

988 Crisis Jam – Ep 160 – February 07, 2024 – Chat Transcript

10:00:19 From Marie Eddy : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>

10:01:03 From Marie Eddy : Do you have an idea for a future Crisis Jam topic? Let us know! Submit it at <https://talk.crisisnow.com/submit/>

10:01:13 From Amy Cohen : Replying to "Hi. 1st time attendi..." welcome! see the address below where you can find the recordings from every Jam!

10:01:25 From Kristen Ellis, LMFT - RI : Reacted to "welcome! see the ad..." with 

10:01:37 From Amy Cohen : I saw this Elmo check in this week! I liked it!


10:01:45 From Betsy Hammar : Reacted to "I saw this Elmo chec..." with 

10:01:46 From April S Lobley : Reacted to "welcome! see the ..." with 

10:01:51 From Marie Eddy : Elmo asked people online how they were doing. He got an earful <https://www.cnn.com/2024/01/31/health/elmo-checking-in-x-wellness-cec/index.html>

@988Lifeline “Hey @elmo, we’re here for anyone struggling with difficult emotions. No matter what someone may be going through, the #988Lifeline is here to help....”

10:02:26 From Marie Eddy : January 2024 Update On the Golden Gate Bridge Suicide Deterrent System <https://www.goldengate.org/january-2024-update-on-the-golden-gate-bridge-suicide-deterrent-system/> <https://behavioralhealthlink.com/golden-gate-bridge>


10:02:40 From Amy Cohen : Reacted to "January 2024 Update ..." with 

10:02:57 From Marie Eddy : As 988 centers struggle to hire, burnout plagues some crisis staff <https://abcnews.go.com/amp/Health/988-centers-struggle-hire-burnout-plagues-some-crisis-staff/story?id=106762549>

10:03:15 From Marie Eddy : "Burnout is one of the biggest workforce challenges we're facing," Monica Johnson, SAMHSA's 988 director, wrote to ABC News.

10:03:19 From Betsy Hammar : Reacted to "January 2024 Update ..." with 

10:03:31 From Marie Eddy : Register for Crisis Now III in Amsterdam at <https://talk.crisisnow.com/submit-2024/>

10:03:39 From Marie Eddy : Reacted to "welcome! see the ad..." with 

10:04:13 From David Westbrook : Let's not ignore that certain practices and polices can go a long way to preventing burnout. It is not simply about fit. This is a conversation the crisis community should have.

10:05:11 From Alison Rogge : Reacted to "Let's not ignore tha..." with 

10:05:24 From Crisis Jam : Dr. Mike is stuck on the tarmac!

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- 10:05:40 From Marie Eddy : Reacted to "Let's not ignore tha..." with 🙌
- 10:05:49 From Marie Eddy : Reacted to "Dr. Mike is stuck on..." with 🤪
- 10:05:53 From Kristen Ellis, LMFT - RI : Reacted to "Dr. Mike is stuck on..." with 🤪
- 10:06:46 From Lu : Reacted to "Let's not ignore tha..." with 👍
- 10:07:04 From Amy Cohen : Reacted to "Dr. Mike is stuck on..." with 🤪
- 10:07:18 From Marie Eddy : The Columbus Partnership
<https://www.hbs.edu/faculty/Pages/item.aspx?num=49148>
- 10:07:44 From Crisis Jam : Welcome to the Crisis Jam, Jonathan!
- 10:08:04 From Paul Galdys : Great to have you on the Crisis Jam Jonathan!
- 10:08:51 From Leo Petrilli : *Substance use prevention. Excellent!
- 10:10:55 From Chuck Ingoglia : Go Blue!
- 10:11:11 From Meighan Haupt : Reacted to "Go Blue!" with 😂
- 10:11:34 From Paul Galdys : Replying to "Go Blue!" Oh Chuck. Go Buffs... we're coming!
- 10:15:58 From Amy Cohen : Never on divert is a BIG DEAL. Really fantastic.
- 10:16:21 From Marilyn James : Reacted to "Let's not ignore tha..." with 🙌
- 10:16:34 From Paul Galdys : Reacted to "Never on divert is a..." with ❤️
- 10:16:51 From Jamie Sellar : Blended funding creates strong community ownership!
- 10:17:04 From Paul Galdys : Love the comprehensive design based on the unique needs of the community.
- 10:18:00 From Chris Roup (she/her), CRPT : Reacted to "Never on divert is a..." with ❤️
- 10:18:01 From Kris Anderson : Just wondering - Is transportation going to be a barrier if all is at 1 location, rather than more than 1 site across geographic region?
- 10:18:08 From Amy Cohen : Reacted to "Love the comprehensi..." with 👍
- 10:18:33 From Emily Harrison : Reacted to "Just wondering - Is ..." with 👍
- 10:20:33 From John Draper : I had the pleasure of meeting Jonathan and his ADAMH crew in Columbus last fall and I can't tell you how impressed I was with the people behind this world-class facility. The leadership there is outstanding.
- 10:20:43 From Marie Eddy : Reacted to "I had the pleasure o..." with ❤️
- 10:22:43 From Chris Roup (she/her), CRPT : Reacted to "I had the pleasure o..." with ❤️

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- 10:22:51 From Alyssa Newmoyer : Does anyone have Jonathan Thomas's contact information? This is an incredibly designed center and Id love to connect
- 10:22:51 From Paul Galdys : Reacted to "I had the pleasure o..." with ❤️
- 10:22:59 From David Ryan : How are you informing local LE of this new resource?
- 10:23:03 From Jennifer Wade : Is there any chance you'd be willing to share contact information? I'd love to have a follow up discussion!
- 10:23:12 From Kate Dahlstrom : This appears to be "no wrong door"?
- 10:23:16 From Jennifer Wade : Reacted to "Does anyone have Jon..." with 👍
- 10:23:18 From Holly Hanks Wanta : Reacted to "How are you informin..." with 👍
- 10:23:21 From Stephanie Hepburn : Reacted to "Go Blue!" with 😊
- 10:23:23 From Paul Galdys : Reacted to "This appears to be "..." with 👍
- 10:23:26 From Leo Petrilli : There is a flow of wellness throughout the rooms.
- 10:23:28 From Chris Roup (she/her), CRPT : Reacted to "This appears to be "..." with 👍
- 10:23:35 From Chris Roup (she/her), CRPT : Reacted to "There is a flow of w..." with ❤️
- 10:23:48 From Alyssa Newmoyer : Reacted to "This appears to be "..." with ❤️
- 10:23:56 From Lu : Replying to "There is a flow of w..." what does this mean?
- 10:23:59 From Emily Harrison : I was wondering if you could speak to funding for services in the future? Do you have plans to pursue claims-based reimbursement?
- 10:24:32 From Kate Dahlstrom : Are you doing holistic therapies like art, music, animal for inpatients?
- 10:24:48 From David Ryan : Thank you!
- 10:25:38 From Kate Bailey : Without crisis receiving / observation services being recognized as a separate service in Ohio, what is your plan for funding or reimbursement for that service? Also could you please comment on the level of care you are planning to provide in your inpatient unit (is it hospital level of care)?
- 10:26:48 From Stephanie Hepburn : I love the emphasis on partnership and culture shift
- 10:27:00 From Rin Koenig : Reacted to "I love the emphasis ..." with ❤️
- 10:27:08 From Chris Roup (she/her), CRPT : Reacted to "I love the emphasis ..." with ❤️
- 10:27:17 From Jonathan Thomas (he/him) : Replying to "Welcome to the Crisi..."

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Thank you for having me!

- 10:27:38 From Jonathan Thomas (he/him) : Replying to "Great to have you on..." Thank you!
- 10:27:48 From Brittany Pape : does your community also have a similar option for children and teens?
- 10:27:57 From Kris Anderson : Reacted to "does your community ..." with 
- 10:28:08 From Emily Harrison : Reacted to "Does anyone have Jon..." with 
- 10:28:09 From Jonathan Thomas (he/him) : Replying to "Blended funding crea..." Absolutely!
- 10:28:53 From Chotta Watson : is this for placement of both adults and children
- 10:29:09 From Jonathan Thomas (he/him) : Replying to "I had the pleasure o..." Thank you, Dr. Draper!
- 10:29:38 From Kate Dahlstrom : Replying to "is this for placemen..." Great question!
- 10:29:46 From Jonathan Thomas (he/him) : Replying to "Does anyone have Jon..."
jthomas@adamhfranklin.org
- 10:30:05 From Stephanie Hepburn : Fantastic presentation, Jonathan.
- 10:30:17 From Alyssa Newmoyer : Replying to "Blended funding crea..." @Jonathan Thomas (he/him) I would really like to connect with you about your kid's crisis care. Michigan is working on ironing out our Children's model and I have wanted to get a connection with your area for the progressive kid's services it offers. Just haven't had much luck finding someone specific to speak with until today
- 10:30:23 From Jonathan Thomas (he/him) : Replying to "Is there any chance ..."
jthomas@adamhfranklin.org
- 10:30:27 From Alyssa Newmoyer : Reacted to "I had the pleasure o..." with 
- 10:30:41 From Alyssa Newmoyer : Reacted to "jthomas@adamhfrankli..." with 
- 10:30:44 From Jonathan Thomas (he/him) : Replying to "This appears to be ..." That is 100% correct.
- 10:30:49 From Stephanie Hepburn : Reacted to "This appears to be ..." with 
- 10:30:53 From Alyssa Newmoyer : Replying to "Does anyone have Jon..." Thank you! I will be reaching out!
- 10:31:19 From John Draper : Reacted to "Thank you, Dr. Drape..." with 
- 10:32:04 From Jonathan Thomas (he/him) : Replying to "does your community ..."

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We are very fortunate to have: <https://www.nationwidechildrens.org/specialties/behavioral-health/behavioral-health-pavilion>

- 10:33:17 From Jonathan Thomas (he/him) : Replying to "is this for placemen..." The Franklin County Crisis Care Center is for ages 18+. Franklin County is very fortunate to also have a great option for youth and their families: <https://www.nationwidechildrens.org/specialties/behavioral-health/behavioral-health-pavilion>
- 10:33:28 From Jonathan Thomas (he/him) : Replying to "Fantastic presentati..." Thank you!
- 10:33:35 From Kate Dahlstrom : How is Ohio hospital boarding in 2023? MI has very low beds per capita. One of the worst 5 in the country.
- 10:33:46 From Kate Dahlstrom : Per TAC
- 10:35:21 From Crisis Jam : "stigma busting approach"!
- 10:35:32 From gayle rose : Reacted to ""stigma busting appr..." with 👍
- 10:36:41 From Jeff Klingler : Replying to "How is Ohio hospital..." When started the Bedboard project, our average ED LOS was around 23 hours. We have since brought that down to about 5 hours until patients can be placed in an inpatient bed.
- 10:37:40 From Jamie Carmichael : Reacted to "When started the Bed..." with 👍
- 10:39:02 From Tenasha Hildebrand : So happy to have them here to see what amazing work is being done.
- 10:40:34 From Kristen Ellis, LMFT - RI : Yay Meighan!
- 10:40:46 From Corinna Roy : When will answers to questions about dem apps be posted?
- 10:40:52 From Betsy Hammar : Reacted to "When started the Bed..." with 🍌
- 10:40:56 From Rin Koenig : Reacted to "Yay Meighan!" with 🍌
- 10:41:06 From Marie Eddy : 32 states featured in Crisis Jam / Crisis Talk + Puerto Rico and Australia 18 not yet - Arkansas, Delaware, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Maine, Mississippi, North Dakota, Pennsylvania, South Carolina, South Dakota, Vermont, West Virginia and Wyoming
- 10:41:13 From Jonathan Thomas (he/him) : Replying to "I love the emphasis ..." The "how" we do what we do is a critical element, I am glad it resonated!
- 10:41:27 From gayle rose : Reacted to "The "how" we do what..." with ❤️
- 10:41:34 From Marie Eddy : Reacted to "The "how" we do what..." with ❤️
- 10:41:37 From Marie Eddy : Reacted to "I love the emphasis ..." with ❤️

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- 10:41:51 From Crisis Jam : Thank you so much, Steve! Your input and collaboration has been so valuable.
- 10:42:13 From Amy Cohen : cool new feature: Tech Corner! Love it and need it.
- 10:42:31 From David Westbrook : So glad you're doing this topic, Dave.
- 10:43:23 From Chris Roup (she/her), CRPT : Reacted to "cool new feature: T..." with 👍
- 10:43:38 From Chris Roup (she/her), CRPT : Replying to "cool new feature: T..." Agreed! Love this new feature of the Crisis Jam!
- 10:44:26 From John Draper : "Responsible use" is central to applying AI technologies, Dave. Appreciate what Centerstone and Lyssn is modeling here. Thank you!
- 10:44:48 From Meighan Haupt : Reacted to "'Responsible use' is..." with ❤️
- 10:44:56 From Marie Eddy : Reacted to "'Responsible use' is..." with ❤️
- 10:45:49 From Kristen Ellis, LMFT - RI : Reacted to "'Responsible use' is..." with ❤️
- 10:46:31 From Kris Anderson : Reacted to "'Responsible use' is..." with ❤️
- 10:47:25 From Mia Lopez : Dave's email: Dave@lyssn.io
- 10:49:01 From Kate Dahlstrom-Traverse City, MI : Reacted to "When started the Bed..." with 👍
- 10:49:33 From Kate Dahlstrom-Traverse City, MI : Replying to "How is Ohio hospital..." We have kids and adults who ED board for a month sometimes...
- 10:49:49 From Kristen Ellis, LMFT - RI : Reacted to "When started the Bed..." with 🙌
- 10:50:05 From Marie Eddy : Reacted to "When started the Bed..." with 🙌
- 10:50:18 From gayle rose : Reacted to "We have kids and adu..." with 😞
- 10:52:01 From Marie Eddy : How a Crisis Receiving Center Stopping Saying No and Got Commercial Insurers to Pay Up <https://talk.crisisnow.com/utah-no-refusal-center/>
- 10:52:16 From Kate Dahlstrom-Traverse City, MI : Replying to "Is there any chance ..." Do you give LAIs at your center?
- 10:53:11 From Jonathan Thomas (he/him) : jthomas@adamhfranklin.org - Jonathan Thomas, COO, ADAMH Board of Franklin County (Ohio)
- 10:54:57 From Meighan Haupt : "Did they feel received?"
- 10:55:11 From Kristen Ellis, LMFT - RI : Reacted to "'Did they feel recei..." with 💜
- 10:56:03 From Marie Eddy : Reacted to "'Did they feel recei..." with 💜

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- 10:57:59 From Chris Roup (she/her), CRPT : This is a fantastic story! I love everyone getting to the “no refusal” foundation.
- 10:58:22 From Kris Anderson : Reacted to "This is a fantastic ..." with ❤️
- 10:58:23 From Kristen Ellis, LMFT - RI : Reacted to "This is a fantastic ..." with ❤️
- 11:00:10 From Marie Eddy : <https://bit.ly/MovingAmericasSoul> Please help us get the word out, or contact Karen Jones to schedule a screening in your city!
- 11:00:20 From Kevin Curtis : Reacted to "This is a fantastic ..." with ❤️
- 11:00:21 From Kristen Ellis, LMFT - RI : It was incredible! Make sure you check it out!
- 11:00:21 From Chris Roup (she/her), CRPT : Such an incredible day!!
- 11:00:24 From Kristen Ellis, LMFT - RI : Reacted to "Such an incredible d..." with ✨
- 11:00:26 From Emily Harrison : Kevin, would you also be open to sharing your contact information?
- 11:00:36 From Amy Cohen : Reacted to "Such an incredible d..." with 🍌
- 11:00:42 From Kevin Curtis : Replying to "Kevin, would you als..." kevin.curtis@utah.edu
- 11:00:49 From Emily Harrison : Replying to "Kevin, would you als..." Thank you!
- 11:00:59 From Marie Eddy : Thanks for your understanding as we make changes to keep our community safe! See you next week.
- 11:01:05 From Monica Luke : The real world data .01% & 3% was so much lower than the anticipated concerns about violence/agitation & medical needs. Shows how much we misunderstand what's needed
- 11:01:07 From Kevin Curtis : Replying to "Kevin, would you als..." Happy to hear from anyone that has questions about our journey