


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

	Meeting	988 Planning Coalition Virtual Session
	Time	11:00 AM – 12:00 PM EST
	Date	February 22, 2024
	Location	Virtual Session

Topic	Documents (if applicable)
Respect Institute Speaker	N/A
988 Implementation Updates	988 meeting materials
Georgia Crisis and Access Line (GCAL) Partner Engagement	988 meeting materials
2024 988 Communications Initiatives	988 meeting materials
Wrap-up and Next Steps	988 meeting materials

Meeting Notes

Welcome:

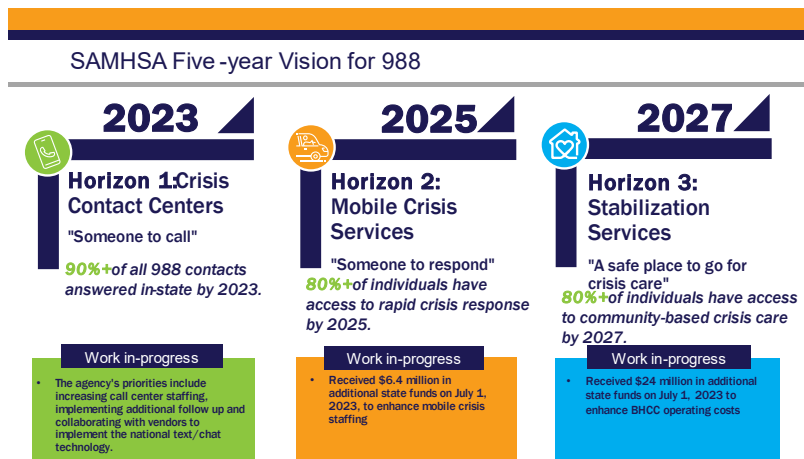
- Dawn Peel opened the meeting with a welcome and shared the agenda for the session with the group.

Agenda Item 1: Respect Institute Speaker

- Toyia Mather introduced a speaker from the Respect Institute of Georgia, Brittany Sweatman, to share her experience and story of hope, recovery, and independent living.

Agenda Item 2: DBHDD’s 988 Implementation Updates

- Wendy Tiegreen provided a summary of SAMHSA’s five- year vision for 988. Wendy shared Georgia’s 988 progress for each of the three “horizons” depicted below, in addition to strategic priorities across each area of the crisis continuum.



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- Kelly Parry presented a brief update on the Key Performance Indicators (KPIs) for DBHDD’s “Someone to Call” component of the crisis continuum, including the total calls, text and chats received, the percentage of calls from 988, and the average speed to answer. Some of the data shared included:
 - Call volume in January 2024 was lower than call volume in 2023. Current call volume more closely resembles that of January 2021 and 2022.
 - While fewer calls/texts/chats were received in January FY24 compared to January FY23, the percentage of calls received from 988 was higher in January FY24.
 - Since November, the average speed to answer has hovered between 10 and 11 seconds. The average speed to answer remains well under the target of 30 seconds.
 - The percentage of calls requiring active rescue in January 2024 is in line with the national average of calls requiring active rescue (approximately 2% of calls).
- Dawn Peel followed, with additional KPIs for “Someone to Respond” and “A Safe Place to Go for Crisis Care”. Dawn provided a brief update on the number of calls requiring active rescue, number of mobile crisis dispatches, and the number of referrals to the crisis beds (BHCC, CSU, SCB):
 - Mobile crisis dispatches decreased by 15.4% from FY23 to FY24. January FY24 mobile crisis dispatch volume is 20.0% higher than the volume in January FY20.
 - Referrals to crisis beds were 2.0% lower in January FY24 than January FY23.

Agenda Item 3: Georgia Crisis and Access Line (GCAL) Partner Engagement

- Kelly Parry continued the conversation with an update on the Georgia and Crisis Access Line’s (GCAL) ongoing collaboration with the Georgia Poison Center (GPC). Kelly explained the process for connecting individuals calling GPC in a behavioral health crisis to 988/GCAL when appropriate. The collaboration between these organizations will help manage calls involving a behavioral health crisis to further support connecting individuals with behavioral health resources.
- Following Kelly’s report, Debra Martin, DBHDD’s 988 Community Liaison presented an update on the 988-community engagement and outreach efforts. Debra highlighted ongoing initiatives and outlined strategies for sustained engagement with the general public and specific populations in line with SAMHSA’s framework.

For further information and details for upcoming events with DBHDD’s 988 Community Liaison please contact Debra Martin at debra.martin1@dbhdd.ga.gov.

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Agenda Item 5: 2024 988 Communications Initiatives

- Brian Tolleson from Lexicon Strategies delivered a brief synopsis of the communications initiatives underway in 2024. Brian began with the #86TheStigma campaign and the partnership with the Georgia Restaurant Association and the Giving Kitchen. An objective of this partnership is to bolster awareness of the 988 Suicide and Crisis Lifeline among individuals in the food service industry.

Brian also shared two short video clips from [Georgia's First Lady Kemp](#) and the GA Recovers that all stakeholders have access to at 988.org/ga.recovers.

Brian proceeded to highlight the 988Communications Reach Tracker, offering an overarching view of communication projects and ongoing initiatives for the year. Brian provided two website links accessible to the stakeholders to view free downloadable handouts and helpful resources to support their messaging efforts. Websites listed below:

- 988ga.org/resources
- 988ga.org/share988

Action Items

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

Workgroup Attendance

Member	Attended	Member	Attended
Abrem Ayana	No	Michael Claeys	Yes
Aleisha Rucker-Wright	Yes	Michael Johnson	No
Ann Hernandez	Yes	Pat Strode	No
Charles Dansby	No	Selina Evans	Yes
Chelsea Piatt	Yes	Shandel Graham	No
Chief Butch Ayers	No	Shaynee Hogges	No
Chief Michael Yarbrough	No	Sheriff Gary Sisk	Yes
Chris Johnson	Yes	Sheriff Terry Norris	No
Cody Whitlock	No	Sue Smith	Yes
Daria Chrysochoose	No	Victoria Williams	No
Dr. Daniel Salinas	No	Wendy Farmer	No
Dr. Hugh Myrick	No	Shandel Graham	No
Amy Ramsey	Yes	Katie Cossette	Yes
Fabio VanDer Merwe	No	Kim Jones	No

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Glyn Corbitt	No	Laurisa Barthen	Yes
Greg Whitaker	Yes	Laurisa Guerrero	No
Heather James	No	Lieutenant Barry	No
Jesse Hambrick	Yes	Megan Gleason	Yes
Jessica Foust	No	Melanie Dallas	Yes
Kennedy Reid	Yes	Gayathri Yadav Paidymanu	Yes
Ethan Haynes	Yes	Toyia Mather	Yes
Brittany Sweatman	Yes	Brian Tolleson	Yes
Anne Hernandez	Yes	Lori Geary	Yes

DBHDD Attendance			
<i>Representative</i>	<i>Attended</i>	<i>Representative</i>	<i>Attended</i>
Adrian Johnson	Yes	Katherine Schiller	No
Anna Bourque	No	Kelly Parry	Yes
Jennifer Dunn	Yes	Kennedy Dickerson	No
Brandon Kenney	Yes	Mahogany Ellis	Yes
Brenda Cibulas	Yes	Melissa Sperbeck	No
Brenda Woodard	No	Michael Polacek	No
Chavis Paulk	No	Monica Patel	No
Chelsee Nabritt	No	Patryk Bielecki	No
Christopher Hamilton	Yes	Peter Baker	No
Dawn Peel	Yes	Rachael Holloman	No
Debra Martin	Yes	Sheree Ralston	No
Wendy Tiegreen	Yes	Virginia Sizemore	No
Kaleb McMichen	No		