

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

BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities

9-8-8 Planning Coalition
Meeting

September 30, 2021



Agenda

- 1 RESPECT Institute Speaker**
- 2 Overview of the Draft Report Plan**
- 3 Group Activity: Constituent feedback and future considerations**
- 4 Next Steps**
 - **Timeline**
 - **Coalition expectations beyond September**



Welcome Toyia Mather and Mr. Curtis Alter
RESPECT Institute

Georgia's Current Crisis System

Resources and services currently exist to provide mental health crisis and suicide prevention resources to Georgians across the crisis continuum. During FY2021, the crisis system experienced the following volume:



Note: Numbers reflect FY21 volume

Current State Challenges

Some of the challenges our current crisis system faces include:

- Workforce shortages across the crisis continuum
- Access to CSUs/BHCCs is limited in some geographic areas
- CSUs/BHCCs have not all been updated to the purpose-built model
- Long wait times in jails and hospitals
- Wait list to access substance abuse treatment programs
- Bi-furcated children's crisis system
- Police are not trained to identify and respond to a behavioral health crisis
- Designing crisis response for children and youth to include family systems
- Dually diagnosed with intellectual and developmental disabilities (I/DD) and behavioral challenges

9-8-8 Projection Methodology

National Projections

- The National Suicide Prevention Lifeline is funded by the Substance and Mental Health Services Administration (SAMHSA) and administered by the nonprofit Vibrant Emotional Health (Vibrant).
- Vibrant compiled models to project the potential volume of contacts via phone, SMS, and online chat for the first five years of 9-8-8's service at the national and state levels.
- Projections account for a range of outcomes and are based on a combination of internal Lifeline and crisis hotline network data, publicly available academic literature and data, and industry benchmarks.



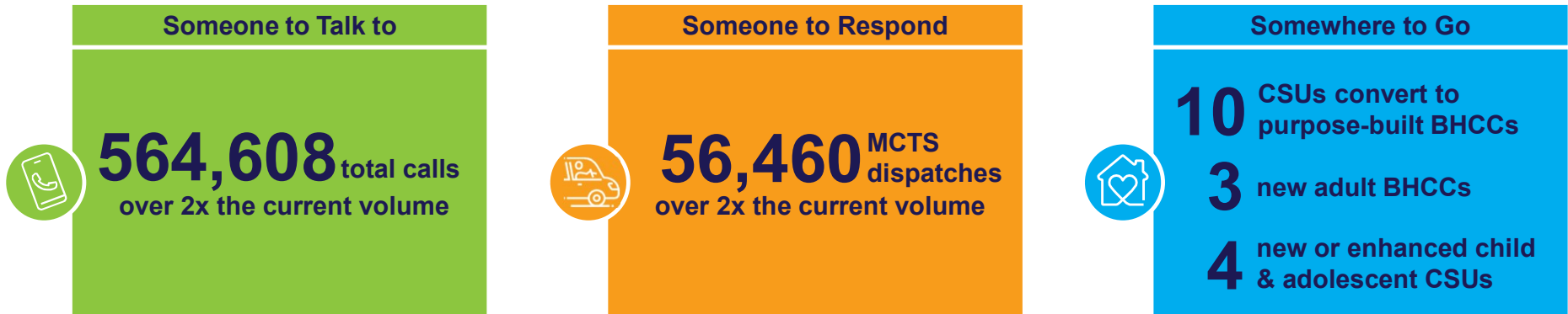
Georgia-specific Factors

- In addition to Vibrant's projections, the DBHDD team is considering factors specific to the crisis system in Georgia, such as:
 - The volume of calls GCAL receives directly in addition to Lifeline calls
 - Historical growth in GCAL call volume
 - Current demand for mobile crisis services resulting from calls to GCAL and the Lifeline
 - Need for enhancements to current CSUs and BHCCs to support the current crisis volume, before additional demand is placed on the system

Future State Crisis System

9-8-8 Year 1 Projections

The continued increase in demand for crisis services in conjunction with the implementation of 9-8-8 requires enhancements to the current crisis response infrastructure and expansion of capacity.



Additional funding is needed to support crisis system enhancements to ensure our system can keep up with the demand for behavioral health services.

Note: Numbers reflect projected FY23 volume

Planning and Implementation Considerations

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

1

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

2

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

3

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

4

Establish **operational, clinical and performance standards**

5

Build a coalition of stakeholders

6

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

7

Offer **follow-up services**

8

Marketing and public messaging on the range of available services

Draft Implementation Plan Goals

1

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



Pre-Launch: October 1, 2021 – June 30, 2022

1.1a By July 16, 2022 GCAL will be fully staffed and prepared to answer all 988 calls, as well as continue to answer the 240,000 calls which will continue to be received from the 1-800 number.

1.1b By July 16, 2022 DBHDD will have developed a clear plan for all follow up calls.



One Year Post-Launch: July 1, 2022 – June 30, 2023

1.2a DBHDD currently has statewide coverage for both NSPL and calls originating from the 1-800 number. By June 30, 2023 DBHDD will continue to support this coverage.

Draft Implementation Plan Goals

2

Identify structures and strategies to fund call centers



Pre-Launch: October 1, 2021 – June 30, 2022

- 2.1a** By the end of the 2022 legislative session, legislation will be introduced to establish a fund to receive a 9-8-8 fee.
- 2.1b** By June 30, 2022 DBHDD will have considered Medicaid funding mechanisms for aspects of the call center and community crisis system interventions.
- 2.1c** By June 30, 2022 DBHDD will have tracked items from federal CMS on new funding mechanisms which are emerging related to behavioral health crisis intervention.



One Year Post-Launch: July 1, 2022 – June 30, 2023

- 2.2a** By June 23, 2023 DBHDD will have evaluated funding strategies to continue to fund the crisis continuum, including the call center and community crisis intervention.

Draft Implementation Plan Goals

3

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



Pre-Launch: October 1, 2021 – June 30, 2022

3.1a By June 30, 2022 GCAL will be answering NSPL (and future 9-8-8) calls at 95%.



One Year Post-Launch: July 1, 2022 – June 30, 2023

3.2a By June 20, 2023 GCAL will continue to answer 988 calls at 95%.

Draft Implementation Plan Goals

4

Establish operational, clinical and performance standards



Pre-Launch: October 1, 2021 – June 30, 2022

4.1a By June 30, 2022 GCAL will be answering NSPL (and future 9-8-8) calls at 95% as well as continue to meet all other NSPL and DBHDD contract standards.



One Year Post-Launch: July 1, 2022 – June 30, 2023

4.2a By June 20, 2023 GCAL will continue to answer 9-8-8 calls at 95% as well as continue to meet all other NSPL and DBHDD contract standards.

Draft Implementation Plan Goals

5

Build a coalition of stakeholders



Pre-Launch: October 1, 2021 – June 30, 2022

- 5.1a** By December 31, 2021 DBHDD will have engaged coalition members to provide feedback on the draft implementation plan to help inform the final implementation plan.
- 5.1b** By June 30, 2022 DBHDD will have engaged coalition members and other identified external stakeholders in plans and activities to be ready to successfully go live with 9-8-8.



One Year Post-Launch: July 1, 2022 – June 30, 2023

- 5.2a** By June 30, 2023 DBHDD will have engaged the stakeholder coalition to provide feedback on the implementation of 9-8-8 post-launch.

Draft Implementation Plan Goals

6

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



Pre-Launch: October 1, 2021 – June 30, 2022

6.1a By June 30, 2022 GCAL will have increased its informal resource knowledge base.



One Year Post-Launch: July 1, 2022 – June 30, 2023

6.2a By June 30, 2023 GCAL will have increased its informal resource knowledge base.

6.2b By June 30, 2023 the current interface which keep resources current in real time will be amended to include more identified informal resources.

6.2c By June 30, 2023 DBHDD will have approached major insurance companies in Georgia (including Medicaid Care Management Organizations) to engage in partnering strategies related to 988 and related crisis intervention supports (Crisis Stabilization, Mobile Crisis, etc.).

Draft Implementation Plan Goals

7

Offer follow-up services



Pre-Launch: October 1, 2021 – June 30, 2022

7.1a By June 30, 2022 DBHDD will have completed an analysis of the current crisis system and its follow up requirements and determined how to engage with follow up to ensure appropriate follow up without duplication.



One Year Post-Launch: July 1, 2022 – June 30, 2023

7.2a By June 30, 2023 DBHDD will have completed its analysis and engaged appropriate policy and procedures to ensure follow up. DBHDD anticipates having the ability to capture all follow up actives and ensure 100% of qualified calls are receiving follow up.

Draft Implementation Plan Goals

8

Marketing and public messaging on the range of available services



Pre-Launch: October 1, 2021 – June 30, 2022

8.1a By June 30, 2022 we will have provided communications to Georgians about the planning and implementation of 9-8-8.



One Year Post-Launch: July 1, 2022 – June 30, 2023

8.2a By June 30, 2023 we will have provided Georgia-specific and culturally relevant communications to Georgians about 9-8-8.

Group Activity

Constituent Feedback and Future Considerations



Group Activity

Constituent Feedback and Future Considerations

Instructions

1. Go to:
<https://app.mural.co/invitation/mural/eyamericas3876/1632938898684?sender=agathewallin9914&key=889ca90e-4119-4371-82c5-242d9fc8a1dc>
2. Identify your breakout group and associated color
3. Brainstorm and answer the following using your group's sticky notes:
 - **What questions or concerns are you receiving about 9-8-8 from your network or constituents?**
 - **What communications materials would be valuable to you going forward?**
 - **Which groups should be targeted in our public messaging initiatives?**
 - **What medium would be most accessible for your constituents when receiving future communications about 9-8-8?**

Breakout Groups:

	Public Safety Access Point (PSAP)		Major State Advocacy
	Law Enforcement		Georgia Emergency Medical Services Association (DPH)
	Current Lifeline Representative		Hospitals
	Mobile Crisis Services & Peer Support Provider		State Government
	Crisis Respite / Stabilization Providers and Peer Support Provider		Veteran's Administration
	Lived Experience		State Suicide Prevention Resources

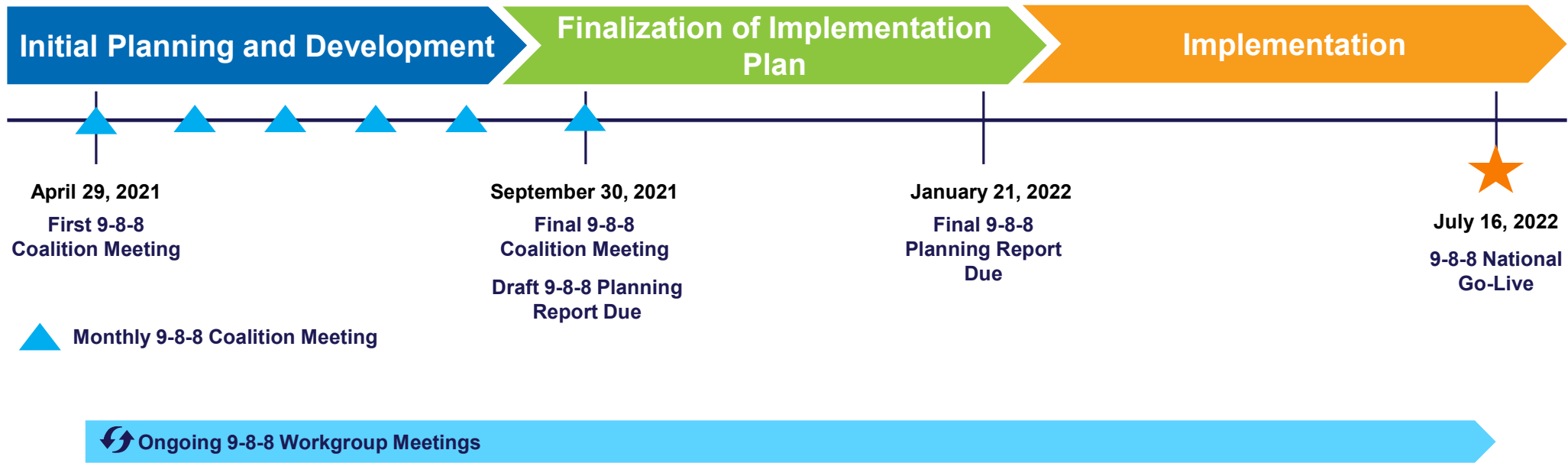
Next Steps

Timeline and Future Expectations



9-8-8 Timeline

9-8-8 Planning and Implementation Timeline



Expectations Beyond September

We look forward to your continued collaboration and feedback as we continue to work towards integrating 9-8-8 into Georgia's behavioral health crisis system.

We appreciate your time and support as we continue to plan for 9-8-8. Going forward, we will reach out to you individually as we continue to build the best system for Georgia.



Soliciting your feedback on the draft implementation plan to help inform the final implementation plan



Continuing to work with you on plans and activities to be ready to successfully go live with 9-8-8



Gathering your feedback on the implementation of 9-8-8 post-launch



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