

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

- 09:01:06 From Georgea Madeira : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>
- 09:01:32 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!
- 09:01:55 From Georgea Madeira : Do you have an idea for a future Crisis Jam topic? Let us know! Email crisisjam@crisisnow.com
- 09:02:34 From Georgea Madeira : JFK's nephew has a fix for our mental health <https://www.washingtonpost.com/opinions/2023/10/09/jfk-patrick-kennedy-mental-health-care/>
- 09:02:37 From Crisis Jam : Our topic today brings forth some of the chatbot articles such as this one. <https://www.npr.org/2023/06/08/1181131532/eating-disorder-helpline-takes-down-chatbot-after-it-gave-weight-loss-advice>
- 09:02:46 From Marie Eddy : Reacted to "JFK's nephew has a f..." with ❤️
- 09:02:54 From Marie Eddy : Reacted to "Our topic today brin..." with ❤️
- 09:03:17 From Georgea Madeira : 'CALL 988': Dak Prescott's Cowboys Cleats Carry Suicide Prevention Message <https://www.si.com/nfl/cowboys/news/call-988-dak-prescott-dallas-cowboys-cleats-suicide-prevention-message>
- 09:03:29 From gayle rose : Reacted to "'CALL 988': Dak Pres..." with ❤️
- 09:03:33 From Georgea Madeira : Amid nationwide mental health crisis, suicide prevention hotlines struggle with repeat callers <https://abcnews.go.com/Health/suicide-prevention-hotlines-struggle-handle-high-frequency-callers/story?id=103598213>
- 09:03:39 From Marie Eddy : Reacted to "'CALL 988': Dak Pres..." with ❤️
- 09:03:42 From Marie Eddy : Reacted to "Amid nationwide ment..." with ❤️
- 09:04:08 From Chris Roup (she/her), CRPT Inc : Proud to be a lifelong Cowboys fan! Loving Dak's advocacy!
- 09:04:45 From Debra Martin : Reacted to "'CALL 988': Dak Pres..." with ❤️
- 09:04:50 From Meighan Haupt : Reacted to "Proud to be a lifelo..." with ❤️
- 09:04:53 From Marie Eddy : Reacted to "Proud to be a lifelo..." with ❤️
- 09:05:12 From Georgea Madeira : 988 Suicide & Crisis Lifeline in the SAMHSA Store: <https://www.samhsa.gov/find-help/988> and click on "Printable Materials"
- 09:05:13 From Jessica Monahan Pollard : I'd pick the option "it can play a role" rather than agreeing or not it's the whole future!
- 09:05:27 From Serene Pack : Reacted to "I'd pick the option ..." with 👍

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

- 09:05:28 From Kristen Ellis, LMFT - RI : Police Car today!
- 09:05:28 From Georgea Madeira : Crisis Jam tees, hoodies, and caps at <https://shop.hopeinc.com/Products/ProductGrid/988?r=1>
- 09:06:05 From Marie Eddy : Reacted to "I'd pick the option ..." with ❤️
- 09:07:17 From Tanya Cooley : Reacted to "I'd pick the option ..." with ❤️
- 09:07:25 From Crisis Jam : Email us to volunteer for the hotseat and get a free Crisis Jam shirt!
crisisjam@crisisnow.com
- 09:08:53 From Crisis Jam : Good job, Learning Community team!
- 09:09:00 From Paul Galdys : Well done!
- 09:09:02 From Marie Eddy : Thank you for the breakdown Dave!
- 09:09:03 From Crisis Jam : And Dave! 🤔
- 09:09:13 From Marie Eddy : Reacted to "Crisis Jam tees, hoo..." with ❤️
- 09:09:16 From Meighan Haupt : Reacted to "Thank you for the br..." with ★
- 09:09:17 From Marie Eddy : Reacted to "Email us to voluntee..." with 🤔
- 09:09:20 From Marie Eddy : Reacted to "Good job, Learning C..." with 🤔
- 09:09:22 From Marie Eddy : Reacted to "Well done!" with 🤔
- 09:09:27 From Marie Eddy : Reacted to "And Dave! 🤔" with 🤔
- 09:09:42 From Georgea Madeira : Reacted to "And Dave! 🤔" with 🤔
- 09:10:11 From Marie Eddy :ahhhh, the suspense is killing me for the debate!!! 🤪
- 09:10:52 From Jessica Monahan Pollard : Reacted to ".....ahhhh, the suspen..." with 😂
- 09:11:01 From Georgea Madeira : Reacted to ".....ahhhh, the suspen..." with 😂
- 09:11:38 From David Covington : Dr. Linehan is such an inspiration and one of the top behavioral health innovators and researchers in the world!
- 09:11:52 From Marie Eddy : " Follow the emotion, and understand it."---#powerful
- 09:11:55 From Leigh Ann Fitzpatrick : Reacted to "" Follow the emotion..." with ❤️
- 09:11:56 From Josh Gran : Reacted to "Dr. Linehan is such ..." with 🙌
- 09:11:58 From Kristen Ellis, LMFT - RI : Reacted to "" Follow the emotion..." with ❤️
- 09:12:04 From Kristen Ellis, LMFT - RI : Reacted to ".....ahhhh, the suspen..." with 😂

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

- 09:12:04 From Leigh Ann Fitzpatrick : Reacted to "Dr. Linehan is such ..." with 🙌
- 09:12:07 From Marie Eddy : Reacted to "Dr. Linehan is such ..." with ❤️
- 09:12:19 From Doug Jackson : Alexa is telling me I should be excited about this topic
- 09:12:22 From Kristi McDonough : I completely disagree with AI being the focus of Crisis Care for the future. We will not be adapting to this in my area. We will continue to use warm real people.
- 09:12:38 From Marie Eddy : Reacted to "I completely disagree..." with ❤️
- 09:12:38 From Paul Galdys : Reacted to "Alexa is telling me ..." with 😂
- 09:12:46 From Marie Eddy : Reacted to "Alexa is telling me ..." with 😂
- 09:12:47 From Molly Knapp : Reacted to "Alexa is telling me ..." with 😂
- 09:13:02 From Devon McClurken : Reacted to "I completely disagree..." with ❤️
- 09:13:16 From David Covington : Reacted to "Alexa is telling me ..." with 🙌
- 09:13:25 From Kristen Ellis, LMFT - RI : Reacted to "Alexa is telling me ..." with 😂
- 09:13:29 From Kristen Ellis, LMFT - RI : Reacted to "I completely disagree..." with ❤️
- 09:13:30 From Molly Knapp : AI seems like it will be a useful tool for admin work and some care work, but agree that there's a specific warmth from human-to-human connection that's really hard to replicate
- 09:13:41 From Manly Summerfield : Reacted to "AI seems like it wil..." with ❤️
- 09:13:45 From Kristi McDonough : Reacted to "AI seems like it wil..." with ❤️
- 09:13:47 From Marie Eddy : Reacted to "AI seems like it wil..." with ❤️
- 09:13:56 From Angeline Anselme : How much money into that?
- 09:14:22 From Marie Eddy : 🙌
- 09:14:58 From Jana (Jay-nuh) | she/they : For many years, Crisis Text Line has used Machine Learning to help us triage our texter queue so the highest risk texters reach a human Crisis Counselor fastest (like an emergency room).
- 09:15:09 From Victor Armstrong : Just as food for thought- inequity, discrimination, and marginalization in behavioral healthcare was not a product of artificial intelligence but of human bias fueled by human emotion.
- 09:15:13 From Marie Eddy : Reacted to "For many years, Cris..." with ❤️
- 09:15:17 From Angeline Anselme : Replying to "AI seems like it wil..."

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

Replicate is the wor...

- 09:15:19 From Stephanie Hepburn : Reacted to "For many years, Cris..." with ❤️
- 09:15:33 From Tanya Cooley : Reacted to "Just as food for tho..." with 👍
- 09:15:37 From Marie Eddy : Reacted to "Just as food for tho..." with ❤️
- 09:15:39 From Sue Ann O'Brien : Reacted to "For many years, Cris..." with ❤️
- 09:15:40 From gayle rose : Reacted to "Alexa is telling me ..." with 😊
- 09:15:41 From Paul Galdys : Reacted to "Just as food for tho..." with ❤️
- 09:15:47 From Genna Schofield : Reacted to "Just as food for tho..." with 👍
- 09:15:48 From Tanya Cooley : Reacted to "Just as food for tho..." with ❤️
- 09:15:52 From Tanya Cooley : Removed a 👍 reaction from "Just as food for tho..."
- 09:16:12 From Angela Shamblin : Reacted to "Alexa is telling me ..." with 😊
- 09:16:25 From gayle rose : Reacted to "Just as food for tho..." with 👍
- 09:16:48 From Jessica Monahan Pollard : Reacted to "Alexa is telling me ..." with 😊
- 09:17:41 From Angeline Anselme : AI is so very expensive. Use this money elsewhere.
- 09:18:26 From Stephanie Hepburn : Replying to "Just as food for tho..." As humans build AI, there would need to be diversity on the backend (those creating the AI tech) for it not to include biases.
- 09:18:50 From Angeline Anselme : These Grants and Studies monies can be utilized in better more needed arenas.
- 09:18:56 From Victor Armstrong : Reacted to "As humans build AI, ..." with 👍
- 09:19:08 From Day Catalano : Reacted to "As humans build AI, ..." with 👍
- 09:19:24 From Day Catalano : Reacted to "Just as food for tho..." with 👍
- 09:19:32 From Angeline Anselme : Luke on Ground Zero GrassRoots Boots on the Grounds.
- 09:20:24 From Angeline Anselme : To get to our most Vulnerable Populations Culturally Specific Communities Marginalized and Excluded Populations use those monies for Real People.
- 09:21:32 From Molly Knapp : Reacted to "Just as food for tho..." with ❤️
- 09:21:37 From Molly Knapp : Reacted to "As humans build AI, ..." with 👍
- 09:22:55 From Paul Galdys : Fantastic debate Dave and John. Loved this session... particularly the way it pushes us to all critically think through both the opportunities and the challenges!

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

09:23:18 From Marie Eddy : I remember when I was in my crisis, I automatically separated myself from a clinician because I felt like I was being looked at as a diagnosis. I also wasn't met with a Peer either. I can't imagine how shut off I would have been if I was met with a robot.

09:23:19 From gayle rose : Reacted to "I remember when I wa..." with 👍

09:23:24 From Kristen Ellis, LMFT - RI : Reacted to "I remember when I wa..." with 👍

09:23:33 From Josh Gran : I wanted to share an interesting article related to the topic:
<https://jamanetwork.com/journals/jamainternalmedicine/article-abstract/2804309?resultClick=1>

Findings In this cross-sectional study of 195 randomly drawn patient questions from a social media forum, a team of licensed health care professionals compared physician's and chatbot's responses to patient's questions asked publicly on a public social media forum. The chatbot responses were preferred over physician responses and rated significantly higher for both quality and empathy.

09:23:35 From Crisis Jam : Reacted to "I wanted to share an..." with ❤️

09:23:48 From Crisis Jam : Reacted to "I remember when I wa..." with 👍

09:23:59 From Marie Eddy : Reacted to "I wanted to share an..." with ❤️

09:23:59 From Jana (Jay-nuh) | she/they : Reacted to "I wanted to share an..." with ❤️

09:24:12 From Marie Eddy : Reacted to "Fantastic debate Dav..." with ❤️

09:24:17 From Marie Eddy : Reacted to "To get to our most V..." with ❤️

09:25:09 From Mary Jean Weston : Reacted to "I wanted to share an..." with 🙄

09:25:38 From Mia Harris : <https://www.lyssn.io/wp-content/uploads/2023/10/Lyssn-2023-Bias-Report-Final.pdf>

09:26:00 From David Westbrook : @Dave Atkins is that bias report public? Where can we find it?

09:26:19 From Mia Harris : Here is the link to the bias report

09:26:20 From Mia Harris : <https://www.lyssn.io/wp-content/uploads/2023/10/Lyssn-2023-Bias-Report-Final.pdf>

09:26:39 From Priya Govindaraj : Thinking about what they tried with NEDA and how AI engaged inappropriately with individuals with eating disorders (<https://www.npr.org/sections/health-shots/2023/06/08/1180838096/an-eating-disorders-chatbot-offered-dieting-advice-raising-fears-about-ai-in-hea>). Also, thinking about triaging done by insurance companies using AI algorithms where people of color were recommended critical medical procedures less frequently than white individuals (<https://www.science.org/doi/10.1126/science.aax2342>).

09:27:32 From Priya Govindaraj : Reacted to "Fantastic debate Dav..." with ❤️

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

- 09:27:44 From Victor Armstrong : Perhaps instead of focusing on the new car upgrade, we should be looking at space travel. At some point, it's not about adapting, but how we own this space.
- 09:28:08 From David Westbrook : Reacted to "Perhaps instead of f..." with ❤️
- 09:28:14 From David Westbrook : Removed a ❤️ reaction from "Perhaps instead of f..."
- 09:28:30 From Josh Gran : I find that study to be a Sputnik moment for us as providers. I think — if we commit to improvement - we can outdo mere machines (perhaps that's a human-centric, idealistic opinion)
- 09:29:14 From Marie Eddy : Ooof!! Great point
- 09:29:22 From Suzanne Rabideau : Reacted to "Perhaps instead of f..." with 💜
- 09:29:36 From David Westbrook : Reacted to "https://www.lyssn.io..." with 👍
- 09:29:45 From Angeline Anselme : Peer and Lived Experiences People most important methods.
- 09:29:53 From Devon McClurken : Reacted to "Peer and Lived Exper..." with ❤️
- 09:29:59 From Manly Summerfield : Reacted to "Peer and Lived Exper..." with ❤️
- 09:31:06 From Suzanne Rabideau : My 2 cents - The question of do we move forward really needs to be HOW do we move forward?
- 09:31:11 From Dave Atkins : Great, *now* you tell me you have debate experience... 😊
- 09:31:13 From David Covington : Reacted to "Great, *now* you tel..." with 🙌
- 09:31:20 From Victor Armstrong : Reacted to "My 2 cents - The que..." with 👍
- 09:31:20 From David Covington : Reacted to "My 2 cents - The que..." with 🙌
- 09:31:21 From Day Catalano : Reacted to "Great, *now* you tel..." with 😊
- 09:31:23 From gayle rose : Reacted to "Great, *now* you tel..." with 😊
- 09:31:26 From Crisis Jam : Reacted to "Great, *now* you tel..." with 😊
- 09:31:26 From Crisis Jam : Removed a 😊 reaction from "Great, *now* you tel..."
- 09:31:32 From Marie Eddy : Reacted to "Peer and Lived Exper..." with ❤️
- 09:31:32 From Genna Schofield : Reacted to "My 2 cents - The que..." with 🙌
- 09:31:32 From Barb Moreng : Reacted to "Great, *now* you tel..." with 😊
- 09:31:33 From Kristen Ellis, LMFT - RI : Reacted to "Great, *now* you tel..." with 😊
- 09:31:35 From Paul Galdys : Reacted to "Great, *now* you tel..." with 😊

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

- 09:31:36 From Victor Armstrong : Reacted to "Great, *now* you tel..." with 😊
- 09:31:37 From Marie Eddy : Reacted to "My 2 cents - The que..." with ❤️
- 09:31:46 From Marie Eddy : Reacted to "Great, *now* you tel..." with 😊
- 09:31:53 From Amy Brinkley : Reacted to "Great, *now* you tel..." with 😊
- 09:32:08 From Brian Hepburn : Good discussion. Thank you
- 09:32:21 From Angeline Anselme : Peers, Agencies Fund those.
- 09:32:39 From Angeline Anselme : Peer Model not Medical Model
- 09:32:50 From gayle rose : Reacted to "Good discussion. Tha..." with 👍
- 09:32:50 From Leigh Ann Fitzpatrick : Very interesting discussion!
- 09:32:55 From Georgea Madeira : Reacted to "Good discussion. Tha..." with 👍
- 09:33:10 From Devon McClurken : Reacted to "Peers, Agencies Fund..." with ❤️
- 09:33:10 From Day Catalano : Reacted to "Good discussion. Tha..." with 👍
- 09:33:11 From Christie Penn : Reacted to "Great, *now* you tel..." with 😊
- 09:33:14 From Devon McClurken : Reacted to "Peer Model not Medic..." with ❤️
- 09:33:29 From Angeline Anselme : Thank you. Though who enforces those regulations
- 09:33:37 From Christie Penn : Reacted to "Good discussion. Tha..." with 👍
- 09:33:41 From gayle rose : Reacted to "Very interesting dis..." with 👍
- 09:33:52 From Christie Penn : Reacted to "Very interesting dis..." with 👍
- 09:33:58 From Christie Penn : Reacted to "Peer Model not Medic..." with ❤️
- 09:33:59 From Josh Gran : Thank you John
- 09:34:07 From Victor Armstrong : Well done gentlemen!
- 09:34:15 From Leigh Ann Fitzpatrick : Reacted to "Well done gentlemen!" with 🙌
- 09:34:19 From gayle rose : Reacted to "Well done gentlemen!" with 👍
- 09:34:25 From Kristen Ellis, LMFT - RI : Reacted to "Well done gentlemen!" with 🙌
- 09:34:29 From Angeline Anselme : Debate brought out good points.
- 09:34:34 From Marie Eddy : Reacted to "Well done gentlemen!" with ❤️
- 09:34:43 From John Draper : Reacted to "Well done gentlemen!" with ❤️

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

- 09:34:58 From Steve Hamerdinger : Reacted to "Well done gentlemen!" with 👍
- 09:35:17 From Angeline Anselme : Reacted to I remember when I wa... with "❤️"
- 09:35:28 From Christie Penn : Reacted to "Debate brought out g..." with 👍
- 09:35:30 From gayle rose : extend and enhance... YES
- 09:35:50 From John Draper : I love the work that Dave and Lyssn are doing!
- 09:35:55 From Molly Knapp : Reacted to "extend and enhance....." with 👍
- 09:35:55 From Angeline Anselme : Reacted to Well done gentlemen! with "👏"
- 09:35:57 From Christie Penn : Reacted to "I love the work that..." with 👍
- 09:36:14 From Day Catalano : Reacted to "Well done gentlemen!" with 👏
- 09:36:16 From Stephanie Hepburn : The American Medical Association uses the terms augmented intelligence because the term/concept “focuses on AI’s assistive role, emphasizing that its design enhances human intelligence rather than replaces it.”
- 09:36:16 From David Westbrook : Reacted to "Very interesting dis..." with 👍
- 09:36:21 From Ursula Whiteside : AI should be PART OF the future 👍
- 09:36:23 From Dave Atkins : Sounds good, happy to!
- 09:36:25 From David Westbrook : Reacted to "Good discussion. Tha..." with 👍
- 09:36:29 From Ursula Whiteside : Reacted to "I love the work that..." with ❤️
- 09:36:29 From Tanya Eng-Aquino : Reacted to "I love the work that..." with 👍
- 09:36:30 From Tanya Eng-Aquino : Reacted to "I love the work that..." with ❤️
- 09:36:31 From David Westbrook : Reacted to "Great, *now* you tel..." with 😏
- 09:36:38 From Molly Knapp : Reacted to "The American Medical..." with 🙏
- 09:36:40 From Molly Knapp : Removed a 🙏 reaction from "The American Medical..."
- 09:36:40 From Meighan Haupt : Reacted to "AI should be PART OF..." with 👍
- 09:36:44 From Molly Knapp : Reacted to "The American Medical..." with 👍
- 09:36:45 From Jana (Jay-nuh) | she/they : Reacted to "AI should be PART OF..." with 👍
- 09:36:50 From Linda Langford : Great points, this is the nuance that is often missing from these discussions.
- 09:37:00 From Ursula Whiteside : Reacted to "extend and enhance....." with 👍

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

- 09:37:01 From David Westbrook : Reacted to "I love the work that..." with ❤️
- 09:37:05 From Meighan Haupt : Reacted to "The American Medical..." with 👍
- 09:37:06 From Ursula Whiteside : Reacted to "Well done gentlemen!" with ❤️
- 09:37:07 From David Westbrook : Removed a ❤️ reaction from "I love the work that..."
- 09:37:16 From Angeline Anselme : AI only a tool.
- 09:37:19 From David Westbrook : Reacted to "I love the work that..." with 👍
- 09:37:24 From Meighan Haupt : Reacted to "AI only a tool. " with 👍
- 09:37:29 From Steve Hamerdinger : Reacted to "AI only a tool. " with 👍
- 09:37:37 From Linda Langford : Reacted to "AI only a tool. " with 👍
- 09:37:43 From Linda Langford : Reacted to "AI should be PART OF..." with 👍
- 09:38:03 From Angeline Anselme : AI on the Dark side is so terrifying.
- 09:38:45 From Betsy Hammar : Reacted to "AI only a tool. " with 👍
- 09:39:01 From Leigh Ann Fitzpatrick : Reacted to "AI only a tool. " with 👍
- 09:39:11 From Betsy Hammar : Reacted to "AI should be PART OF..." with 👍
- 09:39:16 From Angeline Anselme : BOTS already causing harm by bad people.
- 09:39:25 From Manly Summerfield : Reacted to "BOTS already causing..." with ❤️
- 09:39:29 From Betsy Hammar : Reacted to "The American Medical..." with 👍
- 09:39:37 From Molly Knapp : Reacted to "AI should be PART OF..." with 👍
- 09:39:53 From Brian Frejo : Great debate guys!!
- 09:40:19 From Marie Eddy : Reacted to "AI should be PART OF..." with ❤️
- 09:40:25 From Mary Jean Weston : 🙌🙌🙌
- 09:40:35 From Angeline Anselme : Including Peers?
- 09:40:36 From David Westbrook : Reacted to "Great debate guys!!" with 🙌
- 09:40:38 From Marie Eddy : Reacted to "Great debate guys!!" with ❤️
- 09:40:38 From Christy Malik : Agree, wonderful debate and chat discussion.
- 09:41:00 From Ursula Whiteside : Reacted to "Including Peers?" with 👍
- 09:41:02 From Angeline Anselme : I'll like the invites.

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

- 09:41:18 From Tanya Eng-Aquino : Reacted to "AI should be PART OF..." with 👍
- 09:41:19 From Marie Eddy : I LOVE the debate-style Crisis Jams!
- 09:41:27 From Liseanne Wick : YES- link to the recording of the first part in the series as well as the next, please. :0)
- 09:41:31 From Tanya Eng-Aquino : Reacted to "extend and enhance....." with 👍
- 09:41:35 From Tanya Eng-Aquino : Reacted to "Debate brought out g..." with 👍
- 09:41:38 From Angeline Anselme : For those training times.
- 09:41:57 From Angeline Anselme : Thank you.
- 09:43:06 From John Draper : Replying to "Including Peers?" Peer support is the kind of care that can never be replaced by chatbots. Would it say, "Dude, I've been there...the glitches I've had, the viruses that screwed up my algorithms and the blackouts that took me down...but I'm still here, still clicking'!"
- 09:43:16 From Serene Pack : Reacted to "Just as food for tho..." with 👍
- 09:43:34 From Suzanne Rabideau : Congrats to the SAMHSA 988 team!!!!!!
- 09:43:40 From Amy Brinkley : Reacted to "Congrats to the SAMH..." with ❤️
- 09:43:42 From Meighan Haupt : Reacted to "Congrats to the SAMH..." with ❤️
- 09:43:44 From Tanya Eng-Aquino : Reacted to "Congrats to the SAMH..." with ❤️
- 09:43:53 From Linda Langford : Reacted to "Congrats to the SAMH..." with ❤️
- 09:43:57 From Edmund Creekmore : Need to keep the marketing "for profit profiteers" out of the AIT dark side of AI.
- 09:43:57 From Mary Jean Weston : FABULOUS!!! CONGRATULATIONS to all of you who won this important recognition!!
- 09:43:58 From Angeline Anselme : Let's always be mindful of all the members of these meetings in all aspects. Inclusion of community being involved.
- 09:43:59 From Josh Gran : Thanks John
- 09:44:14 From Leigh Ann Fitzpatrick : Reacted to "FABULOUS!!! CONGRATU..." with ❤️
- 09:44:37 From Amy Brinkley : Researched and compiled by community volunteers, the Directory of Alternative Crisis Response Programs highlights more than 100 municipalities committed to supporting people in need with non-police, unarmed emergency response teams.
https://council.seattle.gov/wp-content/uploads/2023/06/Directory-of-Alternative-Crisis-Response-Models_9_22_2022.pdf
- 09:44:40 From Serene Pack : Reacted to "I wanted to share an..." with 👍

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

- 09:44:44 From Howard Trachtman : peer support over the phone www.warmline.org
hdt@mbrlc.org 781 642 0368
- 09:45:01 From Amy Brinkley : Recovery support services are based in the community and occur across the lifespan of the individual. These services address an individual's environment and provide emotional and practical support to sustain recovery.
Allowable Recovery Support Services Expenditures through the SUBG and the MHBG (samhsa.gov)
- 09:45:14 From Amy Brinkley : <https://www.samhsa.gov/sites/default/files/recovery-support-services-subg-mhbg.pdf>
- 09:45:24 From Angeline Anselme : Including the most vulnerable Populations Culturally Specific Communities Marginalized and Excluded Populations who may want to attend. How to get this meeting invites to them.
- 09:45:24 From Vashti Langford : Reacted to "Recovery support ser..." with 👍
- 09:45:30 From Vashti Langford : Reacted to "https://www.samhsa.g..." with ❤️
- 09:45:32 From Angeline Anselme : How can I help.
- 09:46:02 From Josh Gran : Thanks Amy. Very useful
- 09:46:31 From John Draper : Reacted to "AI should be PART OF..." with ❤️
- 09:46:32 From Amy Brinkley : Reacted to "Thanks Amy. Very use..." with 👍
- 09:46:36 From Angeline Anselme : Reacted to Thanks Amy. Very use... with "👍"
- 09:46:40 From Amy Brinkley : Replying to "Thanks Amy. Very use..." good to see you Josh!
- 09:46:53 From Angeline Anselme : Reacted to peer support over th... with "❤️"
- 09:47:06 From Angeline Anselme : Reacted to Researched and compl... with "❤️"
- 09:47:12 From Serene Pack : Reacted to "Thinking about what ..." with 😊
- 09:47:16 From Lee Ann Reinert : did I miss the link for the 12/14 TA?
- 09:47:17 From Josh Gran : Replying to "Thanks Amy. Very use..." You too! I'd love to hear more about what you just presented. Talk about a tight timeclock LOL
- 09:47:29 From Angeline Anselme : Reacted to Recovery support ser... with "👍"
- 09:47:39 From Angeline Anselme : Reacted to FABULOUS!!! CONGRATU... with "❤️"
- 09:47:42 From Angeline Anselme : Reacted to Congrats to the SAMH... with "❤️"
- 09:47:50 From Stephanie Hepburn : Replying to "Including Peers?" There is peer support specialist software that uses AI. It features AI algorithms that can help peers predict a client's crisis

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

before it happens. <https://talk.crisisnow.com/peer-support-specialist-software-helps-address-social-determinants-of-health/>

- 09:48:29 From Georgea Madeira : Chauna Brocht on Regionalizing Mental Health Crisis Services <https://talk.crisisnow.com/regionalizing-mental-health-crisis-services/>
- 09:48:39 From Marie Eddy : Reacted to "There is peer suppor..." with ❤️
- 09:48:48 From Serene Pack : Reacted to "Peer support is the ..." with 😊
- 09:48:52 From Marie Eddy : Reacted to "Peer support is the ..." with ❤️
- 09:48:59 From Marie Eddy : Reacted to "Peer support is the ..." with 😊
- 09:49:01 From Marie Eddy : Removed a ❤️ reaction from "Peer support is the ..."
- 09:49:08 From Angeline Anselme : Replying to "Including Peers?" Only personal human ...
- 09:49:13 From Vashti Langford : Reacted to "There is peer suppor..." with 👍
- 09:49:28 From John Draper : GBRICS has been amazing for us to work with. Such a great model!
- 09:49:48 From Angeline Anselme : Replying to "Including Peers?" John Draper I agree.
- 09:50:18 From John Palmieri : Next 988-911 webinar registration: https://us06web.zoom.us/webinar/register/WN_pMEnKhfHQSOicps9P9Nfng
- 09:50:27 From Lee Ann Reinert : Reacted to "Next 988-911 webinar..." with 👍
- 09:51:16 From Angeline Anselme : I would like to help getting these meetings known to communities who are not heard or have no voice.
- 09:51:32 From Angeline Anselme : Angeline Anselme musicalladye@gmail.com
- 09:51:38 From Sharon Lipford : Replying to "Including Peers?" GBRICS, under Chauna and local stakeholders leadership, has been exceptional.
- 09:52:06 From Chauna Brocht : Replying to "Including Peers?" Thank you, Sharon and John!
- 09:52:22 From John Draper : Reacted to "Thank you, Sharon an..." with ❤️
- 09:52:34 From John Draper : Reacted to "GBRICS, under Chauna..." with ❤️
- 09:52:49 From Linda Langford : Reacted to "GBRICS, under Chauna..." with ❤️
- 09:52:49 From Angeline Anselme : Lots of Distrust out there.
- 09:53:19 From Georgea Madeira : Strong Talk Podcast: <https://strongtalkpod.buzzsprout.com/>
- 09:53:53 From Dave Atkins : Replying to "Including Peers?" My UW colleague Tim Althoff has done some great research showing how AI can peer supporters enhance their empathy in responding to

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

other peers: <https://news.cs.washington.edu/2023/01/23/with-hailey-researchers-demonstrate-how-ai-can-lend-a-helping-hand-for-mental-health-support/>

- 09:53:58 From Angeline Anselme : We need to have these talks Moore inclusive too.
- 09:54:06 From Angeline Anselme : more
- 09:54:08 From Dave Atkins : Replying to "Including Peers?" Again, AI *supporting* humans...
- 09:54:14 From Angeline Anselme : Reacted to Including Peers? with "👍"
- 09:54:47 From Angeline Anselme : VP Congratulations
- 09:54:58 From Ursula Whiteside : Reacted to "Again, AI *supportin..." with ❤️
- 09:55:41 From Angeline Anselme : Replying to "Including Peers?" Thank you all for re...
- 09:55:57 From Linda Langford : Need an option: it depends
- 09:56:02 From Angeline Anselme : Replying to "Including Peers?" Help me to reach the...
- 09:56:12 From Steve Hamerdinger : Reacted to "Need an option: it d..." with 👍
- 09:56:14 From Angeline Anselme : Replying to "Including Peers?" Culturally Specific ...
- 09:56:29 From Chauna Brocht : Reacted to "Need an option: it d..." with 👍
- 09:56:35 From Angeline Anselme : Replying to "Including Peers?" Most Marginalized an...
- 09:56:54 From Angeline Anselme : Replying to "Including Peers?" All who have no voic...
- 09:57:31 From Chris Roup (she/her), CRPT Inc : Excellent debate/discussion today!
- 09:57:32 From Angeline Anselme : Angeline Anselme musicalladye@gmail.com
- 09:58:13 From Paul Galdys : Reacted to "Excellent debate/dis..." with 👍
- 09:58:16 From Angeline Anselme : Thank you all.
- 09:59:07 From Angeline Anselme : My support groups also supplement my meetings with my peer support specialist
- 09:59:56 From Stephanie Hepburn : Replying to "Including Peers?" The peer support software I'm referring to identifies specific words and phrases — like "relapse," "started using again," "been drinking more," and "overdose" — to help peer support specialists identify risk factors that the person might be, or is on the cusp of, a crisis. The app will then alert the peer support specialist of the person's increased or increasing risk.
- 09:59:57 From Victor Armstrong : We have historically been reactionary as a profession. That is, in part why we are so crisis focused and can't get upstream. We need to think about how to get upstream of AI.
- 09:59:59 From Angeline Anselme : I don't believe AI is moving forward.

988 Crisis Jam – Ep 148 – October 18, 2023 – Chat Transcript

10:00:09 From Georgea Madeira : Thanks for your understanding as we make changes to keep our community safe! See you next week.

10:00:09 From Jana (Jay-nuh) | she/they : That's another way that Crisis Text Line has been using AI. We have a shift simulator volunteers can use to strengthen their crisis counseling skills or practice a specific topic. It's helped our volunteers feel more confident handling conversations, especially those that have had to take a break from volunteering with us

10:00:12 From Mia Harris : Great job John and Dave!

10:00:12 From Angeline Anselme : Only if just took.

10:00:12 From Josh Gran : Thanks!