

## 988 Crisis Jam – Ep 230 – August 13, 2025 – Chat Transcript

09:00:03 From Georgea Madeira : 🎉 Welcome to Crisis Jam #230! We're diving into public perception of 988 — and you're part of this conversation that's shaping the future of crisis care. Drop a 🙋 and where you're joining from!

09:00:47 From Georgea Madeira : 🗣️ 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! 💬✅

09:01:39 From Georgea Madeira : 🆕🌟 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.

09:01:41 From Marie Eddy : At RI, we're launching a poll to create a word cloud for our staff to talk about what hope looks like! 💜

09:01:50 From Georgea Madeira : Reacted to "At RI, we're launchi..." with ❤️

09:01:57 From Kristen Ellis, LMFT - RI : Reacted to "At RI, we're launchi..." with 🎉

09:02:21 From Meighan Haupt : Reacted to "I have 988 mentioned..." with ❤️

09:02:26 From Georgea Madeira : 💡 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 hundreds of voices across six seasons—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](mailto:crisisjam@crisisnow.com) Let's keep pushing the field forward—together. 🚀 Your idea could be our next Crisis Jam episode 🗣️ #CrisisJam #988Lifeline #MentalHealthVoices #YourStoryMatters

09:02:50 From Crisis Jam : Yep, Brandon Graham, Holly Stevens, and Katherine Warburton will be added after today! 😊

09:03:07 From Georgea Madeira : 📺 We're LIVE every week! Frontlines of crisis care. Unfiltered convos. Real impact. 🖥️ Watch the livestream: 🗣️ [talk.crisisnow.com/learningcommunity](https://talk.crisisnow.com/learningcommunity) 🖥️ Or catch it on YouTube: 🗣️ [youtube.com/@988CrisisJam](https://youtube.com/@988CrisisJam) #CrisisJam #988Lifeline #MentalHealthLive #TalkAboutIt

09:03:29 From Elizabeth Perri : Reacted to "I have 988 mentioned..." with ❤️

09:03:34 From Elizabeth Perri : Reacted to "I have 988 mentioned..." with 🙏

09:03:40 From Georgea Madeira : 🗣️ [talk.crisisnow.com/learningcommunity](https://talk.crisisnow.com/learningcommunity)

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09:03:41 From Elizabeth Perri : Reacted to "oh such a good idea!" with 💖

09:03:58 From Georgea Madeira : 📺 Stay in the loop with Crisis Jam! ✅ Sign up for updates 📺  
Watch past episodes 📺 Access shared materials All at 🖱️ [talk.crisisnow.com/learningcommunity](https://talk.crisisnow.com/learningcommunity)

09:04:15 From Georgea Madeira : 📺 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](https://youtube.com/@988CrisisJam) #CrisisJam #988Lifeline #MentalHealthMatters #RealTalk #SuicidePrevention #LivedExperience #FiveLanestoRecovery #MentalHealth

09:04:52 From Georgea Madeira : 🔥 Save the Date! 🔥 Join us for an unforgettable day featuring a fireside chat with Dr. Art Kleinschmidt, moderated by the incredible Tonja Myles 🎤 ✨ 📅 Sept 4th on the Crisis Jam The countdown is ON ⌚ — you don't want to miss this!

09:06:45 From Kristen Ellis, LMFT - RI : Crisis Now 3 in Amsterdam

09:06:46 From Crisis Jam : Crisis Now III

09:07:08 From Georgea Madeira : Sign up to stay informed on the latest developments for Crisis Now IV at <https://talk.crisisnow.com/summit-2024/#crisis>

09:07:15 From Crisis Jam : DC in July 2026!

09:08:02 From Crisis Jam : We'll have a LIVE Crisis Jam during Crisis Now IV. It's going to be great! 😊

09:08:08 From Georgea Madeira : "You Matter" Outreach Launches Hope for Improved Behavioral Health Recovery <https://healthcare.utah.edu/hmhi/news/2025/08/you-matter-outreach-launches-hope-improved-behavioral-health-recovery>

University of Utah Health (UUH) and Huntsman Mental Health Institute have launched the "You Matter" Outreach Program, which aims to provide patients with continued support after they are discharged with the goals of reducing the need for readmittance and improving long-term outcomes for the patient. "

09:08:29 From Georgea Madeira : 💙 You Matter 💙 Your journey matters. Your voice matters. YOU matter. The You Matter Outreach brings hope, resources, and support for behavioral health recovery—because no one should walk the path alone. 🕊️ 💬 What does "You Matter" mean to you?

09:08:52 From Georgea Madeira : CDC Launches New Campaign to Address Youth Substance Use and Mental Health <https://www.cdc.gov/media/releases/2025/2025-cdc-launches-new-campaign-to-address-youth-substance-use-and-mental-health.html>

09:09:02 From Georgea Madeira : 🌟 Supporting Youth, Shaping the Future 🌟 The CDC's new campaign tackles youth substance use and mental health, offering tools and resources to help teens feel safe, supported, and heard. 🗨️ 🗨️ Let's break the stigma and build a brighter tomorrow—together. 🌈

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09:09:24 From Georgea Madeira : 🎤 It's time for a Crisis Jam Showdown! Which misconception is most common about 988?

09:09:37 From Georgea Madeira : 🗳️ Cast your vote in the poll — and drop a 🙋 if you've been asked one of these questions by someone in your community!

09:09:51 From Elizabeth Perri : Excellent survey question!

09:10:00 From Georgea Madeira : Reacted to "Excellent survey que..." with ❤️

09:10:42 From Leo Petrilli : IMHO, 911 - Is for Emergency. 988 is for talking to a human, and getting some resources for help?

09:10:49 From Georgea Madeira : Great work, Jammers! 🎉 Did you crush that showdown question? Email us to volunteer to be a contestant and you might win a new tee in Season 6!  
[crisisjam@crisisnow.com](mailto:crisisjam@crisisnow.com)

09:10:53 From Dean Carson : Reacted to "IMHO, 911 - Is for E..." with ❤️

09:11:03 From TJ Sweeney : Lots of folks I know call/text 988 when they are trying to help a person in crisis - not in crisis themselves.

09:11:09 From Brandy Archuleta : Reacted to "Great work, Jammer..." with 👍

09:11:29 From Sunithi Kuruppu : Reacted to "Lots of folks I know..." with ❤️

09:11:29 From Dean Carson : Oregon's new 988 marketing campaign is aimed at clarifying these misconceptions! Free partner materials are available at <https://988oregon.org/partners/> "If it is on your mind, it matters"!

09:11:42 From Dean Carson : Reacted to "Lots of folks I know..." with ❤️

09:11:51 From Stephanie Pasternak : Reacted to "Oregon's new 988 mar..." with ❤️

09:11:56 From TJ Sweeney : Reacted to "Oregon's new 988 mar..." with 💜

09:11:58 From Jennifer Jankowski : Reacted to "Oregon's new 988 mar..." with ❤️

09:11:59 From Cindy Lavender : Reacted to "Oregon's new 988 mar..." with ❤️

09:12:05 From Leigh Ann Fitzpatrick : Reacted to "Oregon's new 988 mar..." with ❤️

09:12:19 From howard TRACHTMAN : free peer support over the phone [www.warmline.org](http://www.warmline.org)  
[hdt@warmline.org](mailto:hdt@warmline.org)

09:12:21 From Laura Evans : Replying to "IMHO, 911 - Is for E..." I like to think of it as 911 for physical health emergency and 988 for a mental health/substance use/emotional emergency

09:12:30 From Dean Carson : Reacted to "I like to think of i..." with 👍

09:12:37 From TJ Sweeney : Reacted to "I like to think of i..." with 💜

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- 09:12:40 From Abby Bridgers : Reacted to "Oregon's new 988 mar..." with ❤️
- 09:12:55 From Leo Petrilli : Reacted to "I like to think of i..." with 💚
- 09:13:08 From Leo Petrilli : Removed a 💚 reaction from "I like to think of i..."
- 09:13:10 From TJ Sweeney : Replying to "IMHO, 911 - Is for E..." 911 without a gun? 🙏
- 09:13:13 From Laura Evans : Replying to "IMHO, 911 - Is for E..." Ultimately the individual gets to decide if it is an emergency, but anything that may be bothering the individual that doesn't require an ambulance, fire dept, or safety officer could be best handled by 988.
- 09:13:33 From Leo Petrilli : Reacted to "I like to think of i..." with 💚
- 09:13:41 From Georgea Madeira : Learn more at [nami.org/summer2025poll](https://nami.org/summer2025poll)
- 09:13:52 From Laura Evans : Reacted to "Lots of folks I know..." with ❤️
- 09:14:13 From Laura Evans : Replying to "Lots of folks I know..." such a great point!
- 09:14:18 From Laura Evans : Reacted to "Oregon's new 988 mar..." with ❤️
- 09:14:23 From Laura Evans : Reacted to "free peer support ov..." with ❤️
- 09:14:35 From Leigh Ann Fitzpatrick : Reacted to "Lots of folks I know..." with ❤️
- 09:18:23 From Georgea Madeira : 📈 Did you know awareness of 988 has doubled since 2022? What does that mean for outreach and equity in your community?
- 09:21:19 From Nze Okoronta : Reacted to "free peer support ov..." with ❤️
- 09:23:07 From Brandy Archuleta : Reacted to "free peer support ..." with ❤️
- 09:24:51 From Nze Okoronta : Trans Lifeline is a great resource amid the defunding happening: USA 1-(877) 565-8860 <https://translifeline.org/> 🖤🌈
- 09:25:54 From Eduardo Vega : Reacted to "Trans Lifeline is a ..." with ❤️
- 09:26:47 From Elizabeth Perri : Reacted to "Trans Lifeline is a ..." with ❤️
- 09:27:32 From Leo Petrilli : What is the Cost of Inaction (for organizations, too) when someone is struggling?
- 09:28:08 From TJ Sweeney : Reacted to "What is the Cost of ..." with 💜
- 09:28:18 From Erin Sims : Thank you for sharing! This data will be very helpful to our advocacy work!
- 09:28:21 From Georgea Madeira : 🔍 NAMI's new national poll [nami.org/summer2025poll](https://nami.org/summer2025poll). Data is powerful! What's surprising you so far?
- 09:28:25 From Nicole Coleman : Reacted to "Oregon's new 988 mar..." with ❤️

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- 09:28:47 From Laura Evans : Reacted to "What is the Cost of ..." with 🚫
- 09:30:34 From Georgea Madeira : 🧠 What's the biggest challenge in educating communities about 988's full scope beyond suicide prevention?
- 09:31:28 From Nicole Coleman : Reacted to "🔍 NAMI's new nation..." with ❤️
- 09:35:37 From Georgea Madeira : 🎉 With 988 Day just around the corner (📅 Sept 8!), how will YOU raise awareness in your community?
- 09:36:10 From Nze Okoronta : Yes, the loss of the LGBTQ line and inconsistency across 988 related to police/EMS involvement is a continuous issue. I hope going forward there is more discussion about the importance of non-police response and specialized services.
- 09:36:25 From Tina Orwall : Reacted to "Yes, the loss of the..." with ❤️
- 09:36:35 From Georgea Madeira : Let's give a big 🙌 for our speakers today -bringing insights from policy to practice!
- 09:37:00 From Eduardo Vega : Great work @Holly Stevens
- 09:37:01 From Meighan Haupt : Reacted to "Great work @Holly St..." with 🙌
- 09:37:04 From Stephanie Pasternak : Reacted to "Great work @Holly St..." with 🙌
- 09:37:09 From Laura Evans : Reacted to "Great work @Holly St..." with 🙌
- 09:37:29 From Dean Carson : Reacted to "Yes, the loss of the..." with ❤️
- 09:37:59 From Brandon Graham, NAMI : Reacted to "Great work @Holly St..." with 🙌
- 09:38:22 From Crisis Jam : We will have Steve Appleton from the Global Leadership Exchange on Sept 10 on the Crisis Jam!
- 09:38:33 From Leo Petrilli : Reacted to "Let's give a big 🙌 ..." with 💚
- 09:38:36 From Laura Evans : Reacted to "We will have Steve A..." with ❤️
- 09:38:39 From Candace Ball : Reacted to "We will have Steve A..." with ❤️
- 09:38:41 From Laura Evans : Reacted to "Let's give a big 🙌 ..." with ❤️
- 09:38:49 From Meighan Haupt : Reacted to "We will have Steve A..." with ❤️
- 09:40:02 From Georgea Madeira : 2025 Suicide Prevention Awareness Month Toolkit  
<https://www.samhsa.gov/about/digital-toolkits/suicide-prevention-month/toolkit>
- 09:40:09 From Dean Carson : Reacted to "2025 Suicide Prevent..." with 👍
- 09:40:30 From Vicki Goutzoulis : Reacted to "We will have Steve A..." with ❤️
- 09:45:14 From Lizzy Ortiz-Mendez : Reacted to "Let's give a big 🙌 ..." with 🙌

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09:45:53 From David T. Jones : Reacted to "We will have Steve A..." with 👍

09:46:07 From David T. Jones : Reacted to "2025 Suicide Prevent..." with 👍

09:46:33 From Georgea Madeira : Understanding California's Shift from Imminent Danger Standard to Medical Necessity <https://talk.crisisnow.com/understanding-californias-shift-from-imminent-danger-standard-to-medical-necessity/>

09:48:25 From Eduardo Vega : Hello Colleagues: Please feel free to advance this opportunity for compensated Lived Expertise. Palliance Center for Peer Support and Lived Expertise Lived Experience Subject Matter Expert Pool

INITIAL INTEREST Form . The purpose is to register individuals with lived and living experience of mental health related topics who are interested and willing to provide consultation to Palliance Center and its partners and/or external entities, research projects, product development efforts etc. PRIMARY FOCUS THIS YEAR IS LIVED EXPERIENCE OF SUICIDE AND CRISIS SERVICES AND DIGITAL MENTAL HEALTH RESOURCES. Registering here is NOT a commitment to participate in anything and not a guarantee of opportunities or selection.

09:49:01 From Eduardo Vega : <https://humannov8now.typeform.com/to/sXi1mvlR>

09:50:01 From Eduardo Vega : Apologies for unintended distraction .

09:51:29 From Mark Creekmore : re the previous speaker: what is the citation for the article she referred to? Tnx

09:56:34 From Steve Eliason : How does the Cares Act comply with the SCOTUS decision O'Connor v. Donaldson (1975)?

09:56:37 From Nze Okoronta : Trieste, Peer Respites & Soteria models are so incredible. Thank you @Katherine Warburton for highlighting this. I am a director of a non-carceral peer respite in Wisconsin and we use Trieste as inspiration for our services. We do not use police or risk assessment.

09:57:46 From Nze Okoronta : YES! We are going completely backwards.

09:58:28 From Eduardo Vega : The CA Mental health Services Act was designed on similar psychosocial values to fund voluntary wrap around services similar to Italy

09:58:44 From Kristen Ellis, LMFT - RI : 🎉

09:59:00 From Meighan Haupt : Reacted to "🎉" with 🎉

09:59:13 From Jeff Simpson : How did Italy deal with individuals who were experiencing anosognosia?

09:59:42 From Ryan Levi : Can you share your email one more time?

09:59:49 From Georgea Madeira : 📢 Save the Date – 988 Crisis Jam 📅 August 20th at 12 PM EST  
💬 Topic: Follow-Up Services – Strengthening Support Beyond the Call Join us for an impactful discussion

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on how follow-up services are transforming crisis care and ensuring no one falls through the cracks after the initial 988 contact. 💙📞

🗣️ Speakers: Michelle Gatewood, Nina Brathwaite, Courtney Castaneda-Cruz

🗣️ Moderator: Helen Littrell

📌 This is a must-attend for mental health professionals, advocates, and anyone committed to improving crisis response and community care. ✨ Mark your calendars and be part of the conversation!

#988CrisisJam #SaveTheDate #MentalHealthSupport #FollowUpServices #CrisisCare #988Lifeline  
#MentalHealthMatters #CommunityCare #988CrisisResponse #SupportBeyondTheCall

09:59:55 From Stephanie Hepburn : editor@crisisnow.com

10:00:02 From Ryan Levi : Reacted to "editor@crisisnow.com" with 👍

10:00:11 From Georgea Madeira : 📺 Building the Crisis Response w/ Ted Lutterman Wed, Aug 27  
• 12 PM EST on the 988 Crisis Jam From first call to follow-up, we'll dig into how states build a real, end-to-end crisis continuum—and what leaders can do next.

You'll learn:

- Where states stand in 2024
- The scale of today's system
- Financing snapshot

Set your reminder and bring a colleague. Save the date now!

10:00:24 From Jeffrey Arlt : Thanks again ❤️

10:00:28 From Georgea Madeira : Thank you to everyone who joined, shared, and showed up with heart today 💜 We're building the future of crisis care — together.

10:00:45 From Laura Evans : Reacted to "Thank you to everyon..." with ❤️