

988 Crisis Jam – Ep 158 – January 24, 2024 – Chat Transcript


- 10:03:06 From Georgea Madeira : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>
- 10:03:18 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/>
- 10:03:30 From Georgea Madeira : Crisis Centre of BC - The Crisis Centre of BC and 40+ other local crisis centres across Canada are partners in answering 9-8-8. The new service is available in English and French, 24/7, every day of the year.
https://crisiscentre.bc.ca/wp-content/uploads/2024/01/9-8-8-Post-11-x-17-General-Printing_compressed.pdf
- 10:03:43 From Georgea Madeira : When There's a Crisis, Call a Peer:
<https://www.bazelon.org/wp-content/uploads/2024/01/Bazelon-When-Theres-a-Crisis-Call-A-Peer-full-01-03-24.pdf>
- 10:04:15 From Georgea Madeira : Addressing the Black youth suicide crisis requires a new approach to licensing clinical social workers: <https://www.statnews.com/2024/01/11/lcsw-licensing-exam-bias-illinois-law-black-youth-suicide-rates>
- 10:04:36 From Georgea Madeira : Join us for the Premiere of 'Moving America's Soul on Suicide' – A Landmark Event in Mental Health Advocacy RSVP by visiting <https://bit.ly/MASOSPremiere>
- 10:04:54 From Axel Carrion : Reacted to "Join us for the Prem..." with 🙌
- 10:05:25 From Marie Eddy : Reacted to "Join us for the Prem..." with 🙌
- 10:08:39 From Leigh Ann Fitzpatrick : We do in KY!
- 10:09:00 From Carrie Slatton-Hodges : have certification in OK
- 10:10:36 From Paul Galdys : Great to have you here Jen!
- 10:10:57 From Tina Orwall : We love you Jenn!!
- 10:11:09 From Laura Van Tosh : Reacted to "We love you Jenn!!" with 👍
- 10:12:18 From John Wallschlaeger : Wisconsin has a State curriculum in addition to training site certification and officer CIT certification, all coordinated through NAMI Wisconsin and supported by State budgeting
- 10:12:33 From Axel Carrion : Reacted to "Wisconsin has a Stat..." with 🙌
- 10:12:39 From L.A. : Question, we often get feedback from chats while on the chat lines that crisis workers sound robotic.
- 10:13:38 From L.A. : Based on required prompt questions required by 988. How can we work around that to meet clients where they're at? And can that be reviewed and emphasized in trainings?
- 10:14:33 From Laura Van Tosh : When I called for help in Washington state the Fire Department showed up.

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- 10:15:55 From sonja burns : Are you also tracking how many crisis stabilization beds there are in WA? And inpatient beds for those who need a longer length of stay?
- 10:16:11 From Leigh Ann Fitzpatrick : Reacted to "Are you also trackin..." with 👍
- 10:18:12 From Leigh Ann Fitzpatrick : We have developed a Co Response program in KY!
- 10:19:40 From Laura Van Tosh : A fire response felt less overwhelming. Police can move towards involuntary commitment.
- 10:21:05 From Stephanie Hepburn : Can we get a link to the survey, Sabrina? (After the debate.)
- 10:22:11 From Jacob Kalathoor : In the co-responder model should 911 PSAPs operate 988 (with clinicians/appropriate training, etc.) ? How to effectively manage resources if you have two separate phone services providing BH crisis and dispatch?
- 10:22:45 From Richard McKeon : What is the concern regarding the 988 prompt questions which were designed to make sure we didn't miss people who were suicidal by not asking the question
- 10:23:56 From Justin Chase : My concern with the co-responder approach is who is in charge of the response? The individual in crisis, the clinician, or the police officer on scene? Power dynamic of bringing a uniform, weapon and threat of involuntary commitment looks more coercive than collaborative and empowering.
- 10:24:12 From Ashley Miller : Reacted to "My concern with the ..." with 👍
- 10:24:26 From Gerald Stansbury : Reacted to "My concern with the ..." with 👍
- 10:24:27 From Laura Van Tosh : Thanks, Sabrina, for citing the evidence re: violence and mental health clients.
- 10:24:43 From Alisha Fletcher : Reacted to "My concern with the ..." with 👍
- 10:25:14 From Kim Myers : Reacted to "My concern with the ..." with 👍
- 10:25:29 From Monica Luke : There is a power question embedded in this conversation. When co-responders report into the police dept, the power remains with the police. There are, of course, circumstances that need police, but the role needs to be limited and preferably at the discretion on the BH system. Sabrina is spot on that police are used because of the vacuum in BH.
- 10:25:51 From Alisha Fletcher : Reacted to "There is a power que..." with 👍
- 10:25:53 From Kelly Bowman : Reacted to "There is a power que..." with 👍
- 10:25:53 From Marilyn James : Reacted to "My concern with the ..." with 👍
- 10:25:55 From L.A. : Replying to "What is the concern ..." It's the training. The language we are trained on is too formal to address the needs of youths. Adults have also complained that it all sounds robotic and they don't feel heard.


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10:25:56 From Chotta Watson : I believe it is Arizona that presented at the conference back in November that use a coresponder model, but instead of having uniformed officers they are plain clothes officers that respond in an unmarked vehicle. That seems to work for them rather well. The issue that we have in our area is the police stations are understaffed and often not able to respond with our mobile team.

10:26:17 From Monica Luke : Reacted to "My concern with the ..." with 


10:26:24 From Tanya Barton : I think there is work to be done by each of us help mend relationships between law enforcement and the Black community in some areas of the country. We should work to avoid isolating the support solely based on race. Instead, the focus should be around fostering understanding and cooperation between all parties involved.

10:26:30 From Evonne Hawe : I think there are two sides to every situation. I have been in situations where it was a blessing to have an officer at the scene. We can't be too quick to dismiss the need for an officer, even in uniform.

10:26:52 From Jacob Kalathoor : Reacted to "I believe it is Ariz..." with 

10:26:56 From sonja burns : Where law enforcement is required for emergency detentions - I hear often that there is a difference of opinion between law enforcement and MCOT as to whether the person requires involuntary treatment -

10:27:03 From L.A. : Replying to "What is the concern ..." The 988 immersions. The client's dilemmas are similar to realistic content we see on the service lines, but the crisis worker responses in the s immersion sound dismissive to real clients on the service lines.


10:27:15 From Kai Gritter : Reacted to "I think there is wor..." with 

10:27:16 From Kris Anderson : I'm a former 911 calltaker -and both a family peer advocate and a peer support specialist. I think could be done with same staff/center, although not necessarily ideal. And the clinical nature of script is what makes it off-putting for many -often just want someone to talk, not pressured to answer checklist of questions. Would encourage exploring input from an Alt2Suicide or Hearing Voices Network

10:27:20 From Madonna Greer, CIT International : Well said Sabrina.

10:27:25 From Susan Robinson : Reacted to "Thanks, Sabrina, for..." with 

10:27:35 From Stephanie Hepburn : Hi Jenn! Is there a 911-988 matrix in Washington to determine who gets what type of in-person response, mobile crisis or co-responder? Are there any disparities that you've found.

10:27:46 From John Wallschlaeger : Reacted to "Well said Sabrina." with 

10:27:47 From Richard McKeon : Replying to "What is the concern ..." Important feedback

10:27:52 From Annie Strite : Dr. Stuber,

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- 10:27:55 From Howard Trachtman : PEER SUPPORT OVER THE PHONE warmline.org hdt@mbrlc.org 781 642 0368
- 10:28:05 From Annie Strite : agree.
- 10:29:02 From Stephanie Hepburn : Great debate! Thank you to both of you!
- 10:29:13 From Elizabeth Hancq : Reacted to "Great debate! Thank ..." with ❤️
- 10:29:31 From Madonna Greer, CIT International : Thank you Sabrina for encouraging us to think on the macro level!!!
- 10:29:39 From Leigh Ann Fitzpatrick : Reacted to "Great debate! Thank ..." with ❤️
- 10:29:41 From Paul Galdys : Great debate Jenn and Sabrina. Thank you for all of your work to connect individuals in crisis to care that feels like care in your communities!
- 10:29:56 From Leigh Ann Fitzpatrick : Reacted to "Great debate Jenn an..." with ❤️
- 10:29:59 From Marie Eddy : Reacted to "Great debate Jenn an..." with ❤️
- 10:30:21 From Bonnie Maney : Great session. Enjoyed the debate format for opening up thoughtful dialog.
- 10:30:34 From Leigh Ann Fitzpatrick : Reacted to "Great session. Enjoy..." with 👍
- 10:30:37 From John Wallschlaeger : Many dispatch centers in WI are staffing a clinical social worker inside the dispatch center to assist dispatchers in handling crisis calls and to find ways to re-direct calls to warm lines and more appropriate resources, saving first responder resources for emergency situations.
- 10:30:44 From Kelly Bowman : Great debate, thank you for your perspectives. We need to continue this conversation as states and territories further invest in the mobile crisis services.
- 10:30:57 From Haley Helms : Reacted to "Great debate, thank ..." with 👍
- 10:31:31 From Jennifer Stuber : Check out CROAWA.org... it's an incredible organization that is supporting smart development of the field of co-response in Washington State
- 10:31:36 From Tansy McNulty : We are in a unique time in history where we have the opportunity to transform harmful systems to focus on more of a care-centered approach to reduce harm to the community. I think we should take the time to think illogically/radically/ dramatically differently to create a system that better fits where we want the future to be vs what we can do easily
- 10:31:43 From Jack Rozel, MD, MSL (he/him) : To be clear, the earlier statement that people with mental illness are not more violent than the general population is misleading. Most research suggests that there is increased risk for violence in people with mental illness, but it is a weak risk factor compared to many other risk factors and people with mental illness are more likely to be victims than perpetrators of violence. Some recent research on topic: <https://doi.org/10.1177/15248380221145732>

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- 10:31:57 From Stephanie Hepburn : Mental Health Care Shouldn't Come in a Police Car (#CrisisTalk interview with Ron): <https://talk.crisisnow.com/mental-health-care-shouldnt-come-in-a-police-car>.
- 10:31:58 From Kelly Bowman : Reacted to "We are in a unique t..." with ❤️
- 10:32:08 From Alisha Fletcher : Reacted to "We are in a unique t..." with ❤️
- 10:32:10 From Rin Koenig, she/her, NASMHPD : Reacted to "Mental Health Care S..." with ❤️
- 10:32:12 From Monica Luke : Reacted to "We are in a unique t..." with ❤️
- 10:32:22 From Sabrina Taylor : PERF report: <https://www.policeforum.org/assets/MBHResponse.pdf>
- 10:32:36 From Stephanie Hepburn : Replying to "PERF report: https:/..." Thank you!
- 10:32:41 From Paul Galdys : Reacted to "Great session. Enjoy..." with 👍
- 10:32:47 From Paul Galdys : Reacted to "Great debate, thank ..." with 👍
- 10:32:59 From Madonna Greer, CIT International : Reacted to "PERF report: https:/..." with ❤️
- 10:33:08 From Stephanie Hepburn : 100% on the discretion piece, Ron.
- 10:33:24 From John Wallschlaeger : Reacted to "PERF report: https:/..." with 👍
- 10:33:25 From Andrew Guy : For sustainable funding of mobile crisis services, Medicaid is going to be critical. As CMS encourages states to take advantage of enhanced federal funding for mobile crisis, their guidance is that law enforcement cannot be part of the qualifying model.
- 10:33:26 From Monica Luke : Replying to "To be clear, the ear..." NAMI Ask the Expert did a webinar last week highlighting that most violence is not related to MH. There are correlations, but much weaker than the public perception.
- 10:33:42 From Tansy McNulty : Our new directory seeks to give people a nontraditional police response/community and then hear back from the community how the experience went. So we are creating response that meets the need and reduces additional emergencies later. You can check out the latest edition here: <https://therightresponse.co/>
- 10:33:51 From Laura Van Tosh : Reacted to "NAMI Ask the Expert ..." with 👍
- 10:33:52 From Evonne Hawe : Why does it have to be a debate? A debate implies an argument and a winner and loser and in the mental health field we really need to be able to see things outside the box, look at and acknowledge things from many perspectives. Take all into account.
- 10:34:00 From John Wallschlaeger : Reacted to "To be clear, the ear..." with 👍
- 10:34:15 From Monica Luke : Replying to "To be clear, the ear..." <https://www.nami.org/Support-Education/Podcasts-and-Webinars/NAMI-s-Ask-the-Expert/2024/NAMI-Ask-the-Expert-An-Evidence-Based-Conversation-on-Violence-and-Mental-Illness>

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- 10:34:24 From Jack Rozel, MD, MSL (he/him) : Replying to "To be clear, the ear..." Correct; mental illness plays a causal role in a small percentage of community violence
- 10:34:52 From Sabrina Taylor : Replying to "To be clear, the ear..." Thanks Jack, that is a great article. I'm saving that
- 10:35:01 From Jack Rozel, MD, MSL (he/him) : Reacted to "Thanks Jack, that is..." with 👍
- 10:35:39 From sonja burns : Yes - on the discretion. I do think we also need to be tracking - was there a place to go? Often the "discretion" of what to do next is based on capacity - which leads often to bad (the worst) outcomes.
- 10:35:48 From Kelly Bowman : Dr. McKeon, this would be a great topic to discuss at the 988 National Grantee meeting in April!
- 10:36:24 From Mark Creekmore : Is it intentional that emergency rooms have been left out of the discussion about the 911-988 interface?
- 10:36:25 From Stephanie Hepburn : It's vital to track who gets what response.
- 10:36:32 From Leigh Ann Fitzpatrick : Reacted to "It's vital to track ..." with ❤️
- 10:37:04 From John Wallschlaeger : Reacted to "There is a power que..." with 👍
- 10:37:30 From Jennifer Stuber : Calling 911 with a behavioral health need in WA is more likely going to get you a fire response than a law enforcement response in some regions.
- 10:37:52 From Laura Van Tosh : RE: Workforce
"it is very welcome news to report that the Substance Abuse and Mental Health Services Administration (SAMHSA) convened a technical expert panel on the workforce January 18-19. This panel, Building the Behavioral Health Workforce with a Focus on Underserved Communities, was designed to re-envision our approach to the behavioral healthcare workforce, particularly in locales with fewer or no services. Through this effort, practical actions can be identified to mitigate the current crisis and plan both short- and long-term solutions." <https://www.hmpgloballearningnetwork.com/site/bhe/perspectives/samhsa-takes-action-address-our-workforce-crisis>
- 10:38:03 From Jennifer Stuber : www.croawa.org
- 10:38:06 From John Wallschlaeger : Replying to "I think there are tw..." That often boils down to quality training for the call takers.
- 10:38:10 From sonja burns : Reacted to "It's vital to track ..." with ❤️
- 10:38:24 From Cherylyn Rahr-Wood : Reacted to "That often boils dow..." with 👍
- 10:38:27 From Day Catalano : Reacted to "Dr. McKeon, this wou..." with 👍
- 10:38:40 From John Wallschlaeger : Reacted to "It's the training. T..." with 👍
- 10:39:18 From L.A. : Reacted to "Important feedback " with 👍

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- 10:39:46 From John Wallschlaeger : Reacted to "Correct; mental illn..." with 👍
- 10:40:32 From Stephanie Hepburn : Yes, re: policymakers. Thank you, Pat!
- 10:40:44 From Sabrina Taylor : Reacted to "Yes, re: policymaker..." with ❤️
- 10:42:37 From Alisha Fletcher : In the future, I'd love to hear more from Tonja on this subject.
- 10:42:44 From Meighan Haupt : Reacted to "In the future, I'd I..." with ❤️
- 10:42:47 From Kelly Bowman : Reacted to "In the future, I'd I..." with 🙌
- 10:42:49 From Cri Campbell Schine : Reacted to "In the future, I'd I..." with 🙌
- 10:42:51 From Annie Strite : Reacted to "In the future, I'd I..." with ❤️
- 10:42:51 From Cri Campbell Schine : Reacted to "In the future, I'd I..." with ❤️
- 10:42:54 From Kelle Masten : Reacted to "In the future, I'd I..." with ❤️
- 10:42:54 From Stephanie Hepburn : Great points, Tonja.
- 10:42:56 From sonja burns : Reacted to "In the future, I'd I..." with ❤️
- 10:43:01 From Stephanie Hepburn : Reacted to "In the future, I'd I..." with ❤️
- 10:43:01 From Laura Van Tosh : Reacted to "In the future, I'd I..." with 🙌
- 10:43:02 From Jack Rozel, MD, MSL (he/him) : Of historical note, an essay by psychiatrist Chet Pierce called for highly culturally competent mobile crisis teams as an alternative to law enforcement for many responses, emphasizing the importance of teams deep awareness of racism -- especially anti-Black racism -- and historical trauma as far back as 1970. That essay is better known for coining the term microgression. [Pierce, Chester. 1970. "Offensive Mechanisms." In The Black Seventies, edited by Floyd B. Barbour, 265–82. Boston: P. Sargent.]
- 10:43:09 From Lewis Bossing : Hi everyone - here's a link to the Bazelon report on 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>
- 10:43:17 From Laura Van Tosh : Reacted to "Hi everyone - here's..." with 🙌
- 10:43:30 From Susan Robinson : Reacted to "Great points, Tonja." with 💜
- 10:43:42 From Jack Rozel, MD, MSL (he/him) : Reacted to "In the future, I'd I..." with 🙌
- 10:43:46 From Evonne Hawe : Replying to "I think there are tw..." many times, yes but not all the time. Someone in a crisis and extremely violent is a whole different situation. The best crisis training and worker cannot always de-escalate.
- 10:43:49 From Laura Van Tosh : Replying to "Hi everyone - here's..." Yes!! you beat me to it!
- 10:43:54 From Monica Luke : Tricky polling, reversed the answers :-)

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- 10:43:54 From Cherylyn Rahr-Wood : Reacted to "Hi everyone - here's..." with 👍
- 10:44:03 From John Wallschlaeger : Reacted to "Tricky polling, reve..." with 😊
- 10:44:37 From Lewis Bossing : Also, Bazelon and Vera Institute released a brief last week on the legal case for an alternative response to mental health crises: <https://www.bazelon.org/wp-content/uploads/2024/01/bazelon-vera-issue-brief-re-crisis-response-01-16-24.pdf>
- 10:44:39 From Cri Campbell Schine : Reacted to "Great points, Tonja." with 🙌
- 10:44:59 From Laura Van Tosh : Reacted to "Also, Bazelon and Ve..." with 👍
- 10:45:15 From Cri Campbell Schine : Reacted to "Of historical note, ..." with ❤️
- 10:45:35 From Billina Shaw : Building the Behavioral Health Workforce with a Focus on Underserved
- 10:45:41 From Monica Luke : Reacted to "In the future, I'd l..." with 👍
- 10:45:54 From Billina Shaw : <https://www.nationalacademies.org/our-work/strategies-to-improve-access-to-behavioral-health-care-services-through-medicare-and-medicaid#sectionPastEvents>
- 10:46:17 From Stephanie Hepburn : Reacted to "Hi everyone - here's..." with ❤️
- 10:46:39 From Ron Bruno : Hi everyone - Our organization developed a video describing a comprehensive crisis response system that very much supports a lot of the discussion from today. We hope you find it interesting and helpful.
- 10:46:49 From Ron Bruno : <https://youtu.be/8bn-2R9yn8Q?feature=shared>
- 10:46:50 From Stephanie Hepburn : Reacted to "Hi everyone - Our or..." with ❤️
- 10:46:54 From Stephanie Hepburn : Reacted to "https://youtu.be/8bn..." with ❤️
- 10:47:01 From sonja burns : Is anyone doing a study on the number of people in jails/ carceral settings and state hospitals who have used up their 190 day limit of inpatient psychiatric care under Medicare?
- 10:50:01 From Pat Strode : Great work, Dr. Billings. I look forward to hearing/learing more
- 10:50:10 From Susan Robinson : Reacted to "Great work, Dr. Bill..." with ❤️
- 10:50:33 From Billina Shaw : Thanks. We will keep you posted!
- 10:51:06 From Stephanie Hepburn : Reacted to "Thanks. We will kee..." with ❤️
- 10:51:12 From Erika Leuchte : Reacted to "Thanks. We will kee..." with ❤️
- 10:51:52 From Regina Huerter : Meighan, Can you give the name of the conference/meeting is in Nov?

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10:51:58 From Billina Shaw : <https://www.nationalacademies.org/our-work/strategies-to-improve-access-to-behavioral-health-care-services-through-medicare-and-medicaid#sectionPastEvents>

10:52:31 From Billina Shaw : There is an opportunity for public input on the NASEM site as well and its welcome!

10:53:50 From Meighan Haupt : Thank you Regina for your question. The conference is the National Dialogues on Behavioral Health. It will take place November 3rd - November 6th in New Orleans. The conference will address collaboration across systems to address people with complex needs. We invite people to hold these dates for this important topic and extended dialogue :)

10:54:08 From Monica Luke : Reacted to "Thank you Regina for..." with 👍

10:54:14 From Regina Huerter : Reacted to "Thank you Regina for..." with 👍

10:55:43 From Georgea Madeira : Enhanced Medicaid Mobile Crisis Map
<https://reimaginecrisis.org/mobilecrisis/>

10:56:03 From Joanna Rosen : Medicare Mobile Crisis Improvement Act
<https://www.congress.gov/bill/118th-congress/senate-bill/3628>

10:56:04 From Georgea Madeira : Paolo del Vecchio Shares His Hopes for 988
<https://talk.crisisnow.com/paolo-del-vecchio-shares-his-hopes-for-988/>

10:56:12 From Joanna Rosen : Press release: <https://www.cortezmasto.senate.gov/news/press-releases/cortez-masto-cornyn-introduce-bipartisan-legislation-to-enhance-mental-health-care-emergency-services/>

10:56:44 From sonja burns : I think it is very important to have conversations about appropriate residential models of care - to include secure settings - alongside the crisis care conversation. As seen in WA and OR - the civil population is being pushed out of the state hospital system to make room for the forensic population - and the forensic population WAS most often your civil/ voluntary population - they just could not access the care they needed.

10:57:16 From Ashley Miller : Replying to "Thank you Regina for..." Is there a link for this conference information?

10:58:10 From John Wallschlaeger : Great dialogue today. It is important to keep these discussions going. Improving crisis services can't be an afterthought. Thanks to all that participated.

10:58:30 From Katherine Field : The appropriate answer would be "Sometimes."

10:58:37 From Jack Rozel, MD, MSL (he/him) : Reacted to "The appropriate answer..." with 👍

10:58:41 From Debbie Plotnick : Reacted to "The appropriate answer..." with 👍

10:58:42 From Alisha Fletcher : Reacted to "The appropriate answer..." with 👍

10:58:43 From Monica Luke : Reacted to "The appropriate answer..." with 👍

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- 10:58:45 From Krista Hausermann : Reacted to "The appropriate answ..." with 👍
- 10:58:45 From John Wallschlaeger : Reacted to "The appropriate answ..." with 👍
- 10:58:45 From Annie Strite : Reacted to "The appropriate answ..." with 👍
- 10:58:49 From Cherylyn Rahr-Wood : Reacted to "The appropriate answ..." with 😊
- 10:58:55 From Erin Kollenbroich [she/her] : Reacted to "The appropriate answ..." with 👍
- 10:58:55 From Haley Helms : Reacted to "The appropriate answ..." with 👍
- 10:59:03 From Billina Shaw : Reacted to "The appropriate answ..." with 👍
- 10:59:09 From Danielle Bolduc : Reacted to "The appropriate answ..." with 👍
- 10:59:10 From Monica Luke : Sometimes but leaning away from police cars, not toward them...
- 10:59:16 From sonja burns : Reacted to "The appropriate answ..." with 👍
- 10:59:23 From Madonna Greer, CIT International : Reacted to "Sometimes but leanin..." with 👍
- 10:59:28 From Marilyn James : Reacted to "Sometimes but leanin..." with 👍
- 10:59:29 From Victoria Campbell : Reacted to "The appropriate answ..." with 👍
- 10:59:30 From John Wallschlaeger : Reacted to "Sometimes but leanin..." with 👍
- 10:59:55 From Georgea Madeira : Register for Crisis Now III in Amsterdam at <https://talk.crisisnow.com/summit-2024/>
- 11:00:14 From Kelly Bowman : Reacted to "Thank you Regina for..." with 👍
- 11:00:31 From Stephanie Hepburn : What a great Jam today, thank you so much Jenn and Sabrina.