

988 Crisis Jam – Ep 162 – February 21, 2024 – Chat Transcript

10:00:47 From Kristen Ellis, LMFT - RI : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>

10:01:10 From Kristen Ellis, LMFT - RI : Do you have an idea for a future Crisis Jam topic? Let us know! Submit it at <https://talk.crisisnow.com/submit/>

10:01:42 From Kristen Ellis, LMFT - RI : New York City sues social media platforms over youth mental health crisis <https://www.cnn.com/2024/02/14/tech/new-york-city-sues-social-media-platforms-youth-mental-health/index.html>

10:02:20 From Kristen Ellis, LMFT - RI : How Arizona's crisis response network became a model became a model for mental health hotlines. Features Solari, TERROS and Connections Health Solutions <https://www.pbs.org/newshour/show/how-arizonas-crisis-response-network-became-a-model-for-mental-health-hotlines>

10:03:11 From Kristen Ellis, LMFT - RI : Southern Lawmakers Rethink Long-Standing Opposition to Medicaid Expansion <https://kffhealthnews.org/news/article/medicaid-expansion-holdout-states-south-georgia-alabama-mississippi>

10:03:16 From Kevin's OtterPilot : Hi, I'm an AI assistant helping Kevin Fitts take notes for this meeting. Follow along the transcript here: https://otter.ai/u/cn_u0exHGhYPPFnC1qgCThUJyI0?utm_source=va_chat_link_1

You'll also be able to see screenshots of key moments, add highlights, comments, or action items to anything being said, and get an automatic summary after the meeting.

10:03:40 From Kristen Ellis, LMFT - RI : Register for Crisis Now III in Amsterdam at <https://talk.crisisnow.com/summit-2024/>

10:04:20 From David Covington : The Global Leadership Exchange is Monday through Friday, and the Crisis Now III summit begins the next day next door in Amsterdam!

10:04:31 From Kristen Ellis, LMFT - RI : Reacted to "The Global Leadershi..." with 

10:05:43 From David Covington : We're going into the vault for this trivia!

10:06:23 From Kristen Ellis, LMFT - RI : Shortly before the deadly July 2012 attack, the Aurora theater gunman almost called it off. James Holmes told a court-appointed psychiatrist that he called a mental health hotline. Holmes' phone call to the crisis line was disconnected after 9 seconds, before anyone answered. <https://www.cbsnews.com/colorado/news/theater-gunman-called-mental-health-hotline-to-see-if-i-should-turn-back/>

10:06:54 From David Stanley : Reacted to "Shortly before the d..." with 

10:10:32 From Martryce Roach : Reacted to "Register for Crisis ..." with 

10:10:58 From Martryce Roach : Reacted to "Do you have an idea ..." with 

988 Crisis Jam – Ep 162 – February 21, 2024 – Chat Transcript

10:14:34 From Jess Stohlmann-Rainey : I worry a lot about law enforcement approaches showing up in this space. We have heard pretty loudly from communities we serve that they want something pretty different from that in crisis care.

10:14:48 From David Stanley : Reacted to "I worry a lot about ..." with ❤️

10:14:50 From Lu Ma : Reacted to "I worry a lot about ..." with ❤️

10:15:25 From Joana Joasil : Reacted to "I worry a lot about ..." with !

10:15:34 From Wesley Ingram : Reacted to "I worry a lot about ..." with ❤️

10:16:14 From Anita Corsini : Reacted to "I worry a lot about ..." with 👍

10:17:46 From Chris Roup, CRPT : Reacted to "I worry a lot about ..." with ❤️

10:18:54 From David Stanley : Replying to "I worry a lot about ..." The county crisis team I work with does some co-response with law enforcement but mostly responds to calls with a crisis social worker. They hired me as peer specialist to do co-response with the social workers when desired. We're moving in a good direction I think.

10:20:46 From Kristen Ellis, LMFT - RI : Threat AID (Assessing Imminent Dangerousness Protocol) <https://www.bulletpointsproject.org/threat-aid-protocol/>

10:20:53 From Kristen Ellis, LMFT - RI : DHS Center for Prevention Programs & Partnerships <https://www.dhs.gov/CP3>

10:23:00 From John Draper : Replying to "I worry a lot about ..." I have the same concerns, Jess. Like suicide risk, helpers may be trained to assess for risk, but have no idea how to work with the person to maintain safety and support. This concern is perhaps greater with assessing harm to others. There has been little guidance on both assessing for violence and what a worker can do to help prevent it.

10:23:33 From John Draper : Replying to "I worry a lot about ..." So they call 911...

10:23:42 From Lu : treating people in crisis as threats and using community surveillance predicated on identifying criminals is an unethical and ineffective solution to crisis.

10:24:04 From Carly Larson : Reacted to "treating people in c..." with ❤️

10:24:28 From Paul Galdys : Great presentation Jack. Thank you!

10:24:49 From Jack Rozel, MD (he/him) : My contact information: rozeljs@upmc.edu t/x @ViolenceWonks linkedin.com/in/jackrozel

10:25:01 From Jess Stohlmann-Rainey : Reacted to "So they call 911..." with ❤️

10:25:04 From Jess Stohlmann-Rainey : Reacted to "I have the same conc..." with ❤️

10:25:08 From John Draper : Great job, Jack. Really important subject to address inc iris care.

10:25:17 From Don Kamin : Reacted to "Great job, Jack. Rea..." with 👍

988 Crisis Jam – Ep 162 – February 21, 2024 – Chat Transcript

- 10:25:21 From Jack Rozel, MD (he/him) : Reacted to "Great job, Jack. Rea..." with 👍
- 10:25:24 From Susan Robinson : Reacted to "Great job, Jack. Rea..." with ❤️
- 10:25:25 From Jack Rozel, MD (he/him) : Reacted to "Great presentation J..." with 👍
- 10:25:25 From Lu : Reacted to "I have the same conc..." with ❤️
- 10:25:36 From Howard Trachtman : power of peer support over the phone hdtd@warmline.org
hdtd@mbrlc.org 781 642 0368
- 10:25:42 From David Covington : Reacted to "Great job, Jack. Rea..." with ❤️
- 10:25:46 From David Covington : Reacted to "power of peer suppor..." with 🙌
- 10:26:37 From Jack Rozel, MD (he/him) : I love Dr. Gibson's bridge metaphor!
- 10:26:49 From Susan Robinson : Reacted to "I love Dr. Gibson's ..." with ❤️
- 10:28:25 From John Draper : Reacted to "power of peer suppor..." with 🙌
- 10:28:28 From David Stanley : Reacted to "So they call 911..." with ❤️
- 10:30:35 From David Stanley : Replying to "I worry a lot about ..." All of my team and most of the local government and crisis response especially are trained in QPR (Question, Persuade, Refer) suicide prevention training. It's highly valuable training along with many other support trainings.
- 10:30:53 From David Stanley : Reacted to "treating people in c..." with ❤️
- 10:31:04 From David Stanley : Reacted to "power of peer suppor..." with 🙌
- 10:32:01 From John Draper : We must have behavioral health supports/interventions as alternatives to law enforcement response to prevent violence. I shared this blog about the need to assess harm to others in crisis care, and how Jack's input was essential in developing a tool to better do so: <https://behavioralhealthlink.com/developing-crisis-service-tools-for-preventing-harm-to-others/>
- 10:32:33 From David Stanley : Reacted to "We must have behavio..." with 🙌
- 10:33:12 From Chuck Browning : Reacted to "We must have behavio..." with 👍
- 10:33:13 From Jess Stohlmann-Rainey : Replying to "I worry a lot about ..." I have been a QPR trainer, I do not think it is designed at all to provide the level of support I would want a crisis worker to use. It is really a hand off for further support, I would want crisis workers to provide an actual intervention
- 10:33:28 From Josh Gran : I came late, but I think it's so important to address, as far up stream as possible, trauma & PTSD (especially family issues, domestic violence, etc.), to prevent future adverse outcomes, including violence.
- 10:33:59 From sonja burns : In this discussion- "connecting to resources" is key. I would point to Lakewood Church shooter when referencng "left of bang" - it appears there were a number of crisis calls

988 Crisis Jam – Ep 162 – February 21, 2024 – Chat Transcript

- and people familiar with the shooter who expressed “danger risk”. In this case - Assisted Outpatient Treatment (AOT) would have been a possible intervention that would have prevented this tragedy - especially as so many said the shooter was a “kind and loving person when on her medications”. AOT should be better utilized as we build out community care systems.

10:34:07 From Chuck Browning : That's true "left of bang" Josh!

10:34:16 From Josh Gran : Reacted to "That's true "left of..." with 😊

10:34:59 From John Draper : Reacted to "That's true "left of..." with 😊

10:35:14 From Josh Gran : Replying to "That's true "left of..." Spent years advocating for incorporating ACEs screenings & assessments in public schools

10:35:27 From Susan Robinson : school resource officers are wed to LE role vs understanding mental health needs of students and schools... this is not reducing the school to justice pipeline among our youth...

10:35:52 From sonja burns : Reacted to "Spent years advocati..." with ❤️

10:36:22 From Susan Robinson : Reacted to "That's true "left of..." with ❤️

10:36:29 From Carly Larson : within mass violence, i think any conversation about prevention that doesn't address white supremacist ideology as a driving force is going to lead to failure and inappropriate interventions

10:36:52 From Rachel Levy : There have been so many times when mass shooters have shown giant red flags and multiple people have contacted law enforcement but many balls were dropped. The Parkland high school shooter was one major example. I understand that threat assessment is difficult, but it's hard to have much faith in the system when this keeps happening.

10:36:58 From Brenique Bogle : Reacted to "within mass violence..." with 🤝

10:37:00 From Rachel Levy : Reacted to within mass violence... with "👍"

10:37:09 From Rachel Levy : Reacted to school resource offi... with "👍"

10:37:09 From Linda Langford : I agree with the concerns. Like suicide prevention, this process is more helpful and less problematic the more upstream it can be. A lot of college campuses have committees that can help them connect the dots (struggling academically, not showing up to class, etc.) to identify students who may be struggling and engage them in *supportive* services to help them (not punish them). The systems are so response-oriented that it doesn't always work in a proactive/prevention mode, but it can work that way if well-designed.

10:37:25 From David Covington : Reacted to "I agree with the con..." with ❤️

10:37:26 From Rachel Levy : Reacted to I came late, but I t... with "👍"

10:37:31 From Rachel Levy : Reacted to I worry a lot about ... with "👍"

988 Crisis Jam – Ep 162 – February 21, 2024 – Chat Transcript

- 10:37:36 From Rachel Levy : Reacted to We must have behavio... with "👍"
- 10:37:41 From Susan Robinson : Reacted to "I agree with the con..." with ❤️
- 10:38:00 From Susan Robinson : yes! upstream!
- 10:38:01 From Tiffany M. Russell/SAMHSA 988 Office : <https://www.samhsa.gov/crisis-systems-response-training-technical-assistance>
- 10:38:08 From David Covington : Reacted to "yes! upstream!" with 🎉
- 10:38:14 From David Covington : Reacted to "https://www.samhsa.g..." with 🎉
- 10:38:42 From Madonna Greer : This is a huge topic in NC.
- 10:39:55 From Matilda Grace : Reacted to "I agree with the con..." with ❤️
- 10:39:58 From sonja burns : Reacted to "I agree with the con..." with ❤️
- 10:40:06 From Tiffany M. Russell/SAMHSA 988 Office : Here is the link to register for the 988/911 collaboration webinar series, and the equity webinar: <https://www.samhsa.gov/crisis-systems-response-training-technical-assistance>
- 10:41:45 From Monica Luke : Yes - to pointing out that CSC has a role in 988 & Crisis response!!! I make that point regularly that a phone call for someone with psychosis is an opportunity to evaluate for CSC
- 10:41:55 From Monica Luke : CSC now has a billing code, too
- 10:42:01 From David Covington : Reacted to "CSC now has a billin..." with 🙌
- 10:43:18 From Linda Langford : Reacted to "I have been a QPR tr..." with 👍
- 10:44:18 From Jessica Monahan Pollard, PhD (she/her), NASMHPD : Reacted to "Yes - to pointing ou..." with ❤️
- 10:44:45 From Kristen Ellis, LMFT - RI : Guide Lobby Fed Legislation <https://www.guidelobby.com/federal-ccc-legislation>
- 10:45:09 From Jessica Monahan Pollard, PhD (she/her), NASMHPD : Replying to "CSC now has a billin..." Yes, hurray for the new CMS HCPCS billing codes! NASMHPD has some brief guidance on these new codes.
- 10:45:18 From John Draper : Reacted to "I agree with the con..." with ❤️
- 10:46:43 From Sarah Corcoran : Replying to "Guide Lobby Fed Legi..." Thank you, Kristen!
- 10:46:47 From Kristen Ellis, LMFT - RI : Reacted to "Thank you, Kristen!" with 👍
- 10:47:04 From Monica Luke : Reacted to "Yes, hurray for the ..." with 👍

988 Crisis Jam – Ep 162 – February 21, 2024 – Chat Transcript

10:47:21 From Jessica Monahan Pollard, PhD (she/her), NASMHPD : NASMHPD Early Psychosis TA <https://www.nasmhpd.org/content/early-intervention-psychosis-eip>

ESMI TTA Center Announcement: <https://www.nri-inc.org/about-nri/spotlight/introducing-samhsa-national-training-and-technical-assistance-center-for-early-serious-mental-illness/>

10:47:22 From David Covington : Wonderful quote! Frontline crisis workers make this all happen!!! 🙌❤️

10:47:59 From Jessica Monahan Pollard, PhD (she/her), NASMHPD : Replying to "CSC now has a billin..." CSC HCPCS Billing Code Description: https://www.nasmhpd.org/sites/default/files/2024-01/HCPCS_Code_Description.pdf

10:51:00 From Kate Dahlstrom : This data would be more helpful if it was broken out by states. The state reporting data should be expanded.

10:51:10 From Susan Robinson : Reacted to "This data would be m..." with 👍

10:51:47 From Jess Stohlmann-Rainey : Given this information about call times, is there some movement to fund higher levels of staffing? SLAs drive those numbers and centers are usually expected to adjust to the volume through call structuring and short interactions as opposed to increasing the funding for staff

10:52:26 From Monica Luke : Replying to "CSC now has a billin..." https://smiadviser.org/wp-content/uploads/2020/08/CSC-Issue-Brief_v2-081320.pdf

10:52:32 From Manly Summerfield : Where is this available to view?

10:52:51 From Monica Luke : Replying to "CSC now has a billin..." oops -that's the old one

10:52:53 From Manly Summerfield : Reacted to "Given this informati..." with ❤️

10:52:57 From Jess Stohlmann-Rainey : Reacted to "Given this informati..." with ❤️

10:52:59 From Jess Stohlmann-Rainey : Removed a ❤️ reaction from "Given this informati..."

10:53:04 From Stephanie Hepburn : Replying to "Where is this availa..." <https://www.crisiscrowd.org/>

10:53:05 From Jessica Berenson : What were the types of situations when the counselors did not disclose the intervention?

10:53:20 From Manly Summerfield : Replying to "Where is this availa..." Wonderful - thank you

10:53:25 From Kevin's OtterPilot : Some key takeaways from the meeting context include:- Threat assessment and management approaches like behavioral threat assessment can help crisis services better identify and manage risks of violence, especially working to stay "left of bang" before acts of violence occur. Building partnerships across sectors is important for this work.

988 Crisis Jam – Ep 162 – February 21, 2024 – Chat Transcript

- Early detection and intervention for serious mental illnesses like psychosis is important, as crisis services often interact with people before they are connected to specialized treatment programs. Ensuring pathways to care address disparities is a focus.

- Training, support, and continuing education for crisis counselors is inconsistent across 988 systems. Ensuring counselors feel prepared and supported in their difficult jobs is important for quality of service and preventing counselor burnout.

-...

See full summary -

https://otter.ai/u/cn_u0exHGhYPPFnC1ggCThUJyI0?utm_source=va_chat&utm_content=wrapup_v1&tab=chat&message=bb174351-d3ed-4e8e-9c2f-8fe8aa43900a

10:53:34 From Stephanie Hepburn : <https://www.crisiscrowd.org/>

10:54:07 From Kristen Ellis, LMFT - RI : OPINION | Crisis Hotline Counselors Want Better Training
<https://talk.crisisnow.com/opinion-crisis-hotline-counselors-want-better-training/>

10:54:12 From John Draper : Great to see you Dan, and thanks so much for this crucial feedback from crisis counselors. If we expect them to care for and support our 988 help-seekers, we need to care for them!!

10:54:54 From Susan Robinson : Reacted to "Great to see you Dan..." with 

10:55:13 From Monica Luke : Replying to "CSC now has a billin..."
<https://store.samhsa.gov/sites/default/files/pep23-01-00-003.pdf>

10:56:52 From Jessica Monahan Pollard, PhD (she/her), NASMHPD : Replying to "CSC now has a billin..." Yes, that's a great resource!

10:59:29 From Linda Langford : I'd be interested in seeing data broken out by more recently trained counselors vs. those that may have been trained years ago. I know that Vibrant has been creating more training resources and many centers/states have been as well, so wondering if that is making a difference.

10:59:40 From Rachel Levy : A tricky thing when I worked for a crisis line was that most of the sexually inappropriate calls didn't start out blatantly and obviously vulgar. It was far more common for callers to gradually become more and more inappropriate and push boundaries in a sneaky way.

10:59:43 From Evonne Hawe : Is there information on the education level of those people he spoke with?

10:59:49 From Ashley Krider : Reacted to "A tricky thing when ..." with 

10:59:53 From David Stanley : There is never a bad time to educate and listen to the community and other leaders in your area. Thank you!