

Question	Asker Name	Answer
Are the teams that are dispatched volunteers?	Carolyn Barnett	In Virginia, our teams are not volunteers. Instead they are employees of either public or private mental health agencies. However, there are volunteers manning the 988 Lifeline.
To what extent does 9-1-1 EMS have a programmatic link to 9-8-8 such that callers or 3rd parties can receive emergency medications if indicated for patient stabilization & caregiver (police, 9-8-8 response personnel) safety?	arthur yancey	In Virginia, if an individual is in need of EMS services, EMS will be dispatched by 911. 911 can contact 988 (the direct line) and request a mobile crisis dispatch to accompany.
can Tim repeat that URL?	M. Schreiber	https://www.chdi.org/publications/resources/sbdi-toolkit-community-resource-reducing-school-based-arrests/
Resource for the Juvenile Justice especially after the COVID, "An Offer They Can't REfuse:Racial Disparity in Juvenile Justice and Deliberate Indifference Meet Alternatives that Work Edgar Cahn Cynthia Robbins please contact Edgar passed away about a year to today but Cynthia is still around and both of them are excellent digitalcommons.law.udc.edu	Willa Truelove	
Tim, can you share the URL again for the toolkit? Thank you!	Rachel Baird	https://www.chdi.org/publications/resources/sbdi-toolkit-community-resource-reducing-school-based-arrests/
How are your 9-8-8 systems obtaining medical clearance prior to transport to definitive psychiatric care?	arthur yancey	
Crisis may be resulting from preventative mental health care, how are we addressing the preventative part of mental health. Understanding understaffing, but I have also seen gaps and lack of collaboration between the preventative services offered within the county departments.	Munira Montez	

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Q and A Report

What is the biggest policy barriers that you face?	LT Monica Geiger	
Have your respective programs examined computer aided dispatch (CAD-to-CAD) links, such that EMS and 9-8-8 know the status and locations of each of these resources in real time?	arthur yancey	
Can you describe how you have approached law enforcement and developed that relationship? Did you receive any push back from law enforcement? If so, how did you handle that?	LT Monica Geiger	In Virginia from a state level, majority of our localities have successful partnerships with their local law enforcement. However, we have many areas where relationships have been severed because of various reasons. In these areas it has been helpful to have the state team bringing these partners (MH, LE, and 911) together and explaining the goals of the system. To provide additional supports for individuals in the community, to reduce the burden on law enforcement, to divert individuals from the hospitals, etc. I have found more buy-in this way.
Are some of these metrics public?	Joana Marques Melo AAAS EPI	
TeamSTEPPS, is going to rollout a pocket guide that EVERYONE needs to have for Patient Care. TeamSTEPPS is a program of the Agency of Healthcare Research and Quality	Willa Truelove	
Talking about preparedness is there a plan in place for disasters? As we saw with COVID-19 mental health became a #1 subject. If something like that were to happen again is there a plan to help individuals going through crisis?	Maria Torres (She/Her) PCPH	
Just a comment, we need incentives for our workforce, recruitment and retention and ongoing training all has to be equally important	Mary Roary	

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What states is this available in now and will all states be working on this?	User	
Take STEPPS, people don't know about 988 that much but they want 988 so bad. The police incidents. Please call the journalists, and got it out in the community why is 988 important. Where is it important? For instance at libraries where books are banned? Promote there. Anywhere where the function is a dead end, promote there. All civic places in places like restrooms. In places like hospital break rooms hospital staffs need it too too much stress, after COVID need relief? And what does 988 give? Relief? Do I need an app for that? Did it help me I might tell others to call. Save a life you never know how people approach conversations and most of the time when its life altering its awkward. Take STEPPS, and promote in all civic on buses places where conflicts are occurant. In city Hall connect with the Surgeon General to Promote 988. Talk about the intersectionality, with the policing issues and George Floyd why and how 988 can, reduce incidents like that. In the schools get some grants going do some surveys.	Willa Truelove	
Link to 'Live public dashboard'??	Maynard Clark	if you go to ODMHSAS.org and click on research there is a dashboard tab which contains this and other dashboards
Is the LIVE Public Dashboard being shared?	Joy Johnson	go to ODMHSAS.org, click on research and then dashboards
How are 988 services delivered for the deaf and hard of hearing? TTY?	Maynard Clark	