

## 988 Crisis Jam – Ep 142 – August 30, 2023 – Chat Transcript

09:00:36 From Georgea Madeira : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/> And feel free to invite anyone to the Crisis Jam who might be interested!

09:00:56 From Georgea Madeira : Go 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>

09:01:16 From Georgea Madeira : 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!

09:02:09 From Georgea Madeira : Do you have an idea for a future Crisis Jam topic? Let us know! Email [karen.jones@riinternational.com](mailto:karen.jones@riinternational.com)

09:02:41 From Georgea Madeira : Current Priorities of the U.S. Surgeon General <https://www.hhs.gov/surgeongeneral/priorities/connection/index.html#advisory>

09:03:19 From Georgea Madeira : 'No Hose, No Gun': Police Alternatives for Mental-Health Crisis Fall Short <https://www.wsj.com/us-news/police-mental-health-units-911-responses-f80d4369>

09:03:47 From Georgea Madeira : Selecting Crisis System Metrics: Who, What, and Why to Measure What Matters <https://www.eventbrite.com/e/selecting-crisis-system-metrics-who-what-and-why-to-measure-what-matters-tickets-689622618817?aff=oddtcreator>

09:04:16 From Georgea Madeira : 988 Suicide & Crisis Lifeline in the SAMHSA Store: <https://www.samhsa.gov/find-help/988> and click on "Printable Materials"

09:04:40 From Georgea Madeira : Crisis Jam tees, hoodies, and caps at <https://shop.hopeinc.com/Products/ProductGrid/988?r=1>

09:05:07 From Karen Denise Jones : Email me to be a hotseat gamer!  
[karen.jones@riinternational.com](mailto:karen.jones@riinternational.com)

09:07:32 From Sonja Burns : Is there data on how many crisis stabilization units exist nationwide - as opposed to just crisis respite and crisis residential facilities? And is there data on how many 988 systems include a CSU as part of the "somewhere to go"?

09:09:25 From Georgea Madeira : Courtney Sheehan has been featured on NBC: Attack on Hartford Officer Highlights Need for More Mobile Crisis Teams <https://www.nbcconnecticut.com/news/local/attack-on-hartford-officer-highlights-need-for-more-mobile-crisis-teams/2653990/>

09:11:32 From Karen Denise Jones : You still get a free shirt!

09:11:40 From Matthew Goldman : This was a tough one! I've missed both of my hot seat questions so you're in good company :)

09:11:42 From Karen Denise Jones : Thanks for playing everyone!

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- 09:11:54 From Kristen Ellis, LMFT - RI : Reacted to "You still get a free..." with 🍷
- 09:11:56 From Meighan Haupt (NASMHPD) : Reacted to "This was a tough one..." with ★
- 09:11:58 From Georgea Madeira : Reacted to "You still get a free..." with 🍷
- 09:13:03 From Kristen Ellis, LMFT - RI : Reacted to "This was a tough one..." with ★
- 09:13:04 From Meighan Haupt (NASMHPD) : Thank you, Dr. Goldman!
- 09:13:21 From Karen Denise Jones : It's amazing to me that the common thought is that these services are too expensive but it's actually lower cost AND better for the people we serve
- 09:13:41 From Meighan Haupt (NASMHPD) : Reacted to "It's amazing to me t..." with ★
- 09:13:58 From HARDEND : Can we get the slides for today's Jam?
- 09:14:08 From Georgea Madeira : Reacted to "It's amazing to me t..." with ❤️
- 09:14:13 From Kristen Ellis, LMFT - RI : Reacted to "It's amazing to me t..." with ❤️
- 09:14:33 From Karen Denise Jones : We'll post them on our site by tomorrow.  
<https://talk.crisisnow.com/learningcommunity/>
- 09:14:44 From Sonja Burns : Is there data on how this has impacted the criminal legal system in Arizona?
- 09:15:59 From keith lewis, Washington State HCA : Reacted to "Is there data on how..." with 👍
- 09:18:24 From tom betlach : One of the studies in AZ showed that the crisis system resulted in freeing up roughly the equivalent of 37 FTEs per year by reducing time frames with more efficient drop off for stabilization services - it did not quantify savings from not having individuals avoiding jail.
- 09:23:48 From Sonja Burns : Replying to "One of the studies i..." Thank you, Tom! I would be interested to know if AZ paid particular attention to those individuals cycling through the crisis system - as well as the criminal legal systems/ impatient systems - the group we call "familiar faces". And if there was data collected on this group - what strategies AZ adopted in addressing those who need long(er) term care - higher level of support than we often find in the community.
- 09:25:32 From HARDEND : Are Risk Level Assessment Scales (similar to Pain Assessment Scale tools - e.g. , "Numerical Rating Scale" or "Visual Analog Scale") used in self harm prevention services? Thank You.
- 09:25:39 From howard trachtman he/him/his : peer support over the phone [www.warmlines.org](http://www.warmlines.org)  
[howardtrachtman@gmail.com](mailto:howardtrachtman@gmail.com) 781 642 0368
- 09:26:08 From Tenasha Hildebrand : Replying to "One of the studies i..." Sonja, I can share from the central region in Arizona that we do share data on familiar faces with health plans to find opportunities for greater support

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09:26:24 From Dean Carson (OHA) : Did Google do any of this research in Spanish or other languages? We have heard from some community partners that the word "suicido" is even more stigmatized in Spanish-speaking communities. Appreciate the call out that using the term is critically important.

09:27:12 From Courtney Sheehan (she/her) : A good reminder that not everyone has someone to reach out to. This dovetails with the epidemic of loneliness in the States. I wonder if other countries experience similar? <https://www.hhs.gov/about/news/2023/05/03/new-surgeon-general-advisory-raises-alarm-about-devastating-impact-epidemic-loneliness-isolation-united-states.html>

09:27:17 From Fatmata Williams, Connecticut : Language matters! This is a great model. I am also curious about long term follow up.

09:28:25 From Fatmata Williams, Connecticut : Does this module use AI?

09:29:53 From tom betlach : I see Tenasha offered to share some additional information which would be great. At the payer level one of the options for some populations is a number of different ACT team models including multiple teams for justice involved populations.

09:30:45 From HARDEND : Do colors of text in Texting impact the interactions between the individual in crisis and the professional?

09:35:45 From Sonja Burns : Replying to "One of the studies i..." Tanesha - that is great news. Are you all tracking outcomes? Trying to address this more aggressively in Texas as many of our "familiar faces" end up in jail on the competency restoration waitlist - and the cycle either continues or there is transfer to state jail or prison (TDCJ)... and (of course) many left to the streets. So looking for successful residential models to support our community members with highest needs - and better models for identifying these individuals before we just leave them to cycle and decompensate.

09:36:29 From Molly Knapp (she/they) : woohoo Thomas!! 🍌

09:36:38 From Courtney Sheehan (she/her) : Many good options to consider for different perspectives. I'm curious if the terms "understood" and "not alone" would help some feel supported.

09:36:58 From Joshua Gran : Thank you for that excellent work and presentation

09:37:25 From Tenasha Hildebrand : Replying to "One of the studies i..." Sonja, I think it gets complicated to track outcomes when it's not our member. Feel free to email and I'd be happy to connect on what we are doing and curious what's working for you all. [Hildebrandt@mercycareaz.org](mailto:Hildebrandt@mercycareaz.org)

09:38:12 From Sonja Burns : Replying to "One of the studies i..." Thank you, Tanesha! Will do!

09:40:36 From Karen Denise Jones : "huge gap between what we know and what we SHOULD know" very good point!

09:42:33 From Sonja Burns : Replying to "I see Tenasha offere..." Thanks, Tom. Yes - we have ACT and different models for those involved with the criminal legal system - but we see a pattern of persons being placed on the highest levels of care in the community and cycling nonetheless - some of this is due to: "behaviors"; lack of access to crisis stabilization; and for far too many - "refusal to

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engage” due to lack of insight. That said - I am excited about the work AZ has done in being upstream in creating a continuum of care!

09:42:40 From Rory O'Connor : Thanks for having us on crisis jam

09:43:38 From Renee Schneider : Thank you for having us and giving us this opportunity to talk about our collaboration.

09:44:15 From Betsy Hammar, Idaho Suicide Prevention Program : Reacted to ""huge gap between wh..." with 👍

09:44:59 From Katherine Thomson : Thank you Richard! Linked here is the upcoming IASP World Congress: <https://www.iasp.info/piran2023/> Please do consider joining us online if not in person.

09:47:13 From Meighan Haupt (NASMHPD) : National Dialogues on Behavioral Health 64th Conference in New Orleans, Louisiana. The conference is entitled, "Dialogues to Action: Responses to Address Trauma and Violence" and takes place Sunday, October 29th through Wednesday, November 1st. We hope you can join us! For registration and the agenda, please see the following link: <https://nationaldialoguesbh.org/>

09:47:36 From Victoria Peña (NASMHPD) : Reacted to "National Dialogues o..." with 😊

09:49:30 From keith lewis, Washington State HCA : Reacted to "Thank you for having..." with 👍

09:49:35 From keith lewis, Washington State HCA : Reacted to "Thanks for having us..." with 👍

09:49:42 From Jack Rozel, MD (he/him) : Replying to "National Dialogues o..." I'll be there -- my first Dialogue conference and very excited!

09:52:27 From Day Catalano (she/her) - NASMHPD : Reacted to "I'll be there -- my ..." with 🙏

09:52:45 From Meighan Haupt (NASMHPD) : Reacted to "I'll be there -- my ..." with 🙏

09:53:32 From Georgea Madeira : Dr. Dennis Morrison on Mental Health Technologies and Augmented Intelligence -<https://talk.crisisnow.com/mentalhealth-ai/>

09:54:10 From Fatmata Williams, Connecticut : Thank you for inviting me. This is fascinating and valuable work.

09:58:23 From Georgea Madeira : 988 State Map <https://reimaginecrisis.org/mapteam@mya...> with ❤️