

988 Crisis Jam – Ep 172 – May 01, 2024 – Chat Transcript

09:00:31 From Marie Eddy : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>

09:01:00 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/>

09:01:28 From Marie Eddy : Ways to Access LGBTQI+ Services and Resources: Text, Call, Chat <https://www.samhsa.gov/resource-search/988>

As you start to plan your materials for Pride Month in June, we have published some new LGBTQI+ social media graphics and posts for you to use and have updated the graphics from last year. We also have added new 988-branded LGBTQI+ photos to the partner toolkit.

09:01:48 From Marie Eddy : 911 meets 988 at emergency call center serving Gig Harbor area <https://www.gigharbornow.org/news/health-wellness/911-meets-988-at-emergency-call-center-serving-gig-harbor-area/>

The emergency call center launched a first-of-its-kind model that will bring counselors from the state's 988 mental health hotline to work alongside dispatchers inside its central-Tacoma office. The collaboration aims to make it easier and faster for dispatchers to divert behavioral health calls away from first responders and toward mental health professionals.

09:02:16 From Marie Eddy : A Simple Way to Make the Suicide Hotline More Effective <https://www.governing.com/policy/a-simple-way-to-make-the-suicide-hotline-more-effective>

Unlike 911 calls, 988 calls are routed based on the area code of the person calling, not their current location. In an era of cellphones and other portable numbers, that means a lot of calls are being answered on the other side of the country, not nearby agencies able to connect people with local resources.

09:02:52 From Marie Eddy : Stop Stigma Together: National Summit on Stigma <https://hgc.societyconference.com/v2/>

This will be the broadest national convening on stigma, including over 300 mental health and substance use disorder leaders from across the county.

09:03:16 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/D05YiILB_zRucFtfmM09s5SIBNY?utm_source=va_chat_link_1

09:03:18 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/hZxqf0pD6Vako7R3UuneedDITrs?utm_source=va_chat_link_1

09:03:34 From Crisis Jam : Get ready, crisis jammer! vote in the poll on the trivia. :)

09:05:25 From Crisis Jam : Wahoo!! Go, Crisis Jammers!

09:06:00 From David Stanley : Yet many communities now have crisis response programs that started with law enforcement and are experiencing pushback to move away from LE involvement in crisis calls

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09:06:38 From Leigh Ann Fitzpatrick : We have started a Co Response grant program in Kentucky with 7 grantees!

09:06:45 From David Stanley : Reacted to "We have started a Co..." with ❤️

09:06:59 From Nze Okoronta : Reacted to "Yet many communities..." with 💜

09:07:12 From Terrence Smithers : Reacted to "We have started a Co..." with 🎉

09:07:30 From Monica Luke : Replying to "Yet many communities..." Co-response was pretty innovative when it was started. I'd argue that 988 3-pillars is moving us away from police/co-response and toward MCT

09:08:41 From David Stanley : Is peer support involved or being considered to be included in CITs?

09:10:01 From Lu : i think we've heard from communities across the country that we should be moving away from police being involved in crisis response

09:10:04 From David Stanley : LE On-call or nearby but I don't believe most mental health or substance use calls require a gun, handcuffs, or body armor on scene

09:10:09 From David Stanley : Reacted to "i think we've heard ..." with ❤️

09:10:16 From Chris Roup, CRPT : Reacted to "LE On-call or nearby..." with ❤️

09:11:05 From Jessica Lachance : Replying to "Is peer support invo..." We have this model in Manchester NH, a CIT officer (when indicated) along with a team of peer/clinician. Living in an urban area, we embed a CIT officer with our team every night, and can request a CIT officer on demand during other times. The community engagement benefit is incredible.

09:11:18 From Monica Luke : Reacted to "LE On-call or nearby..." with 👍

09:11:20 From Sarah Blanka : Curious what elements we think having police present brings to a crisis engagement? Research seems to indicate that interactions are improved when LE is not present if safety allows.

09:11:23 From Nze Okoronta : Reacted to "i think we've heard ..." with ❤️

09:11:27 From Thomas Grinley : Reacted to "i think we've heard ..." with ❤️

09:11:33 From Thomas Grinley : Reacted to "LE On-call or nearby..." with ❤️

09:11:35 From Lu : Reacted to "Curious what element..." with ❤️

09:11:35 From Thomas Grinley : Reacted to "LE On-call or nearby..." with 👍

09:11:39 From Betsy Hammar : Reacted to "We have this model i..." with 🙌

09:11:44 From Thomas Grinley : Reacted to "Curious what element..." with ❤️

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- 09:11:56 From David Stanley : Reacted to "Curious what element..." with ❤️
- 09:11:57 From Nze Okoronta : Reacted to "Curious what element..." with ❤️
- 09:12:08 From Christopher Bowling : Good for you. The police will always be part of the crisis response system and police leaders need to understand that they are part of the crisis response system. Crisis Intervention Teams, at the program level, are also part of the crisis response system.
- 09:12:32 From Nze Okoronta : Replying to "Curious what element..." I'm also curious about this question. Ty for asking
- 09:12:37 From Beth Touchet-Morgan : Reacted to "Good for you. The po..." with 👍
- 09:12:42 From Madonna Greer : Reacted to "Good for you. The po..." with 👍
- 09:12:42 From Leigh Ann Fitzpatrick : 3 of our programs have an EMS instead of a LEO.
- 09:12:45 From Jessica Lachance : Reacted to "Good for you. The po..." with 👍
- 09:12:48 From Madonna Greer : Reacted to "3 of our programs ha..." with 👍
- 09:12:49 From Ari Blum : Reacted to "Good for you. The po..." with 👍
- 09:12:51 From Sarah Blanka : Reacted to "3 of our programs ha..." with 👍
- 09:12:52 From Chris Roup, CRPT : Reacted to "3 of our programs ha..." with 🙌
- 09:13:08 From Thomas Grinley : Reacted to "3 of our programs ha..." with 🙌
- 09:13:22 From David Stanley : Reacted to "3 of our programs ha..." with 🙌
- 09:14:22 From Jessica Lachance : Jail and hospital diversion rates soared when our police department adopted a CIT and co-responder model.
- 09:14:45 From Corinna Roy : We have safe stations too, whereby people can walk into fire stations who have a BH crisis, but have not had many people participate. How many people per month go into your fire stations?
- 09:15:37 From Michael Riddle : Replying to "Curious what element..." In my mind it can be difficult to predict when a crisis situation erupts into violence. It will happen less often when officers are not present, however, when it does and law enforcement isn't present, there is some risk of harm to the individual in crisis, or the mobile response team. I think the hope is that when law enforcement co-responds with licensed mental health professionals, it reduces the risk of unnecessary force, arrest, etc, but the team is prepared to assist only when needed. If they arrive in unmarked vehicles and different uniforms, this is even better.
- 09:15:50 From Thomas Grinley : I live in New Hampshire and agree that Manchester, NH is doing a great job with crisis intervention

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- 09:16:09 From Leigh Ann Fitzpatrick : Having the LEO make sure the scene is safe is what providers want.
- 09:16:14 From Jessica Lachance : Reacted to "I live in New Hampsh..." with ❤️
- 09:16:22 From Christopher Bowling : Reacted to "Having the LEO make ..." with 👍
- 09:16:33 From Betsy Hammar : Reacted to "In my mind it can be..." with 👍
- 09:16:56 From David Stanley : Replying to "Curious what element..." Having LE in the immediate area notified and ready to respond, especially if the CITs have radio contact, should be available for all crisis calls. From personal experience, someone with a gun showing up makes a non-violent mental health crisis 1000% worse
- 09:17:40 From Thomas Grinley : Reacted to "Having LE in the imm..." with 👍
- 09:18:23 From Nze Okoronta : Replying to "Curious what element..."@Michael Riddle Thanks for your response. Can you speak to the benefit it has to the person in crisis themselves?
- 09:18:29 From Robert Olson : Reacted to "Good for you. The po..." with 👍
- 09:18:57 From Christopher Bowling : Few police agencies will have the resources to sit somewhere on "standby" while another resource handles the call.
- 09:19:20 From Crisis Jam : From one of our Crisis Jammers: Thank you Jennifer and Lt. Steve. May I ask a question here please? Do you train your LEOs regarding The Stages Of Change? Likely, most of the calls - the people are in Pre-Contemplation. The more they recognize a LEO and have built some rapport, they might get to Contemplation. And maybe to a recovery program. Thank you for letting me share.
- 09:19:50 From David Stanley : Replying to "Having the LEO make ..." But is it always what is best for the person in crisis?
- 09:20:16 From sara clow : There is also the situation in the "frontier" or "rural" areas of regions that do not have the ability to have more than perhaps one responder and very limited resources in the area, even if they have CIT training.
- 09:21:14 From David Stanley : It sounds like efforts are being made to de-stigmatize the police, I just hope the same energy and resources will go into de-stigmatizing mental health, substance use, and homelessness
- 09:21:19 From Michael Riddle : Replying to "Curious what element..." It would be hard to quantify benefit. The true benefit in my view is the licensed mental health professional on the scene who understands the diagnosis, is an expert in a trauma informed approach, etc. I guess you could identify that in the event a situation does escalate and an officer has the ability to apprehend and has expertise in handling violence, it would save the individual from a behavior that might result in criminal charges possibly.
- 09:22:03 From Nze Okoronta : I appreciate that you do not call the staff peers on your team/model. Important clarification thank you

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- 09:22:23 From Sarah Blanka : In my experience most mental health crisis situations are not dangerous but they can be scary. I think it's vital our crisis responders understand the difference between danger to others and scary to others. There's absolutely a place for co-responder models AND clinical models that are independent of PD.
- 09:22:44 From Tenasha Hildebrand : Reacted to "In my experience mos..." with 👍
- 09:22:45 From Christopher Bowling : Reacted to "In my experience mos..." with 👍
- 09:22:46 From Carly Larson : Reacted to "In my experience mos..." with ❤️
- 09:22:47 From Madonna Greer : Reacted to "In my experience mos..." with 👍
- 09:22:54 From Jamie Sellar : Reacted to "In my experience mos..." with 👍
- 09:22:56 From David Stanley : Hiring peers would help by showing you value the lived experience of those who maybe have been hurt by the system in the past and bring the needed change you are looking for. Every one of you is a community member, even the ones you are responding to in crisis
- 09:23:00 From David Stanley : Reacted to "In my experience mos..." with ❤️
- 09:23:06 From David Stanley : Replying to "In my experience mos..." 🙌
- 09:23:29 From Terrence Smithers : Reacted to "In my experience mos..." with ❤️
- 09:23:48 From Brenique Bogle : Reacted to "It sounds like effor..." with !
- 09:23:52 From Nze Okoronta : Replying to "Curious what element..." Makes sense. It's my hope that all services and systemic advancements are focused on benefitting the person receiving care. The benefit is able to be quantified, if we are asking for feedback. I wonder what that information would reveal if we asked individuals impacted directly. That's a larger conversation though :)
- 09:24:00 From Nicolette Rivera : Reacted to "It sounds like effor..." with 👍
- 09:24:02 From Kim H-warmline.org : Reacted to "In my mind it can be..." with 👍
- 09:24:19 From Monica Luke : A co-response model that standardizes the primary ownership of the encounter lies with the SW or lived experience team member not the LEO. Unfortunately, even when that's the expectation and officers are trained as CIT, there have been many instances in my state where the LE sidelines the SW and the incident leads to arrest
- 09:24:28 From David Stanley : Replying to "Curious what element..." all services and systemic advancements are focused on benefitting the person receiving care This above EVERYTHING else! 100%
- 09:24:33 From David Stanley : Reacted to "Makes sense. It's my..." with ❤️
- 09:24:51 From Carly Larson : Reacted to "Curious what element..." with ❤️
- 09:25:10 From Thomas Grinley : Reacted to "A co-response model ..." with 😞

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- 09:25:22 From David Stanley : Thank you for sharing what you are working on and I see there is desire for good change in the system. The better we can do, we should do.
- 09:25:34 From Leigh Ann Fitzpatrick : Reacted to "Thank you for sharin..." with 🗨️
- 09:25:40 From Nze Okoronta : Reacted to "In my experience mos..." with ❤️
- 09:25:41 From Madonna Greer : Reacted to "Thank you for sharin..." with 🗨️
- 09:25:44 From Tenasha Hildebrand : I do think a key component is educating people about available resources and in that way, perhaps we can help people find the right resource before it becomes a crisis and also finding the resource that does not need to include law enforcement response if that is not necessary.
- 09:25:58 From Sarah Blanka : Reacted to "I do think a key com..." with 👍
- 09:26:02 From Nze Okoronta : Reacted to "Thank you for sharin..." with 🗨️
- 09:26:05 From Christopher Bowling : Reacted to "I do think a key com..." with 👍
- 09:26:17 From Kim H-warmlines.org : Reacted to "Having LE in the imm..." with 👍
- 09:27:12 From Michael Riddle : Reacted to "I do think a key com..." with 👍
- 09:28:06 From David Stanley : Reacted to "I do think a key com..." with 👍
- 09:28:43 From David Stanley : Replying to "I do think a key com..." Community outreach by agencies and organizations to reach people before crisis like you said, is key to this.
- 09:29:50 From David Stanley : If it's not violating law, it should not have the threat of arrest or a weapon involved.
- 09:29:50 From Monica Luke : With limited financial resources, don't we want to recommend improving response times for MCT rather than increasing co-response?
- 09:30:40 From Leigh Ann Fitzpatrick : Yes, PARITY!!
- 09:30:51 From Jamie Sellar : Reacted to "I do think a key com..." with 👍
- 09:30:53 From Carly Larson : Reacted to "With limited financi..." with 👍
- 09:30:57 From Thomas Grinley : Reacted to "With limited financi..." with 👍
- 09:31:08 From Thomas Grinley : Reacted to "If it's not violatin..." with 👍
- 09:31:14 From Madonna Greer : Reacted to "With limited financi..." with 👍
- 09:32:02 From David Stanley : I would like to invite more people with lived experience to this and other tables. Hearing from those served would be valuable.
- 09:32:22 From Thomas Grinley : Reacted to "I would like to invi..." with 👍

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- 09:33:25 From Leigh Ann Fitzpatrick : Reacted to "I would like to invi..." with 🗨️
- 09:33:28 From Catherine Bonniot : Reacted to "I would like to invi..." with 👍
- 09:35:29 From Crisis Jam : We have a segment on the Crisis Jam we do sometimes called The Promise of 988 / Lived Lens. It is a time for those with lived exp to share their experience and what they hope to see implemented (destigma, treating as urgent as physical health, accessibility, etc.). email me if you're interested in sharing. crisisjam@crisisnow.com
- 09:36:57 From Christopher Bowling : Another key to determining which responder should be sent to a service call involving a person in crisis is to work with Emergency Communications Center (ECC) professionals to create decision-making tools so that telecommunicators can more effectively select and send the best available responder from those that are available or warmly hand off the call to behavioral health specialists at either 988 or more local crisis lines.
- 09:39:41 From Lu : Reacted to "I would like to invi..." with 👍
- 09:41:52 From Leah Holmes-Bonilla : Thank you for sharing such real and most likely everyday need for systems to communicate. 😊
- 09:42:01 From Michael Riddle : Reacted to "Thank you for sharin..." with ❤️
- 09:42:06 From Meighan Haupt : Reacted to "Thank you for sharin..." with ❤️
- 09:42:08 From Leigh Ann Fitzpatrick : Reacted to "Thank you for sharin..." with 🗨️
- 09:42:18 From Leigh Ann Fitzpatrick : Reacted to "Another key to deter..." with 👍
- 09:42:29 From Brenique Bogle : Reacted to "Thank you for sharin..." with 🗨️
- 09:42:51 From Elizabeth Hancq : Reacted to "Thank you for sharin..." with ❤️
- 09:44:15 From Crisis Jam to Samantha Bunecke(Direct Message) : Yes. Thank you so much for sharing!
- 09:44:20 From Betsy Hammar : Reacted to "I would like to invi..." with 👍
- 09:47:11 From Tenasha Hildebrand : Thanks for sharing Dr. Riddle!
- 09:47:49 From Catherine Bonniot : The idea of having all systems working together to route callers is key to improving access to these services and seems to be a logical next step. Has anyone considered 211 being part of the 988 and 911 caller triage? I hear that sometimes a 988 caller may need help with some sort of basic service like housing, addiction treatment, etc. and sometimes 211 callers get crisis calls better suited for 988. establishing protocols for triage and bi-directional service could improve ultimate outcomes.
- 09:47:56 From Crisis Jam : Hi all! We'd like to extend this invite to you from The Huntsman Foundation to "The State of Mental Health in America Briefing". It's on 5/15 from 1:00pm to 3:00pm (ET) at the U.S. Capitol Visitor Center Senate Side Room 203, First St. SE, Washington, DC 20515. RSVP at <https://form.jotform.com/Tonjamyles/RSVPStateofMentalHealthinAmerica>

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09:49:40 From Michael Riddle : Reacted to "Thanks for sharing D..." with ❤️

09:50:17 From Michael Riddle : Replying to "Thanks for sharing D..." "I'm a proud member of the mental health community in Maricopa County! Thanks for doing all that you do as our Regional Behavioral Health Authority!!

09:50:41 From Michael Riddle : Reacted to "Hi all! We'd like to..." with ❤️

09:51:20 From Tenasha Hildebrand : Replying to "Thanks for sharing D..." Thanks! So glad to work with such amazing people doing great work.

09:53:12 From Catherine Bonniot : Re CCBHC's - please provide a link to the NAT council page that offers these resources.

09:53:25 From Michael Riddle : Reacted to "Thanks! So glad to ..." with ❤️

09:53:27 From Kevin's OtterPilot : Some key takeaways from the meeting context include:

- The Anne Arundel County crisis response system utilizes both a mobile crisis team and a CO response model (pairing clinicians with law enforcement officers) to respond to behavioral health emergencies. Their goal is to reduce police intervention when possible but recognize the value that police can add in some situations.

- Their CO response model focuses on follow-up care and community engagement to help reduce future crises. Officers and clinicians develop relationships with those they help and support them beyond the initial crisis response.

- Different crisis response models may be appropriate in different communities depending on available resources. While some advocate reducing police involvement, others note police are often first responders so pairing them with clinicians c...

See full summary -

https://otter.ai/u/hZxqf0pD6Vako7R3UuneedDITrs?utm_source=va_chat&utm_content=wrapup_v1&tab=chat&message=987fe942-46a9-492e-ac4a-4b26509419ba

09:54:01 From Robert Olson : Replying to "The idea of having a..."

We have built this colocated model in WA State. 👍

09:54:14 From Christopher Bowling : Replying to "The idea of having a..." 211 has a function to provide social-service-based, information to callers who do not know who else to call. Their call takers are not trained to the same level as those answering 988 calls. I do, believe, however, that those answering 211 lines should be trained to transfer calls to 988 or a local, available crisis line when they hear commentary that would lead them to believe that a person needs more immediate help and not just a referral to an agency or entity that could provide help at a later date. This could be part of a "no wrong door" philosophy while knowing when a door that is used is not the best one and how to get that person to the right door while maintaining contact.

09:54:36 From Robert Olson : Reacted to "211 has a function t..." with 👍

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- 09:54:40 From Nze Okoronta : Reacted to "The idea of having a..." with ❤️
- 09:54:42 From Marie Eddy : Replying to "The idea of having a..." Flight Simulators for Mental Health: How AI Is Helping Train Crisis Counselors <https://talk.crisisnow.com/flight-simulators-for-mental-health-how-ai-is-helping-train-crisis-counselors/>
- 09:55:22 From Trenda Hedges : Replying to "The idea of having a..." Has anyone considered Warm Lines?
- 09:55:36 From Thomas Grinley : Reacted to "Has anyone considere..." with 👍
- 09:55:48 From Terrence Smithers : Gotta fly all! Thanks for another insightful week!
- 09:56:09 From Meighan Haupt : Reacted to "Gotta fly all! Thank..." with ❤️
- 09:56:56 From David Stanley : Reacted to "We have a segment on..." with ❤️
- 09:57:07 From Trenda Hedges : Replying to "The idea of having a..." @Christopher Bowling If you are noticing that 211 operators are not trained, I highly suggest you consider incorporating warm lines into the conversation and overall crisis system.
- 09:57:21 From Nze Okoronta : Replying to "The idea of having a..." This is an awesome idea. Considering the tangible needs and inequities that people are facing which lead to crises, this is a real solution. People don't all need treatment. Sometimes they just need money/food/housing. Talk about social determinants of health!
- 09:58:36 From Trenda Hedges : Replying to "The idea of having a..." Yes, Nze! Thank you for pointing that out. Crisis does not always require some form of treatment and crises are diverse in nature, requiring diverse responses.
- 09:58:37 From Sam Dorison : Thank you for the time today! Folks can absolutely get in touch with us at connect@reflexai.com!
- 09:59:09 From Nze Okoronta : Reacted to "Yes, Nze! Thank you..." with 💜
- 09:59:26 From Marie Eddy : Replying to "The idea of having a..." Thanks for your understanding as we make changes to keep our community safe! See you next week.
- 09:59:32 From Megan Diamond : THANK YOU
- 09:59:34 From David Stanley : Thank you all for sharing and for this space to connect and communicate together!
- 09:59:36 From Stephanie Hepburn : Here is the HomeTeam app: <https://hometeam.reflexai.com/>
- 09:59:46 From Jeffrey Arlt : Thank you
- 10:00:03 From Joanna Rosen : Thank you Meighan! Always love when you host 😊