

988 Crisis Jam – Ep 171 – April 24, 2024 – Chat Transcript




















- 09:00:15 From Georgea Madeira : Welcome to the Crisis Jam! :)
- 09:00:38 From Crisis Jam : Hi, Crisis Jammers! Welcome!
- 09:01:14 From Georgea Madeira : Debate: AI Should Be the Future of Crisis Care - Ep 148 | 988 Crisis Jam <https://www.youtube.com/watch?v=8lyTAKRnjRc>
- 09:01:54 From Georgea Madeira : Debate: Mental Health Should Come with a Police Car (Co-Response) - Ep 158 | 988 Crisis Jam <https://www.youtube.com/watch?v=7DonAcUhEMs>
- 09:03:29 From Georgea Madeira : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>
- 09:03:52 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/>
- 09:04:57 From Gayle's OtterPilot : Hi, I'm an AI assistant helping Gayle Porter take notes for this meeting. Follow along the transcript here: https://otter.ai/u/XgMs-SVCo0Sk8vST68iteldTfsw?utm_source=va_chat_link_1
- 09:05:43 From Hannah Wesolowski : David was wearing his 988 shirt to the event -- representing as always!
- 09:05:47 From Kristen Ellis, LMFT - RI : Reacted to "David was wearing hi..." with 🎉
- 09:06:54 From Brandon Johnson : Great to hear this feedback! You all could've done the update!! LOL!
- 09:07:00 From Kristen Ellis, LMFT - RI : Reacted to "Great to hear this f..." with 😄
- 09:07:00 From Georgea Madeira : 2024 National Strategy for Suicide Prevention <https://www.hhs.gov/sites/default/files/national-strategy-suicide-prevention.pdf>
- 09:07:16 From Theresa Murray : Reacted to "Great to hear this f..." with ❤️
- 09:07:18 From Georgea Madeira : View the press release for the National Strategy and Action Plan <https://www.hhs.gov/about/news/2024/04/23/biden-harris-administration-releases-national-strategy-suicide-prevention-first-ever-federal-action-plan.html>
- 09:07:41 From Georgea Madeira : Register for Crisis Now III in Amsterdam at <https://talk.crisisnow.com/summit-2024/>
- 09:08:48 From Georgea Madeira : Lifelines The 988 Podcast <https://youtu.be/zRDMIoMQWgo?si=7KFJSCqYC15qphiy>
- 09:09:32 From Corbin Standley : Reacted to "Great to hear this f..." with ❤️
- 09:09:46 From Kristen Ellis, LMFT - RI : Such pressure haha
- 09:09:52 From Meighan Haupt : Reacted to "Such pressure haha" with 😄
- 09:10:02 From Meighan Haupt : Go John!

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- 09:10:09 From Marie Eddy : JOhn should win a Participation Trophy!
- 09:10:16 From Amanda Somdal : Reacted to "JOhn should win a Pa..." with 🤔
- 09:10:19 From Kristen Ellis, LMFT - RI : 🏆
- 09:10:26 From Crisis Jam : Reacted to "🏆" with 😊
- 09:10:27 From Meighan Haupt : Reacted to "🏆" with 🎉
- 09:10:43 From Georgea Madeira : National Nssp Stakeholder Call/Webinar
https://www.zoomgov.com/webinar/register/WN_DGV-N6hPSVydiHbHQ-5Afg#/registration
- 09:10:44 From Crisis Jam : Crisis Jammers, let us know what you think in the poll!
- 09:10:59 From Marie Eddy : Reacted to "🏆" with 🎉
- 09:11:00 From Marie Eddy : Reacted to "🏆" with 😊
- 09:12:57 From Crisis Jam : So close!
- 09:12:57 From Paul Galdys : What a vision!
- 09:12:58 From Hannah Wesolowski, NAMI (she/her) : We made it too hard on ourselves, John!
- 09:13:04 From Kristen Ellis, LMFT - RI : Reacted to "We made it too hard ..." with 💜
- 09:13:42 From Miriam Pearsall : Reacted to "We made it too hard ..." with 😊
- 09:13:43 From Meighan Haupt : Interesting, I thought Emergence Response meant ambulance/law enforcement...
- 09:13:53 From Georgea Madeira : A Community-Based Comprehensive Psychiatric Crisis Response Service <https://www.tacinc.org/wp-content/uploads/2020/08/Crisis-Manual.pdf>
- 09:13:57 From Miriam Pearsall : Reacted to "🏆" with 🎉
- 09:14:09 From Paul Galdys : Amazing that the vision was articulated 60 years ago!
- 09:14:46 From Betsy Hammar : Reacted to "Amazing that the vis..." with ❤️
- 09:15:52 From Leigh Ann Fitzpatrick : Reacted to "Amazing that the vis..." with 🤔
- 09:16:47 From Marie Eddy : Reacted to "Amazing that the vis..." with ❤️
- 09:16:59 From Kristen Ellis, LMFT - RI : Reacted to "Amazing that the vis..." with ❤️
- 09:18:49 From Hannah Wesolowski, NAMI (she/her) : Reacted to "Amazing that the vis..." with 🤔
- 09:19:10 From David Lloyd : I completely agree with Vic. To get insurance coverage of crisis/emergency services, it is extremely helpful to frame services as “emergency”. “Emergency” services provided in a facility MUST be covered under federal law. This includes MH/SUD emergency services. There is also a strong parity case for mobile crisis/emergency services being required covered.

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All state benchmark plans require emergency EMS services be covered. “crisis” set up MHSUD services as different and less than. Finally, “emergency services” and “emergency medical conditions” (including MHSUD) are well defined in federal law. The use of “crisis” makes it seem as if MHSUD is not included in core federal definitions.

- 09:19:20 From Kristen Ellis, LMFT - RI : Reacted to "I completely agree w..." with 
- 09:19:28 From Paul Galdys : Reacted to "I completely agree w..." with 
- 09:19:28 From Hannah Patterson : Reacted to "Amazing that the vis..." with 
- 09:19:35 From Georgea Madeira : Reacted to "I completely agree w..." with 
- 09:19:36 From Marie Eddy : Reacted to "I completely agree w..." with 
- 09:20:33 From Hannah Wesolowski, NAMI (she/her) : Reacted to "I completely agree w..." with 
- 09:20:44 From Leigh Ann Fitzpatrick : Reacted to "I completely agree w..." with 
- 09:20:47 From Regina Huerter : Reacted to "I completely agree w..." with 
- 09:21:23 From Cori McFarlane : Reacted to "I completely agree w..." with 
- 09:21:53 From David Lloyd : Reacted to "I completely agree w..." with 
- 09:22:54 From Miriam Pearsall : Reacted to "I completely agree w..." with 
- 09:23:32 From Amanda Somdal : Reacted to "I completely agree w..." with 
- 09:23:50 From Kristen Ellis, LMFT - RI : Removed a  reaction from "I completely agree w..."
- 09:24:44 From David Stanley : It's immensely valuable to always have those who will be directly affected and served by our services directly involved in the development and implementation of new services or changes in systems.
- 09:25:05 From Chris Roup, CRPT : Reacted to "It's immensely valua..." with 
- 09:25:33 From Paul Galdys : Reacted to "It's immensely valua..." with 
- 09:25:36 From Miriam Pearsall : Reacted to "It's immensely valua..." with 
- 09:25:38 From Cori McFarlane : Reacted to "It's immensely valua..." with 
- 09:26:12 From Victor Armstrong : Paul Galdys is on OUR team!
- 09:26:29 From Paul Galdys : Reacted to "Paul Galdys is on OU..." with 
- 09:26:42 From Kristen Ellis, LMFT - RI : Reacted to "Paul Galdys is on OU..." with 

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- 09:26:52 From David Stanley, Peer Support Specialist/Mobile Crisis Responder : Reacted to "Paul Galdys is on OU..." with ❤️
- 09:27:46 From Liseanne Wick : and yes- we need to be just as careful that 988 not be marketed as an emergency line.
- 09:27:53 From David Stanley, Peer Support Specialist/Mobile Crisis Responder : Reacted to "and yes- we need to ..." with 🙌
- 09:27:57 From Tracy Naughton : Reacted to "Paul Galdys is on OU..." with ❤️
- 09:27:59 From Rachel Barron-Holmes : Reacted to "and yes- we need to ..." with 🙌
- 09:28:15 From Paul Galdys : Excellent debate!
- 09:28:35 From David Stanley, Peer Support Specialist/Mobile Crisis Responder : It's important to maintain the separation between support services and clinical services and this is a great example of that
- 09:28:51 From Betsy Hammar : Replying to "Excellent debate!" Agreed.
- 09:29:25 From David Stanley, Peer Support Specialist/Mobile Crisis Responder : Replying to "It's important to ma..." Of course both should be able to work together as needed for the good of those we serve.
- 09:30:43 From Justin Chase : In Arizona, it is case law today that 'emergency' and 'crisis' are different. Emergency requires 'imminent risk of harm' and Crisis states 'potential risk of harm.' Using Emergency can lead those struggling to believe that their situation does not meet the level of need to justify reaching out, which is contradictory to what we are trying to create.
- 09:31:05 From David Stanley, Peer Support Specialist/Mobile Crisis Responder : Reacted to "In Arizona, it is ca..." with ❤️
- 09:31:24 From Howard Trachtman : PEER SUPPORT over the phone www.warmline.org
hdt@warmline.org 781 642 0368
- 09:31:26 From Rin Koenig : Reacted to "In Arizona, it is ca..." with ❤️
- 09:31:31 From Chris Roup, CRPT : Reacted to "In Arizona, it is ca..." with ❤️
- 09:31:38 From Betsy Hammar : Reacted to "In Arizona, it is ca..." with 👍
- 09:31:41 From Leigh Ann Fitzpatrick : Reacted to "In Arizona, it is ca..." with 👍
- 09:31:45 From David Stanley, Peer Support Specialist/Mobile Crisis Responder : Not have to be handcuffed for having a mental health crisis.
- 09:31:55 From Leigh Ann Fitzpatrick : Reacted to "Not have to be handc..." with 👍
- 09:31:56 From David Stanley, Peer Support Specialist/Mobile Crisis Responder : Reacted to "PEER SUPPORT over th..." with ❤️

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- 09:32:29 From Howard Trachtman : @david Stanley agreed
- 09:33:06 From Crisis Jam : Great debate today. 🗨️
- 09:33:18 From Harley High : great debate!
- 09:33:43 From David Stanley, Peer Support Specialist/Mobile Crisis Responder : Excellent to debate these topics. constructive conversation is needed at all levels, then action.
- 09:33:52 From Joanne Tulachka : Reacted to "Not have to be handc..." with 👍
- 09:33:58 From Paul Galdys : Reacted to "Excellent to debate ..." with ❤️
- 09:34:01 From Betsy Hammar : Replying to "Not have to be handc..." Great perspectives. A person doesn't get handcuffed for having a heart attack, though.
- 09:34:21 From Betty Downes : Excellent points. How to move the strongest of both arguments?
- 09:34:27 From David Covington : Reacted to "Excellent points. Ho..." with ❤️
- 09:34:58 From Marcus Biswa : Did we have anyone in Eire working for 988
- 09:35:08 From Donna Obermeyer : Thanks for talking about private insurance Rep Orwall!!
- 09:35:09 From David Stanley, Peer Support Specialist/Mobile Crisis Responder : My teams are required to respond in the county within 30 minutes
- 09:35:09 From Marcus Biswa : Erie PA
- 09:35:32 From Chris Roup, CRPT : Reacted to "Thanks for talking a..." with 👍
- 09:35:43 From Betsy Hammar : Reacted to "Thanks for talking a..." with 🙌
- 09:37:13 From David Covington : Let's have a comment from Billina as well
- 09:37:58 From Kimberly Harrison : Reacted to "Paul Galdys is on OU..." with ❤️
- 09:39:10 From Mya Robinson : Not sure about emergency, but I like the urgent care services term for other spaces in Behavioral health
- 09:39:20 From David Lloyd : WA State has great insurance law requiring comprehensive coverage of BH emergency services. HB1688
- 09:39:21 From Tina Orwall : Reacted to "WA State has great i..." with ❤️
- 09:39:33 From Tina Orwall : Reacted to "Not sure about emerg..." with ❤️
- 09:39:35 From Paul Galdys : Reacted to "WA State has great i..." with ❤️
- 09:39:37 From Thomas Grinley : I choose whichever will stop people from getting shot and killed in the midst of a mental health episode, particularly people of color. I think that is probably crisis response

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09:39:45 From Jeffrey Arlt : In Santa Cruz Emergency Services respond within 20 minutes. Our new Crisis Response Teams are required to respond within 1 hour. Are the words making the difference or is it perception of importance?

09:39:56 From Tina Orwall : Removed a ❤️ reaction from "WA State has great i..."

09:39:58 From Tina Orwall : Reacted to "WA State has great i..." with ❤️

09:40:11 From Betsy Hammar : Reacted to "Not sure about emerg..." with 👍

09:40:22 From Paul Galdys : Reacted to "In Santa Cruz Emerge..." with 😊

09:40:48 From Mya Robinson : Reacted to "Not sure about emerg..." with ❤️

09:40:48 From Mya Robinson : Removed a ❤️ reaction from "Not sure about emerg..."

09:40:56 From Mary Giliberti : I put don't know because it may depend on context - a parity lawsuit might be different than changing the 988 lifeline name.

09:41:09 From Stephanie Hepburn : Reacted to "I put don't know bec..." with 👍

09:41:10 From Paul Galdys : Fantastic debate and comments throughout this Jam!

09:41:16 From Stephanie Hepburn : Replying to "I put don't know bec..." I agree

09:41:23 From Marie Eddy : Reacted to "In Santa Cruz Emerge..." with 😊

09:41:37 From Dean Carson : Interesting that the 988 formative research shows priority populations do not like the word "crisis" (and "emergency") would be worse, making it seem like their issue doesn't rise to the level of reaching out for support.

<https://suicidepreventionmessaging.org/988messaging/research>

09:41:37 From Elizabeth Hancq : The 2020 TAC Umbrella “Beyonds Beds” paper, Crisis Services: Meeting Needs, Saving Lives, has a great starting point for definitions of levels of care in crisis services. Found in table 1: <https://www.nasmhpd.org/sites/default/files/2020paper1.pdf>

09:41:47 From David Covington : Reacted to "The 2020 TAC Umbrell..." with 🎯

09:41:52 From Betsy Hammar : Reacted to "Fantastic debate and..." with 👍

09:42:04 From Paul Galdys : Reacted to "The 2020 TAC Umbrell..." with 🎯

09:42:19 From David Stanley, Peer Support Specialist/Mobile Crisis Responder : 100% agreed to focus on what those we serve will benefit the most from, we need input from recipients.

09:42:30 From Chris Roup, CRPT : Reacted to "I put don't know bec..." with 👍

09:43:11 From Dean Carson : > “CRISIS”

The word “crisis,” as in, “If you’re thinking about suicide or you’re in crisis, reach out to 988 for support,” is confusing and actually diminishes urgency for some people who are at higher risk for or disproportionately impacted by suicide. The word narrowed the definition of situations that would

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warrant contacting 988, thereby alienating the vast majority of our target audience.

In addition, when referenced after “suicide” (as in, “If you’re thinking about suicide or you’re in crisis,”), many people said crisis wording felt overshadowed by suicide language. Communicators should consider switching the order of this wording (“if you’re in crisis or thinking about suicide”) so 988 feels more accessible and inclusive of support earlier in the crisis or beyond only urgent situations.

The bottom line: We recommend avoiding terms that 988 is only for crisis/emergency situations.

09:43:42 From Georgea Madeira : 2024 National Strategy for Suicide Prevention
<https://www.hhs.gov/sites/default/files/national-strategy-suicide-prevention.pdf>

09:44:27 From Harley High : Reacted to "2024 National Strate..." with 👍

09:44:56 From David Stanley, Peer Support Specialist/Mobile Crisis Responder : 988 is for personal crisis urgent response or even mental health support. 988 operators have been wonderful so far in Wisconsin fielding calls appropriately and they are trained in supporting people in personal distress.

09:45:18 From Meighan Haupt : Reacted to "988 is for personal ..." with 🗨️

09:45:20 From Kristen Ellis, LMFT - RI : Reacted to "988 is for personal ..." with 🗨️

09:45:22 From Dean Carson : Reacted to "988 is for personal ..." with 🗨️

09:45:25 From Jessica Gimeno : Reacted to "I completely agree w..." with 👍

09:45:52 From Lois Aborah : Reacted to "988 is for personal ..." with 🗨️

09:46:28 From Corbin Standley : Go Brandon and Deb! 🙌 SO grateful for your leadership and hard work on the NSSP. This is huge. I'm thrilled to see health equity front and center, and the Federal Action Plan accompanying it.

09:48:35 From Paul Galdys : Reacted to "Go Brandon and Deb! ..." with 👍

09:49:17 From Brandon Johnson : brandon.johnson1@samhsa.hhs.gov

09:50:37 From Brandon Johnson : Thank you very much, Dr. Hepburn!

09:50:48 From Meighan Haupt : Reacted to "Thank you very much,..." with 🗨️

09:51:06 From Georgea Madeira : 988 Legislation <https://reimaginecrisis.org/map>

09:51:54 From Paul Galdys : Reacted to "Thank you very much,..." with 🗨️

09:54:40 From Georgea Madeira : Enhanced Medicaid Mobile Crisis Map
<https://reimaginecrisis.org/mobilecrisis/>

09:54:50 From Georgea Madeira : How the Role of Pharmacists Is Expanding. Can They Help Ease Mental Health Workforce Shortages? <https://talk.crisisnow.com/how-the-role-of-pharmacists-is-expanding-can-they-help-ease-mental-health-workforce-shortages/>

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- 09:55:23 From Meighan Haupt : Ray Love is a great resource on these issues.
- 09:56:05 From Chris Roup, CRPT : One of the things I love so much about the Crisis Jam is the many insightful and valuable resources shared in the chat. Thank you all for dropping links in here. My tabs are open and I have a great “reading list” every week!
- 09:56:13 From David Covington : Reacted to "One of the things I ..." with 🙌
- 09:56:25 From Noemi Hernandez CHSI : Reacted to "One of the things I ..." with 🙌
- 09:56:38 From Kristen Ellis, LMFT - RI : Reacted to "One of the things I ..." with 🙌
- 09:56:38 From Paul Galdys : Reacted to "One of the things I ..." with 🙌
- 09:56:39 From Donna Obermeyer : Love pharmacists!
- 09:56:46 From David Covington : Reacted to "Love pharmacists!" with ❤️
- 09:58:43 From David Stanley, Peer Support Specialist/Mobile Crisis Responder : Thank you so much for these opportunities to hear about and be involved in changes and initiatives. Great work everyone!
- 09:58:51 From Meighan Haupt : Thank you, Ray!!
- 09:59:37 From David Stanley, Peer Support Specialist/Mobile Crisis Responder : Ask those we serve.
- 10:00:06 From Chris Roup, CRPT : Reacted to "Ask those we serve." with ❤️
- 10:00:10 From Kristen Ellis, LMFT - RI : Reacted to "Ask those we serve." with ❤️
- 10:00:26 From Rachel Ehly : Thank you! I have to head to another meeting, but this was so interesting.
- 10:00:30 From Georgea Madeira : Register for Crisis Now III in Amsterdam at <https://talk.crisisnow.com/summit-2024/>
- ***Please note that if registering through the Global Leadership Exchange, you will see zero spots available. There are still openings when you register directly on the summit website.***
- 10:00:48 From Georgea Madeira : Moving America’s Soul on Suicide <https://bit.ly/MovingAmericasSoul>

Please share, like and subscribe. Help us get the word out, or contact Karen Jones to schedule a screening in your city! Help us break 1,000,000 YouTube views!