

988 Crisis Jam – Ep 156 – January 10, 2024 – Chat Transcript

- 10:00:57 From Georgea Madeira : The Third Face of Innovation: The Cross-Pollinator
<https://www.designreview.byu.edu/collections/the-third-face-of-innovation-the-cross-pollinator>
- 10:01:55 From Kristen Ellis, LMFT - RI : Reacted to "WOOHOO CHRIS!!!!!" with ❤️
- 10:02:27 From Amy Brinkley : Dr. Drapeau!!!
- 10:04:25 From Christina Roup : Good morning, everyone! I am Chris Roup, Director of Programs with Crisis Response Programs and Training (CRPT). Great to see you all!
- 10:05:32 From Jordan Margolis : Good Morning Everyone, Jordan Margolis, Crisis Programs Director at NYC DOHMH.
- 10:08:12 From Angeline Anselme : Also people who call Crises Lines are here.
- 10:08:27 From Meighan Haupt : Reacted to "Also people who call..." with ❤️
- 10:09:01 From Leo Petrilli : Reacted to "Also people who call..." with ✨
- 10:09:04 From Colleen Cadell, Lines for Life : Reacted to "Also people who call..." with ❤️
- 10:09:55 From Rin Koenig : Reacted to "Also people who call..." with ❤️
- 10:10:29 From David Covington : In a fraction of a second, a them can become an us! <3
- 10:10:38 From L.A. : Reacted to "In a fraction of a s..." with ❤️
- 10:10:40 From Meighan Haupt : Reacted to "In a fraction of a s..." with ❤️
- 10:10:42 From Georgea Madeira : Reacted to "In a fraction of a s..." with ❤️
- 10:10:44 From L.A. : Reacted to "Also people who call..." with ❤️
- 10:10:45 From Georgea Madeira : Reacted to "Also people who call..." with ❤️
- 10:10:47 From L.A. : Reacted to "Also people who call..." with ✨
- 10:10:49 From L.A. : Removed a ❤️ reaction from "Also people who call..."
- 10:10:50 From Leo Petrilli : Reacted to "In a fraction of a s..." with ✨
- 10:10:57 From L.A. : Reacted to "In a fraction of a s..." with ✨
- 10:12:10 From Stephanie Hepburn : Reacted to "In a fraction of a a..." with ❤️
- 10:13:51 From Karen Denise Jones : Questions for Dr. Sapolsky? put them in the chat!
- 10:15:45 From Stephanie Woodard : Reacted to "In a fraction of a s..." with ❤️
- 10:17:58 From Elisha Coffey (She/Her) Mental Health America : Reacted to "In a fraction of a s..." with ❤️

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- 10:18:08 From David Covington : Broadening our "US"... strengthens our prosocial across the board!
- 10:18:58 From L.A. : Reacted to "Broadening our "US"...." with ❤️
- 10:19:21 From John Draper : In training police officers in crisis intervention years ago, we agreed that instead of saying to an activated individual, "Calm down," suggesting that they "Slow down" is more likely to be successful. This relates to what Dr. Sapolsky is describing is going on biologically.
- 10:19:37 From David Covington : Reacted to "In training police o..." with ❤️
- 10:19:43 From Chris Roup (she/her), CRPT : Reacted to "In training police o..." with ❤️
- 10:19:47 From Angeline Anselme : As we help them in so doing they help us.
- 10:20:13 From Angeline Anselme : As they teach us we teach them
- 10:20:18 From Meighan Haupt : Reacted to "In training police o..." with ❤️
- 10:20:26 From David Covington : Integrating people with lived experience dramatically increases the likelihood of an US approach in crisis care!
- 10:20:36 From Chris Roup (she/her), CRPT : Reacted to "Integrating people w..." with ❤️
- 10:20:38 From L.A. : Reacted to "Integrating people w..." with ❤️
- 10:20:39 From Angeline Anselme : Reacted to Integrating people w... with "❤️"
- 10:20:42 From Georgea Madeira : Reacted to "In training police o..." with ❤️
- 10:20:43 From John Draper : Reacted to "Integrating people w..." with ❤️
- 10:20:43 From Amy Brinkley : Interesting when I consider the peer workforce (the us) and how beneficial the role is in crisis services.
- 10:20:44 From L.A. : Reacted to "As we help them in s..." with ❤️
- 10:20:46 From Chris Roup (she/her), CRPT : Replying to "Integrating people w..." Agreed, David!
- 10:20:52 From Georgea Madeira : Reacted to "As we help them in s..." with ❤️
- 10:20:57 From David Covington : Reacted to "Interesting when I c..." with 🙌
- 10:21:02 From Georgea Madeira : Reacted to "Integrating people w..." with ❤️
- 10:21:10 From Meighan Haupt : Reacted to "Interesting when I c..." with 🙌
- 10:21:10 From Georgea Madeira : Reacted to "Interesting when I c..." with 🙌
- 10:21:17 From Carin Fox Hennessey : Reacted to "Integrating people w..." with ❤️
- 10:21:19 From Casey Darling-Horan : Reacted to "In training police o..." with ❤️

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- 10:21:19 From Angeline Anselme : Peers and Lived Experiences yes
- 10:21:55 From Day Catalano : Reacted to "Interesting when I c..." with 🙌
- 10:21:57 From Day Catalano : Reacted to "In training police o..." with ❤️
- 10:22:09 From Joana Joasil : Reacted to "Integrating people w..." with 👍
- 10:22:18 From Lewis Bossing : Agreed! Here's a new report lifting up models for peer supports in crisis services <https://www.bazelon.org/wp-content/uploads/2024/01/Bazelon-When-Theres-a-Crisis-Call-A-Peer-full-01-03-24.pdf>
- 10:22:29 From Angeline Anselme : Soul to Soul. Heart to Heart. Mind to Mind.
- 10:22:33 From Evonne Hawe : I thought feeling someone else's pain is what creates situations where we have provider burnout and secondary trauma to our staff who answer calls.
- 10:22:34 From David Covington : Reacted to "I thought feeling so..." with ❤️
- 10:22:54 From Elisha Coffey (She/Her) Mental Health America : Reacted to "Soul to Soul. Heart..." with ❤️
- 10:23:05 From Angeline Anselme : Reacted to Soul to Soul. Heart... with "❤️"
- 10:23:10 From L.A. : Reacted to "Interesting when I c..." with 🙌
- 10:23:12 From Angeline Anselme : Removed a ❤️ reaction from "Soul to Soul. Heart..."
- 10:23:14 From Victor Armstrong : Individuals in crisis are seeking connection and need an "us" response.
- 10:23:16 From Howard Trachtman : peer support over the phone www.warmline.org hdt@mbrlc.org 781 642 0368
- 10:23:22 From Meryl Cassidy : Reacted to "Individuals in crisi..." with 👍
- 10:23:22 From L.A. : Reacted to "Individuals in crisi..." with ❤️
- 10:23:24 From David Covington : Reacted to "Individuals in crisi..." with 🙌
- 10:23:33 From Angeline Anselme : Reacted to Individuals in crisi... with "❤️"
- 10:23:54 From Meryl Cassidy : compassion vs. empathy is interesting. compassion leads to action
- 10:24:02 From Evonne Hawe : We can acknowledge the pain, validate it and allow them to have it while walking them through it without becoming part of it. To become part of it is not the answer.
- 10:24:04 From Chris Roup (she/her), CRPT : Reacted to "Individuals in crisi..." with ❤️
- 10:24:36 From Meryl Cassidy : i have compassion for my knees too:)
- 10:24:40 From David Covington : Reacted to "i have compassion fo..." with ❤️

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- 10:24:48 From Trenda Hedges : Reacted to "i have compassion fo..." with ❤️
- 10:24:51 From Sue Ann O'Brien : Reacted to "Integrating people w..." with 👍
- 10:24:56 From Angeline Anselme : Different Methods are good. Not just one way.
- 10:25:28 From Lucien LaRoche : Reacted to "i have compassion fo..." with 😊
- 10:25:32 From Angeline Anselme : Each person's uniqueness and genuineness
- 10:25:34 From Chris Roup (she/her), CRPT : Reacted to "peer support over th..." with 👍
- 10:25:35 From Elisha Coffey (She/Her) Mental Health America : Replying to "I thought feeling so..." I think that its denying that these jobs are major emotional labor, focusing on numbers of people served instead of quality outcomes of those interactions, and not having enough emotional support and personal wellness opportunities that causes the burn out.
- 10:25:39 From Meighan Haupt : Thank you so much. Very insightful!
- 10:25:49 From Day Catalano : Reacted to "Thank you so much. V..." with ❤️
- 10:25:49 From Angeline Anselme : Caller and Called
- 10:25:51 From Georgea Madeira : Reacted to "Thank you so much. V..." with ❤️
- 10:25:57 From Karen Denise Jones : Thank you for joining!
- 10:26:12 From Angeline Anselme : Thank you for your FireSide Chat.
- 10:26:12 From Betsy Hammar : Whoa! I'm blown away. Thank you for bringing Dr. Sapolsky to the Crisis Jam.
- 10:26:15 From Georgea Madeira : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>
- 10:26:17 From Dr. Tonyakristin Henderson : Thank you
- 10:26:35 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/>
- 10:26:53 From Georgea Madeira : 10 Ways to Support Your Mental Health in 2024 <https://www.nytimes.com/2023/12/28/well/mind/mental-health-stress-management.html>
- 10:27:05 From Betsy Hammar : Reacted to "i have compassion fo..." with 😊
- 10:27:07 From Georgea Madeira : Optum|Provider Express: Mobile Crisis Resources by State <https://public.providerexpress.com/content/ope-provexpr/us/en/admin-resources/mobilecsr.html>
- 10:27:30 From Stephanie Hepburn : Reacted to "In training police..." with ❤️
- 10:28:17 From Paul Galdys : Thank you for pulling this together Sarah!
- 10:28:38 From Chris Roup (she/her), CRPT : Fantastic resource! Thank you!

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- 10:28:42 From Betsy Hammar : Reacted to "Integrating people w..." with 👍
- 10:29:11 From Betsy Hammar : Reacted to "Interesting when I c..." with 👍
- 10:29:14 From John Draper : Reacted to "Thank you for pullin..." with 🙏
- 10:29:24 From Trenda Hedges : The list for Illinois does not look accurate Sarah.
- 10:29:30 From Georgea Madeira : Leadership Exchange 2024 <https://gle.world/>
- 10:29:34 From Angeline Anselme : Thank you all.
- 10:29:37 From Donna Obermeyer : Thurston and Mason counties in Washington State are correct.
- 10:29:38 From Betsy Hammar : Reacted to "In training police o..." with 👍
- 10:29:45 From Georgea Madeira : Crisis Now III Summit in Amsterdam on June 29-30, 2024. Save the date! Registration coming soon!
- 10:30:00 From Georgea Madeira : Opportunities in the Crisis System & With High-Needs Consumers: The Most Read 2023 OPEN MINDS RFPs <https://openminds.com/market-intelligence/>
- 10:30:12 From Sarah Blanka : Hi all, here's the link: <https://public.providerexpress.com/content/ope-provexpr/us/en/admin-resources/mobilecsr.html> and my email address is Sarah.Blanka@Optum.com if you have any other questions or want to correct anything listed here. Thanks!
- 10:30:16 From Angeline Anselme : Scholarships? To Conference?
- 10:30:23 From Sarah Blanka : Reacted to "Thurston and Mason c..." with 👍
- 10:30:34 From Sarah Blanka : Reacted to "Thank you for pullin..." with 👍
- 10:30:45 From Katelin Cornelison : Colorado's list is correct :)
- 10:31:20 From Sarah Blanka : Replying to "The list for Illinoi..." Thanks Trenda, do you mind sending me an email on what you feel is inaccurate? Happy to correct. Sarah.Blanka@optum.com
- 10:31:30 From Sarah Blanka : Reacted to "Colorado's list is c..." with 👍
- 10:31:37 From Kristen Ellis, LMFT - RI : Whoa! Split the audience!!
- 10:31:42 From Karen Denise Jones : Drumroll...
- 10:32:07 From Angeline Anselme : I disagree
- 10:32:17 From Angeline Anselme : All fit imo.
- 10:32:31 From Angeline Anselme : My perspective
- 10:32:37 From Trenda Hedges : Replying to "The list for Illinoi..." Sarah, I will connect you with a representative from the IL Dept. of Human Services, Division of Mental Health

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- 10:32:45 From Jamie Sellar : Sarah, I love that list. I use it a lot to highlight the benefits of a single point of entry for crisis calls and the differences between counties in hours of operations.
- 10:32:50 From Karen Denise Jones : James, i can't hear you.
- 10:32:53 From Angeline Anselme : Can't hear well
- 10:32:59 From Amanda Miller : Barely
- 10:33:00 From David Covington : It's low
- 10:33:01 From Courtney Hunter : Volume is low
- 10:33:02 From Joana Joasil : very low
- 10:33:04 From Paul Galdys : A bit quiet
- 10:33:06 From Sarah Blanka : Reacted to "Sarah, I love that l..." with ❤️
- 10:33:13 From David Covington : helps
- 10:33:15 From Yvette Bermudez : Yes it's better
- 10:33:15 From Angeline Anselme : Yes
- 10:33:16 From Dr. Tonyakristin Henderson : Me either
- 10:33:31 From james wright : <https://www.samhsa.gov/resource-search/988>
https://us06web.zoom.us/webinar/register/WN_YWw8sP7VSG2zw5xzpJX4gg#/registration
<https://app.smartsheet.com/b/form/661ebb544c4b4e6a922d69f5a4c9f064>
https://us06web.zoom.us/webinar/register/WN_-a13kAlbR2C5p3uoWYGI9A#/registration
- 10:33:44 From Amy Brinkley : Great job Dr. Drapeau! Long time no see!!!
- 10:33:45 From Jordan Margolis : Replying to "The list for Illinois..." Hi Sarah, I will rea...
- 10:34:00 From Sarah Blanka : Replying to "The list for Illinois..." Thank you!
- 10:34:09 From Sarah Blanka : Reacted to "Sarah, I will connec..." with 👍
- 10:34:39 From Angeline Anselme : Volume
- 10:34:48 From Devon McClurken : Sarah, I will email you but, but the largest county in Iowa, Polk, is not listed on this list for Iowa
- 10:35:14 From Angeline Anselme : Thank you James
- 10:35:20 From Sarah Blanka : Replying to "Sarah, I will email ..." Thank you!
- 10:35:23 From james wright : Reacted to "Thank you James " with 👍
- 10:35:27 From james wright : thanks all!
- 10:40:42 From Angeline Anselme : Include " Peers" with Counselors

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- 10:41:38 From Angeline Anselme : Specific mention of Peers and Lived Experiences
- 10:42:33 From Georgea Madeira : <https://nasmhpd.org/content/988-transforming-crisis-systems-resources>
- 10:42:47 From Day Catalano : Reacted to "https://nasmhpd.org/..." with 👍
- 10:42:50 From Angeline Anselme : Thank you for this History and Information. Please include Peers and Lived Experiences terminology if not there.
- 10:42:58 From Aaron Polacek : Reacted to "https://nasmhpd.org/..." with 👍
- 10:43:10 From Day Catalano : Reacted to "Thank you for this H..." with 👍
- 10:43:19 From Georgea Madeira : Response Crisis Center Addressing the Silent Epidemic of 988 Callers' Loneliness and Social Isolation <https://talk.crisisnow.com/silent-epidemic-of-loneliness/>
- 10:43:25 From Angeline Anselme : Us and Them equals We
- 10:43:35 From David Covington : Reacted to "Us and Them equals W..." with 🙌
- 10:43:42 From David Covington : Reacted to "Thank you for this H..." with 🙌
- 10:44:06 From Angeline Anselme : Reacted to Response Crisis Cent... with "❤️"
- 10:44:13 From Carin Fox Hennessey : Reacted to "Us and Them equals W..." with ❤️
- 10:44:21 From Stephanie Hepburn : Reacted to "Us and Them equals..." with ❤️
- 10:44:29 From Angeline Anselme : Reacted to https://nasmhpd.org/... with "❤️"
- 10:45:24 From Georgea Madeira : Reacted to "Us and Them equals W..." with ❤️
- 10:46:11 From Angeline Anselme : Yes. Loneliness happens to all.
- 10:46:51 From Angeline Anselme : Thank you. Us Lonely people need understanding and tools.
- 10:47:18 From LanAnh Nguyen : Bidirectional benefits = win-win
- 10:47:19 From Trenda Hedges : Sounds like it might be a great opportunity to offer callers experiencing loneliness a connection with warmlines in their areas.
- 10:47:47 From Angeline Anselme : Follow up from Real People yes preferably who we spoke with.
- 10:47:51 From David Covington : Dr. Madelyn Gould has said something real similar... People call us and we're caring, and they feel like we're just doing a job. We follow up and call people back... and they see it like we really care!
- 10:48:10 From Angeline Anselme : Reacted to Sounds like it might... with "❤️"
- 10:48:14 From David Covington : WIN WIN!

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- 10:48:21 From LanAnh Nguyen : Reacted to "WIN WIN!" with ❤️
- 10:48:24 From LanAnh Nguyen : Reacted to "Dr. Madelyn Gould ha..." with ❤️
- 10:48:25 From Angeline Anselme : Reacted to Bidirectional benefi... with "👉"
- 10:48:32 From David Covington : Thank you Meryl!!!
- 10:48:33 From LanAnh Nguyen : Reacted to "Sounds like it might..." with ❤️
- 10:48:36 From LanAnh Nguyen : Reacted to "Bidirectional benefi..." with 👉
- 10:48:45 From LanAnh Nguyen : Reacted to "Thank you Meryl!!!" with ❤️
- 10:48:51 From Angeline Anselme : Thank you very much
- 10:48:54 From Angeline Anselme : Reacted to Thank you Meryl!!! with "❤️"
- 10:48:56 From Angeline Anselme : Reacted to WIN WIN! with "❤️"
- 10:48:58 From LanAnh Nguyen : Reacted to "Thank you very much " with ❤️
- 10:48:59 From Georgea Madeira : Strong Talk Podcast <https://strongtalkpod.buzzsprout.com/>
- 10:49:03 From Angeline Anselme : Reacted to Dr. Madelyn Gould ha... with "❤️"
- 10:49:11 From Meryl Cassidy : Reacted to "Thank you Meryl!!!" with 👍
- 10:49:16 From Angeline Anselme : Thank you for links.
- 10:49:36 From Georgea Madeira : Reacted to "Thank you for links." with ❤️
- 10:49:40 From Susan Robinson : Reacted to "WIN WIN!" with 💚
- 10:49:44 From Susan Robinson : Reacted to "Dr. Madelyn Gould ha..." with 💚
- 10:50:03 From Susan Robinson : Reacted to "Sounds like it might..." with 💚
- 10:50:15 From Angeline Anselme : Most Vulnerable Populations
- 10:50:21 From Angeline Anselme : Culturally Specific Communities
- 10:50:46 From Angeline Anselme : Marginalized and mostly Excluded. My girl is in Prison.
- 10:51:13 From Angeline Anselme : Help us all.
- 10:51:33 From Angeline Anselme : Inclusion
- 10:51:38 From keith lewis, HCA : Reacted to "Bidirectional benefi..." with 👉
- 10:51:41 From Betsy Hammar : Reacted to "Dr. Madelyn Gould ha..." with 😊
- 10:52:06 From Betsy Hammar : Reacted to "Sounds like it might..." with 👍

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- 10:52:07 From Angeline Anselme : I love your Enthusiasm and Empathy.
- 10:52:12 From David Covington : Reacted to "I love your Enthusia..." with ❤️
- 10:52:16 From LanAnh Nguyen : Reacted to "I love your Enthusia..." with ❤️
- 10:53:00 From David Covington : We have a few extra minutes. Wonder if Dr. Richard McKeon might have a reflection on today's episode?
- 10:53:32 From Angeline Anselme : Reacted to We have a few extra ... with "💙"
- 10:54:28 From LanAnh Nguyen : Reacted to "We have a few extra ..." with 💙
- 10:54:37 From David Covington : Richard launched the Jam in April 2020!!! It started around COVID and turned to 988 with the first official episodes in September 2020
- 10:54:44 From Angeline Anselme : Remember the lost and forgotten. Those who have no or limited use of phones and media.
- 10:54:51 From Angeline Anselme : Reacted to Richard launched the... with "❤️"
- 10:54:52 From David Covington : Reacted to "Remember the lost an..." with ❤️
- 10:55:01 From LanAnh Nguyen : Reacted to "Richard launched the..." with ❤️
- 10:55:06 From Georgea Madeira : Reacted to "Richard launched the..." with ❤️
- 10:55:07 From LanAnh Nguyen : Reacted to "Remember the lost an..." with ❤️
- 10:55:08 From Georgea Madeira : Reacted to "Remember the lost an..." with ❤️
- 10:56:01 From Angeline Anselme : Make universal safe calling centers
- 10:56:02 From Betsy Hammar : Reacted to "Richard launched the..." with 🍌
- 10:56:34 From LanAnh Nguyen : Reacted to "Make universal safe ..." with ❤️
- 10:56:43 From Angeline Anselme : Actual Physical Universal Safe Calling Centers
- 10:56:52 From Mary Jean Weston : What are the best reference articles providing documentation of the value of follow up?
- 10:57:17 From Amy Brinkley : Yes Chris you are so invaluable! Great job
- 10:57:20 From LanAnh Nguyen : Reacted to "Yes Chris you are so..." with ❤️
- 10:57:23 From Angeline Anselme : Let's help incarcerated gain access to 988
- 10:57:25 From David Covington : Reacted to "Let's help incarcerated..." with 🏆
- 10:57:28 From LanAnh Nguyen : Reacted to "Let's help incarcerated..." with 🏆
- 10:57:33 From Susan Robinson : Reacted to "Richard launched the..." with 💜

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10:57:37 From Angeline Anselme : Thank you all for all.

10:57:40 From Karen Denise Jones : Be sure to join us next week! We'll have Mary Sowers talk about DD and MH

10:57:40 From Georgea Madeira : Thanks for watching! See you all next week :)

10:57:40 From LanAnh Nguyen : Reacted to "Thank you all for al..." with 