

988 Crisis Jam – Ep 216 – May 07, 2025 – Chat Transcript

09:00:11 From Shauna Murphy : A Day in the Life of Crisis Care, Pt 1: Someone to Contact 📞

Ever wonder what it's really like behind the scenes of 988? Step into the shoes of crisis call center pros with Rachael McLaughlin, Deyanira Caceres, and Shari Sinwelski—the frontline voices bringing calm to chaos, 24/7. Real calls. Real people. Real impact.

09:00:34 From Shauna Murphy : Zoom Tip for Our Learning Community: Please keep yourself on mute unless you're speaking , and switch to Speaker View (top-right corner) to better follow the conversation. Don't forget to join the chat and reply to our Trivia Hotseat question! ✅

09:00:52 From Shauna Murphy : ✨ New ASL Feature! You can now bring the ASL interpreter directly to your screen in Zoom! Just click the interpretation icon at the bottom of your screen to get started. New ASL Feature! If you want to view the interpreters...

1) Join the Zoom meeting as usual.

2) Click "More" and "Interpretation"

3) You'll get your own interpreter box that you can adjust to suit your preference in size and location on your screen.

09:01:08 From Jessica Gimeno : Reacted to "✨ New ASL Feature! Y..." with 👍

09:01:15 From Shauna Murphy : Got a hot topic in mind? A story we need to cover? A breakthrough worth sharing? Help us grow the 988 Crisis Jam learning community! We've featured 543 unique voices across 216 episodes—and we're just getting started. If you know someone doing innovative work, have lived experience to share, or want to spotlight a challenge we need to tackle...Email us at: crisisjam@crisisnow.com Let's keep pushing the field forward—together. Your idea could be our next Crisis Jam episode

09:02:00 From Shauna Murphy : 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

09:02:22 From Shauna Murphy : <https://talk.crisisnow.com/learningcommunity/>

09:02:40 From Shauna Murphy : Stay in the loop with Crisis Jam! ✅ Sign up for updates Watch past episodes Access shared materials All at <https://talk.crisisnow.com/learningcommunity/>

09:03:04 From Shauna Murphy : 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

09:04:15 From Shauna Murphy : 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: <https://talk.crisisnow.com/learningcommunity/>

09:04:55 From Shauna Murphy : Crisis in the MCU? You bet. Marvel's new film Thunderbolts just flipped the script— no final battle, just a breakdown and a hug. Florence Pugh's Yelena opens the film

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stepping off a building—revealing depression, not just danger. Director Jake Schreier + writer Joanna Calo (The Bear, Beef) brought mental health front and center—and Marvel actually backed it.

09:04:56 From Shauna Murphy : Themes of isolation, numbness, even suicidal ideation... in a Marvel movie. And the audience? Loud applause + \$162M opening weekend. Read more in the EW feature: <https://ew.com/florence-pugh-thunderbolts-director-talk-mental-health-themes-marvel-budget-11727459> #Thunderbolts #MentalHealthMatters #988CrisisJam #MarvelGetsReal

09:05:28 From Shauna Murphy : 988 Toolkit Drop — Part 2 Not just talk. Now we've got the threads to match. From "No Judgment. Just Help." ➡ to "You Are Not Alone." ➡ to "Skilled, Caring Support Anytime." These new 988 t-shirts are bringing the message off the screen and into the streets. ❤️ Perfect for outreach, tabling, or just showing your support wherever you go. The message is clear—and now it's wearable. Grab yours + the full toolkit: 988 Partner Toolkit

09:06:19 From Shauna Murphy : Lived Experience Library — This Week's Guest: Josh Rivedal He's an author, actor, advocate... and survivor. Josh joins us to unpack The Gospel According to Josh — a raw, funny, and deeply human memoir that traces his journey through loss, depression, and ultimately, purpose. ➡ From Broadway dreams to courtroom drama and a crisis that nearly ended it all, Josh's story shows the power of owning your pain—and using it to help others heal. Don't miss this one. It's not just a story. It's a survival anthem.

09:06:46 From Jessica Gimeno : I love Josh Rivedal!

09:08:30 From Shauna Murphy : Lived Experience Library The Gospel According to Josh is more than a one-man show—it's a raw, heartfelt journey through grief, mental health, and finding purpose. Follow Josh Rivedal's 28-year "gentile bar mitzvah" as he navigates family loss, healing, and hope with humor and honesty. Learn more: www.iampossibleproject.com/the-gospel-according-to-josh

09:08:37 From Shauna Murphy : Have a book we should feature? We're always adding to the Lived Experience Library. Send your suggestions to: crisisjam@crisisnow.com

09:09:00 From Shauna Murphy : Drop your guess ➡ in the poll.

09:09:04 From Joshua Rivedal : Reacted to "I love Josh Rivedal!" with ❤️

09:09:14 From Joshua Rivedal : Replying to "I love Josh Rivedal!" Hi Jessica! So good to "see" you here.

09:09:22 From Howard Trachtman : free peer support over the phone warmline.org hdt@warmline.org

09:10:34 From Shauna Murphy : 988 State Funding: Who's Leading the Way? This latest map highlights the growing momentum behind sustainable crisis care funding. 11 states with 988 fee legislation 5 states with recurring 988 appropriations ● 7 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: <https://reimaginecrisis.org/map/>

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- 09:11:00 From Shauna Murphy : 988 fees? Just \$0.12–\$0.60/month. See the full interactive map at: <https://reimaginecrisis.org/map/>
- 09:11:27 From Shauna Murphy : Top of the Podium: UTAH With a nation-leading \$10.97 per person invested in 988 and crisis care, Utah is setting the standard for how states can support people in emotional distress. Huge thanks to Representative Steve Eliason for his unwavering leadership and commitment to building a world-class crisis system. This is what it looks like when policy meets purpose.
- 09:11:32 From Crisis Jam : Wahoo! Go Crisis Jammers! 😊
- 09:13:04 From David Covington : Jump in the chat if you've personally answered crisis calls, chats or texts... and what year was your first?!
- 09:13:12 From Crisis Jam : This is the first in our series of "A Day in the Life"! Thanks so much for sharing your work as someone to contact! They answer the call when someone may reach out in their worst day.
- 09:13:51 From Gayle Giese : Reacted to "Top of the Podium: U..." with ❤️
- 09:16:55 From Helen Littrell : I first answered calls in 2012. I agree, how times have changed over the years Shari!
- 09:17:05 From Shari Sinwelski : Reacted to "I first answered cal..." with 👍
- 09:19:15 From David Covington : I got my first crisis call in 1995... had just finished my masters in counseling... and no clue how to support!
- 09:19:24 From David Covington : Reacted to "I first answered cal..." with 👍
- 09:19:32 From Helen Littrell : Reacted to "I got my first crisi..." with ❤️
- 09:20:01 From Megan Gleason : Hey all! I came to Georgia in 2011 and took my first crisis call right after! It was super enlightening and career altering. I have been doing this work every since
- 09:20:21 From David Covington : Reacted to "Hey all! I came to..." with ❤️
- 09:20:58 From Georgea Madeira : Reacted to "I first answered cal..." with ❤️
- 09:21:02 From Georgea Madeira : Reacted to "I got my first crisi..." with ❤️
- 09:21:05 From Georgea Madeira : Reacted to "Hey all! I came to..." with ❤️
- 09:21:31 From Janelle Hultquist : Would love to know what your training schedule/structure is like and how you would recommend other agencies to implement what you see as a positive training experience?
- 09:21:59 From David Covington : Reacted to "Would love to know w..." with 🎯
- 09:24:44 From Stephanie Hepburn : Reacted to "Hey all! I came to..." with ❤️
- 09:24:54 From Howard Trachtman : took my first warmline call in 1999

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- 09:25:02 From Megan Gleason : Reacted to "took my first warmli..." with ❤️
- 09:25:03 From David Covington : Reacted to "took my first warmli..." with ❤️
- 09:25:03 From Helen Littrell : Reacted to "took my first warmli..." with ❤️
- 09:28:40 From Shauna Murphy : Reacted to "took my first warmli..." with ❤️
- 09:29:28 From David Covington : Didi Hirsch holds the legacy of the first suicide prevention hotline established in LA in 1958!
- 09:29:39 From Meighan Haupt : Reacted to "Didi Hirsch holds th..." with ❤️
- 09:29:43 From Shari Sinwelski : Reacted to "Didi Hirsch holds th..." with ❤️
- 09:29:45 From Shaheen Saiyed : Reacted to "Didi Hirsch holds th..." with ❤️
- 09:30:12 From Susan Robinson : Reacted to "Didi Hirsch holds th..." with 💚
- 09:31:28 From Yuliya Yoncheva : Reacted to "Didi Hirsch holds th..." with 💚
- 09:31:44 From Megan Gleason : Thank you all!
- 09:32:05 From Helen Littrell : What a great panel! Thank you both for sharing
- 09:32:14 From Shaheen Saiyed : Reacted to "What a great panel! ..." with ❤️
- 09:32:42 From Sheli DeLaney : It's so good to hear from crisis counselors. As a program coordinator I'm so removed from their experiences. Thank you Crisis Jam!
- 09:32:54 From David Covington : Reacted to "It's so good to hear..." with ❤️
- 09:33:23 From Day Catalano : Reacted to "It's so good to hear..." with ❤️
- 09:33:27 From Day Catalano : Reacted to "What a great panel! ..." with ❤️
- 09:33:47 From Abby Bridgers : Replying to "It's so good to hear..." Data analyst here—totally agree! Thank you Crisis Jam and speakers.
- 09:34:00 From Deyanira Caceres : Reacted to "Didi Hirsch holds th..." with ❤️
- 09:34:07 From Deyanira Caceres : Reacted to "What a great panel! ..." with ❤️
- 09:34:07 From Shauna Murphy : Reacted to "It's so good to hear..." with ❤️
- 09:34:09 From Shari Sinwelski : Replying to "Would love to know w..." For Didi Hirsch, Training is completely virtual since COVID. It includes lecture presentations/speakers and lots of practice roleplays. After completing training, all counselors go through an apprenticeship period where they have a supervisor listening in and supporting them through all of their calls.
- 09:34:21 From Deyanira Caceres : Reacted to "It's so good to hear..." with ❤️
- 09:34:25 From Abby Bridgers : Reacted to "It's so good to hear..." with ❤️







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- 09:35:36 From Shari Sinwelski : Replying to "What a great panel! ..." OMG Helen, we also had to beep our backup supervisors on pagers! And then they would call us back on the business line. We would summarize what was happening so they could coach and support us.
- 09:36:02 From Shari Sinwelski : Replying to "What a great panel! ..." we didn't even have headsets, we held a phone up to each ear!!!
- 09:36:45 From Helen Littrell : Reacted to "we didn't even have ..." with 🙌
- 09:38:17 From David Covington : Thank you Shari, Deyanira and Rachael... and everyone who does this work everyday! It's hard work, rewarding, and we appreciate you so much!
- 09:38:48 From Shari Sinwelski : Replying to "Thank you Shari, Dey..." So happy to be here, David. Thanks for the invite!
- 09:38:51 From David Covington : Getting outside, being with doggie, journaling- terrific!
- 09:39:05 From Karen Jones - Crisis Jam : Thank you for sharing! So important for counselors to have self-care and for organizations to support them, too.
- 09:39:13 From David Covington : Reacted to "Thank you for sharin..." with 🙌
- 09:39:22 From Janelle Hultquist : Reacted to "For Didi Hirsch, Tra..." with ❤️
- 09:39:22 From PHILIP NEAL : Reacted to "Thank you for sharin..." with 👍
- 09:39:26 From Christy Malik : Shari, Deyanira, and Rachel--great panel discussion on the value of crisis counselors and how the field has transformed since the first crisis hotline.
- 09:39:32 From David Covington : Reacted to "Shari, Deyanira, and..." with ❤️
- 09:39:34 From Day Catalano : Reacted to "Shari, Deyanira, and..." with ❤️
- 09:39:39 From Deyanira Caceres : Reacted to "Shari, Deyanira, and..." with ❤️
- 09:39:40 From Helen Littrell : Reacted to "Shari, Deyanira, and..." with ❤️
- 09:39:43 From Georgea Madeira : Reacted to "Thank you for sharin..." with ❤️
- 09:39:52 From Shari Sinwelski : Replying to "Shari, Deyanira, and..." Miss you, Christy!!!
- 09:41:54 From Christy Malik : Replying to "Shari, Deyanira, and..." Ditto! Thank you for your continual passion and dedication to the crisis hotline field.
- 09:41:57 From Betsy Hammar : Reacted to "we didn't even have ..." with 🤔
- 09:42:11 From Betsy Hammar : Reacted to "Thank you Shari, Dey..." with 🙌
- 09:42:49 From Haley Helms : Reacted to "Shari, Deyanira, and..." with ❤️
- 09:43:31 From Stephanie Hepburn : Great points. Also, homelessness shouldn't be criminalized

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- 09:43:59 From Gayle Giese : Reacted to "Great points. Also, ..." with 👍
- 09:44:06 From Helen Littrell : Reacted to "Great points. Also, ..." with 👍
- 09:44:11 From Karen Jones - Crisis Jam : Day in the Life Part 2 focuses on "Someone to Respond" and will highlight mobile crisis. Mark your calendars for it on June 11!
- 09:44:17 From PHILIP NEAL : Reacted to "Great points. Also, ..." with 👍
- 09:44:22 From Brian Hepburn : National Health Care for the Homeless Council
<http://www.nhchc.org/>
- 09:44:25 From Calli Tucker : Reacted to "Day in the Life Part..." with 👍
- 09:45:29 From sonja burns : Re: Homelessness and Unhoused Mortality - here is a report recently published in Austin, TX: https://www.austinecho.org/wp-content/uploads/2021/12/Bridging-for-Better-Outcomes_Unhoused-Mortality-Report_Final-1.pdf
- 09:45:47 From Karen Jones - Crisis Jam : We'll be talking about 988 fee legislation on our debate next week!
- 09:51:07 From Megan Gleason : Reacted to "Day in the Life Part..." with ❤️
- 09:51:18 From National Alliance on Mental Dahlstrom : Very interested in experiences with Woebot.
- 09:55:01 From Stephanie Hepburn : I found ChatGPT and Claude recommended reaching out to a crisis hotline or text line when the prompt just mentioned crisis but when it included suicide, the response was more direct and encouraged the user to "please contact a mental health professional, a crisis helpline or a trusted person in your life." However, not even this response was included when the user reached their message limit. <https://talk.crisisnow.com/mental-health-tech-expert-says-ai-can-help-people-but-trust-must-come-first/>
- 09:55:36 From Shari Sinwelski : Reacted to "Ditto! Thank you for..." with ❤️
- 09:55:42 From Shauna Murphy : Global Nonprofit Fosters International Mental Health Leadership Network <https://talk.crisisnow.com/global-nonprofit-fosters-international-mental-health-leadership-network/>
- 09:56:19 From Tina Soma : Replying to "I found ChatGPT and ..." Thanks so much for posting this Stephanie!
- 09:56:21 From David Covington : Thanks so much to Stephanie for showcasing the work of Global Leadership Exchange and its leader Steve Appleton!!!
- 09:56:44 From Tina Soma : If you'd like to reach out and talk more about AI and behavioral health, you're welcome to email me: tina@lyssn.io
- 09:57:03 From Yuliya Yoncheva : Replying to "I found ChatGPT and ..." @Tina Soma Thank you for the thoughtful and pragmatic translation of the Gabriel et al research!

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- 09:57:05 From David Covington : GLE has facilitated our international forums with Henry Ford Health System on Zero Suicide (the fifth event was in Liverpool last year) and Crisis Now (the third event with NASMHPD was in Amsterdam last year)!
- 09:57:20 From Yuliya Yoncheva : Reacted to "If you'd like to rea..." with 
- 09:57:28 From Karen Jones - Crisis Jam : Reacted to "If you'd like to rea..." with 
- 09:57:29 From Meighan Haupt : Reacted to "GLE has facilitated ..." with 
- 09:57:37 From David Covington : We're just two examples of the international community and innovations lab that is GLE!
- 09:57:48 From Meighan Haupt : Reacted to "We're just two examp..." with 
- 09:58:19 From Karen Jones - Crisis Jam : Replying to "If you'd like to rea..." Thanks for sharing this work with us, Tina!
- 09:58:33 From Megan Gleason : Reacted to "If you'd like to rea..." with 
- 09:58:46 From David Covington : Steve, please come back and do a Crisis Jam featured presentation on crisis around the world!
- 10:00:55 From Kristen Ellis, LMFT - RI : Reacted to "Steve, please come b..." with 
- 10:01:01 From Shauna Murphy : Coming next week...Get ready for a high-stakes debate on one of the biggest funding questions in crisis care! Should all states enact legislation that includes a 988 fee? Join Hannah Wesolowski and Tom Betlach for Episode 217 as they go head-to-head on this critical policy issue. You won't want to miss it!
- 10:01:12 From Steve Appleton : Thanks for the opportunity to share with you all today. If you would be interested in joining GLE, you can for free at: <https://gle.world/become-a-member-new/>
- 10:01:21 From Shauna Murphy : COMING UP: 988 Crisis Jam – Episode 218! S5 EP218: "Are You Ready? Advanced Systems for Crisis Care" In just TWO weeks, join Monica Johnson and the 988 Crisis Jam community as we dive deep into the future of behavioral health crisis systems. From cutting-edge technology to real-world implementation, this episode is your front-row seat to what's next in crisis care coordination. Be informed. Be inspired. Be ready. Watch live on YouTube: youtube.com/@988CrisisJam Register Now: bit.ly/RegisterforCrisisJam
- 10:01:21 From Shaheen Saiyed : Thank you!
- 10:01:23 From Heather Aston : Thank you!!!
- 10:01:27 From Tina Soma : Thanks everyone!!
- 10:01:28 From Shauna Murphy : Thanks for your understanding as we make changes to keep our community safe!