

# 9-8-8: National Suicide Prevention and Mental Health Crisis System

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**BE D·B·H·D·D**

Georgia Department of Behavioral Health & Developmental Disabilities

9-8-8 Community Partners  
Workgroup June Meeting


June 9, 2022



# Agenda

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- 1** RESPECT Institute Speaker
- 2** Overview of GCAL's referral process and resource list
- 3** Group Activity:
  - Linkages to Community Crisis Services, Local Resources and Referral Listings
  - Overall Equity of Crisis Services
- 4** Next Steps



Welcome Toyia Mather and Kayla Carr  
RESPECT Institute

# GCAL Call Center

Overview of the referral process and resource list for the initial rollout of 9-8-8



# GCAL Call Center Overview

## Someone to Talk to



**275,000** FY21  
volume

calls, texts and chats  
received



**800**

approximately

calls, texts, and  
chats **DAILY**

## Key Functions

The Georgia Crisis and Access Line (GCAL) is available 24 hours a day, 7 days a week and 365 days a year to help you or someone you care for in a crisis.

GCAL professionals will:

- Provide telephonic crisis intervention services
- Dispatch mobile crisis teams
- Assist individuals in finding an open crisis or detox bed across the State
- Link individuals with behavioral health services

## GCAL Staff

- Certified Peer Specialists
- Care Consultants (Paraprofessionals)
- Clinicians (Licensed Mental Health Professionals)
- Supervisors (Fully Licensed Mental Health Professionals/Paraprofessionals)

# GCAL Call Center Overview

## What happens when someone calls GCAL?

- Answered by GCAL staff confirming the caller has reached GCAL, GCAL staff provides their first name and role or position, credential level, confidentiality statement, and invitation to help
- GCAL requests name, phone number, and date of birth to try to locate caller in our system if previous calls exist
  - Name and phone number are important if call is disconnected or dropped
- GCAL also requests address
  - Important if Active Rescue or Mobile Crisis is needed, also informs availability of resources in caller's area
- Meet the caller "where they are at"
- Establish safety, determine potential of imminent risk

*These steps may not always occur in the same order, and may need to be revisited as the call process continues*

## Why do people call GCAL?

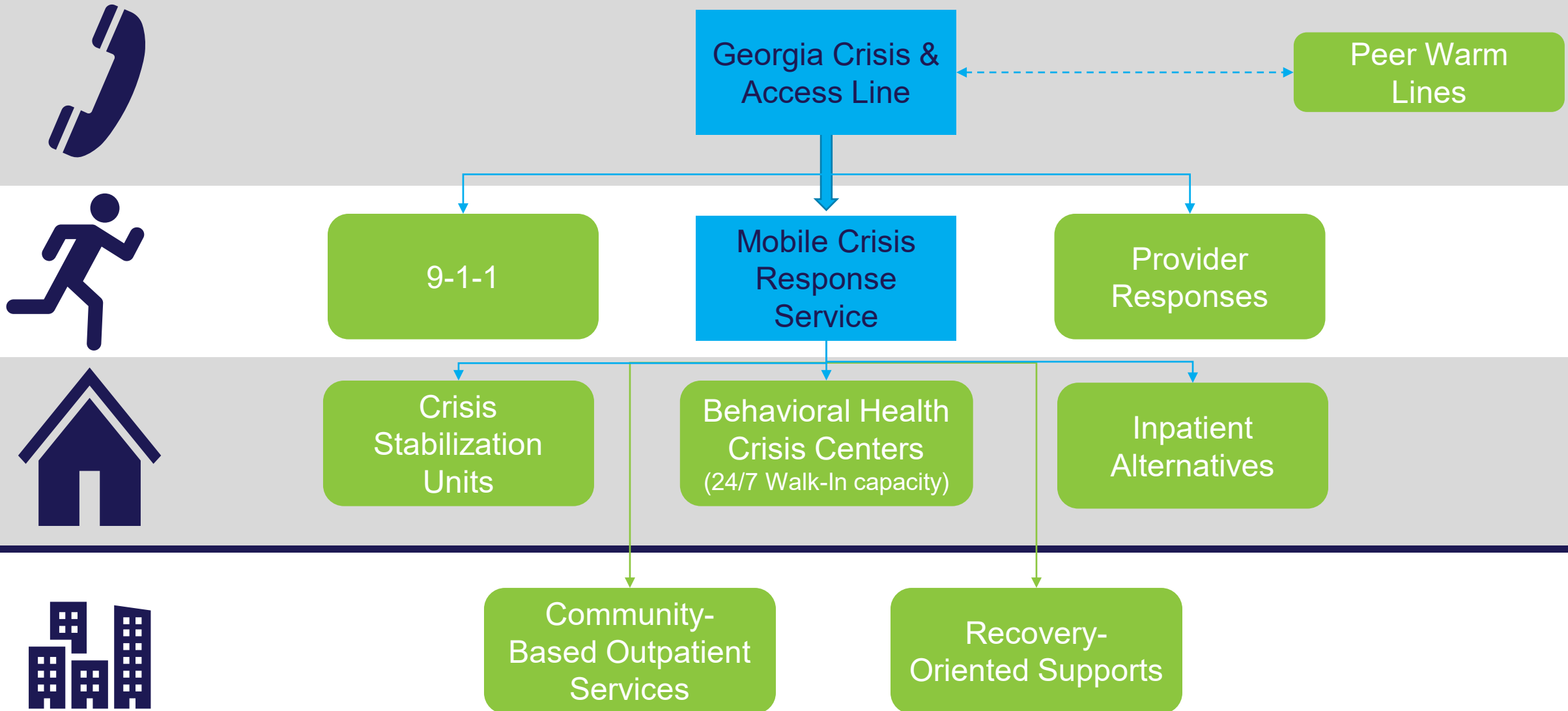
- **37%** of callers are individuals calling for themselves
- **40%** are concerned friends or family
- **23%** are professionals seeking support for an individual under their care or in their services
- **75%** of calls are from or about adults
- **10%** of calls are about children and adolescents (aged 6 through 17)

# Overview of GCAL's Referral Process

## Determining acuity levels

Acuity Level	Possible Responses or Linkage
<b>Emergent</b>	<ul style="list-style-type: none"><li>• Medical Emergency – 911</li><li>• Suicidal Intent/Homicidal Intent and means – 911/Police</li><li>• Active Withdrawal – 911 or if supports are available, drive to Emergency Room</li><li>• If safety can be maintained (children and adolescent) – Mobile Crisis</li></ul>
<b>Urgent</b>	<ul style="list-style-type: none"><li>• Mobile Crisis</li><li>• Behavioral Health Crisis Center (BHCC) if transportation is available and can be safely managed</li><li>• Urgent Appointment/Open Access</li><li>• If caller declines linkage at time of call, urged to call back if conditions worsen</li></ul>
<b>Routine</b>	<ul style="list-style-type: none"><li>• Assist caller in identifying provider – warm transfer if during business hours, provide contact information if not</li><li>• If insured, recommend caller contact insurance carrier</li><li>• Call GCAL if symptoms or conditions worsen</li></ul>
<b>Referral Only</b>	<ul style="list-style-type: none"><li>• Offer appropriate referral</li><li>• Offer resources (HUD, Traveler's AID, United Way)</li><li>• Offer Support Group Information</li><li>• Provide information about Georgia Advocacy Organizations</li><li>• Suggest caller contact insurance carrier if applicable</li></ul>
<b>Warm Support</b>	<ul style="list-style-type: none"><li>• Encourage connection with current provider</li><li>• Connect with Georgia Mental Health Consumer Network or Georgia Council on Substance Abuse</li><li>• Provide other community resources (as listed in Referral Only)</li></ul>

# DBHDD's Community-Based Crisis System Model

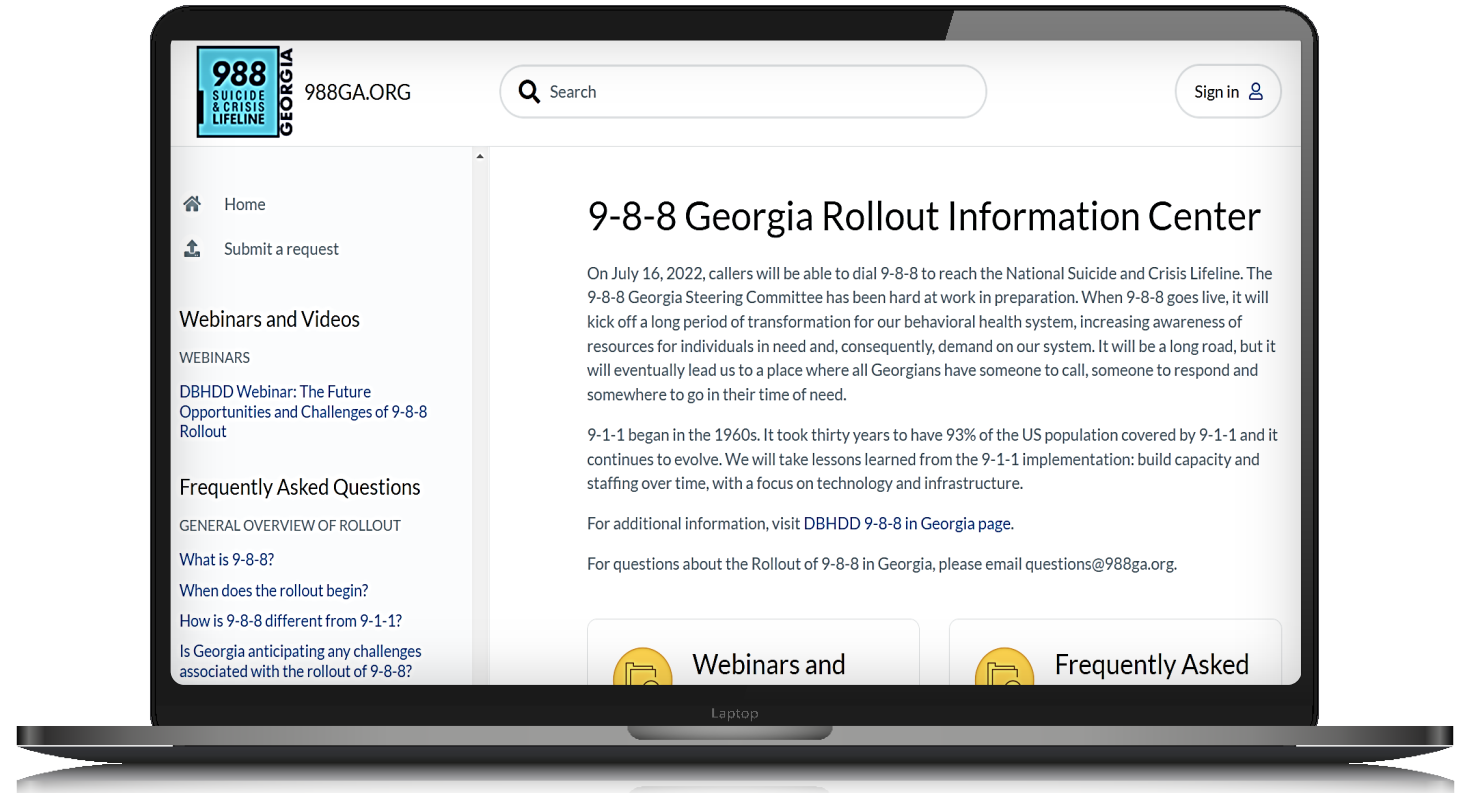




# Informal Resource List for the Initial Rollout Of 9-8-8

## Next steps:

- Work with the Community Partners workgroup to gather existing resources available to provide support to specific populations and communities
- Compile a resource list to provide individuals with additional supports during the initial rollout of 9-8-8
- Share the resource list on the 9-8-8 website, with GCAL and providers in July 2022 for year one of 9-8-8 rollout



Information on 9-8-8 in Georgia, including webinars, readiness newsletters, and FAQs, can be found at

**[988ga.org](https://988ga.org)**



Questions?

# Group Activity

Discussing linkages to community crisis services and promoting equity for 9-8-8





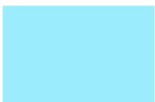




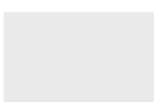


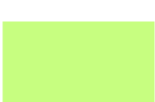


# Group Activity

*Discussing linkages to community crisis services and promoting equity for 9-8-8*

## Instructions

1. Go to: <https://app.mural.co/t/eyamericas3876/m/eyamericas3876/1654710369619/a48728fb953e602f67854e2cef190854774a9c7d?sender=u2ac570b54222e2c29b534714>
2. Identify your breakout group and associated color
3. Brainstorm and answer the “Linkages to community crisis services” questions using your group’s sticky notes
  - Be prepared to discuss your responses
4. Brainstorm and answer the “Equity” questions using your group’s sticky notes
  - Be prepared to discuss your responses
5. Drop any additional thoughts (related to other 9-8-8 topics) into the Parking Lot

## Breakout Groups:

	Persons with disabilities		Agricultural and rural communities
	Faith Communities		LGBTQ+
	Communities of Color		Higher education / University communities
	Immigrants and Refugees		Veterans
	Older adults		Formerly Homeless
	Youth, children and adolescents		First responders
	Lived Experience		

# Group Activity

*Discussing linkages to community crisis services and promoting equity for 9-8-8*

## Linkages to Community Crisis Services, Local Resources and Referral Listings

1. What relationships or partnerships can be built to promote access to specialized and/or culturally competent supports?
2. How can we promote awareness of our resources with your community?
3. What opportunities for community building and partnership do you see as we plan for 9-8-8?

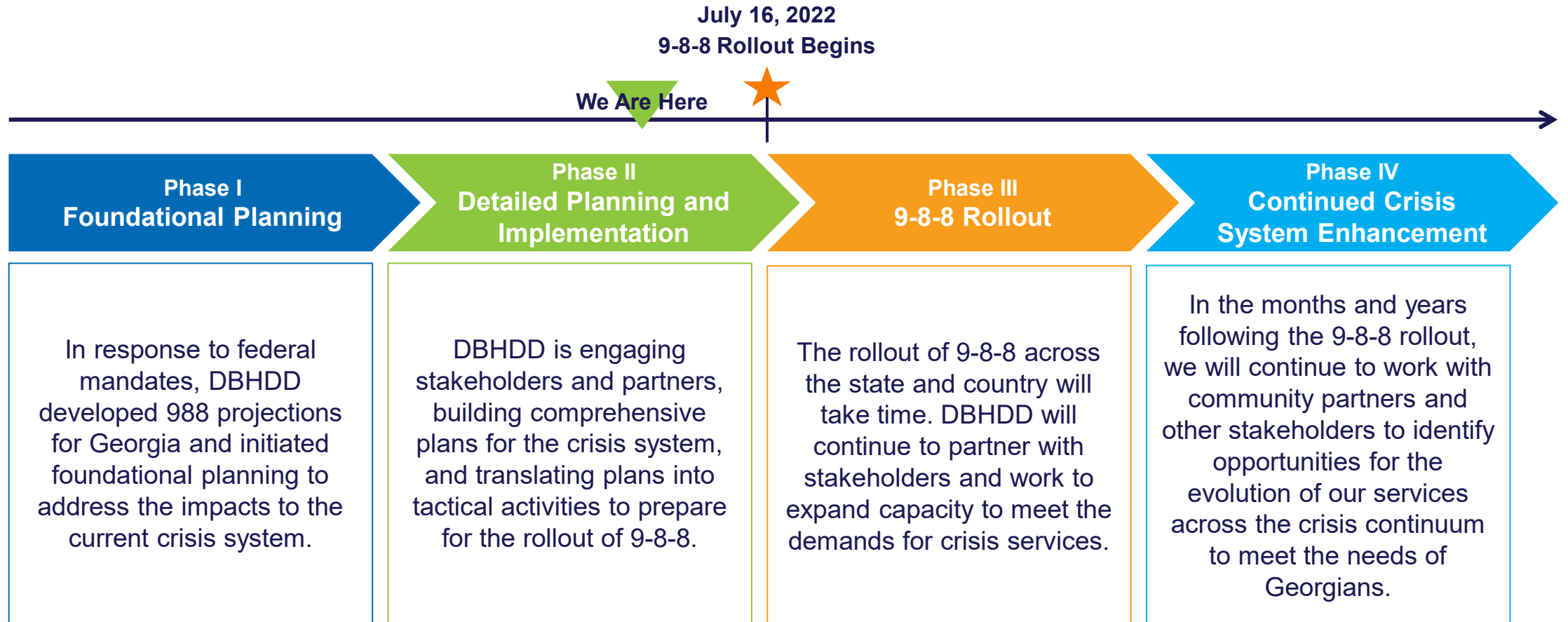
## Overall Equity of Crisis Services

1. What opportunities do you see to promote the equity of crisis services as we plan for 9-8-8?
2. What relationships or partnerships can be built to promote equity?

# Next Steps



# 9-8-8 Planning and Implementation Timeline



# 9-8-8 Community Partners Meeting Schedule

Date	Time	Discussion Topics
April 7	12:30pm – 2:00pm	Introduction
May 16	11:00am – 12:30pm	<ul style="list-style-type: none"><li>• Public Messaging</li><li>• Overall Accessibility of Crisis Services</li></ul>
June 9	10:30am – 12:00pm	<ul style="list-style-type: none"><li>• Linkages to Community Crisis Services, Local Resources and Referral Listings</li><li>• Overall Equity of Crisis Services</li></ul>
June 30	10:30am – 12:00pm	Training and Workforce
August 4	10:30am – 12:00pm	<ul style="list-style-type: none"><li>• Informing your constituents on 9-8-8</li><li>• Follow-Up</li></ul>
September 1	10:30am – 12:00pm	<ul style="list-style-type: none"><li>• Update on 9-8-8 rollout*</li></ul>

\*Meeting will be open to the 9-8-8 Planning Coalition



# Next Steps

## Future Plans and the Path Forward

- **Join our next virtual session on June 30<sup>th</sup> at 10:30 ET**
- Share June meeting minutes and outputs with attendees
- Share community resources for your constituent group via survey
- Continue to:
  - Discuss Georgia's current crisis system and 9-8-8 implementation plans and activities
  - Build community resources, networks, and capacity in collaboration with the formal crisis system to promote access to services
  - Solicit ongoing feedback on the rollout of 9-8-8

# Georgia 9-8-8 Contacts

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**Wendy White Tiegreen**

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