


**Department of Behavioral Health and Developmental Disabilities  
Meeting Agenda and Minutes**

	<b>Meeting</b>	988 Planning Coalition & Community Partners
	<b>Time</b>	10:30 AM – 11:30 AM ET
	<b>Date</b>	July 14, 2023
	<b>Location</b>	Microsoft Teams

Topic	Documents (if applicable)
Guest Speaker	Evan Brown
Celebrating A Year of 988 in Georgia	988 meeting materials
DBHDD Community Engagement	988 meeting materials
Wrap-up and Next Steps	988 meeting materials

**Meeting Notes**

**Agenda Item 1: Guest Speaker**

- Toyia Mather introduced our Guest Speaker, Evan Brown, from the Respect Institute to share his experience and story of hope and recovery.

**Agenda Item 2: Celebrating A Year of 988 in Georgia**

- Mahogany Ellis provided a brief overview of one year of 988 rollout and shared the video on ["Spotlight Georgia: The Crisis Care Continuum in Action"](#).

**Agenda Item 3: DBHDD Community Engagement**

- Kennedy Reid provided the survey through [www.mentimeter.com](http://www.mentimeter.com) to gather the feedback from the group on below questions.
  - What does 988 means to you and your community?
  - What do you see as Georgia's biggest accomplishments in our behavioral health crisis system?
  - What methods of marketing and community outreach do you think would be most effective?
- Dawn Peel provided information on how Georgia's crisis system is nationally recognized in the behavioral health and developmental disabilities crisis system landscape:
  - **Over the last two years the DBHDD team has:**
    - Delivered over 50 national presentations on Georgia's Crisis System and 988
    - Been included in multiple national publications and white papers
    - Participated in national roundtables, convenings and policy academies
    - Been featured in two presentations with the HHS Secretary
    - SAMHSA spotlighted Georgia's work on 988 and behavioral health crisis system with a visit in May
  - **988 Planning Coalition and Community Partners:** As we continue the critical work to expand awareness of 988 and Georgia's crisis system, we will continue to partner our stakeholders and individuals we serve with:
    - DBHDD Steering Committee

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- 988 Planning Coalition
- 988 Community Partners
- DBHDD Subject Matter Experts
- 988 Planning Workgroups
- Additional Planning Constituents
- **Some key highlights of our progress in the first year 988 include:**
  - Facilitated 15 988 Planning Coalition and Community Partners sessions
  - Presented on 988 at 49 community events, conferences, and meetings
  - Created a Georgia-dedicated 988 website, now available in 7 of the most prevalent languages in Georgia
  - Partnered with 911 to develop a protocol and a call script to transfer calls to 988
  - Published 46 frequently asked questions and answers on 988ga.org
  - Conducted 5 listening sessions to obtain feedback on marketing 988 in Georgia
  - Hosted 5 webinars and published 5 data updates
- Provided few examples of the outcomes of the Planning Coalition and Community Partners feedback is helping to enhance Georgia's 988 rollout.
- Anna Bourque provided information on how demand has increased since 988 launch in July 2022:
  - Georgia has been working to expand capacity across the crisis continuum to meet the growing demand for services. From July 2022 through May 2023, our system had:
    - **Someone to Call: 270,106** calls, texts, and chats received from GCAL and 988
    - **Someone to Respond: 23,429** mobile crisis team dispatches
    - **A Safe Place to Go for Crisis Care: 46,299** referrals to community-based crisis centers
- Wendy Tiegreen provided detailed information on how the significant investment has bolstered our crisis system:
  - While there is more financing work to do, we are proud our additional state and federal investments in our behavioral health crisis system, since FY2021, have totaled over:
    - **\$13.9M** to increase GCAL call center staffing, enhance technology, and expand capacity of text/chat and follow-up
    - **\$7.0M** to expand mobile crisis response capacity
    - **\$33.9M** to build new community-based crisis centers and expand bed capacity at existing centers
    - **\$1.0M** to support system enhancement such as peer warm line capacity, training, education, and outreach
- Debra Martin introduced herself briefly and provided how DBHDD is developing relations and working on 988 Community Liaison.
- Brian Tolleson provided detailed information on Georgia's 988 website and resources on how and where to access the FAQ's, Difference between 911 and 988, where to access the DBHDD data publications and data dashboard for various data points such as Calls, Texts & Chats, Demographics and Locations for different periods of time.

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**Agenda Item 4: Wrap-up and Next Steps**

- Wendy Tiegreen shared what are the next steps and call to action to the Planning Coalition and Community Partner members as follows:

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**Next Steps**



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**Call to Action**

- Share with your fellow Georgians the hope of 988
- Visit the Georgia 988 website for all updates and access to resources
- Stay informed on what DBHDD is doing
- Help us identify opportunities to ensure 988 fulfills its promise
- Remain engaged with DBHDD through the Community Engagement, 988/911 Training, and Marketing workgroups
  - Look for a meeting invitation for next session in Fall 2023

**Resources**

- [988 Georgia Website](#)
- [DBHDD Website](#)
- [Substance Abuse and Mental Health Services Administration \(SAMHSA\) 988 Webpage](#)
- [SAMHSA Partner Toolkit](#)
- [SAMHSA Implementation Guidance Playbooks](#)



**Questions:**

- Can you share how Georgia will implement the Spanish language Text and Chat that was announced by HHS?
  - At this time DBHDD is not responding to 988 texts or chats. Currently, individuals who call, text or chat 988 and choose the Spanish line will be engaged at the national level. It is expected that if someone is engaged at the national level and requires local resources, a warm hand-off will occur to connect the individual with the local crisis call center. As Vibrant continues to work with states 988 text chat functionality, DBHDD will be prepared to respond with those integrations.
- Have we increased our billing for crisis services through Medicaid or private insurance?
  - Medicaid does support the mobile crisis costs through administrative funding support. Private insurance is not engaged yet, but we are hopeful for continued national policy movement in this area.
- Is the trend for the actual response services, not just the call line, to be supported by administrative funding? Perhaps parity collaborative can be of help.
  - States are taking a variety of approaches depending on the design of their crisis services. For Georgia, to reduce administrative burden at the point where the teams are providing crisis services, Georgia has opted for using Medicaid administrative funds instead of fee for service billing.
- Understanding there is a funding surplus, can we get a breakout of funding needs to know what to advocate for?

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- On the whole, if the Vibrant projections for impact on demand hold, we estimate a need level at approximately \$500 million. The system right now is funded, beginning FY24, at approximately \$250 million. We have approximately 50% of the projected need funded at the current time.
- Should we be dropping any messaging for MyGCAL and that number or continue to promote with 988?
  - Georgia is continuing to use both 988 and GCAL as options for Georgians to reach out in a crisis. 988 is an easy to remember number that we hope continues to encourage greater access, while GCAL is an existing number many Georgians are already familiar with. We will continue to use both numbers and respond to calls from 988 and GCAL.
- People do seem to know when to call 911 vs 988, I would encourage us to think about how this informs our planning for co-response. Are we able to obtain additional detail on the sampling group used in the 988-awareness survey?
  - The DBHDD team is in the process of finalizing a report on the Georgia awareness survey, which includes additional detail about the sample group. We will share the final report with the 988 Planning Coalition and Community Partners once it is published.

**Action Items**

Action Item	Owner
Share meeting minutes and outputs with attendees	DBHDD Team

**Workgroup Attendance**

Member	Attended	Member	Attended
Darlene Lynch	Yes	Zachary Owen Malik Brown	No
Veda Brooks	No	Charlene Flagg,	No
Gary Sisk	No	Dan Arnold Vera Golden	No
Tony Sanchez	No	Eve Byrd, Chair	Yes
Dr. Pierluigi Mancini	Yes	Fabricia Prado	No
Dr. Lacy Till	No	Kaitlin Banfill Alnory Gutlay	No
Latonya Tripp-Dinkins	No	Jennifer Dunn	Yes
Daria, Chrysochoos	Yes	Calandra Ferguson	Yes
Selina Evans	Yes	Robyn Garrett	Yes
Megan Gleason	Yes	Jesse Hambrick	Yes
Katie Cossette	No	James Heather	Yes
Barbara Lattimore	No	Chelsea Piatt	No

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Beverly Ragland	Yes	Sue Smith	No
Wendy Farmer	No	Daniel Salinas	No
Evan Brown	Yes	Ann Hernandez	Yes
Chris Johnson	Yes	Kennedy Dickerson	Yes
Kaitlyn Kirkpatrick	Yes	Melissa Haberlen DeWolf	Yes
Michael Mumper	Yes	Sheryl Golub	Yes
Zaeem Ukani	Yes	Kim Jones	Yes
Shandel Graham	No	Barry Woodard	No
Greg Whitaker	No	Pamela Waters	No
Lorenzo Lewis	No	Alnory Gutlay	No
Mark Johnson	No	Melanie Dallas	Yes
Selima Morrow	No	Barrington Palmer Jr	No
Dr. Tiffany Taylor	No	Fabio VanDerMerwe	No
Robyn Garrett	No	Cody Whitlock	No
Jessica Foust	No	Pat Strode	No
Terry Norris	No	Colonel Michael Yarbrough	No
Butch Ayers	No	Shannon Brock	No
John Letteney	No	John Gary	No
La'Shawn Dudley	No	Marci Tribble	No
Kristen Petillo	No	Hugh Donald Myrick	No
Lori Geary	No	Brian Tolleson	Yes
Toyia Mather	Yes		

<b>DBHDD Attendance</b>			
<i><b>Representative</b></i>	<i><b>Attended</b></i>	<i><b>Representative</b></i>	<i><b>Attended</b></i>
Debra Martin	Yes	Rachael Holloman	No
Wendy Tiegreen	Yes	Ryan King	Yes
Anna Bourque	Yes	Brenda Woodard	No
Kelly Parry	Yes	Michael Polacek	Yes
Melissa Sperbeck	No	Brenda Cibulas	Yes
Dawn Peel	Yes	Patryk Bielecki	No
Mahogany Ellis	Yes	Christopher Hamilton	Yes
Ashley Fielding	Yes	Katherine Schiller	Yes
Jeffery Minor	No	Chavis Paulk	No
Sheree Ralston	No	Adrian Johnson	Yes
Jill Mays	Yes	Chelsee Nabritt	Yes
Monica Patel	No		