

## 988 Crisis Jam – Ep 174 – May 15, 2024 – Chat Transcript

09:01:30 From Georgea Madeira : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>

09:01:52 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/>

09:02:23 From Georgea Madeira : Are We Talking Too Much About Mental Health?  
<https://www.nytimes.com/2024/05/06/health/mental-health-schools.html>

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/4W8EF\\_e8aSjZgGsJSqqnnRIQ9Do?utm\\_source=va\\_chat\\_link\\_1](https://otter.ai/u/4W8EF_e8aSjZgGsJSqqnnRIQ9Do?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.

09:03:20 From Georgea Madeira : NCJA Crime and Justice Research Alliance Congressional Briefing [https://us06web.zoom.us/webinar/register/WN\\_MGroHH\\_qTMGEZyVA7aRx2w#/registration](https://us06web.zoom.us/webinar/register/WN_MGroHH_qTMGEZyVA7aRx2w#/registration)

09:05:23 From Georgea Madeira : Well done Crisis Jammers! 🎉

09:05:34 From Crisis Jam : great job, Crisis Jammers!

09:06:16 From Kimberly H., warmline.org : When i was an operator at warmline.org, loneliness was by far the dominate issue

09:06:25 From Jessica Gimeno : Replying to "When i was an operat..." thank you for sharing that

09:06:35 From Jessica Gimeno : Reacted to "When i was an operat..." with 😞

09:06:50 From Howard Trachtman : peer support over the phone [www.warmline.org](http://www.warmline.org)  
[hdt@mbrlc.org](mailto:hdt@mbrlc.org) 781 642 0368

09:08:04 From Jessica Monahan Pollard : I like the term “familiar faces” rather than the old term “frequent flyers”. What about “familiar voices”?

09:08:12 From Leigh Ann Fitzpatrick : Reacted to "I like the term “fam...” with 🗨️

09:08:17 From Leigh Ann Fitzpatrick : Reacted to "peer support over th..." with 👍

09:08:21 From Lu Ma : Reacted to "I like the term “fam...” with 🗨️

09:08:27 From Daniel Kornfield : Reacted to "I like the term “fam...” with 🗨️

09:08:28 From Joyce Dolley : Familiar Voices

09:08:36 From Georgea Madeira : Reacted to "I like the term “fam...” with 🗨️

09:08:47 From Leigh Ann Fitzpatrick : Reacted to "Familiar Voices" with 👍

09:08:48 From Jerry Hall : Reacted to I like the term “fam... with 🗨️"

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- 09:09:05 From Joyce Dolley : Reacted to "I like the term "fam..." with ❤️
- 09:09:22 From Kristen Ellis, LMFT - RI : Reacted to "I like the term "fam..." with 🗨️
- 09:09:53 From Kimberly H., warmlines.org : Familiar Voices sounds good to me. I always enjoyed making the connection with them and help make them feel part of the community (on warmlines.org)
- 09:11:35 From Day Catalano : Reacted to "I like the term "fam..." with 🗨️
- 09:11:39 From Kimberly H., warmlines.org : Should this calls be transferred to a warmlines that has more time to talk and Familiar Voices are not likely to be suicidal in my experience.
- 09:13:10 From Nze Okoronta : Reacted to "I like the term "fam..." with 🗨️
- 09:13:54 From Deana Hall : Reacted to "I like the term "fam..." with ❤️
- 09:14:19 From Brian Sims : Reacted to "I like the term "fam..." with 👍
- 09:19:05 From Madonna Greer : Reacted to "Should this calls be..." with ❤️
- 09:19:21 From Evonne Hawe : Can we get a copy of what Brian is sharing. I appreciate this information.
- 09:19:24 From Madonna Greer : Reacted to "peer support over th..." with 👍
- 09:19:48 From Deana Hall : Reacted to "Can we get a copy of..." with 👍
- 09:20:02 From Kristen Ellis, LMFT - RI : Replying to "Can we get a copy of..." All materials from today's Jam will be on our learning community. <https://talk.crisisnow.com/learningcommunity/>
- 09:20:45 From Anita Corsini : How was "moral support" defined by the study?
- 09:28:14 From Kimberly H., warmlines.org : Thank you Brian for this in depth and helpful analysis.
- 09:28:24 From Crisis Jam : Question from a Crisis Jammer: Please explain the policy/procedure of "limiting" a caller
- 09:29:04 From Georgea Madeira : Université du Québec à Montréal; Montréal, Québec, CANADA  
[www.crise.ca](http://www.crise.ca) [mishara.brian@uqam.ca](mailto:mishara.brian@uqam.ca)
- 09:29:26 From Sharayah Jeffries : What about learned helplessness? My worry with our familiar visitors is are we making the situation worse in the long run.
- 09:33:29 From Craig Williams : Apologies if I missed this point but was there any data collected regarding the average handle time of these frequent callers? One of the issues with frequent callers is that they may take a longer call handle times and our call takers are pulled away from responding to other calls coming into the center.
- 09:33:50 From Kimberly H., warmlines.org : Integration like you talk about John Draper sounds like a good solution. warmlines.org is an option.
- 09:34:08 From Stephanie Hepburn : Great points, John.

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- 09:34:23 From Jill Smith : The Michigan Warmline is on committees to try and create these best practices for Peer Warmlines
- 09:34:52 From Jerry Hall : Reacted to The Michigan Warmlin... with "❤️"
- 09:34:58 From Jessica Davis : Reacted to "The Michigan Warmlin..." with ❤️
- 09:35:05 From Sharayah Jeffries : Reacted to "The Michigan Warmlin..." with ❤️
- 09:35:16 From Stephanie Hepburn : Reacted to "The Michigan Warmlin..." with ❤️
- 09:40:34 From Kimberly H., warmline.org : Reacted to "The Michigan Warmlin..." with 👍
- 09:40:42 From Nze Okoronta : Reacted to "The Michigan Warmlin..." with ❤️
- 09:40:50 From Nze Okoronta : Removed a ❤️ reaction from "The Michigan Warmlin..."
- 09:41:02 From Brian Mishara : Over half of your frequent callers say other warmlines refused to speak to them because of their talk of suicide and serious mental health problems, which they do not feel equipped to deal with, or they are "too difficult"
- 09:42:32 From Craig Williams : Was there any way to determine in the study if the frequent caller was under the influence of alcohol/substance? We have found that many of our frequent callers have been banned from local Warm Lines or other outlets due to abusive behaviors related to the frequent caller being under the influence.
- 09:42:33 From Greg Borders : Lines for Life was awarded a grant from SAMHSA with the Oregon Health Authority to hire peer counselors for our crisis lines. We are excited to figure out with the peer world how best to utilize this wonderful addition in our work with familiar individuals.
- 09:42:46 From Joyce Dolley : Replying to "Over half of your fr..." we often find this same message from the warmlines also
- 09:42:57 From Jessica Samples : Reacted to "Lines for Life was a..." with !!
- 09:43:16 From Rochelle Hamilton : Reacted to "Lines for Life was a..." with ❤️
- 09:43:22 From Andrew Guy : Reacted to "Was there any way to..." with 👍
- 09:43:32 From John Draper : Replying to "Over half of your fr..." Yes, this seems like a "hybrid" type of service and training with different approaches and expectations for counselors in scheduling or receiving multiple contacts from the same individuals. A good reason for a different service altogether, marrying peer support and crisis line approaches
- 09:43:36 From Leila Boulanger : Reacted to "Lines for Life was a..." with ❤️
- 09:44:13 From John Draper : Reacted to "Lines for Life was a..." with ❤️
- 09:45:42 From Crisis Jam : Thank you so much for sharing, Shye! Great to hear what you're doing to help these individuals in need.

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- 09:46:05 From Crisis Jam : And thank you to all our presenters.
- 09:46:30 From Georgea Madeira : Mental Health Awareness Month  
<https://www.samhsa.gov/mental-health-awareness-month>
- 09:48:45 From Brian Hepburn : Maternal mental health national strategy  
<https://www.samhsa.gov/sites/default/files/mmh-strategy.pdf>
- 09:48:58 From Brian Mishara : Replying to "Over half of your fr..." You are helping familiar callers, it just takes more time than you may want to invest and you counselors are not enjoying the process of dealing with the fact that they do not see much progress in individual calls. If no one else is helping them any better, do you have an obligation to continue doing your best with them
- 09:49:08 From Meighan Haupt : Task Force on Maternal Mental Health: National Strategy to Improve Maternal Mental Health Care <https://www.samhsa.gov/sites/default/files/mmh-strategy.pdf>
- 09:49:12 From Billina Shaw : Thanks for posting that strategy as well, Brian!
- 09:49:30 From Georgea Madeira : Federal, State, and Local Mental Health Policy Interventions in Response to the Pediatric Mental Health Crisis following the COVID-19 Pandemic  
<https://doi.org/10.1016/j.chc.2024.03.013>
- 09:49:34 From Megan Diamond : Reacted to "Lines for Life was a..." with ❤️
- 09:49:36 From Megan Diamond : Reacted to "Lines for Life was a..." with !!
- 09:52:23 From Georgea Madeira : What is General AI? <https://www.interaction-design.org/literature/topics/general-ai>
- 09:55:32 From Monica Luke : where does Chat GPT fit in - generative AI?
- 09:55:39 From Georgea Madeira : From Perfect Storm to Diversion: Harvard Releases Tool Helping Local Governments Develop and Expand Their Alternative Emergency Response  
<https://talk.crisisnow.com/from-perfect-storm-to-diversion-harvard-releases-tool-helping-local-governments-develop-and-expand-their-alternative-emergency-response/>
- 09:57:54 From Jerry Hall, CivicMapping.com : Could you share your email address Dave (the last speaker)? Thanks!
- 09:58:12 From Jessica Samples : Reacted to "From Perfect Storm t..." with ❤️
- 09:59:45 From Gabriela Solis : Harvard Kennedy School GPL Newsletter, sign up to receive announcements for upcoming pro-bono TA opportunities
- 09:59:53 From Gabriela Solis : In case folks want to learn more about the GPL!