

National Suicide Prevention and Mental Health Crisis Line: 9-8-8

BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities

9-8-8 Planning Coalition
Meeting

April 29, 2021



Agenda

- 1** Welcome and coalition charge
- 2** Introduction to 9-8-8 video
- 3** Introduction of coalition members
- 4** 9-8-8 overview
- 5** 9-8-8 planning structure
- 6** Georgia's current crisis system
- 7** Planning and implementation considerations
- 8** Timeline and next steps

Charge of the Coalition

Georgia 9-8-8 Planning Coalition

As we work toward a plan to successfully implement 9-8-8 in accordance with the federal legislation, input from partners and stakeholders is critical. Members of the coalition were identified based on the role you play in delivering crisis and behavioral health services in Georgia. Your perspective will be critical as we work to expand capacity to respond to 9-8-8 calls, texts and chats across the State.

Our charge

- To share with DBHDD your unique perspectives related to the crisis response system
- Help project the needs of your constituents as DBHDD works to fully recognize the opportunities of 9-8-8

Introduction to 9-8-8 Video

The Promise of 988: Crisis Care for Everyone, Everywhere, Every Time



Introductions

Please share your 30 second elevator introduction:

- Your name
- Organization you are representing
- Role in the current crisis system



Introduction of 9-8-8 Planning Coalition Members

| Member | Agency |
|---|--------------------------------------|
| Michael Nix, Ed GECA | GA Emergency Communication Authority |
| Pamela Waters, Area D Field Coordinator | GA Emergency Communication Authority |
| Shandel Graham, County Director | Macon-Bibb 911 |
| Barry Woodward, Association President | GA 911 Director's Association |
| Terry Norris, Association Executive Director | Sheriffs' Association |
| Gary Sisk, Sherriff | Catoosa County Sherriff's Office |
| Colonel Michael Yarbrough | Henry County Sheriff's Office |
| Butch Ayers, Executive Director | GA Association of Chiefs of Police |
| Gary Yandura, Police Chief | Brookhaven Police Department |
| Shannon Brock, Police Chief | Watkinsville Police Department |
| Wendy Farmer, CEO (Jessica Willhite, COO) | GA Collaborative ASO |
| Sue Ann O'Brien, CEO BHL | GA Collaborative (GCAL) |
| Michael Clayes, SVP BHL | GA Collaborative (GCAL) |
| Bari Blake, GCAL Director | GA Collaborative (GCAL) |
| Eric Eason, Community Services Director | Mobile Crisis Team: BHL |
| Selina Evans Region 4 Director | Mobile Crisis Team: Benchmark |
| Robyn Garrett, Executive Director (Jesse Hambrick, Deputy Director) | CSB Association |
| Mark Johnson, MD, CEO | Gateway Behavioral Health |

Introduction of 9-8-8 Planning Coalition Members

(continued)

| Member | Agency |
|--|---|
| Melanie Dallas, CEO | Highland Rivers/Cobb CSBs |
| Fabio VanDer Merwe, CEO | DeKalb CSB |
| Sherry Jenkins Tucker, Executive Director | Lived Experience Partner (GMHCN - Crisis Respite) |
| Neil Campbell, Executive Director | Lived Experience Partner(GCSA) |
| Sue Smith, CEO | Lived Experience Partner (GPSN) |
| Rachael Holloman, Suicide Prevention | DBHDD Suicide Prevention Director |
| Hugh Myrick, MD | VA - Georgia Suicide Prevention Coordinator |
| Kim Jones, Executive Director | NAMI |
| Stuart Windborne, Area Director | AFSP |
| Abdul Henderson, Executive Director | MHA |
| David Newton, EMS Director | GA DPH EMS |
| Lynn Perez, VP, Operations, Marcus and CHOA (Megan Costa, Director, Behavioral and Mental Health and Dan Salinas Chief Community Clinical Integration) | CHOA |
| Ann Hernandez, Administrative Director, Behavioral Health | Grady |
| Cody Whitlock, HHS Division Director | OPB |
| Daria Chrysochoos, Analyst | OPB |
| Dorothy Swope | Vibrant Grant Manager |

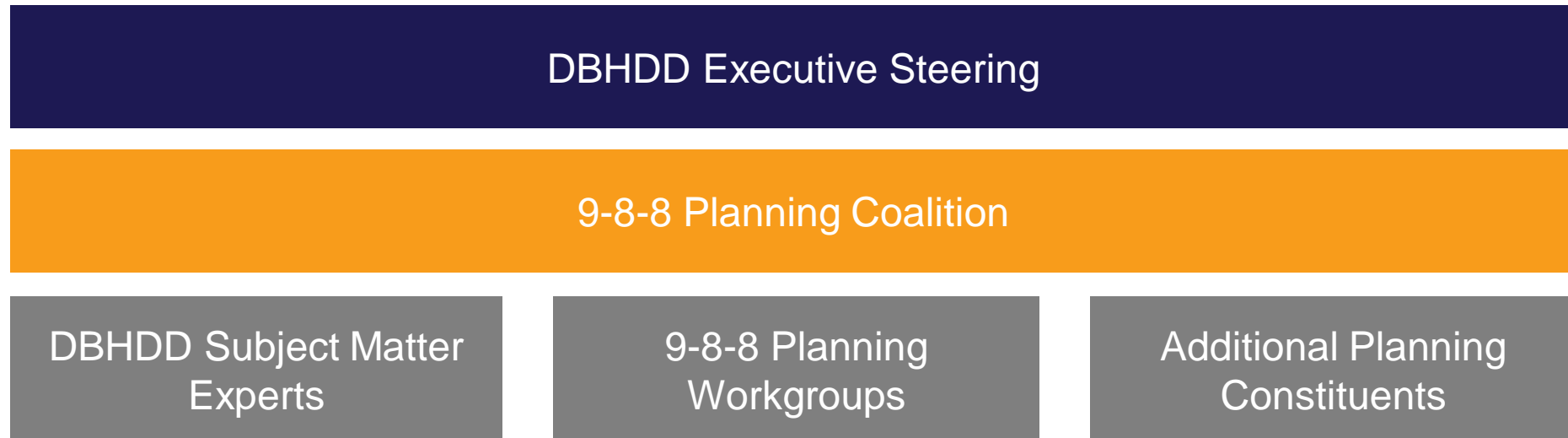
DBHDD Representatives

| Representative | Role |
|-------------------------------|---|
| Mary Price | Chief Financial Officer |
| Jill Mays, LPC | Director, Office of Behavioral Health Prevention and Federal Grants |
| Wendy Tiegreen | Director, Medicaid Coordination |
| Anna Bourque | Director, ASO Coordination |
| Debbie Atkins, LPC | Director, Crisis Coordination |
| Monica Johnson, LPC | Director, Division of Behavioral Health |
| Melissa Sperbeck | Director, Division of Strategy, Technology and Performance |
| Ashley Fielding | Assistant Commissioner for Agency Affairs |
| Adrian Johnson | Deputy Director, Division of Behavioral Health |
| Maxwell Ruppensburg, MPA, PMP | Director, Office of Supportive Housing |
| Tony Sanchez | Director, Recovery Transformation |

| Representative | Role |
|------------------------|---|
| Brenda Woodard, JD | General Counsel |
| David Sofferin | Director, Office of Public Affairs |
| Chris Hamilton | Budget Manager |
| Greg Hoyt | Director, Office of Hospital Operations |
| Dr. Mudhua Gundlapalli | Deputy Medical Director |
| Kelly Sterling | Director, Deaf Services |
| Shelli Keller | Behavioral Health Budget Manager |
| Terri Timberlake, Ph.D | Director, Adult Mental Health |
| Dante McKay JD, MPA | Director, Children, Young Adults and Families |
| Cassandra Price | Director, Substance Abuse Disorders |

9-8-8 Planning Structure

9-8-8 planning efforts and implementation activities will be led by DBHDD with input from additional stakeholders:



9-8-8 Overview

9-8-8 Legislation Background

- Summer 2020, Federal Communications Commission:
 - Designated 9-8-8 for the National Suicide Prevention Lifeline (Lifeline)
 - Required telecommunications providers to implement 9-8-8 in their networks by July 16, 2022
- Fall 2020, the National Suicide Hotline Designation Act of 2020 was signed into law and implementation guidelines set
- The law enables states to collect a fee and utilize funds to support 9-8-8 operations and services
 - Efficient and effective routing of calls
 - Personnel and the provision of acute mental health, crisis outreach and stabilization services

Lifeline Background

National Lifeline

- Founded in 2005
- Funded by the federal Substance Abuse and Mental Health Services Administration (SAMHSA)
- Available 24/7
- Provides free/confidential support for people in distress
- Answer some calls directly AND routes calls to state and local call centers
 - Lifeline transfers callers to closest call center based on **area code** and availability

Routing in Georgia

- Lifeline calls are routed to the Department of Behavioral Health and Developmental Disabilities' (DBHDD) Georgia Crisis and Access Line (GCAL).
- GCAL was created to provide crisis, urgent and routine access to the State of Georgia's behavioral health system. **GCAL currently receives approximately 200,000 calls per year (600-800 calls per day).**

Georgia's Current Crisis System



Someone to Talk to

- Georgia Crisis and Access Line (GCAL) available 24/7 for phone calls
- My GCAL app enables text and chat 24/7
- National Lifeline calls are currently routed to GCAL
- Peer warm lines



Someone to Respond

- Mobile crisis available statewide
- Coordinate with 911/EMS as appropriate
- Outpatient Community Provider Response



Somewhere to Go

- Crisis stabilization units
- Crisis service center
- Peer wellness respite
- Detox and SUD treatment
- Inpatient Beds
- Outpatient crisis intervention

Planning and Implementation Considerations

9-8-8 planning efforts and implementation activities will be anchored on the following eight elements:

24/7 statewide coverage for 9-8-8 calls, chats and texts

Identify structures and strategies to **fund call centers**

Build capacity for current and projected 9-8-8 volume

Establish **operational, clinical and performance standards**

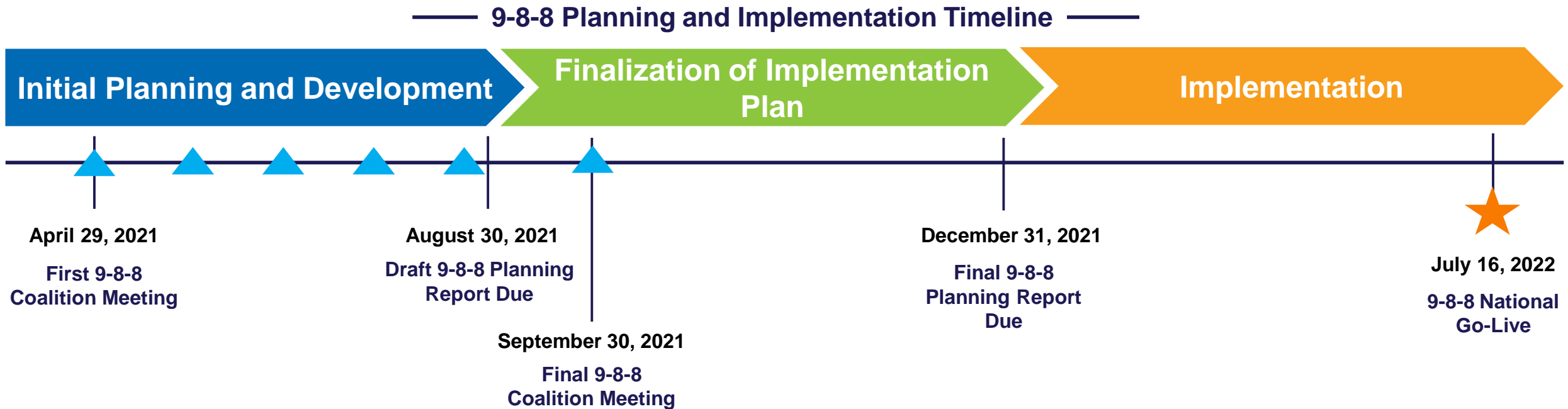
Build a coalition of stakeholders

Provide and maintain **linkages to community crisis services, local resources and referral listings**

Offer **follow-up services**

Marketing and public messaging on the range of available services

Timeline and Next Steps



Next Steps

- Finalize coalition meeting agendas and request participation by members to share subject matter knowledge
- Begin providing input and feedback into 9-8-8 implementation across the eight considerations
- Organize into subgroups to address specific components of the planning and implementation
- May Coalition Meeting: May 27, 2021



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