

988 Crisis Jam – Ep 191 – September 25, 2024 – Chat Transcript

- 09:00:30 From Georgea Madeira : Sign up for updates, see prior recordings, and check out materials shared at <https://talk.crisisnow.com/learningcommunity/>
- 09:01:15 From Georgea Madeira : Retirees are in a mental health crisis: These are the states where seniors are most at risk https://www.gwinnettdailypost.com/multimedia/slideshows/retirees-are-in-a-mental-health-crisis-these-are-the-states-where-seniors-are-most/collection_1e937dcc-4606-5dd2-bf97-9e0c6e8f22a5.html#2
- 09:02:03 From Georgea Madeira : Michigan's mental health crisis extends beyond students: Teachers struggle, too <https://themanchestermirror.com/2024/09/23/michigans-mental-health-crisis-extends-beyond-students-teachers-struggle-too/>
- 09:02:26 From Georgea Madeira : Brentwood opens facility to help mothers with prior convictions, reconnect with their children <https://bronx.news12.com/brentwood-opens-facility-to-help-mothers-with-prior-convictions-reconnect-with-their-children>
- 09:03:18 From Georgea Madeira : See the books so far in the LivedExp Library at https://talk.crisisnow.com/wp-content/uploads/2024/09/2024-09-18-Crisis-Jam_Running-the-Endless-Race.pdf
- 09:03:27 From Georgea Madeira : Suggestions for additional books? Email us! crisisjam@crisisnow.com
- 09:04:15 From Crisis Jam : We introduced last week. It's a list of books from authors sharing their lived experience. check it out! we'll be featuring authors/books in the coming week.s
- 09:04:41 From Kristen Ellis, LMFT - RI : Jessica raised her hand
- 09:05:12 From Kristen Ellis, LMFT - RI : If you also raised your hand, tell us in the chat and we can sign you up for a future week! :)
- 09:05:13 From Georgea Madeira : You've got this, Jessica! 🎉
- 09:05:34 From Jessica Davis : You've got this! From a fellow Jessica!
- 09:05:38 From Jessica Gimeno : Reacted to "You've got this! Fro..." with ❤️
- 09:05:41 From Jessica Gimeno : Reacted to "You've got this, Jes..." with ❤️
- 09:05:45 From Abby Bridgers : Replying to "If you also raised y..." I raised my hand and am up for being in the "hot seat" another week 😊 my info: Abby Bridgers, Maine DHHS, Crisis Data Analyst abby.bridgers@maine.gov
- 09:06:02 From Georgea Madeira : Reacted to "I raised my hand and..." with ❤️
- 09:06:45 From Crisis Jam : Wahoo!
- 09:06:50 From Crisis Jam : Great job, Jessica!
- 09:06:58 From Jessica Davis : Woooo!!!

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09:07:01 From Georgea Madeira : Yay, Jessica!! :)

09:07:04 From Jessica Gimeno : Reacted to "Yay, Jessica!! :)" with ❤️

09:07:05 From Kristen Ellis, LMFT - RI : Reacted to "I raised my hand and..." with ❤️

09:07:11 From Kristen Ellis, LMFT - RI : Replying to "If you also raised y..." Great!!

09:07:55 From Monica Luke : Yay Howard!!!

09:08:12 From Jessica Gimeno : Reacted to "I raised my hand and..." with ❤️

09:08:18 From Jessica Gimeno : Reacted to "Woooo!!!" with ❤️

09:08:20 From Jessica Gimeno : Reacted to "Great job, Jessica!" with ❤️

09:08:37 From Laura Evans : Great job @Jessica Gimeno! Policy for the win

09:08:59 From Tiffany M. Russell/SAMHSA 988 & BHHCO : Reacted to "Great job @Jessica G..." with 🍌

09:10:03 From Mary Ann Arteaga : My name is Mary Ann Arteaga and I would be intrested in being in the hot seat. Mission City Community Network,

09:10:09 From Kristen Ellis, LMFT - RI : Reacted to "My name is Mary Ann ..." with 👍

09:10:12 From Laura Evans : Reacted to "My name is Mary Ann ..." with ❤️

09:10:39 From Crisis Jam : is there a warmline in every state? Or a national option to find one near you?

09:10:56 From Trendera Hedges : www.warmline.org is the option to find one near you

09:11:06 From Mary Ann Arteaga : Peer Support Specialist , Marya@mccn.org

09:11:09 From Monica Luke : We're all EARS | WARMLINE.ORG

09:11:27 From Amy Brinkley : We're all EARS | WARMLINE.ORG

09:11:50 From Amy Brinkley : Reacted to "www.warmline.org is ..." with ❤️

09:12:01 From Betsy Hammar : Reacted to "www.warmline.org is ..." with 👍

09:12:46 From Raina Daniels : Replying to "See the books so far..." Both of these link to an amazon search for "Ally Robinson" and the second link looks like a pdf but is a 404 error!

09:13:51 From Crisis Jam : Replying to "See the books so far..." Try this one. should be a pdf wiht the book lists https://talk.crisisnow.com/wp-content/uploads/2024/09/2024-09-18-Crisis-Jam_Running-the-Endless-Race.pdf

09:14:09 From Raina Daniels : Reacted to "Try this one. should..." with 👍

09:16:01 From Georgea Madeira : These slides and other resources will be available at

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<https://talk.crisisnow.com/learningcommunity/>


- 09:16:42 From Amy Brinkley : ❤️
- 09:18:11 From Crisis Jam : If you have a warmline or work at one, check out the site to make sure your warmline is listed. 😊
- 09:18:44 From S. Rams : Reacted to "If you have a warmli..." with 👍
- 09:18:44 From Georgea Madeira : For additional questions, comments, or conversation
hdt@warmline.org Warmline.org
- 09:19:00 From Cinthia Watts : Reacted to "For additional quest..." with ❤️
- 09:19:05 From Raina Daniels : Replying to "is there a warmline ..." There are warmlines in nearly every state; but like the early Lifeline programs, not every warm line is statewide. Most warm line programs refer callers from other states to a program that serves their area, few are able to take calls out of their funded region.
- 09:19:19 From Jessica Gimeno : Replying to "Great job @Jessica G..." thank you, Laura
- 09:19:46 From Raina Daniels : Thank you Howard
- 09:19:54 From Jessica Gimeno : Reacted to "If you have a warmli..." with 👍
- 09:26:13 From Vanessa Williams : Great job Howard, Trenda, and Kim!
- 09:26:15 From Raina Daniels : Trenda, such an excellent job of illustrating how the sector is seeking language to differentiate the very real and foundational differences between Clinical/disease/crisis/medical Model and Peer Support [Peer Values based] Model, thank you!
- 09:26:30 From Trenda Hedges : Reacted to "Trenda, such an exce..." with 🙌
- 09:26:56 From Nancy Strueber : Reacted to "Trenda, such an exce..." with ❤️
- 09:27:06 From Trenda Hedges : Replying to "Great job Howard, Tr..." Vanessa! Glad you could pop in from the STAR awards!
- 09:27:16 From Vanessa Williams : Reacted to "Vanessa! Glad you c..." with ❤️
- 09:28:12 From Jerry Hall, Civic Mapping : Would a service matching callers, who would take a quick survey e.g., gender, ACES, traumas, etc. which would be directed to a peer most relatable?
- 09:28:26 From Jerry Hall, Civic Mapping : ... be helpful or is that overkill?
- 09:29:06 From Anna Low-Ber : I'm new to warmlines and curious how they are primarily funded? Or does it vary significantly?
- 09:29:12 From Raina Daniels : Regarding volume, the California Peer Run Warm Line responded to 170K contacts last year, Oregon is close to that.
- 09:29:50 From Jerry Hall, Civic Mapping : Replying to "... be helpful or is..."

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This rather than warmline operators trying to be a one-size fits all solution.

09:32:12 From Raina Daniels : If the question is who is a good referral, anyone experiencing a mental health challenge who hasn't tried a warm line. If the question is about matching within the warm line service our staff are trained in Peer Support, which does span across experience. The goal of Peer Support is not to create a mentor or sponsor relationship, which is a common misunderstanding!

09:32:35 From Crisis Jam : is there special services like the option of LGBTQ+ or veterans, native americans, etc? or do callers ask for such preferences?

09:32:55 From Jessica Gimeno : Reacted to "is there special ser..." with 

09:33:22 From Raina Daniels : Replying to "is there special ser..." We're building a Federation of Warm Line programs in California, with culturally specific programs in a referral network.

09:33:28 From Jerry Hall, Civic Mapping : I do love the crisistrends.org site to view data on the 9m calls they have fielded.

09:33:55 From Raina Daniels : Replying to "is there special ser..."
<https://www.mentalhealthsf.org/warm-line-federation/>

09:34:33 From Jerry Hall, Civic Mapping : Replying to "I do love the crisis..." This data could inform what days/times/specialties are needed most (by these callers).

09:34:51 From Raina Daniels : There are nationwide programs that do not identify as warm lines per say but use a peer support and nonclinical model: Call Blackline, Trans Lifeline, etc

09:34:56 From Raina Daniels : TY Trenda!

09:35:26 From Jerry Hall, Civic Mapping : Reacted to "TY Trenda!" with 

09:35:47 From Monica Luke : So glad that Warmlines are being shared here. Important for everyone to know about. Thank you Howard & team

09:37:42 From Crisis Jam : if someone wanted to start a warmlin in their region, are there guidelines?

09:38:45 From Stephanie Hepburn : Thank you for sharing, Kimberly.

09:39:11 From Stephanie Hepburn : Great points.

09:39:26 From Amy Brinkley : Recovery Data YESS

09:39:30 From Raina Daniels : The senior leadership of 20+ various peer-run warmlines throughout the U.S. have come together monthly to form the National Warm Line Leadership Coalition and we are looking forward to increasing collaboration and advocacy. Our National Coalition is co-facilitated by experienced professionals who deeply understand crisis services and the impactful role of Warm Lines. We'll be releasing more info soon at nationalwarmlinecoalition.org

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Please feel free to reach out to me Asst Director of Partnerships & Outreach @ MHASF Mental Health Association of San Francisco raina@mentalhealthsf.org

09:39:33 From Stephanie Hepburn : Reacted to "Recovery Data YESS" with ❤️

09:39:56 From Trenda Hedges : thedges@peer-power.net

09:40:09 From Howard Trachtman : hdt@warmline.org www.warmline.org

09:41:28 From Kimberly Harol : kimharol@gmail.com

09:41:37 From Vanessa Williams : Reacted to "thedges@peer-power.n..." with ❤️

09:41:40 From Vanessa Williams : Reacted to "hdt@warmline.org www..." with ❤️

09:41:43 From Vanessa Williams : Reacted to "kimharol@gmail.com" with ❤️

09:41:49 From Jessica Samples : Reacted to "The senior leadershi..." with ❤️

09:42:39 From Crisis Jam : in case you're interested: according to Google What is the difference between geolocation and geo routing?

With georouting, the routing and service providers would not receive detailed information about the exact locations of callers. Geolocation, or automated location information, would include the precise location in the transferred call data, so that emergency responders could know where to go in case of an emergency.

09:44:41 From Amy Brinkley : Peers Across the Crisis Continuum Paper can be found here. Thank you SAMHSA for your support on the papers. Peer Support Services Across the Crisis Continuum (samhsa.gov)

09:46:00 From Kristen Ellis, LMFT - RI : Happy Birthday!!!

09:46:16 From Alexis Brintley : Call for the culture sounds exciting. I would love to attend.

09:46:32 From Tenasha Hildebrand : 🥳

09:46:36 From Trenda Hedges : Replying to "Peers Across the Cri..." glad to see this finally published! yay

09:46:44 From Amy Brinkley : Reacted to "glad to see this fin..." with ❤️

09:46:44 From Day Catalano (she/her) : Reacted to "Peers Across the Cri..." with ❤️

09:47:11 From Tiffany M. Russell/SAMHSA 988 & BHHCO : Reacted to "Call for the culture..." with 🎉

09:47:15 From Laura Evans : Reacted to "Call for the culture..." with 🎉

09:51:07 From Jerry Hall, Civic Mapping : Reacted to "Call for the culture..." with 🎉

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- 09:51:36 From Stephanie Hepburn : Reacted to "Call for the culture..." with 🙌
- 09:51:54 From Alexis Brintley : Reacted to "{59D22F56-A1D2-42D8-99DD-748B068DE365}.png" with ❤️
- 09:51:57 From Alexis Brintley : Reacted to "{4E5E54CD-FDD9-4EB9-B62A-6D939CEA2F3C}.png" with ❤️
- 09:54:25 From Jessica Monahan Pollard : One thing I want to mention is that there are literally hundreds of thousands of health apps out there and the estimate is only about 20% are safe and effective. Many of us can feel overwhelmed by figuring out which digital resources to use or recommend. Here are a few links to trusted resources that have evaluated behavioral health apps and provide curated libraries of resources:
- 09:54:27 From Jessica Monahan Pollard : <https://www.digitalpsych.org/app-evaluation.html>
<https://www.psychiatry.org/psychiatrists/practice/mental-health-apps/evaluations>
<https://kidshelpphone.ca/our-e-mental-health-services/> <https://emhicglobal.com/>
- 09:55:09 From Crisis Jam : OPINION | It's Time to Start Talking About Meaningful Recovery From Psychotic Illnesses <https://talk.crisisnow.com/opinion-its-time-to-start-talking-about-meaningful-recovery-from-psychotic-illnesses/>
- 09:56:01 From Crisis Jam : Replying to "OPINION | It's Time ..." From the article: In 2021, the song "We Don't Talk About Bruno" from the Disney animated film "Encanto" became a breakaway hit as the longest-reigning chart-topper for Disney in Billboard's history. The song struck a nerve in popular culture because it tapped into a deeply vulnerable truth – we're craving a conversation about mental illness.
- 09:57:16 From Monica Luke : So glad to hear psychosis discussed here at the Jam. And nice to see you again @Stephanie Greer
- 09:57:22 From Alexis Brintley : Reacted to "So glad to hear psyc..." with ❤️
- 09:57:30 From sonja burns : Reacted to "So glad to hear psyc..." with ❤️
- 09:57:57 From Monica Luke : We need to include psychosis in training for 988 call takers
- 09:58:14 From Elizabeth Hancq : Reacted to "We need to include p..." with ❤️
- 09:58:20 From Stephanie Greer : Reacted to "We need to include p..." with ❤️
- 09:58:24 From Stephanie Hepburn : Reacted to "We need to include p..." with ❤️
- 09:58:24 From Stephanie Greer : Reacted to "So glad to hear psyc..." with ❤️
- 09:59:00 From Margo Kulkarni : Reacted to "We need to include p..." with ❤️
- 09:59:01 From Stephanie Hepburn : Reacted to "So glad to hear psyc..." with ❤️

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09:59:05 From Stephanie Greer : Thank you all! I'm so glad to connect! Please reach out if anyone wants to talk more: stephanie@doromind.com

09:59:25 From Jeffrey Arlt : Thank you ❤️