Galdys, RI International : Crisis providers serve individuals with developmental disabilities (no wrong door) with a requirement of focused training to best serve these individuals.
- 09:45:38 From Paul Galdys, RI International : Reacted to "Great comments, Than..." with ❤️
- 09:47:05 From Tenasha Hildebrand : Donna, I think when supporting individuals with I/DD who are in crisis it's important to have a crisis plan from the providers who know those folks best to understand what works best to support them when they are in crisis. And training- training with experts to always understand the person in crisis is key.
- 09:47:53 From Stephanie Barrios Hepburn : Wow. What a great policy academy.
- 09:48:37 From Marie Eddy- RI : Arizona Crisis System the Equivalent of Everest Base Camp... the Final Climb Still Ahead <https://talk.crisisnow.com/arizona-crisis-system-the-equivalent-of-everest-base-camp-the-final-climb-still-ahead/>
- 09:49:18 From Sherry Wylie (she/her) WA HCA DBHR : Reacted to "Donna, I think when ..." with ❤️
- 09:52:15 From Karen Denise Jones : break down the walls for an integrated system so people can access care on their worst day
- 09:52:20 From Kristen Ellis, LMFT - RI : Reacted to "break down the walls..." with 😊
- 09:52:24 From Terrence Smithers : Reacted to "break down the walls..." with ❤️
- 09:52:44 From Marie Eddy- RI : 988 State Map <https://reimaginecrisis.org/map>
- 09:53:15 From Dean Carson (OHA) : Yay Oregon! Last minute passage of HB 2757! <https://olis.oregonlegislature.gov/liz/2023R1/Measures/Overview/HB2757>
- 09:53:21 From Kristen Ellis, LMFT - RI : Reacted to "Yay Oregon! Last min..." with 🎉
- 09:53:22 From Daniel Herron : !! 😊
- 09:53:26 From David Westbrook : Reacted to "Yay Oregon! Last min..." with ❤️
- 09:53:27 From Luke Waggoner (he/him), HCA : Reacted to "Yay Oregon! Last min..." with ❤️
- 09:53:28 From Carissa Bishop : Reacted to "Yay Oregon! Last min..." with ❤️
- 09:53:29 From Daniel Herron : Reacted to "Yay Oregon! Last min..." with ❤️
- 09:53:36 From David Westbrook : Reacted to "!! 😊" with ❤️
- 09:53:40 From Sherry Wylie (she/her) WA HCA DBHR : Reacted to "Yay Oregon! Last min..." with 😊

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- 09:53:46 From Nicole Coleman, Idaho DBH, 988 Project Manager : Reacted to "Yay Oregon! Last min..." with 🙌
- 09:54:17 From Mabel Martinez-Almonte : Reacted to "Yay Oregon! Last m..." with ❤️
- 09:55:08 From Marie Eddy- RI : Strong Talk Podcast <https://strongtalkpod.buzzsprout.com/>
- 09:55:12 From Stephanie Pasternak (she/her) : Reacted to "Yay Oregon! Last min..." with 🎉
- 09:56:46 From Carissa Bishop : Reacted to "Strong Talk Podcast ..." with ❤️
- 09:56:51 From Kristen Ellis, LMFT - RI : Reacted to "Strong Talk Podcast ..." with ❤️
- 09:57:00 From Gayle Rose, UNCG (her,she) : Reacted to "Strong Talk Podcast ..." with ❤️
- 09:58:01 From Karen Denise Jones : The next Strong Talk Podcast will be released tomorrow! Guest is Angela Weeks, Project Director of the Center of Excellence on LGBTQ+ Behavioral Health Equity. Subscribe to <https://bit.ly/FiveLanes> to be notified when it's released!
- 09:58:06 From Susan Robinson, NC : YES Vic
- 09:58:10 From Mike : Awesome Vic
- 09:58:10 From Susan Robinson, NC : Reacted to "YES Vic" with 💚
- 09:58:12 From Suzanne Rabideau : wow!!!! thank you
- 09:58:15 From Emily Miller, VOAWW : That was beautiful!
- 09:58:18 From Susan McLaughlin, she/her : Awesome Vic. Thank you!
- 09:58:24 From Susan Robinson, NC : Reacted to "Awesome Vic. Thank y..." with 💚
- 09:58:32 From Susan Robinson, NC : Reacted to "That was beautiful!" with 💚
- 09:58:35 From Carissa Bishop : Reacted to "That was beautiful!" with ❤️
- 09:58:38 From Health360 | Celia Meyer | USA CT : That sure is strong talk. ❤️
- 09:58:46 From Carin Fox Hennessey -- Nevada Medicaid : Inspirational, thank you!
- 09:59:19 From Susan Robinson, NC : Reacted to "Inspirational, thank..." with 💚
- 09:59:23 From Susan Robinson, NC : Reacted to "That sure is strong ..." with 💚
- 09:59:50 From Meighan Haupt (NASMHPD) : Hope everyone can make the July 5th Jam!