

988 Crisis Jam – Ep 155 – December 13, 2023 – Chat Transcript

- 10:00:46 From Georgea Madeira : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>
- 10:01:36 From Georgea Madeira : Do you have an idea for a future Crisis Jam topic? Let us know! Submit it at <https://talk.crisisnow.com/submit/>
- 10:01:47 From Marie Eddy : Good morning/afternoon!
- 10:01:59 From Georgea Madeira : They started playing football as young as 6. They died in their teens and twenties with C.T.E. <https://www.nytimes.com/interactive/2023/11/16/us/cte-youth-football.html>
- 10:02:16 From Megan Diamond : Greetings from Washington state!
- 10:02:19 From Paul Galdys : Happy Wednesday all
- 10:02:25 From Georgea Madeira : Reacted to "Good morning/afterno..." with ❤️
- 10:02:45 From Brian Hepburn : <https://www.samhsa.gov/blog/supporting-your-mental-health-during-holiday-season>
- 10:02:47 From Georgea Madeira : Suicide rate reached record high in 2022 but dropped among young people. <https://www.washingtonpost.com/health/2023/11/29/suicide-rate-2022/>
- 10:03:23 From Georgea Madeira : Leadership Exchange 2024 <https://gle.world/> New website, new brand, back to in person global leadership exchange, June 24 – 28
- 10:04:45 From Paul Galdys : The Leadership Exchanges offer a great exchange of ideas and insight into advancing practices throughout the world
- 10:06:42 From Robin Trush : The Leadership Exchange was remote last year - with a D.C. site. Its was a great experience to discuss common issues, needs and the innovative solutions other countries have implemented. AZ can clearly add to the conversation on this Crisis topic! The College of Behavioral Health Leadership (CBHL) is a great group to join - and connects us directly to the national work!!
- 10:06:59 From Robin Trush : CBHL also connects us with the International work!!
- 10:07:27 From Robin Trush : Any CBHL members on the call?
- 10:07:32 From Paul Galdys : Reacted to "The Leadership Excha..." with 👍
- 10:09:59 From Holly Hanks Wanta : Reacted to "The Leadership Excha..." with 👍
- 10:13:36 From Amy Brinkley : Thank you Hannah and Stephanie! Curious to know how many people responded to the surveys and who were the recipients that responded ie...general population, NAMI members etc?
- 10:14:23 From Chuck Ingoglia : Can you state level analysis?
- 10:14:35 From David Covington : Reacted to "Can you state level ..." with 🙌
- 10:14:39 From Brandon Graham : Replying to "Thank you Hannah and..."

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Hi Amy — our public opinion polling has a sample size between 2,000-3,000 respondents (depending on which poll we're discussing). These are general population, U.S. adults (18+)

10:14:58 From Hannah Wesolowski, NAMI : Replying to "Thank you Hannah and..." 2,048 for the fall 2023 survey; 2073 for the summer 2023 survey. This was all Americans - a demographically representative group of Americans polled by Ipsos

10:15:27 From Lisa Elder : Can these slides be shared?

10:15:32 From Paul Galdys : Reacted to "Can you state level ..." with 👍

10:16:17 From Crisis Jam : We will post these slides and other materials by tomorrow at <https://talk.crisisnow.com/learningcommunity/>

10:17:11 From Monica Luke : Interesting data about the impact of messaging about what is being paid for 911. How much can we extrapolate from the the 80 cents vs \$1 (our state 911 fee is \$1.50 - 80% would be \$1.20 :-)

10:18:03 From Lisa Elder : Reacted to "We will post these s..." with ❤️

10:19:31 From Howard Trachtman : free peer support over the phone www.warrmline.org
hdt@mbrlc.org 781 642 0368

10:19:45 From Hannah Wesolowski, NAMI : Replying to "Interesting data abo..." I'm not sure it is fair to extrapolate that (would have to talk to our data experts), but I do think it can help in messaging for states with even higher 911 fees. Remember the highest in the nation fee right now is \$.60 (yay Delaware), so some work to do!

10:20:12 From Paul Galdys : More than 1/3rd of area codes don't match where the person in crisis is now!

10:20:15 From Monica Luke : Reacted to "I'm not sure it is f..." with 👍

10:21:00 From Linda Langford : Do you have any polling data for adolescents (e.g., 13-18) or have plans to collect any?

10:21:12 From Harley High : I come from a heavily vacationed state and we often run into issues where people who visit from away run into barriers in connecting with us through 988

10:21:28 From David Covington : Reacted to "I come from a heavil..." with 🙌

10:21:38 From Paul Galdys : Reacted to "I come from a heavil..." with 🙌

10:22:23 From Megan Diamond : Reacted to "I come from a heavil..." with 👍

10:23:30 From Brandon Graham, NAMI (he/him) : Replying to "Do you have any poll..." We do not currently have data on 988 and crisis response policy from those aged 13-18. We know there is a strong interest in learning more about the perceptions of this age group and we're keeping it in mind as we have discussions about future versions of this research.

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- 10:23:40 From Georgea Madeira : <http://nami.org/fall2023poll>
- 10:23:46 From Georgea Madeira : <http://nami.org/summer2023poll>
- 10:23:59 From Madonna Greer : Thank you Hannah and Stephanie.
- 10:24:30 From Megan Diamond : Reacted to "Thank you Hannah and..." with ❤️
- 10:25:15 From Hannah Wesolowski, NAMI : Reach out any time! hwesolowski@nami.org
- 10:25:46 From Hannah Wesolowski, NAMI : Reacted to "Thank you Hannah and..." with ❤️
- 10:25:52 From Stephanie Pasternak : Ditto! spasternak@nami.org
- 10:26:21 From Hannah Wesolowski, NAMI : NAMI will be continuing this research and we appreciate the suggestions on additional areas of interest we should dig into!
- 10:26:35 From julio abreu : Thanks for a great presentation! Very encouraging! 😊
- 10:26:45 From Paul Galdys : Well said Stephanie!
- 10:26:48 From Monica Luke : Replying to <http://nami.org/summ...> I'm not seeing the slide that showed speed of response, not paying etc in the deck on the fall link. Are the slides shared today on the NAMI site somewhere?
- 10:26:59 From Paul Galdys : Reacted to "Thanks for a great p..." with ❤️
- 10:27:35 From Brandon Graham, NAMI (he/him) : Replying to <http://nami.org/summ...> Monica, the deep dive information on 988 and crisis response is available in our Summer 2023 poll! <https://www.nami.org/Support-Education/Publications-Reports/Survey-Reports/Poll-of-Public-Perspectives-on-988-Crisis-Response-2023>
- 10:27:47 From Megan Carlson : Replying to <http://nami.org/summ...> I found in the Summer slide deck, page 21
- 10:27:52 From Stephanie Pasternak : Appreciate you Stephanie! We have our marching orders for sure.
- 10:27:58 From David Covington : This is a really well thought out and practical survey and clear the learning community would love to see more drill down detail by state and age group! THANKS SO MUCH to NAMI's ongoing leadership and innovation with Reimagine Crisis, from supporting state funding, to tracking legislation, to promoting youth leadership and engagement and so much more
- 10:27:59 From Linda Langford : Reacted to "We do not currently ..." with 👍
- 10:28:01 From Monica Luke : Replying to <http://nami.org/summ...> Thanks!
- 10:28:13 From Hannah Wesolowski, NAMI : Reacted to "This is a really wel..." with ❤️
- 10:28:50 From Georgea Madeira : Replying to "http://nami.org/summ..."

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@Monica Luke We will post these slides and other materials by tomorrow at <https://talk.crisisnow.com/learningcommunity/>

- 10:29:07 From Brandon Graham, NAMI (he/him) : Reacted to "This is a really wel..." with ❤️
- 10:30:47 From julio abreu : What percentage of the 25% not matching state codes ask for a "warm handoff" to call center where the caller is?
- 10:31:30 From David Covington : Would be great to get another AFSP feature early in 2024 Joanna!!!
- 10:31:55 From Erin Kollenbroich [she/her] : Reacted to "What percentage of t..." with 👍
- 10:31:57 From Linda Langford : The geography responses are interesting. On another call recently, someone from CTL said they find about 70% of phone #s are geographically meaningful. Possibly their users skew younger?
- 10:32:27 From Joanna Rosen : Reacted to "Would be great to ge..." with 💙
- 10:32:49 From Hannah Wesolowski, NAMI : Replying to "The geography respon..." Something for us to dig into! I'll reach out to CTL and report back on how our data may compare/differ. Thanks!
- 10:32:59 From Linda Langford : Reacted to "Something for us to ..." with 👍
- 10:33:03 From Joanna Rosen : Replying to "Would be great to ge..." Absolutely, we'd be happy to work on something! 😊
- 10:33:14 From Hannah Wesolowski, NAMI : Reacted to "Would be great to ge..." with 💙
- 10:33:23 From Courtney Hunter : Replying to "The geography respon..." Hi Hannah and Linda! Yes, data is not apples to apples, but let's discuss!
- 10:33:39 From Hannah Wesolowski, NAMI : Reacted to "Hi Hannah and Linda!..." with ❤️
- 10:33:51 From Hannah Wesolowski, NAMI : Replying to "The geography respon..." You're back?! Let's chat
- 10:34:00 From Marie Eddy : Great Job everyone!!
- 10:34:12 From Georgea Madeira : Reacted to "Great Job everyone!!" with 🎉
- 10:34:39 From Courtney Hunter : Replying to "The geography respon..." Yes! Baby came 3 weeks early (in late August) so I'm back now 😊
- 10:34:45 From Hannah Wesolowski, NAMI : Reacted to "Can these slides be ..." with 👍
- 10:34:46 From Linda Langford : Replying to "The geography respon..." Yes, def not equivalent, just found their comment interesting in light of your data.
- 10:35:09 From Crisis Jam : Reacted to "Great Job everyone!!" with 🎉

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- 10:35:25 From Megan Diamond : Reacted to "Great Job everyone!!" with ❤️
- 10:35:31 From Crisis Jam : Any time, anyone, anywhere
- 10:35:38 From Georgea Madeira : Reacted to "Any time, anyone, an..." with ❤️
- 10:35:42 From David Covington : Reacted to "Any time, anyone, an..." with 🎯
- 10:35:44 From Joanna Rosen : Reacted to "Any time, anyone, an..." with 🍊
- 10:35:45 From Megan Diamond : Reacted to "Any time, anyone, an..." with ❤️
- 10:35:46 From Kristen Ellis, LMFT - RI : Reacted to "Any time, anyone, an..." with 🎯
- 10:35:47 From Brian Hepburn : <https://www.samhsa.gov/blog/supporting-your-mental-health-during-holiday-season>
- 10:35:49 From Ashley Miller : Reacted to "Any time, anyone, an..." with ❤️
- 10:35:54 From Ashley Miller : Reacted to "Great Job everyone!!" with ❤️
- 10:36:04 From Paul Galdys : Reacted to "Any time, anyone, an..." with ❤️
- 10:36:09 From Amy Brinkley : Reacted to "https://www.samhsa.g..." with ❤️
- 10:37:00 From Stephanie Pasternak : Replying to "What percentage of t..." Not sure Julio but it is a good question. It's possible Vibrant or your local call centers may have data that would indicate how often calls are transferred due to location mismatch.
- 10:37:57 From Rin Koenig : Reacted to "https://www.samhsa.g..." with ❤️
- 10:38:06 From Jana (Jay-nuh) | she/they : Reacted to "Hi Hannah and Linda!..." with 💚
- 10:38:07 From Paul Galdys : Thank you Brian and team NASMHPD!
- 10:38:30 From David Covington : Maybe ask Richard McKeon for comments from SAMHSA?
- 10:38:51 From Jana (Jay-nuh) | she/they : Replying to "The geography respon..." Oh yes, that was me! I mentioned that in a recent NAMI Reimagine call. I've reached out to our data team to double check my memory and see if there's something Courtney can share with y'all.
- 10:39:29 From Hannah Wesolowski, NAMI : Reacted to "Oh yes, that was me!..." with 😊
- 10:39:34 From Linda Langford : Reacted to "Oh yes, that was me!..." with 👍
- 10:40:12 From Megan Diamond : I like to use the example of being at family Christmases and calling for help for your cousin. You want local help, not your own. Especially in tourist locations and vacation spots. How do we get connected to georouting
- 10:42:18 From Georgea Madeira : Enhanced Medicaid Mobile Crisis Map

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<https://reimaginecrisis.org/mobilecrisis/>

10:42:57 From Barb Moreng : Dr. McKeon I agree and the advantage to utilizing the 988 provider of text is the option to dispatch mobile crisis units otherwise 911 will be used more often on non-988 provider texting services.

10:43:50 From David Covington : Reacted to "Dr. McKeon I agree a..." with 🙌

10:44:52 From Jill Smith : Replying to "Dr. McKeon I agree a..." we have found that our state PSAPs get confused when a non 988 texting service contacts them. We have done lots of work to make an efficient process with PSAPs but the non 988 text services don't operate the same and that causes chaos!

10:46:36 From Stephanie Hepburn : Reacted to "Dr. McKeon I agree a..." with 👍

10:47:20 From Barb Moreng : Replying to "Dr. McKeon I agree a..." That is our experience as well and non state 988 text providers are currently marketing their services throughout the country. and it is worthy of on-going challenges, confusion and collaboration toward all values embedded in 988.

10:49:05 From Georgea Madeira : Additional details on Executive Order:
<https://www.wiley.law/alert-New-AI-Executive-Order-Outlines-Sweeping-Approach-to-AI>

10:49:16 From Georgea Madeira : For more on the process and politics of the EO:
<https://www.politico.com/news/magazine/2023/11/02/bruce-reed-ai-biden-tech-00124375>

10:49:30 From Georgea Madeira : Not EO, but good resource: Coalition for Health AI (CHAI)
<https://www.coalitionforhealthai.org/>

10:49:58 From Harley High : Thank you so much for that update!

10:50:09 From Susan Robinson : Reacted to "Thank you so much fo..." with 💜

10:50:12 From David Covington : Was that actually Dr. Dave or simply an AI?!

10:50:19 From Mia Lopez : Reacted to "Was that actually Dr..." with 😂

10:50:21 From Harley High : Reacted to "Was that actually Dr..." with 😂

10:50:21 From Georgea Madeira : Reacted to "Was that actually Dr..." with 😂

10:50:24 From Dave Atkins : Reacted to "Was that actually Dr..." with 😂

10:50:29 From Amy Brinkley : Reacted to "Was that actually Dr..." with 😂

10:50:30 From Susan Robinson : Replying to "Thank you so much fo..." very helpful and timely - more to learn and apply

10:50:33 From Holly Hanks Wanta : Reacted to "Was that actually Dr..." with 😂

10:50:38 From Linda Langford : Reacted to "Was that actually Dr..." with 😂

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- 10:50:59 From Crisis Jam : Reacted to "Was that actually Dr..." with 😂
- 10:51:04 From Kristen Ellis, LMFT - RI : Reacted to "Was that actually Dr..." with 😂
- 10:51:10 From Kristen Ellis, LMFT - RI : Replying to "Was that actually Dr..." The world may never know
- 10:51:24 From Megan Diamond : Reacted to "Enhanced Medicaid Mo..." with ❤️
- 10:51:55 From Dave Atkins : Replying to "Was that actually Dr..." It was me, honest! (Though increasingly... this is exactly what we might be struggling with... when is something 'real' and when is it AI?)
- 10:52:10 From Monica Luke : Reacted to "It was me, honest! ..." with 😂
- 10:52:12 From David Covington : Huge thanks to Joanna Rosen and Sarah Corcoran for their leadership with national legislation updates this year!
- 10:52:17 From Crisis Jam : Brian, thanks so much for hosting! Always awesome when you're on.
- 10:52:21 From Georgea Madeira : How the McNabb Center Built Mental Health Crisis Care for Youth in East Tennessee <https://talk.crisisnow.com/mcnabb-center-youth-crisis-care-expansion/>
- 10:52:22 From Kristen Ellis, LMFT - RI : Reacted to "It was me, honest! ..." with 😂
- 10:52:55 From David Westbrook : @Dave Atkins and @David Covington One thing most of our organizations need as we move forward into this bold new world of AI, is an AI use policy. Would love a future Tech Corner on that
- 10:53:19 From Mia Lopez : Reacted to "@Dave Atkins and @Da..." with 👍
- 10:53:25 From Megan Carlson : We have a rural community in my state that is interested in launching a mobile crisis response team using paraprofessionals & trained volunteers. Does anyone on the call have trainings or resources that is appropriate for this type of team formation? Thanks!
- 10:54:08 From David Covington : Reacted to "@Dave Atkins and @Da..." with 🙌
- 10:54:25 From Dave Atkins : Replying to "@Dave Atkins and @Da..." Great idea! I recently consulted on an AI use policy for a large, multi-state BH provider group, which could make a quick case study.
- 10:55:03 From Kate Dahlstrom : Where did the funding come from?
- 10:57:04 From Kate Dahlstrom : Great program, Tennessee!
- 10:58:01 From David Covington : Love that Dr. Sims! Partnerships fuel 988 success, at every level, local, state and national.
- 10:58:12 From Susan Robinson : Reacted to "Love that Dr. Sims! ..." with ❤️
- 10:58:20 From Susan Robinson : Reacted to "Great program, Tenne..." with ❤️

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- 10:58:24 From David Covington : Reacted to "Great program, Tenne..." with 🏆
- 10:58:24 From Megan Carlson : Replying to "We have a rural comm..." If anyone has resources or examples to share, you can email me (megan@agnewbeck.com). Thanks again for any support!
- 10:58:36 From Georgea Madeira : We will be on holiday break for the next 3 weeks and return on January 10th. If you miss the Crisis Jam while we're gone check out recordings at <https://talk.crisisnow.com/videos/>
- 10:58:40 From Susan Robinson : Replying to "Great program, Tenne..." is this a statewide resource or regional only?
- 10:58:48 From Monica Luke : Replying to "@Dave Atkins and @Da..." Can we also talk about the tide of so-called BH apps that are using AI?
- 10:58:56 From David Covington : Reacted to "Can we also talk abo..." with 👍
- 10:59:04 From Susan Robinson : Reacted to "Can we also talk abo..." with 👍
- 10:59:08 From Dave Atkins : Reacted to "Can we also talk abo..." with 👍
- 10:59:45 From Georgea Madeira : Happy holidays, everyone!
- 10:59:46 From Crisis Jam : Happy Holidays! See you on 1/10!
- 10:59:48 From Susan Robinson : thank you - see you in 2024
- 10:59:51 From David Stanley : Thank you all!
- 10:59:53 From Dave Atkins : Replying to "@Dave Atkins and @Da..." Got it, thanks!
- 10:59:53 From Kristen Ellis, LMFT - RI : See you next year!!
- 10:59:54 From Megan Diamond : Reacted to "thank you - see you ..." with ❤️
- 10:59:59 From Stephanie Hepburn : Happy Holidays!