

988 Crisis Jam – Ep 225 – July 09, 2025 – Chat Transcript

09:00:41 From Kristen Ellis, LMFT - RI : 🌈 Welcome to Crisis Jam! Who's in the room today? Drop your name, role, and location in the chat! 🌍 Let's get grounded—and let's get going.

09:00:47 From Marie Eddy : On Episode 225 of 988 Crisis Jam we explore what it truly means to create a safe, trusted space for crisis care. Featuring insights from Heather Honaker, Charlotte Claiborne, and Dr. Scott Zeller, this live conversation sheds light on trauma-informed practices that are changing lives.

09:01:14 From Marie Eddy : 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! ✅

09:01:58 From Marie Eddy : ✨ 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.

09:02:32 From Marie Eddy : 💡 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 563 unique voices across 223 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 🗣️ #CrisisJam #988Lifeline #MentalHealthVoices #YourStoryMatters

09:03:17 From Crisis Jam : May need a magnifying glass to see all those names!

09:03:27 From Marie Eddy : We're LIVE every week! Frontlines of crisis care. Unfiltered convos. Real impact. Watch the livestream: talk.crisisnow.com/learningcommunity Or catch it on YouTube: youtube.com/@988CrisisJam #CrisisJam #988Lifeline #MentalHealthLive #TalkAboutIt

09:03:43 From Marie Eddy : talk.crisisnow.com/learningcommunity

09:04:02 From Marie Eddy : Stay in the loop with Crisis Jam! ✅ Sign up for updates Watch past episodes Access shared materials All at talk.crisisnow.com/learningcommunity #CrisisJam #988LearningCommunity #MentalHealthMatters #CrisisCare

09:04:10 From Barbara Marin : Barbara Marin, 911 Diversion Coordinator, Didi Hirsch, Los Angeles County, California. Happy to be here today! Thanks!

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09:04:16 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

09:04:23 From Marie Eddy : "Moving America's Soul on Suicide" It's not about how they died. It's about how they lived. 📺❤️ Watch the film that's changing the conversation. bit.ly/FiveLanestoRecovery #SuicidePrevention #LivedExperience #FiveLanestoRecovery #MentalHealth

09:05:08 From Marie Eddy : DEBATE 1 Ep. 148 (Season 3) | 988 Crisis Jam: Should AI Be the Future of Crisis Care? 📺 Watch it now: https://youtu.be/8lyTAKRnjRc?si=7CjeUBy_S8q1X43U

DEBATE 2 Ep. 158 (Season 4) | 988 Crisis Jam: Should Mental Health Come with a Police Car? (Co-Response) 📺 Watch it now: <https://youtu.be/7DonAcUhEMs?si=sNTPp2ZGMxN2Qnir>

DEBATE 3 Ep. 171 (Season 4) | 988 Crisis Jam: Should We Say "Emergency" Instead of "Crisis" Care? 📺 Watch it now: <https://youtu.be/AZ7zJBVjWGO?si=vd5U1Oa7Rq9PhKmV>

09:05:11 From Marie Eddy : DEBATE 4 Ep. 201 (Season 5) | 988 Crisis Jam: Peer Support in Crisis Care: Critical Partner or Incongruent Role? 📺 Watch it now: <https://youtu.be/SSyQx50Y6z8?si=P3EPvUnXnHGn1vzk>

DEBATE 5 Ep.206 (Season 5) | 988 Crisis Jam: Should Crisis Facilities Accept Both Voluntary and Involuntary Referrals? 📺 Watch it now: <https://youtu.be/g33icJFzNIQ?si=dP9pSGYFL1GRZQji>

DEBATE 6 Ep. 213 (Season 5) | 988 Crisis Jam: Should Mobile Crisis Always Be Dispatched by the Local 988? 📺 Watch it now: <https://youtu.be/kz76GoqZSPY?si=6l1fchHH0gHoFcyO>

DEBATE 7 Ep. 217 (Season 5) | 988 Crisis Jam: Should All States Enact Legislation That Includes a 988 Fee? 📺 Watch it now: https://youtu.be/Ans8rtX8bEg?si=QR8iYfYJ_M9rlcvy

09:06:08 From Marie Eddy : Nurse Shortage Tragedy in Georgia A family is suing after their son, in crisis, lacked proper supervision in a Georgia ER—where nurse staffing shortages tragically contributed to his death . Our healthcare systems must do better. #NurseShortage #MentalHealthAwareness #HealthcareReform

Read more: <https://www.kltv.com/2025/07/07/family-blames-nurse-shortage-sons-death-georgia-emergency-room/>

09:06:53 From Barbara Marin : Reacted to "🎉 Welcome to Crisis..." with 👍

09:06:58 From Barbara Marin : Reacted to "🎉 Welcome to Crisis..." with ❤️

09:07:01 From Barbara Marin : Removed a 👍 reaction from "🎉 Welcome to Crisis..."

09:07:05 From Marie Eddy : FY2026 HHS Budget Spotlight Key moments from the latest health hearing reveal where funding is headed for the future of U.S. healthcare. From Medicaid to medical research, every dollar matters. Watch the clip (45:30–46:07): <https://www.youtube.com/live/zdQSSMuc3NY?si=k2AleivsT4XDY3Pq&t=2730> #HHS #FY2026

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#HealthBudget #PublicHealth #HealthcareAccess #CongressionalHearing #USHealthPolicy #Medicare #Medicaid #HealthFunding #BiomedicalResearch #GovernmentTransparency

09:10:31 From Kristen Ellis, LMFT - RI : 🔥 TRIVIA TIME! Are you ready to flex your Crisis IQ? Play along in the poll! And if you're bold... tell us WHY you picked your answer. No Googling 😏

09:10:33 From Marie Eddy : It's time for a Crisis Jam Showdown! SAMHSA'S concept of "A Safe Place for Help" emphasizes trauma-informed, person-centered environments WHICH OF THE FOLLOWING PRACTICES IS LEAST ALIGNED WITH THIS PRINCIPLE?

09:11:45 From Marie Eddy : Did you win the showdown? Let us know in the chat!

09:11:58 From Crisis Jam : Wow! Slammed that showdown.

09:12:14 From Rocky Payne : FYI President's proposed FY26 HHS budget: Fiscal Year 2026 Budget in Brief

09:12:38 From Kristen Ellis, LMFT - RI : 🎤 Get ready to hear from: Dr. Scott Zeller, Charlotte Claiborne, Heather Honaker, 🗳️ Moderated by Joy Brunson-Nsubuga

👉 What's one question you've always wanted to ask a crisis system leader?

👉 What's something you WISH more people understood about this work?

Drop it in the chat. Let's lift the curtain.

09:12:42 From Paul Galdys : Thank you for posting Rocky!

09:17:58 From Paul Galdys : EmPATH is catchy Scott!

09:20:35 From Paul Galdys : Love the reduction in use of restraint... amazing how different outcomes can be when we focus on delivering care!

09:21:07 From Daniela Costarelo : This sounds amazing!

09:21:31 From Jerry Hall : Question for crisis team leaders: Are there good examples of systems with integrated data systems between community resources, crisis system, crisis response call centers and response units (LE and non-LE), and medical and care facilities?

09:22:43 From Kate Dahlstrom : EmPATH especially good for rural areas that cannot afford to build stand-alone CSUs.

09:22:48 From Crisis Jam : @Scott Zeller - do you have a link where people can learn more?

09:23:50 From Paul Galdys : Great impact in Baton Rouge Charlotte

09:24:43 From Jamie Sellar : Reacted to "Great impact in Bato..." with 👍

09:24:53 From Meighan Haupt : Reacted to "Great impact in Bato..." with 👍

09:25:26 From Scott Zeller : Anyone who wants to learn more can email me directly at scott.zeller@vituity.com -- I will respond quickly!

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- 09:25:47 From Christina Roup : Reacted to "Love the reduction i..." with ❤️
- 09:25:48 From Jerry Hall : I dropped off and picked up a friend's brother to that Vista Balboa center. Really great service.
- 09:26:00 From Meighan Haupt : Reacted to "I dropped off and pi..." with ❤️
- 09:26:04 From Crisis Jam : Reacted to "Anyone who wants to ..." with 🎉
- 09:26:12 From Meighan Haupt : Reacted to "Anyone who wants to ..." with 👍
- 09:26:40 From Crisis Jam : Share your experience in the chat! Which model do you have in your community?
- 09:28:19 From Elan Javanfard : Is the Bridge center a locked facility? @Charlotte Claiborne
- 09:28:30 From Helen Littrell : Reacted to "Love the reduction i..." with 🎯
- 09:28:43 From Scott Zeller : another way to learn more about EmPATH units is at AHRQ Summit to Address Emergency Department Boarding Empath Units
- 09:30:34 From Crisis Jam : Let's do one more question!
- 09:30:57 From Jamie Sellar : Replying to "Question for crisis ..." Jerry, There are few exemplars in communities that do a great job of integrating the crisis response across the system. It does begin with the technology and connection between providers. Georgia and Arizona have very strong systems in place that act as a "care traffic control". They both begin with the designation of the call center as the hub of data collection and coordination. Both states have the 988 provider be the dispatching entity for mobile crisis teams. They have the ability to then gather outcomes from all the interventions and make recommendations for system improvement. To do this, they both have very strong technology and software that tracks all people in crisis from the initial call to their final destination.
- 09:31:24 From Crisis Jam : And please put your questions in the chat, too!
- 09:31:46 From Gerald Stansbury : Reacted to "Jerry, There are few..." with 👍
- 09:31:47 From Elan Javanfard : Is the Bridge center a locked facility? @Charlotte Claiborne
- 09:31:51 From Kate Dahlstrom : EmPATHs make complete sense even if they are small spaces. Folks should be treated appropriately for any part of their body.
- 09:32:02 From Susan Johnson : Reacted to "EmPATHs make complet..." with ❤️
- 09:32:27 From Jamie Sellar : Replying to "Question for crisis ..." Let me know if you want to learn more. I live in AZ and know the system in and out and have consulted in GA enough to understand how they operate. I'd be happy to get on a call.
- 09:32:43 From Jerry Hall : Reacted to "EmPATHs make complet..." with ❤️
- 09:33:00 From Jerry Hall : Reacted to "Jerry, There are few..." with ❤️

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- 09:33:28 From Charlotte Claiborne : The Bridge Center for Hope brbridge.org
- 09:33:35 From Elan Javanfard : Replying to "The Bridge Center fo..." Thank you
- 09:33:51 From Stephanie Hepburn : Hi Charlotte! What if you all get walk-ins from other Parishes?
- 09:34:05 From Charlotte Claiborne : The Bridge Center for Hope dashboard on our impact can be found <https://brbridge.org/dashboard/>
- 09:34:15 From Shauna Murphy : yes! "we are the first but hoping not to be the last." Well put Charlotte!
- 09:34:28 From Charlotte Claiborne : Reacted to "yes! "we are the fir..." with ❤️
- 09:34:29 From Crisis Jam : "Shift the narrative!"
- 09:34:30 From Kristen Ellis, LMFT - RI : Wow. Thanks for sharing Charlotte, Heather and Dr. Zeller! 💜 Jammers!! What is the most interesting thing to you in this conversation?
- 09:34:30 From Elan Javanfard : @Heather Honaker how do people find out more about Crisis Residential programs or the Crisis Con?
- 09:34:38 From Jerry Hall : Replying to "Question for crisis ..." Thank you Jamie. I'll check these out and look you up in the near future. Could I get your email?
- 09:34:43 From Paul Galdys : Great presentation and discussion Joy, Scott, Charlotte and Heather. Thank you!
- 09:34:52 From Susan Johnson : Reacted to "Great presentation a..." with 👍
- 09:34:52 From Kate Dahlstrom : Reacted to "Great presentation a..." with 👍
- 09:34:55 From Elan Javanfard : Reacted to "Great presentation a..." with 👍
- 09:34:58 From Elan Javanfard : Removed a 👍 reaction from "Great presentation a..."
- 09:34:59 From Elan Javanfard : Reacted to "Great presentation a..." with 👍
- 09:35:00 From WILLAMETT D ENNIS BARNETT : Thanks again everyone
- 09:35:11 From Jamie Sellar : Replying to "Question for crisis ..." Jamie.sellar@riinternational.com
- 09:35:15 From Stephanie Hepburn : Reacted to "Great presentation a..." with 👍
- 09:35:34 From Jerry Hall : Reacted to "Jamie.sellar@riinter..." with ❤️
- 09:35:51 From Chris Roup, CRPT : Reacted to "Great presentation a..." with 👍
- 09:35:53 From Crisis Jam : Yes, thank you @Scott Zeller @Charlotte Claiborne @Heather Honaker These are critical convos.
- 09:35:59 From Susan Johnson : Reacted to "Yes, thank you @Scot..." with 👍

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- 09:36:00 From Elan Javanfard : Reacted to "Yes, thank you @Scot..." with ❤️
- 09:36:03 From Kristen Ellis, LMFT - RI : We are hearing some GOLD today! 🏆
- 👉 What strategy or idea are you taking back for your team?
- 09:36:09 From Susan Johnson : Reacted to "Yes, thank you @Scot..." with ❤️
- 09:38:12 From Heather Honaker : Replying to "@Heather Honaker how..." Learn more about Crisis Residential programs here- www.CrisisResidentialAssociation.org For CrisisCon, taking place in Indianapolis, IN, Sept. 28-Oct 1, visit www.CrisisCon.org Thanks, Elan!
- 09:38:32 From Joy Brunson-Nsubuga : Reacted to "Learn more about Cri..." with ❤️
- 09:38:49 From Joy Brunson-Nsubuga : Reacted to "The Bridge Center fo..." with ❤️
- 09:38:58 From Joy Brunson-Nsubuga : Reacted to "another way to learn..." with ❤️
- 09:40:20 From Charlotte Claiborne : Ashlyn is excellent at the Bridge Center for Hope
- 09:40:32 From Meighan Haupt : Reacted to "Ashlyn is excellent ..." with ❤️
- 09:40:37 From Susan Johnson : Reacted to "Ashlyn is excellent ..." with ❤️
- 09:40:39 From Crisis Jam : "We fill in that gap." I love that.
- 09:40:59 From Crisis Jam : The bridge so to speak.
- 09:41:05 From Heather Honaker : Reacted to "I dropped off and pi..." with ❤️
- 09:41:05 From Charlotte Claiborne : Yep...
- 09:41:07 From Joy Brunson-Nsubuga : The follow up after all of these services is so important.
- 09:41:37 From Crisis Jam : We'll have a Day in the Life Part 4 and that one will be about follow-up.
- 09:41:44 From Kristen Ellis, LMFT - RI : Reacted to "We'll have a Day in ..." with 🎉
- 09:42:11 From Kristen Ellis, LMFT - RI : Don't leave your brilliance in your bookmarks—drop your favorite links, slides, tools, or articles right here. We build better when we build together. 🔗🔗
- 09:43:16 From Kristen Ellis, LMFT - RI : Hello Grandfather of 988! Great to see you again!
- 09:43:21 From Chris Roup, CRPT : Reacted to "We'll have a Day in ..." with 🙌
- 09:43:51 From Marie Eddy : Reacted to "Hello Grandfather of..." with ❤️
- 09:43:52 From Paul Galdys : Reacted to "Hello Grandfather of..." with ❤️
- 09:46:35 From Kristen Ellis, LMFT - RI : 👉 What's something you want to share back with your team tomorrow?

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09:46:44 From Jessica Gimeno : ALLIE!!

09:51:02 From Jennifer Jankowski : 🙌🙌🙌

09:51:10 From Jerry Hall : Leap years!

09:51:11 From Meighan Haupt : Leap year!

09:51:21 From Meighan Haupt : Reacted to "Leap years!" with 👍

09:51:30 From Christy Malik : Reacted to "🙌🙌🙌" with ❤️

09:51:34 From Jerry Hall : Reacted to "Leap year!" with 👍

09:52:34 From Marie Eddy : 35 states featured in Crisis Jam / Crisis Talk + Puerto Rico and Australia
Alabama, Alaska, Arizona, California, Colorado, Connecticut, Florida, Georgia, Hawaii, Kansas, Kentucky, Louisiana, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, Tennessee, Texas, Utah, Virginia, Washington, Wyoming
15 Not Yet Arkansas, Delaware, Idaho, Illinois, Indiana, Iowa, Maine, North Dakota, South Carolina, South Dakota, Vermont, West Virginia, Wisconsin,

09:52:43 From Kristen Ellis, LMFT - RI : 🙋 Who here would you like to follow up with? Tag them!

09:52:47 From Allie Lichterman : Reacted to "ALLIE!!" with ❤️

09:53:18 From Allie Lichterman : Replying to "ALLIE!!" Love seeing you in the chat! And thank you for all your work to get CESSA passed and on implementation!

09:53:34 From Jessica Gimeno : Reacted to "Love seeing you in t..." with 🌈

09:54:39 From Kate Dahlstrom : Our folks face a lot of stigma in the ED. Anyone else see this?

09:55:51 From Jerry Hall : This backstory is awesome! (Dan and Victor friendship and work...)

09:57:57 From Susan Johnson : Reacted to "Our folks face a lot..." with 👍

09:59:08 From Marie Eddy : Check out the GRAM <https://www.instagram.com/p/DKxv2kxyf24/>

09:59:10 From Heather Honaker : Great to be with you all today! I'd love to continue this conversation. Feel free to reach out at Heatherh@tbdsolutions.com In the DC area? Let's grab coffee!

09:59:27 From Paul Galdys : Great Jam session Meghan. Thank you

09:59:42 From Joy Brunson-Nsubuga : Reacted to "Great to be with you..." with ❤️

09:59:54 From Marie Eddy : The landscape of emergency care is shifting—and mental health is finally getting the space it deserves. Across the U.S., hospitals are introducing specialized crisis units inside emergency departments to better respond to behavioral health needs with dignity, safety, and speed. These dedicated spaces reduce boarding, improve outcomes, and offer a more humane alternative for people in acute emotional or psychiatric distress.

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Read the full article: <https://talk.crisisnow.com/rise-of-emergency-room-mental-health-crisis-units/>

Let's keep pushing for systems that heal, not harm. #988CrisisJam #BehavioralHealth #CrisisCare #MentalHealthCrisis #988Lifeline #TraumaInformedCare #HospitalInnovation #MentalHealthLeadership #EmergencyResponse #SafeSpaces #HealthcareStrategy #ERReform #PublicHealth

- 10:01:04 From Meighan Haupt : Reacted to "Great to be with you..." with ❤️
- 10:01:16 From Meighan Haupt : Reacted to "Great Jam session Me..." with 💖
- 10:02:05 From Crisis Jam : Thank you for staying on! We just had so much to share we went over today. 😊
- 10:02:20 From Heather Clark : Reacted to "Thank you for stayin..." with ❤️
- 10:02:26 From julio abreu : Thank you for another great jam! 😊
- 10:02:32 From Crisis Jam : Hope you join us next week when our feature will be about South Dakota's innovative solutions.
- 10:02:34 From Aaron J. Walker, NASMHPD : Reacted to "Hope you join us nex..." with 🙌
- 10:02:55 From Crisis Jam : Thank you @Scott Zeller and @Stephanie Hepburn
- 10:02:59 From Kristen Ellis, LMFT - RI : Keep showing up. Keep pushing the edges. Until next time—stay rooted, stay ready, stay revolutionary. 🚀
- 10:02:59 From Marie Eddy : SAVE THE DATE: July 16 at 12 PM EST Episode 226 of 988 Crisis Jam is coming in strong with innovative solutions from the heart of the Midwest!

Join Janet Kittams and Jordan Mouna as they spotlight South Dakota's Creative Solutions to Increase Access and Care From rural outreach to impactful local leadership, this episode is a must-watch for advocates, changemakers, and anyone passionate about mental health equity. Set your reminders. You won't want to miss this! #988CrisisJam #MentalHealthMatters #AccessToCare #SouthDakotaSolutions #BehavioralHealth #HealthcareInnovation #988Lifeline #CrisisResponse #CommunityCare #PublicHealth #988CrisisLine #MentalHealthEquity

- 10:03:01 From Daniela Costarelo : This was great! Thank you for providing us with resources. 😊
- 10:03:05 From Brian Clark : Thank you! Very interesting and informative presentations
- 10:03:05 From Marie Eddy : Crisis Jam | Debate Series | Episode 226 Coming July 23rd Should high-tech software solutions be the standard for coordinating follow-up care in crisis services? Join an insightful debate featuring industry leaders: David Covington and Dr. Jessica Pollard

Together, they'll unpack the critical role of digital tools in transforming how crisis services deliver post-care support. This conversation will challenge traditional models and explore cutting-edge tech innovations reshaping behavioral health systems. Don't miss this powerful discussion—it's time to rethink crisis response!

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#988CrisisJam #CrisisCareInnovation #BehavioralHealthTech #DigitalHealth #MentalHealthLeadership
#CrisisResponse #FollowUpCare #CrisisServices #MentalHealthTech #HealthIT #TechForGood
#PublicHealth #CrisisSupport #HealthcareInnovation #988CrisisLine #LinkedInLiveEvent
#MentalHealthMatters