


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

	<b>Meeting</b>	988 Community Partners
	<b>Time</b>	12:30 AM – 2:30 PM EST
	<b>Date</b>	October 19, 2023
	<b>Location</b>	Georgia Department of Behavioral Health and Developmental Disabilities 200 Piedmont Avenue, S.E. Suite 512, West Tower 5 <sup>th</sup> floor Boardroom Atlanta, GA 30334-9026

Topic	Documents (if applicable)
Respect Institute Speaker	N/A
988 Implementation updates	988 meeting materials
Wrap-up and Next Steps	988 meeting materials

**Meeting Notes**

**Welcome:**

- Brenda Cibulas, Executive Director for the Division of Behavioral Health opened the meeting with remarks on the value our DBHDD stakeholders bring to the 988 initiatives to enhance the lives of Georgians around the state.



**Agenda Item 1: Respect Institute Speaker**

- Dawn Peel introduced a speaker from the Respect Institute, Emily Waters, to share her lived experience and story of hope and recovery.

**Agenda Item 2: Background on Community Partners**

- Mahogany Ellis presented a brief overview on the creation of the Community Partners workgroup, and the value the group brings to assist DBHDD in the awareness of 988 in Georgia communities. Mahogany explained, without the support of the various stakeholders and community leaders 988 would not be possible. DBHDD looks to their stakeholders to share their perspectives on Georgia’s behavioral health crisis services.

**Agenda Item 3: DBHDD’s 988 Implementation updates**

- Kelly Parry provided a brief summary of the 988 planning and implementation timeline, followed by an introduction of DBHDD’s new data dashboard on Georgia’s 988 website. The interactive dashboard displays metrics related to 988 and the Georgia Crisis and Access Line (GCAL). Users may access data dashboard at [988ga.org/data](https://988ga.org/data).

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Data dashboard now available online

Georgia's 988 website now includes an interactive dashboard with metrics related to 988 and the Georgia Crisis and Access Line (GCAL). Users can filter on the time period and see data including:

- Total calls, texts, and chats received
- Number of mobile crisis dispatches
- Number of referrals to community-based crisis centers

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



- Dawn Peel provided information on Georgia's current mobile crisis data and the number of referrals to Crisis stabilization units and Behavioral Health Crisis Centers. In addition, Dawn shared SAMHSA's five-year vision for 988 and Georgia's current progress to meet the SAMHSA Horizons.
  - September FY24 mobile crisis dispatch volume is approximately 25% higher than the volume in September FY20.
  - There are regional differences in mobile crisis utilization. We will continue to monitor this data to see if it trends.
  - Referrals were 7.1% higher in June FY23 than June FY22.
  - Referrals were 5.4% higher in July FY24 than July FY23.
  - Referrals were 5.9% higher in August FY24 than August FY23.
- Dawn Peel continued the conversation with updates on recent collaboration between 988 and 911. DBHDD has teamed with the 911 community to work on developing behavioral health training resources that support 911 operators' ability to accurately identify and provide the appropriate responses to a caller experiencing a behavioral health crisis.
- Dawn also was excited to announce SAMHSA's new ASL services. As of as September 8, 2023, SAMHSA announced the addition of the nationwide American Sign Language (ASL) services for people who are Deaf and Hard of Hearing to access 988. Further information can be found at [988lifeline.org](https://988lifeline.org) and ASL callers can call by calling 1-800-273-TALK (8255) from their videophone to reach ASL services

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### SAMHSA's Announcement on ASL

As of September 8, 2023, SAMHSA announced the addition of nationwide American Sign Language (ASL) services for people who are Deaf and Hard of Hearing to access the 988.

#### How to Connect?

To connect directly to a trained 988 Lifeline counselor in ASL, callers who are Deaf, DeafBlind, DeafDisabled, Hard of Hearing, and Late -Deafened can click the "ASL Now" button on [988lifeline.org](https://988lifeline.org) and follow the prompts.

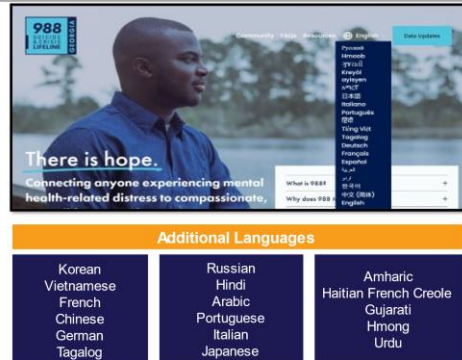
Direct dialing to 988 from a videophone will be available in the coming weeks, and in the meantime, ASL callers can call [1-800-273-TALK \(8255\)](tel:1-800-273-TALK) from their videophone to reach ASL services.

For Deaf/Hard of Hearing ASL Users,  
Call 988 Videophone



- Dawn Peel briefly explained the additional languages added to the [988.ga.org](https://988.ga.org) site. Our Community Partners and Stakeholder's voices were heard, and DBHDD took their concerns and provided a variety of language translations to their 988.org website recognizing Georgia's diverse populations.

### Additional languages available on 988ga.org



- Questions from Stakeholders:
  - Is 988 accessible in any language?
    - Yes, our call center has the ability to provide translation services to support callers in all languages.
  - Does 988 have an after-call survey system to provide feedback?
    - DBHDD does not have an after-call survey system, but provides a follow-up service to individuals after being assisted, in addition to an option for individuals to provide feedback on the [988ga.org](https://988ga.org) website
- Suggestions:
  - Create a video that illustrates what happens when you call 988 to support individuals that speak different languages to understand the process.
  - Create a small workgroup for language accessibility to align on specific needs for individuals calling 988 needing language translation support.

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- Brian Tolleson from Lexicon Strategies discussed the initial 988 marketing in Georgia and DBHDD’s current marketing efforts and statewide awareness. Brian Tolleson explained after providing a survey to Georgians about 988 vs. 911, there is little confusion over what number to dial when people understand that 988 is the Suicide and Crisis Lifeline.
  - DBHDD has received over 2 million dollars in funding committed to awareness efforts in Georgia. DBHDD has put forth effort for a wide range of projects that are underway to increase awareness by March 2024. Most projects will have a non-profit, agency or community partner to guide messaging and delivery.
  - For Stakeholder recourses and toolkits more information can be found at [988ga.org/resources](https://988ga.org/resources)




**Agenda Item 4: Next Steps**

- Dawn Peel shared a brief summary of the next steps for the Planning Coalition Stakeholders as outlined below.



Next Steps

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-  Lookout an invitation to our next virtual session
-  Share the updates, tools and resources with your networks and community
-  Continue to share your feedback and ideas on how we can collectively enhance Georgia’s crisis system

**Action Items**

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

**Workgroup Attendance**

Member	Attended	Member	Attended
Barbara Lattimore	Yes	Mays Bayley	Yes
Barrington Palmer Jr.	No	Melissa Haberlen DeWolf	No
Beverly Ragland	No	Michael Mumper	No
Bryn Murphy	Yes	Patrick Kasele	Yes
Calandra Ferguson	No	Patty McCarthy	No
Captain John Gary	No	Riley Kirkpatrick	No
Charlene Flagg	No	Selima Morrow	No
Chief John Letteney	No	Shamsun Nahar	No

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Dan Arnold	No	Shane Harris	No
Darlene Lynch	Yes	Stacy Fialkow	No
Dimple Desai	Yes	Tony Sanchez	No
Diana Mason	Yes	Veda Brooks	No
Dr. Pierluigi Mancini	No	Vera Golder	No
Dr. Tiffany Taylor	No	Jerry Lewis Jr.	Yes
Eve Byrd	Yes	Chuck Simmons	Yes
Fabricia Prado	No	Cheron Crouch	Yes
Janikquo Cutno	No	Brian Tolleson	Yes
Jay Hughs	No	Sheryl Golub	Yes
Jennifer Dunn	No	Gayathri Paidymanu	No
John Bringuel	No		
Kaitlin Banfill	No		
Kim Dyke	No		
Kristen Petillo	No		
Lacy Till	No		
La'Shawn Dudley	No		
Latonya Tripp-Dinkins	No		
Lorenzo P. Lewis	No		
Malik Brown	No		
Marci Tribble	No		
Lori Geary	No		
Toyia Mather	Yes		
Kennedy Reid	Yes		
Ethan Haynes	Yes		

<b>DBHDD Attendance</b>			
<b><i>Representative</i></b>	<b><i>Attended</i></b>	<b><i>Representative</i></b>	<b><i>Attended</i></b>
Adrian Johnson	No	Katherine Schiller	Yes
Anna Bourque	Yes	Kelly Parry	Yes
Ashley Fielding	Yes	Kennedy Dickerson	Yes
Brandon Kenney	No	Mahogany Ellis	Yes
Brenda Cibulas	Yes	Melissa Sperbeck	Yes
Brenda Woodard	Yes	Michael Polacek	Yes
Chavis Paulk	No	Monica Patel	No
Chelsee Nabritt	Yes	Patryk Bielecki	No
Christopher Hamilton	No	Peter Baker	Yes

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Dawn Peel	Yes	Rachael Holloman	No
Debra Martin	Yes	Sheree Ralston	No
Jeffrey Minor	No	Virginia Sizemore	No
Wendy White Tiegreen	Yes		