

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 Community Partners
Workgroup

October 27, 2022



Agenda

- 1** Introduction of guest speaker
- 2** Brief update on 9-8-8 rollout
- 3** Community Partners feedback and responses
- 4** Questions and group discussion
- 5** Next steps

Meet Today's Speaker



Darlene Lynch

Head of External Relations Center for Victims of Torture
Immigrants and Refugees

The Center for Victims of Torture works toward a future in which torture ceases to exist and its victims have hope for a new life. CVT is an international nonprofit dedicated to healing survivors of torture and violent conflict. CVT provides direct care for those who have been tortured, trains partners around the world who can prevent and treat torture, and advocates for human rights and an end to torture.

9-8-8 Suicide & Crisis Lifeline Overview

The federal 9-8-8 law requires Georgia to enhance the current system's ability to respond to those experiencing a behavioral health crisis by providing:



Someone to Call

- Crisis calls via 9-8-8 and 800-715-4225 (GCAL)
- Available 24/7 for calls, text and chat
- Peer-run warm lines offering callers emotional support, staffed by individuals who are in recovery themselves



Someone to Respond

- Mobile crisis available statewide
- Coordinate with 9-1-1/EMS as appropriate
- Outpatient community provider response



A Safe Place to Go for Crisis Care

- Crisis stabilization units
- Crisis service center
- Peer wellness respite
- Detox and Substance Use Disorder (SUD) treatment
- Inpatient beds
- Outpatient crisis

SAMHSA Five-year Vision for 9-8-8



2023



Horizon 1: Crisis Contact Centers

"Someone to call"

90%+ of all 9-8-8 contacts answered in-state by 2023.

2025



Horizon 2: Mobile Crisis Services

"Someone to respond"

80%+ of individuals have access to rapid crisis response by 2025.

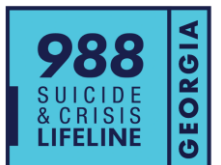
2027



Horizon 3: Stabilization Services

"A safe place to go for crisis care"

80%+ of individuals have access to community-based crisis care by 2027.

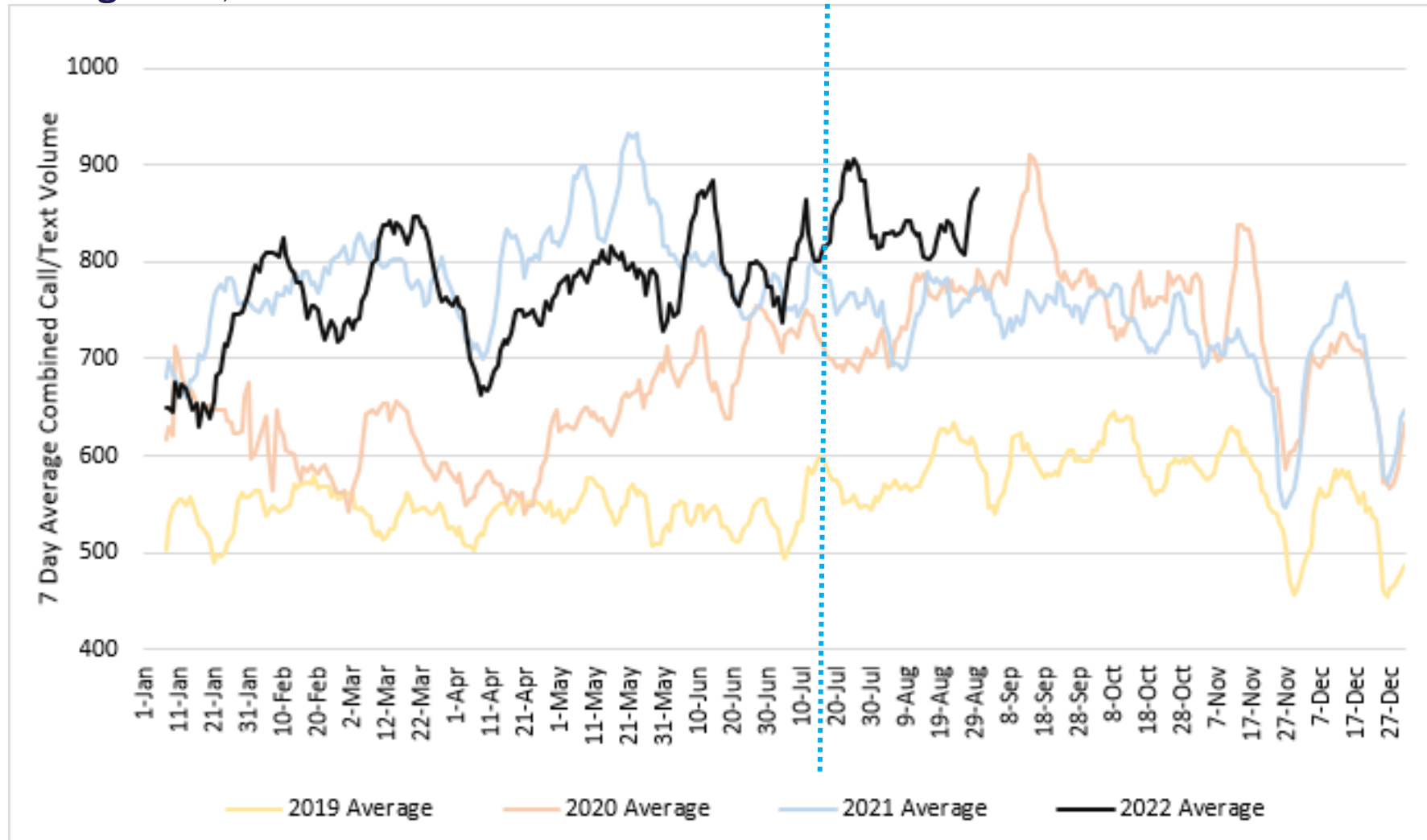




Weekly Average Volume

Total Calls, Texts, Chats Received, Year Over Year
January 2019 – August 29, 2022

Source: Georgia Crisis and Access Line



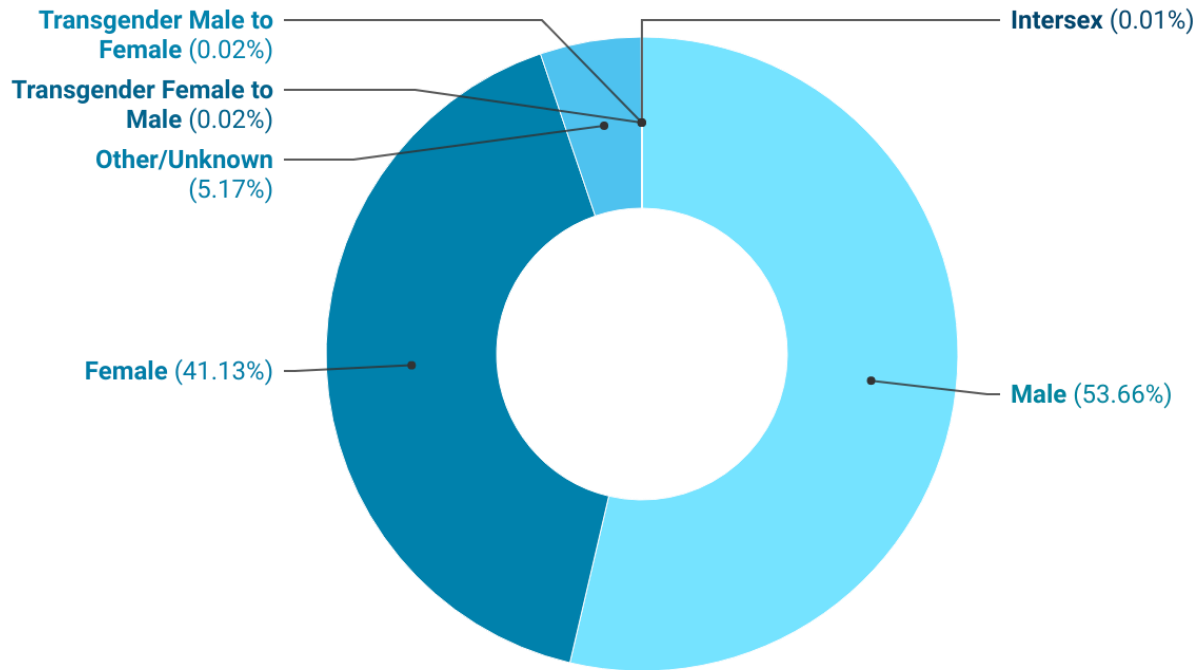


Crisis Episodes by Gender

First 30 Days of the 9-8-8 Rollout

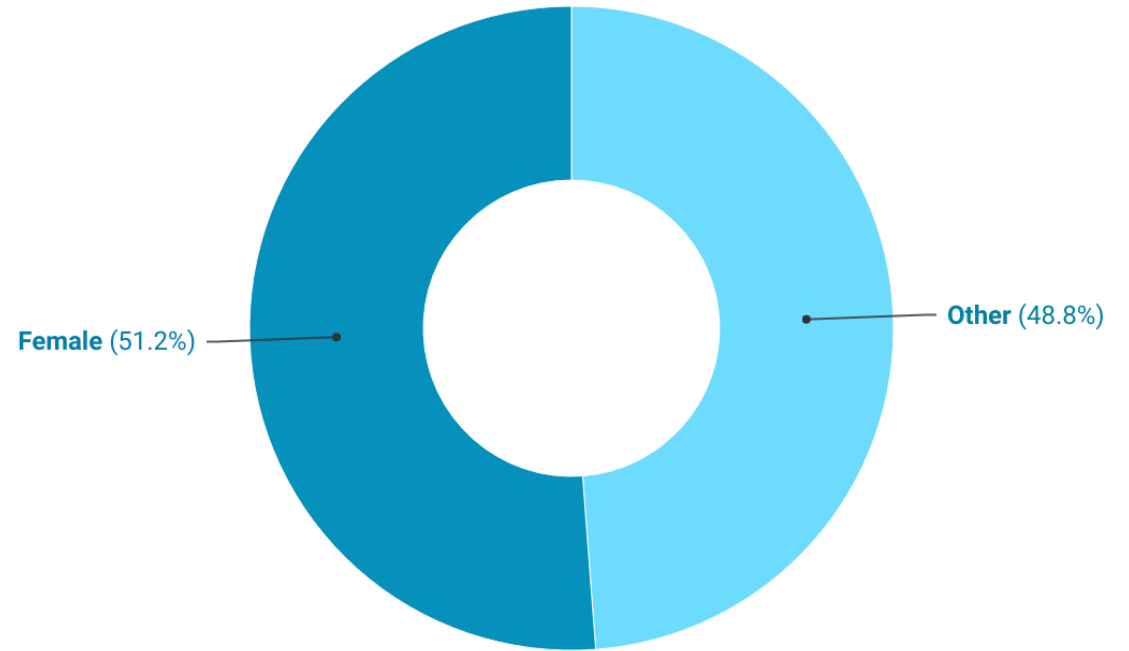
July 16 – August 14

*preliminary data



Source: Georgia Crisis and Access Line

2020 Georgia Census



Source: <https://www.census.gov/quickfacts/GA>



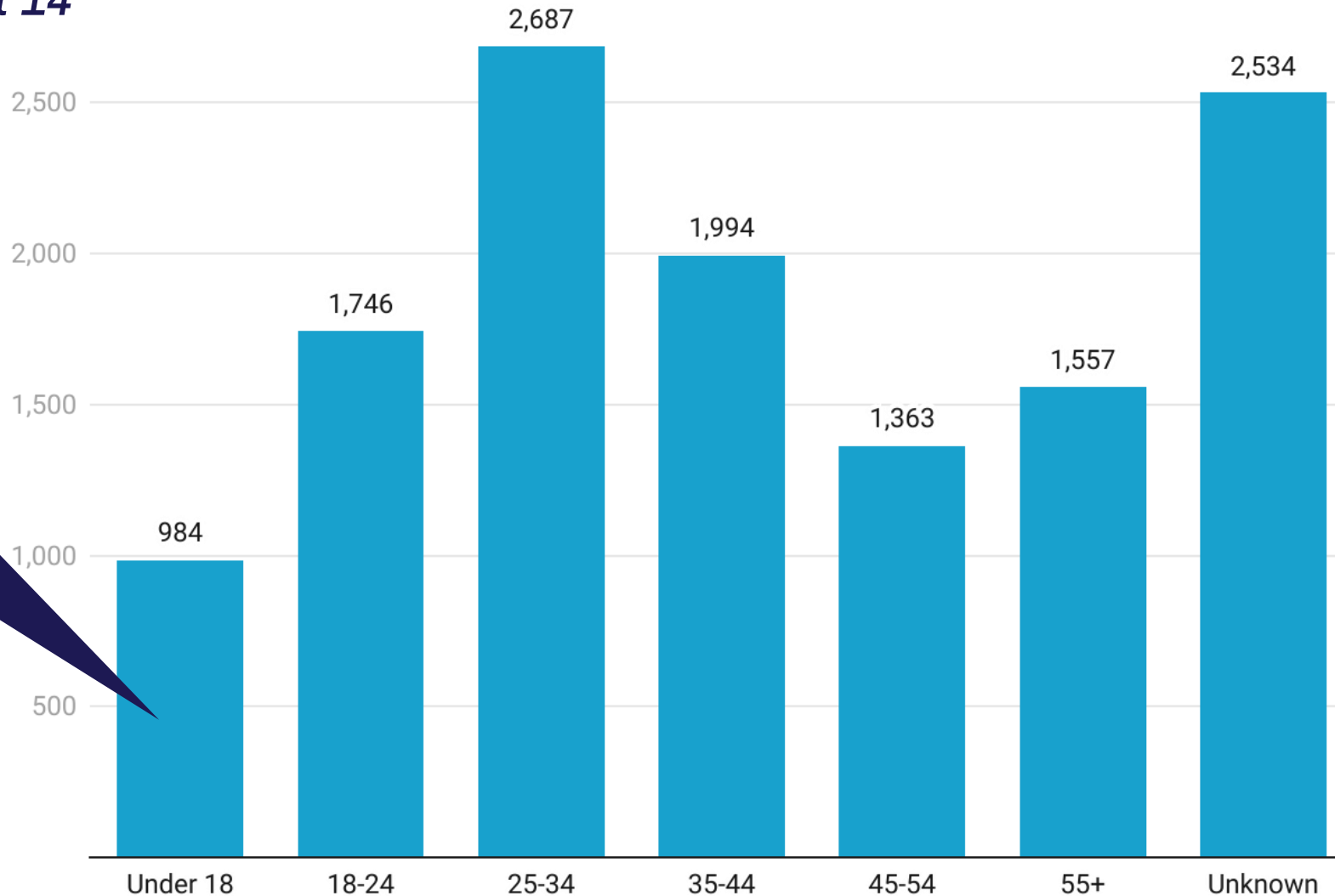
Source: Georgia Crisis and Access Line

Crisis Episodes by Age

30 Days since the 9-8-8 Rollout Began

July 16 – August 14

*preliminary data



9.5%
of episodes were
for youth under
18

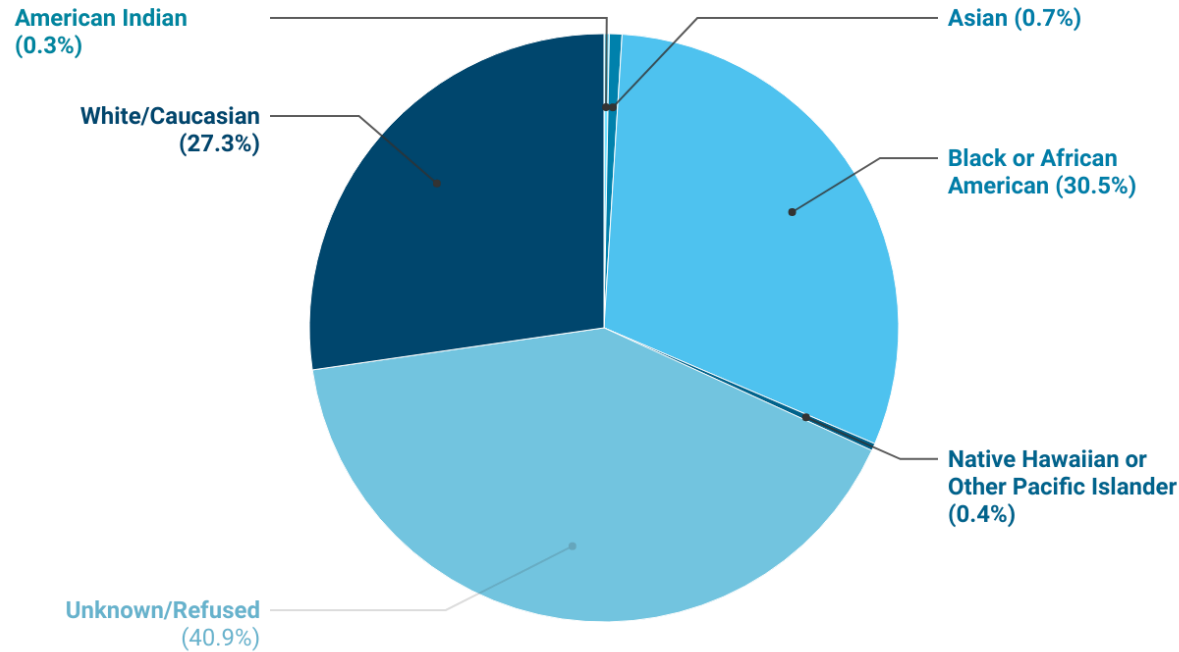


Crisis Episodes by Race

First 30 Days of the 9-8-8 Rollout

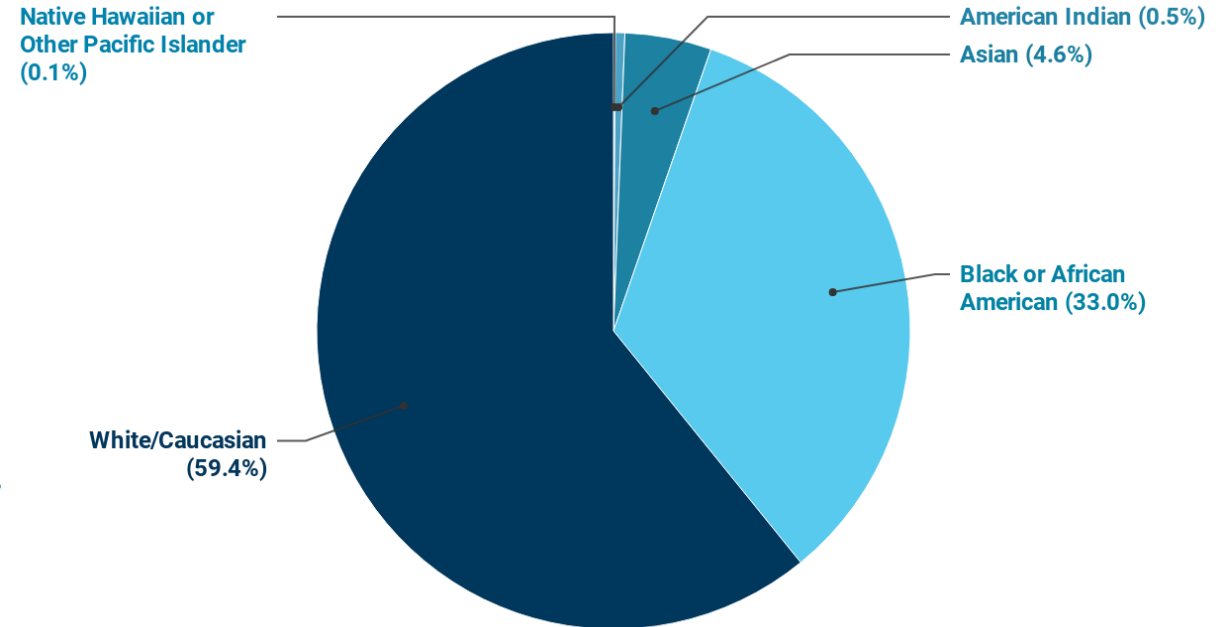
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Source: Georgia Crisis and Access Line

Georgia 2020 Census



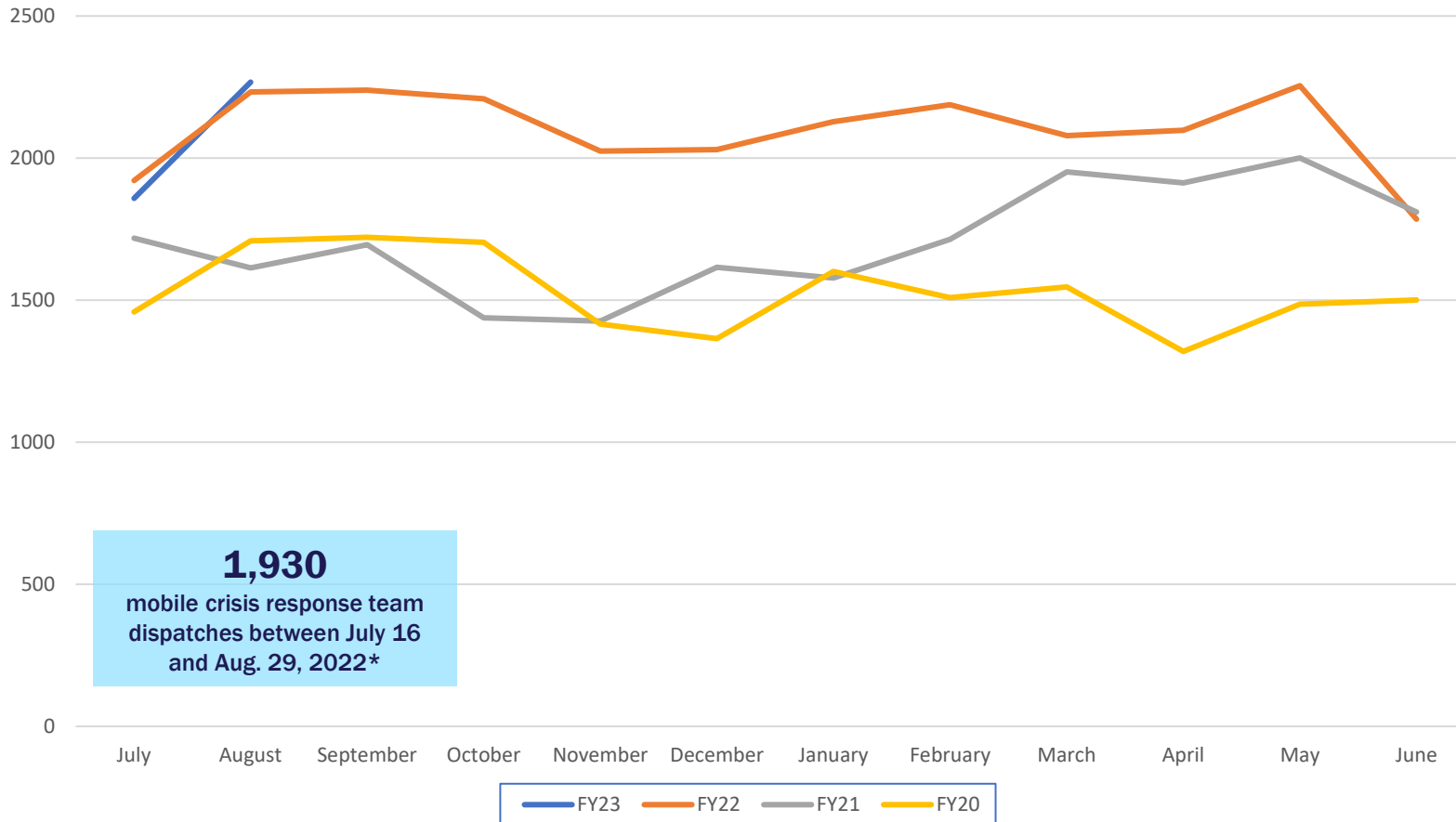
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Key Trends to Watch:

Mobile Crisis Response Team Dispatches

Mobile Crisis Response Team Dispatches
FY20–FY23 (to Aug. 31)



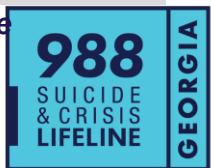
37%

Increase in mobile crisis response team dispatches since FY20

Mobile crisis is dispatched when there is a need for on-site crisis management. Services include assessment, de-escalation, consultation and referral to inpatient or outpatient services.

With the 9-8-8 rollout, demand for mobile crisis services is expected to increase by 176 percent.**

Source: Georgia Crisis and Access Line



*Preliminary data

** Projections for the first year of 9-8-8 conducted by Vibrant Emotional Health in April 2021



Key Trends to Watch:

Community Crisis Referrals

4,172

Community crisis bed referrals,
first 30 days of 9-8-8 rollout*.

*Preliminary data

Community crisis bed admissions are projected to increase by **105%** in the first year of 9-8-8 implementation** at a time when national nursing shortages are at their peak.

Georgia relies on a **network of public and private providers** to support the short-term, inpatient psychiatric needs of residents in psychiatric crisis.

Serving individuals in the least restrictive environment remains a priority, but **Georgia would need to double its community crisis bed capacity** to meet the projected demand.

Nurses are central to community crisis care and ensuring local providers can staff existing bed capacity is paramount to serving Georgians who are most in need of psychiatric support.

Source: *Georgia Crisis and Access Line*

**Projections for the first year of 9-8-8 conducted by Vibrant Emotional Health in April 2021.

Feedback Loops

- Security?
- Confidentiality?
- Myths?
- Present at Conferences?
- Present at Association Events?



MESSAGING

Feedback Loops

Misconceptions and Common FAQs



What is the difference between 9-8-8 and 9-1-1?

Will Law Enforcement still be dispatched if I call 9-8-8?

Will individuals be involuntarily committed if someone dials 9-8-8?

Can I text 9-8-8?

Does 9-8-8 have geolocation capability?

Answers to more questions at faq.988ga.org



MESSAGING

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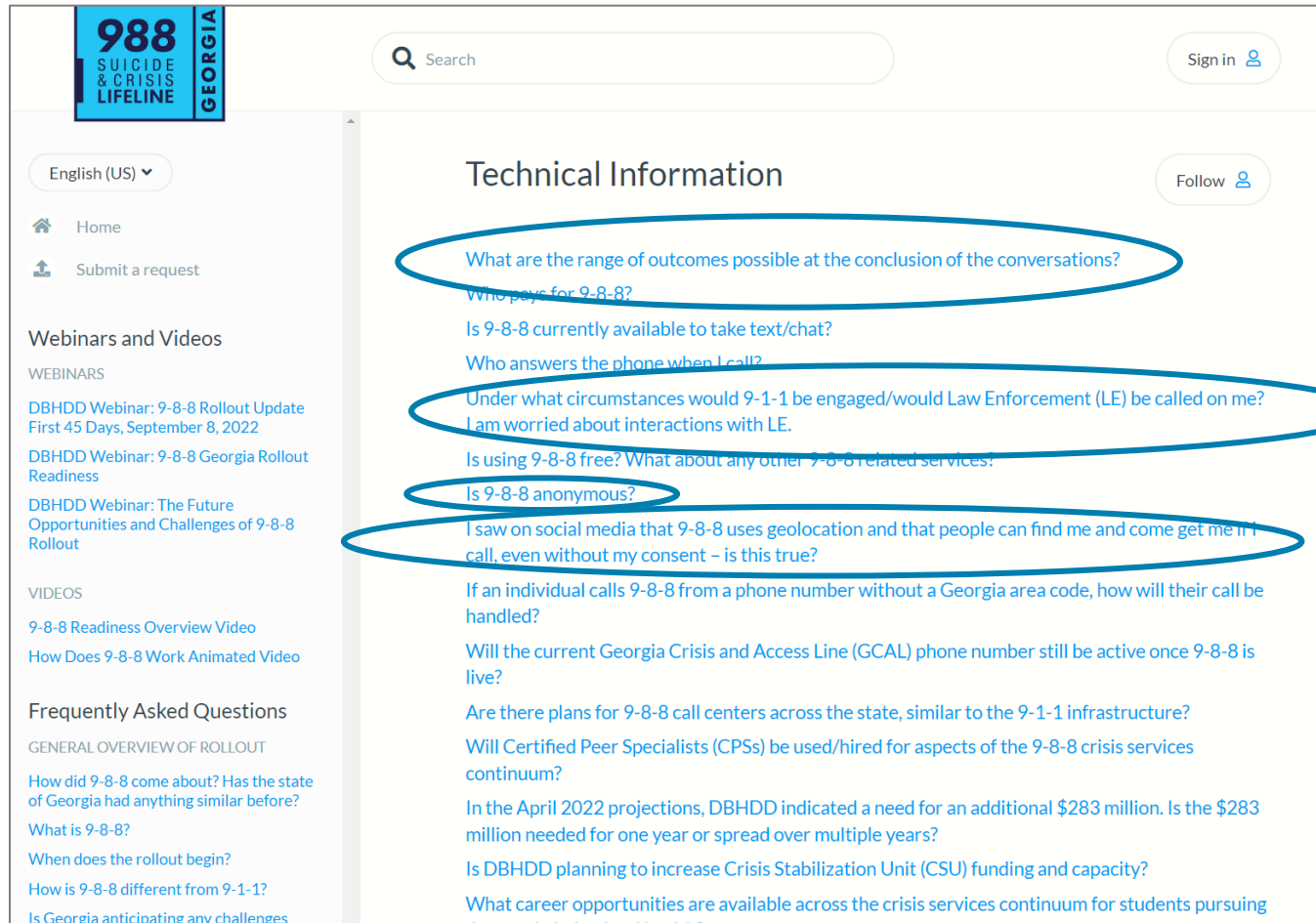
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Feedback Loops



988 SUICIDE & CRISIS LIFELINE GEORGIA

Search

Sign in

English (US)

Home

Submit a request

Technical Information

Follow

What are the range of outcomes possible at the conclusion of the conversations?

Who pays for 9-8-8?

Is 9-8-8 currently available to take text/chat?

Who answers the phone when I call?

Under what circumstances would 9-1-1 be engaged/would Law Enforcement (LE) be called on me? I am worried about interactions with LE.

Is using 9-8-8 free? What about any other 9-8-8 related services?

Is 9-8-8 anonymous?

I saw on social media that 9-8-8 uses geolocation and that people can find me and come get me if I call, even without my consent – is this true?

If an individual calls 9-8-8 from a phone number without a Georgia area code, how will their call be handled?

Will the current Georgia Crisis and Access Line (GCAL) phone number still be active once 9-8-8 is live?

Are there plans for 9-8-8 call centers across the state, similar to the 9-1-1 infrastructure?

Will Certified Peer Specialists (CPSs) be used/hired for aspects of the 9-8-8 crisis services continuum?

In the April 2022 projections, DBHDD indicated a need for an additional \$283 million. Is the \$283 million needed for one year or spread over multiple years?

Is DBHDD planning to increase Crisis Stabilization Unit (CSU) funding and capacity?

What career opportunities are available across the crisis services continuum for students pursuing...



MESSAGING

Feedback Loops

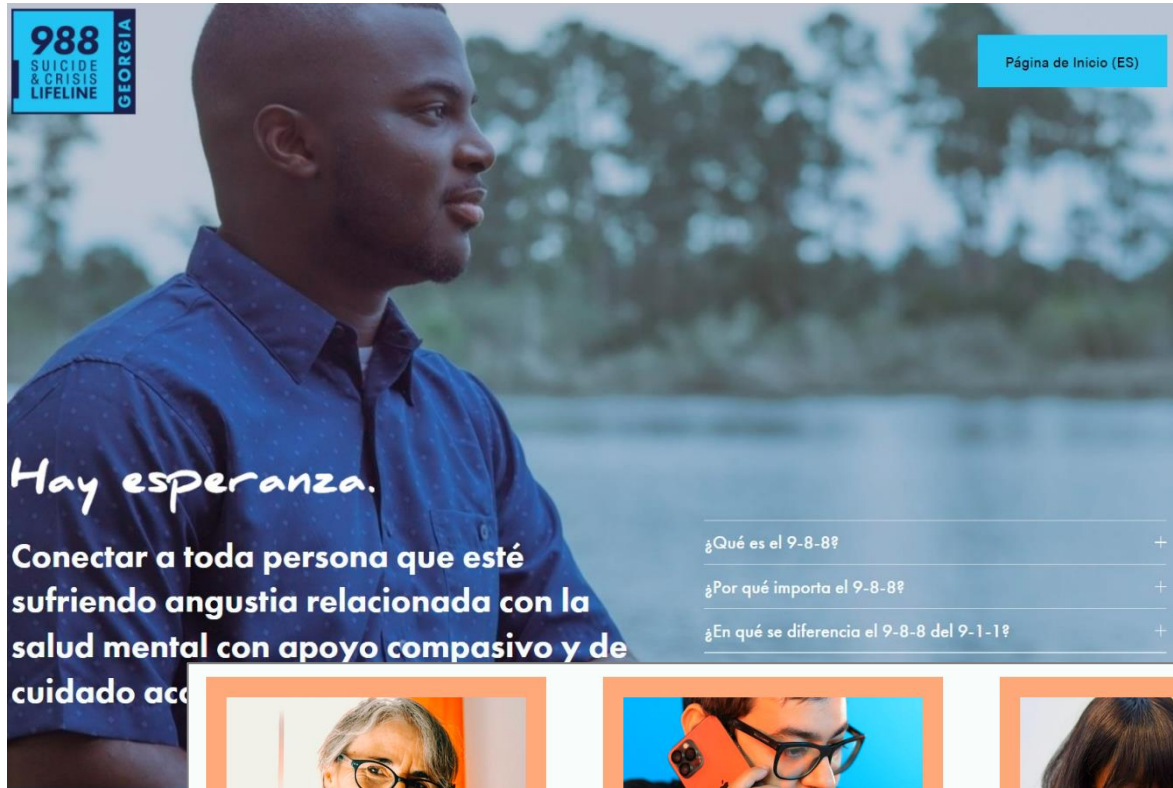
Presentations/Associations:


- Interagency Directors Team for Children's BH
- Parent/Youth Peer Specialists Continuing Education
- DBHDD BH Symposium
- Georgia Public Safety Training Center CIT Crisis Summit
- 45-Day Progress - Public Briefing
- 45-Day Progress – Legislators, Legislative Staff
- National Association of State MH Program Directors/National Research Institute
- Region 1 Crisis Continuum Meeting
- Faith-Based Leaders Luncheon
- Office of Health Strategy and Coordination
- Healthcare Georgia Foundation
- School Social Workers
- Georgia Emergency Response Coalition
- Sheriffs Association



MESSAGING


Feedback Loops






¿Cómo funciona el 9-8-8?

Haga clic aquí



¿Cuándo utilizar el 9-8-8?

Haga clic aquí



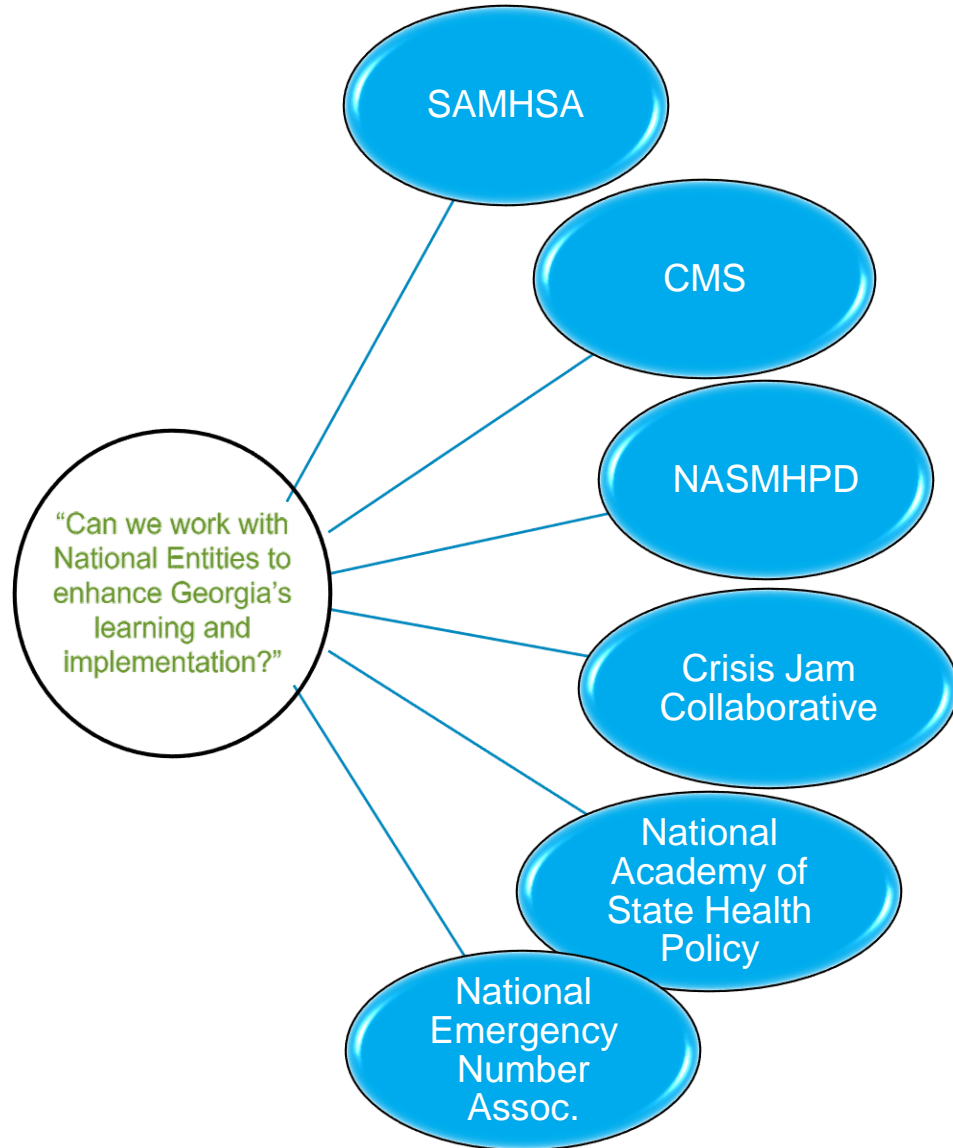
Más preguntas frecuentes (FAQs) y recursos

Haga clic aquí



ACCESS
EQUITY

Feedback Loops



COMMUNITY &
PARTNERSHIP
BUILDING

Questions?

A close-up photograph of a person's hands writing on a document. The person is wearing a light blue button-down shirt. They are holding a black and silver ballpoint pen in their right hand, which is positioned over the document. Their left hand is resting on the document to the right. The background is blurred, showing other people in a meeting or office setting. The overall lighting is soft and professional.

Next Steps

Would you be open to participating in session to provide input on marketing?

Would coordinating with a Community Partner liaison support further engagement?

Are there others you would like to nominate for the workgroup?

Be on the lookout for an upcoming survey about the workgroup