







988 Crisis Jam – Ep 167 – March 27, 2024 – Chat Transcript

- 08:58:54 From Georgea Madeira : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>
- 08:59:38 From Georgea Madeira : These Payphones Talk Back to You | 988 - Oklahoma's Mental Health Lifeline <https://youtu.be/9X7F1wiHfEs?si=KNiOxkcRogD2lyTZ>
- 09:00:02 From Georgea Madeira : "I haven't seen one of these in ages." Yeah, the payphones of 988's Pay It Forward project hear that a lot. But these aren't your typical payphones. They ring (for free!), and when you answer, play an encouraging message left by the previous listener. You can even leave your own message for the next person, and learn about Oklahoma's mental health lifeline
- 09:00:22 From Kristen Ellis, LMFT - RI : Reacted to ""I haven't seen one ..." with 
- 09:00:33 From Yolanda Duckworth : COOL!
- 09:01:41 From Terresa Humphries-Wadsworth : Reacted to ""I haven't seen one ..." with 
- 09:02:09 From Georgea Madeira : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>
- 09:03:07 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/>
- 09:04:09 From Georgea Madeira : If you'd like your 988 Lifeline communications materials to be included in this video, please use this link to upload a folder or files with your creative materials (see below for preferred formats/sizes) no later than Wednesday, March 27. You do not need to sign up or login to use this Dropbox folder <https://988lifeline.us12.list-manage.com/track/click?u=19edc31fdd887486141cacdc2&id=9c818393a7&e=5595c7c338>
- 09:04:31 From Susan Robinson : link to submit 988 media examples
- 09:05:51 From Crisis Jam : drumroll, please!
- 09:06:34 From Georgea Madeira : <https://mediate.com/the-history-of-mediation-and-why-it-is-still-in-use-today/>
- 09:06:59 From Crisis Jam : thanks for participating Crisis Jammers!
- 09:07:13 From John Wallschlaeger : Reacted to "thanks for participa..." with 
- 09:07:55 From David Stanley : Reacted to "thanks for participa..." with 
- 09:16:53 From Susan Robinson : Replying to "link to submit 988 m..." thank you!
- 09:18:28 From Susan Robinson : Did schools call? Relationship with School Resource Officers?
- 09:18:37 From David Stanley : That's amazing and a great evolution of community response!
- 09:18:43 From Mary Naoum : Reacted to "That's amazing and a..." with 
- 09:18:58 From Susan Robinson : Reacted to "That's amazing and a..." with 

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- 09:25:04 From Susan Robinson : Replying to "Did schools call? Re..." thank you. curious if data points re: reduction of school to justice referrals and use of restorative practices among youth and schools and intersection of mobile crisis youth/family response
- 09:25:06 From David Stanley : This aligns completely with peer support involved in crisis teams
- 09:25:26 From Chuck Browning : Reacted to "This aligns complete..." with 👍
- 09:25:47 From Crisis Jam : Slides and materials will be available by tomorrow at <https://talk.crisisnow.com/learningcommunity/>
- 09:26:15 From Daniel Kornfield : Reacted to "This aligns complete..." with ❤️
- 09:26:29 From kehinde solanke : Reacted to "Slides and materials..." with 👍
- 09:26:49 From Mary Naoum, Dignity Best Practices : Thanks for listening in! Stay connected with Dignity Best Practices by filling out this form: bit.ly/DBPinterestform
- 09:27:04 From Cherise Hairston : National Association for Community Mediation, www.nafcm.org
- 09:27:46 From Terrence Smithers : Reacted to "This aligns complete..." with 👍
- 09:27:57 From Mary Naoum, Dignity Best Practices : Whoops, Here's that form to stay in touch with a hyperlink: bit.ly/DBPinterestform
- 09:28:39 From David Stanley : Reacted to "Whoops, Here's that ..." with ❤️
- 09:28:46 From Holly Hanks Wanta : Reacted to "Whoops, Here's that ..." with ❤️
- 09:29:45 From Ernest Stevens : Was CJIS training required by the MRU team members?
- 09:30:02 From Samantha Bunecke : The Dayton Mediation Center is the same age as I am.
- 09:30:21 From Terrence Smithers : Reacted to "The Dayton Mediation..." with 🤔
- 09:30:22 From David Stanley : "This form can only be viewed by users in the owner's organization." for that link @Mary
- 09:30:42 From Daniel Kornfield : Yes to CJIS - so that we could get the Mediation team on the MDT computers in their vans to be able to see 911 calls coming into the police queue, and able to self-dispatch to relevant calls.
- 09:31:36 From Hannah Patterson - Netsmart : Reacted to "Slides and materials..." with 👍
- 09:31:49 From Wesley Ingram : Thank you so much for this information! I have never really heard of mediation in this sense before. Is this kind of like trying to open up mobile crisis response beyond just suicidality ?

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- 09:32:00 From Mary Naoum, Dignity Best Practices : Whoops! If you refresh, it should be available to use now. If not, feel free to throw your email in the chat and I will collect the old fashioned way :)
- 09:32:06 From David Stanley : Reacted to "Whoops! If you refre..." with 👍
- 09:32:30 From John Wallschlaeger : Reacted to "Yes to CJIS - so tha..." with 🙌
- 09:32:53 From David Stanley : David.stanley@eauclairecounty.gov
- 09:33:08 From John Wallschlaeger : Reacted to "The Dayton Mediation..." with 👍
- 09:33:43 From Ernest Stevens : <https://csgjusticecenter.org/publications/expanding-first-response/program-highlights/dayton-oh/>
- 09:33:46 From Leigh Ann Fitzpatrick : Replying to "Whoops! If you refre..."
Leighann.fitzpatrick@ky.gov
- 09:34:00 From John Wallschlaeger : Reacted to "https://csgjusticece..." with 👍
- 09:34:37 From Emilie Steffen-Smith : Replying to "Whoops! If you refre..."
emilie@rootrisegrow.com
- 09:35:32 From Ernest Stevens : Reacted to "https://csgjusticece..." with 👍
- 09:36:47 From Crisis Jam : Reminder: Register for Crisis Now III in Amsterdam at <https://talk.crisisnow.com/summit-2024/> Take a look at our draft agenda or submit a poster presentation, too!
- 09:37:19 From Georgea Madeira : 988 mental health crisis calls may soon be routed based on location rather than area code <https://www.cnn.com/2024/03/21/health/988-mental-health-calls-routing/index.html>
- 09:37:42 From Georgea Madeira : The US Federal Communications Commission has taken the first step toward adopting a rule that would require telecommunications companies to route calls to the 988 suicide and crisis lifeline based on the caller's physical location rather than their phone number's area code.
- 09:37:57 From Lyssette Galvan : Replying to "Whoops! If you refre..."
publicpolicy.director@namitexas.org
- 09:39:06 From Chris Malson : Replying to "Thank you so much fo..." Yes, the idea is some of our calls have an Mental Health underlying issue but a sole MH response would not necessarily solve the current crisis. We wanted to have a response team that could go out and not only provide resources for Mental Health but also get to the underlying issues that is causing the conflict and give resources and skills to individuals in order to work through the conflict. LE usually doesn't have the time nor the skills to delve deeper into the conflict where as Dayton Mediation is inherently trained in conflict response and would have the time and connection to resources for a better, longer term solution.
- 09:40:09 From John Wallschlaeger : Reacted to "Yes, the idea is som..." with 👍

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- 09:41:16 From Holly Hanks Wanta : Reacted to "Yes, the idea is som..." with 👍
- 09:41:23 From David Stanley : Reacted to "Thank you so much fo..." with ❤️
- 09:41:29 From David Stanley : Reacted to "Yes, the idea is som..." with 👍
- 09:41:36 From Gerald Stansbury : This is great information Dr. McKeon.
- 09:41:45 From Chuck Browning : Reacted to "This is great inform..." with 😊
- 09:42:01 From Levi Van Dyke : Reacted to "This is great inform..." with 👍
- 09:42:25 From Christine Ure : It is, thank you, I might have missed this, but how does it affect the geo-routing plans with Tier 1 carriers Vibrant has planned for end of summer?
- 09:42:45 From David Stanley : Reacted to "This is great inform..." with 👍
- 09:43:18 From Chris Malson : Reacted to "Yes, the idea is som..." with 👍
- 09:43:19 From Chris Malson : Removed a 👍 reaction from "Yes, the idea is som..."
- 09:45:53 From Mary Naoum, Dignity Best Practices : Reacted to "Yes, the idea is som..." with 👍
- 09:46:17 From Wesley Ingram : Replying to "Thank you so much fo..." Thank you so much for this breakdown, that clarifies things perfectly. This is great and I will definitely be doing more research into this
- 09:46:27 From Cherise Hairston : Replying to "Thank you so much fo..." In our approach to conflict intervention, we're not focused on getting an agreement or finding a win-win. Our focus is on helping transform the negative conflict intervention individually and interpersonally. This is done through our primary skill of asking open-ended questions and using the skill of reflection. This helps shift out of the crisis state. From this place where the person has re-engaged their executive function they are quite able to say what they need by way of further intervention.
- 09:46:31 From Ernest Stevens : Reacted to "Yes to CJIS - so tha..." with 👍
- 09:47:04 From Wesley Ingram : Reacted to "In our approach to c..." with 👍
- 09:47:35 From Chris Malson : Reacted to "In our approach to c..." with 👍
- 09:47:49 From David Stanley : Reacted to "In our approach to c..." with 👍
- 09:50:27 From Mary Naoum, Dignity Best Practices : Replying to "Thank you so much fo..."
@Wesley Ingram In some ways, yes! However there are many mobile response teams that already respond to situations beyond suicidality, typically within the realm of unmet behavioral health needs and extreme poverty. The conflict mediation skillset/component can allow teams to respond to even more situations that could be better served by a response besides law enforcement.
- 09:50:36 From Marcus Biswa : Replying to "Thank you so much fo..." ❤️👍
- 09:50:58 From Wesley Ingram : Reacted to "@Wesley Ingram In so..." with 👍

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- 09:51:25 From Georgea Madeira : 988 Legislation <https://reimaginecrisis.org/map>
- 09:51:45 From Crisis Jam : Today's innovative solutions to consider for crisis systems: mediation, geo-routing, ERPO laws, partnering with Medicaid, and more!
- 09:52:00 From John Wallschlaeger : Reacted to "In our approach to c..." with 👍
- 09:53:09 From Wesley Ingram : Replying to "Thank you so much fo..." That all makes perfect sense, thanks everyone! Delaware doesn't have as much in terms of these types of alternative responses (outside of mobile crisis or the co-responder model) so it is really great to hear all this and consider how we can start advocating for these things here as well 😊
- 09:53:45 From Stephanie Pasternak : NAMI MD 988 Funding Action Alert <https://mstr.app/5028c641-e1fd-4cbe-837a-aecd552653fd>
- 09:53:50 From Mary Naoum, Dignity Best Practices : Reacted to "That all makes perfe..." with ❤️
- 09:53:53 From Chuck Browning : Reacted to "NAMI MD 988 Funding ..." with 👍
- 09:54:13 From Samantha Bunecke : To connect with our roundtable guest reach out to Maj. Malson at Christopher.Malson@daytonohio.gov or Cherise Hairston at Cherise.Hairston@daytonohio.gov . You can also visit the MRU website. As stated we are very passionate about this program and the work Dayton is doing in the field.
- 09:54:25 From Elisha Coffey : Thanks Shelley!
- 09:54:41 From Shelley Polanco : Reacted to "Thanks Shelley!" with 💜
- 09:54:42 From Georgea Madeira : 43 States Suing Meta, Claiming Algorithms Fuel Youth Mental Health Crisis <https://talk.crisisnow.com/43-states-suing-meta-claiming-algorithms-fuel-youth-mental-health-crisis/>
- 09:54:44 From David Stanley : Reacted to "To connect with our ..." with ❤️
- 09:54:46 From Crisis Jam : it's time for #CrisisTalk! :)
- 09:56:47 From Mary Naoum, Dignity Best Practices : Replying to "Thank you so much fo..." Yes! There are some great models to look into. A non-exhaustive list: Albuquerque NM; Atlanta, GA; Durham, NC; Eugene, OR; Olympia, WA
- 09:56:54 From Mary Naoum, Dignity Best Practices : Replying to "Thank you so much fo..." among many many others :)
- 09:57:41 From Wesley Ingram : Reacted to "among many many othe..." with ❤️
- 09:58:18 From Cherise Hairston : Reacted to "That all makes perfe..." with 🎉
- 10:00:18 From Christy Malik : Amazing #CrisisTalk focus story.

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10:00:20 From Noel Mazade : Replying to "Thank you so much fo..." Thanks...may I contact you independently to explore these? Noel Mazade, Innovation Catalyst University of North Carolina Greensboro

10:00:22 From Crisis Jam : in July we will welcome Youthlines to discuss their Safe Social Space program. stay tuned for more info on it.

10:00:22 From Hannah Patterson - Netsmart : great content & information - thanks for the continued area of focus #crisisjam!

10:00:42 From Mary Naoum, Dignity Best Practices : Replying to "Thank you so much fo..." absolutely! feel free to email mary.naoum@dignitybestpractices.org

10:00:57 From John Wallschlaeger : Reacted to "To connect with our ..." with 👍

10:01:01 From David Stanley : Thank you! Super informative and appreciated!