

988 Crisis Jam – Ep 214 – April 23, 2025 – Chat Transcript

09:00:59 From Marie Eddy : Got a hot topic in mind? A story we need to cover? We want to hear from YOU! Email us at: crisisjam@crisisnow.com Your idea could be our next Crisis Jam episode
#CrisisJam #988Lifeline #MentalHealthVoices #YourStoryMatters

09:01:06 From Jennifer Dante : will this be available as a recorded session?

09:01:27 From Crisis Jam : Yes, we will post on YouTube and our website within 48 hours

09:01:32 From Jennifer Dante : Reacted to "Yes, we will post on..." with ❤️

09:01:32 From Kristen Ellis, LMFT - RI : Yes! This and most prior episodes are recorded for later viewing at <https://talk.crisisnow.com/learningcommunity/>

09:01:46 From Marie Eddy : We're LIVE every week! Frontlines of crisis care. Unfiltered convos. Real impact. Watch the livestream: <https://talk.crisisnow.com/learningcommunity/>

Or catch it on YouTube: youtube.com/@988CrisisJam #CrisisJam #988Lifeline #MentalHealthLive #TalkAboutIt

09:02:15 From Marie Eddy : Stay in the loop with Crisis Jam! ✅ Sign up for updates Watch past episodes Access shared materials All at <https://talk.crisisnow.com/learningcommunity/> #CrisisJam #988LearningCommunity #MentalHealthMatters #CrisisCare

09:02:36 From Marie Eddy : Crisis care is changing. We're talking about it—LIVE. Real stories. Big ideas. No filter. Weekly on the 988 Crisis Jam Watch now on YouTube: youtube.com/@988CrisisJam
#CrisisJam #988Lifeline #MentalHealthMatters #RealTalk

09:05:58 From Leo Petrilli : Peer means 'Me too. Support means 'Trust me'. Because, many of us have been on both sides of an issue - such as alcoholism and addiction. 💚

09:06:08 From David Covington : Reacted to "Peer means 'Me too. ...'" with ❤️

09:06:11 From Michelle Niehaus : Reacted to "Peer means 'Me too. ...'" with ❤️

09:06:15 From Olivia Stein : Reacted to "Peer means 'Me too. ...'" with ❤️

09:06:21 From Jennifer Dante : Reacted to "Peer means 'Me too. ...'" with ❤️

09:07:57 From Nakeeta Joe : Reacted to "Peer means 'Me too. ...'" with ❤️

09:08:49 From Marie Eddy : LIVE & ON LOCATION – June 4 We're heading to Columbus, Ohio! Featuring the brand-new Franklin County Crisis Care Center 24/7 Urgent Care Family Resource Center Full Medical + Pharmacy Multiple Staff Respite Areas Don't miss this look inside the future of crisis care! Streaming live at: talk.crisisnow.com/learningcommunity #CrisisJam #LiveAndOnLocation #988Lifeline #FranklinCounty #CrisisCareRevolution

09:10:29 From Gerald Stansbury : 90

09:10:34 From Meighan Haupt : 80

09:10:34 From Monica Luke : 90%

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09:10:36 From Abbey Wollschleger : 80

09:10:38 From kehinde solanke : 90%

09:10:39 From Stephany Pond : 85

09:10:39 From Abby Bridgers : 80

09:10:40 From Nancy Strueber : 85

09:10:42 From Brittney Spencer : 75%

09:10:42 From Dean Carson : 95-98%

09:10:43 From Betsy Hammar : 85%

09:10:45 From Preston Looper : 80/20 across all modalities

09:10:46 From Angela Roberts : 92

09:10:48 From Abby Wells : 92%

09:11:17 From Meighan Haupt : 60

09:11:18 From Gerald Stansbury : 85

09:11:22 From Abby Wells : 75%

09:11:22 From Abby Bridgers : 75

09:11:24 From Stephany Pond : 80

09:11:25 From Preston Looper : 80+

09:11:34 From Monica Luke : 70

09:11:49 From Monica Luke : 80

09:11:51 From Stephany Pond : 85

09:11:52 From Abby Wells : 60%

09:11:52 From Gerald Stansbury : 65

09:11:53 From Preston Looper : 80

09:11:54 From Meighan Haupt : 90

09:11:58 From Abby Bridgers : 75

09:21:10 From Marie Eddy : VP Crisis Services (01:41)
https://www.youtube.com/watch?v=0Xzcr_QsVXY

09:34:17 From Dean Carson : How has the wait time/availability been for the 988 VP? We are proud to be able to be promoting it

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- 09:34:19 From Crisis Jam : Is there a videophone type service that might be used at crisis facilities for people that arrive before a translator might be able to arrive in person?
- 09:37:24 From elizabeth perri : Much Respect Deaf Lead!!
- 09:37:33 From Michelle Niehaus : Reacted to "Much Respect Deaf Le..." with ❤️
- 09:37:36 From Meighan Haupt : Reacted to "Much Respect Deaf Le..." with ❤️
- 09:37:39 From Stephanie Logan : Reacted to "Much Respect Deaf Le..." with ❤️
- 09:37:40 From Abby Wells : Reacted to "Much Respect Deaf Le..." with ❤️
- 09:37:42 From Christy Malik : Reacted to "Much Respect Deaf Le..." with ❤️
- 09:37:49 From Shye Louis : Replying to "How has the wait tim..." Since the launch of the Subnetwork, help-seekers reaching out via videophone have connected with an ASL speaking counselor in 22 seconds or less. Answer rates have been at 90% or higher, and therefore abandonment rates at 10% or lower.
- 09:37:52 From Jennifer Dante : Y'all are doing amazing work !
- 09:37:52 From Tenasha Hildebrand : Thank you for your presentation!
- 09:37:53 From David Covington : Reacted to "Much Respect Deaf Le..." with 🎯
- 09:38:01 From David Covington : Reacted to "Y'all are doing amaz..." with ❤️
- 09:38:04 From David Covington : Reacted to "Thank you for your p..." with ❤️
- 09:38:10 From Stephanie Hepburn : Reacted to "Y'all are doing amaz..." with ❤️
- 09:38:23 From Day Catalano : Reacted to "Since the launch of ..." with ❤️
- 09:38:27 From Day Catalano : Reacted to "Much Respect Deaf Le..." with ❤️
- 09:38:50 From Nancy Strueber : Reacted to "Thank you for your p..." with ❤️
- 09:39:44 From Gerald Stansbury : I only hear positive things about DeafLEAD in the community and between providers.
- 09:40:13 From Olivia Stein : Reacted to "Since the launch of ..." with 📌
- 09:40:19 From Shaheen Saiyed : That's beautiful! It's great that they're able to inform what support looks like for them
- 09:40:22 From Jane Tobler : Reacted to "Much Respect Deaf Le..." with 🎯
- 09:40:32 From David Covington : Reacted to "I only hear positive..." with ❤️
- 09:40:32 From Dean Carson : Reacted to "Since the launch of ..." with ❤️
- 09:40:49 From Dean Carson : Reacted to "I only hear positive..." with ❤️

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09:41:04 From Dana Craig : Reacted to "Much Respect Deaf Le..." with ❤️

09:41:08 From elizabeth perri : Team Vibrant!!

09:41:14 From Shye Louis : Reacted to "Team Vibrant!!" with ❤️

09:41:17 From Daniel Herron : Reacted to "Team Vibrant!!" with ❤️

09:41:51 From Daniel Herron : Reacted to "That's beautiful! It..." with ❤️

09:41:54 From Daniel Herron : Reacted to "I only hear positive..." with ❤️

09:42:03 From Daniel Herron : Removed a ❤️ reaction from "Team Vibrant!!"

09:42:05 From Kelly Sterling : Reacted to "Since the launch of ..." with ❤️

09:42:06 From Jane Tobler : Reacted to "I only hear positive..." with ❤️

09:42:06 From Daniel Herron : Reacted to "Thank you for your p..." with ❤️

09:42:08 From Jane Tobler : Reacted to "That's beautiful! It..." with ❤️

09:42:21 From Kristen Ellis, LMFT - RI : Reacted to "Team Vibrant!!" with ❤️

09:42:23 From Kristen Ellis, LMFT - RI : Reacted to "That's beautiful! It..." with ❤️

09:42:51 From Stephanie Logan : Reacted to "I only hear positive..." with ❤️

09:43:11 From Stephanie Logan : Reacted to "That's beautiful! It..." with ❤️

09:43:13 From Stephanie Logan : Reacted to "Y'all are doing amaz..." with ❤️

09:43:26 From Stephanie Logan : Reacted to "Team Vibrant!!" with ❤️

09:43:36 From Stephanie Hepburn : An excellent presentation and round table. Thank you.

09:44:07 From Shaheen Saiyed : Reacted to "Team Vibrant!!" with ❤️

09:44:11 From Shaheen Saiyed : Reacted to "An excellent present..." with ❤️

09:44:33 From Stephanie Mitchell Hughes : I want to find ways to provide our support, education, and advocacy services to the deaf and hard of hearing community in Franklin County. NAMI Franklin County

09:45:01 From Jane Tobler : Thank you for all you do, DeafLEAD! Always a privilege to learn about your approach and work!

09:45:20 From Julie Seibert : Reacted to "Since the launch of ..." with ❤️

09:45:27 From Stephanie Logan : It is important to note that there are some incredible allies in the Deaf community. Meghan, Michelle, Vibrant and SAMHSA are definitely AMAZING allies and I am incredibly grateful.

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09:45:55 From Olivia Stein : Reacted to "It is important to n..." with 📶

09:45:58 From Daniel Herron : Reacted to "It is important to n..." with 📶

09:46:03 From Stephanie Logan : Reacted to "I want to find ways ..." with ❤️

09:46:03 From Shye Louis : Reacted to "It is important to n..." with ❤️

09:46:07 From Stephanie Logan : Reacted to "Thank you for all yo..." with ❤️

09:46:11 From Olivia Stein : Reacted to "Thank you for all yo..." with ❤️

09:46:12 From Olivia Stein : Reacted to "I want to find ways ..." with ❤️

09:46:14 From Olivia Stein : Reacted to "An excellent present..." with ❤️

09:46:16 From Olivia Stein : Reacted to "Team Vibrant!!" with ❤️

09:46:17 From Olivia Stein : Reacted to "That's beautiful! It..." with ❤️

09:46:19 From Olivia Stein : Reacted to "I only hear positive..." with ❤️

09:46:20 From Olivia Stein : Reacted to "Thank you for your p..." with ❤️

09:46:21 From Olivia Stein : Reacted to "Y'all are doing amaz..." with ❤️

09:46:23 From Olivia Stein : Reacted to "Much Respect Deaf Le..." with ❤️

09:46:32 From Angela Roberts : Michelle has been a tremendous asset for us in Kentucky!

09:46:39 From Olivia Stein : Reacted to "Michelle has been a ..." with 🙌

09:46:40 From Michelle Niehaus : Reacted to "Michelle has been a ..." with ❤️

09:46:42 From Kelly Sterling : Reacted to "Michelle has been a ..." with ❤️

09:46:54 From Christie Penn : Reacted to "Michelle has been a ..." with ❤️

09:46:58 From Stephanie Logan : That is right, Meighan. And access can't just be limited to providing an interpreter.

09:47:02 From Michelle Niehaus : Reacted to "It is important to n..." with ❤️

09:47:08 From Kelly Sterling : Reacted to "That is right, Meigh..." with 🙌

09:47:10 From Stephanie Logan : Reacted to "Michelle has been a ..." with 🙌

09:47:11 From Michelle Niehaus : Reacted to "That is right, Meigh..." with 🙌

09:47:23 From Day Catalano : Reacted to "It is important to n..." with ❤️

09:47:28 From Jane Tobler : Reacted to "It is important to n..." with ❤️

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- 09:47:39 From Jane Tobler : Reacted to "Michelle has been a ..." with ❤️
- 09:48:06 From Olivia Stein : I am happy to connect and provide answers to your questions or collaborate on a conversation of advocacy for the Deaf Community in times of crisis- you may reach out to me at Olivia.Stein@DeafLEAD.org
- 09:48:19 From Kelly Sterling : Reacted to "I am happy to connec..." with ❤️
- 09:48:23 From Brittany Noschese : Reacted to "I only hear positive..." with ❤️
- 09:48:25 From Brittany Noschese : Reacted to "That's beautiful! It..." with ❤️
- 09:48:27 From Brittany Noschese : Reacted to "Team Vibrant!!" with ❤️
- 09:48:29 From Brittany Noschese : Reacted to "An excellent present..." with ❤️
- 09:48:33 From Brittany Noschese : Reacted to "Thank you for all yo..." with ❤️
- 09:48:34 From Brittany Noschese : Reacted to "I want to find ways ..." with ❤️
- 09:48:36 From Brittany Noschese : Reacted to "It is important to n..." with ❤️
- 09:48:43 From Michelle Niehaus : Shout out to Kelly Sterling - the GA State Coordinator. Any other state coordinators out there today?
- 09:48:44 From Brittany Noschese : Reacted to "I am happy to connec..." with ❤️
- 09:48:57 From Kelly Sterling : Reacted to "Shout out to Kelly S..." with 😂
- 09:49:46 From Kelly Sterling : Victoria Pena is here!
- 09:50:16 From Michelle Niehaus : Hello, Victoria! Remind us what state you serve.
- 09:50:20 From Stephanie Logan : Thanks so much for having us!
- 09:50:30 From Marie Eddy : 988 State Funding: Who's Leading the Way? This latest map highlights the growing momentum behind sustainable crisis care funding. 10 states with 988 fee legislation 5 states with recurring 988 appropriations 8 states with pending fee bills Compare that to 911, which has a national monthly surcharge of \$1.00–\$2.00. 988 fees? Just \$0.12–\$0.60/month. See the full interactive map at: reimaginecrisis.org/map #988Lifeline #CrisisCare #ReimagineCrisis #MentalHealthFunding #CrisisJam #SystemChange
- 09:50:43 From Michelle Niehaus : Thank you for the opportunity!
- 09:51:13 From Meighan Haupt : Reacted to "Thank you for the op..." with ❤️
- 09:51:20 From Meighan Haupt : Reacted to "Thanks so much for h..." with ❤️
- 09:51:29 From Brooke Pochee-Smith : Reacted to "988 State Funding: W..." with ❤️
- 09:51:34 From Brooke Pochee-Smith : Reacted to "I am happy to connec..." with ❤️

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- 09:52:26 From Kelly Sterling : Replying to "Hello, Victoria! Re..." Michelle, that was my fault. I mistook her for the coordinator from Connecticut
- 09:52:32 From Meighan Haupt : Replying to "Hello, Victoria! Re..." We are thrilled that Victoria works with me at NASMHPD. She is an awesome colleague that has been supporting the Learning Collaborative of State Coordinators of Deaf Mental Health Services :)
- 09:53:01 From Meighan Haupt : Reacted to "Michelle, that was m..." with ❤️
- 09:53:29 From Julie Seibert : Reacted to "We are thrilled that..." with ❤️
- 09:53:33 From Meighan Haupt : Replying to "Hello, Victoria! Re..." @Kelly Sterling Let us know who the coordinator from Connecticut is so we can invite the person to the Learning Collaborative :)
- 09:54:13 From David Covington : GO New Mexico!
- 09:54:18 From Michelle Niehaus : Reacted to "We are thrilled that..." with ❤️
- 09:54:21 From Daniel Herron : Reacted to "GO New Mexico!" with ❤️
- 09:55:40 From Kathryn Gilley : Reacted to "GO New Mexico!" with ❤️
- 09:55:45 From Michelle Niehaus : Replying to "Hello, Victoria! Re..." I'm not sure who CT has as a coordinator. They do have Dr. Ali Wetmur who is a Deaf therapist specializing in trauma. She also teaches at University of KY and researches complex trauma and identity.
- 09:56:13 From Stephanie Logan : Replying to "Is there a videophon..." Language Line is one of the online interpreting options available that you can set up on an iPad to communicate with a Deaf person prior to an interpreter arriving.
- 09:56:23 From Marie Eddy : 911–988 Interoperability Requires Improved Tracking and Federal Framework <https://talk.crisisnow.com/911-988-interoperability-requires-improved-tracking-and-federal-framework/>
- 09:58:08 From Kelly Sterling : Replying to "Hello, Victoria! Re..." At ADARA there was a representative from the Commission for the Deaf and I am trying to track her email.
- 09:58:38 From julio abreu : Thanks for another great Jam session. Wonderful presentation on the importance of addressing and providing services to ALL of our underserved/marginalized communities. Thanks. Need to jump off.
- 09:58:41 From Michelle Niehaus : Replying to "Is there a videophon..." States may also be able to contract with local interpreting agencies for Video Remote Interpreting in crisis situations. That strategy has helped us address gaps in services and match individuals in crisis to local interpreters who know them. As Olivia discussed, having trauma informed interpreters is critical.
- 09:58:49 From David Covington : Reacted to "Thanks for another g..." with 🎉
- 09:59:06 From Stephanie Logan : Reacted to "States may also be a..." with ❤️
- 09:59:11 From Caitlin Flanagan : Reacted to "Thanks for another g..." with ❤️

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09:59:36 From Preston Looper : Great points, Stephanie. Without baseline metrics we won't know if we moved the needle>

09:59:43 From Megan Carlson : Reacted to "Great points, Stepha..." with 🙌

09:59:48 From Marie Eddy : <https://www.eric-hipple.com/>

09:59:53 From Kelly Sterling : Reacted to "Great points, Stepha..." with 🙌

10:00:13 From Crisis Jam : 215!!! We've been doing those episodes for a little bit now. 😊

10:00:23 From Kristen Ellis, LMFT - RI : Replying to "215!!! We've been do..." Just a smidgen of time ;)

10:00:24 From Michelle Niehaus : Reacted to "215!!! We've been do..." with ❤️

10:00:46 From Marie Eddy : Thanks for your understanding as we make changes to keep our community safe!

10:00:58 From Stephanie Mitchell Hughes : Thank you for the program. Outstanding!

10:01:04 From Brittany Noschese : Thanks for having us today!