

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

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Georgia Department of Behavioral Health & Developmental Disabilities

9-8-8 Planning Coalition  
Meeting

January 20, 2022



# Agenda

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- 1 RESPECT Institute Speaker**
- 2 Introduce Dawn Peel, Director, Office of Crisis Coordination**
- 3 Provide overview of the Final 9-8-8 Planning Grant Report**
- 4 Review 9-8-8 planning and implementation timeline**





Welcome Toyia Mather and Aisha Northington  
RESPECT Institute



Welcome Dawn Peel  
Director, Office of Crisis Coordination



## Overview of Final 9-8-8 Planning Grant Report

As a requirement of Vibrant's 9-8-8 Planning Grant, DBHDD will be submitting a Final Implementation Plan on February 2, 2022. The report focuses on how Georgia will address 9-8-8 contacts and is structured around the following eight 9-8-8 planning and implementation considerations:

**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**

**Plan and implement marketing** for 9-8-8



## Core Area 1: Ensure Statewide 24/7 Coverage for 9-8-8 Calls, Chats, and Texts

### Planning Progress

- We administer the Georgia Crisis and Access Line (GCAL), which provides 24/7 coverage to calls from the National Suicide Prevention Lifeline (NSPL)
- We have statewide coverage for GCAL calls and text/chat, and will continue to support this coverage
- We will continue to work with our 9-1-1 and Law Enforcement partners to enable an integrated system across all stakeholders

### Work Ahead

- Ensure system meets current performance expectations (e.g., COVID impacts)
- Assess staffing needs (i.e., shortage and additional staffing) to support expanded call volume in preparation for 9-8-8
- Develop plans for statewide backup coverage after July 2024
- Continue the dialogue with Vibrant to understand steps needed to onboard to Vibrant's text/chat platform, PureConnect
- Continue to identify and address needs related to follow-up



## Core Area 2: Secure Adequate, Diversified, and Sustained Funding Streams for Lifeline Member Centers

### Planning Progress

- Developed cost projections based on the estimated impact of 9-8-8 to Georgia's current crisis system
- To cover additional funding needs related to projected volume, text/chat integration, and follow-up, we are considering financing strategies including Medicaid funding mechanisms, grant funds, the possibility of legislation to introduce a fee, and other federal and relief funds

### Work Ahead

- Continue to evaluate financing strategies for the crisis continuum, including the call center and community crisis intervention
- Monitor and respond to emerging federal funding mechanisms related to behavioral health crisis intervention



## Core Area 3: Expand and Sustain Center Capacity to Maintain Target In-State Answer Rates for Current and Projected Call, Text, Chat Volume

### Planning Progress

- GCAL Call Center workgroup is focused on planning and recommendations to expand current call center capacity to meet projected call volume
- DBHDD and BHL are collaborating to expand the potential staffing pool by amending the requirements related to staff at the call center
- DBHDD and GCAL are undergoing a process review to determine performance efficiencies

### Work Ahead

- Consider potential changes to staffing models, processes, and technologies to enable additional capacity
- Explore strategies to ensure target performance metrics are maintained
- Explore IT solutions to promote enhanced access

### Ongoing Coalition Engagement



- We are continuing to work with 9-1-1, law enforcement, and additional partners as needed to ensure 9-8-8 is fully operationalized
- We also plan to engage with partners to identify outstanding educational needs regarding 9-8-8





## Core Area 4: Support Crisis Centers in Meeting Lifeline's Operational Standards, Requirements, and Performance Metrics

### Planning Progress

- Partnering with GCAL to ensure performance guarantees are met by assessing staffing, process and technology needs now and once 9-8-8 is live
- Reviewed SAMHSA's proposed 9-8-8 Operational Readiness Criteria and started implementation for readiness

### Work Ahead

- Continue to monitor and respond to developments in staffing, process and technology needs to enhance call center performance
- Continue to identify technology and process needs to support the implementation and functioning of text/chat at DBHDD, GCAL, and Vibrant performance standards

Ongoing  
Coalition  
Engagement



- We will continue to engage members for input as we continue the dialogue with SAMHSA around 9-8-8 Operational Readiness Criteria



## Core Area 5: Convene a Coalition of Key Stakeholders to Advise on 9-8-8 Planning and Implementation

### Planning Progress

- The Coalition, comprised of stakeholders across Georgia, shares perspectives related to the crisis response system and helps project the needs of respective constituents
- To date, the Coalition has provided valuable input on:
  - Gaps, challenges and planning considerations related to Someone to Talk to, Someone to Respond, and Somewhere to Go
  - Planning considerations related to Recovery and the use of Certified Peer Specialists
  - Input on information and methods of communication to help educate stakeholders and the public on 9-8-8
  - Feedback related to the progress-to-date across the eight core areas of planning and implementation

### Ongoing Coalition Engagement



- We are continuing to engage coalition members in 9-8-8 planning workgroups to support the development of the implementation plan and prepare for go-live
- We will continue to hold virtual coalition sessions as needed to solicit feedback and share information
- In accordance with the law, continue to identify special populations to support 9-8-8 implementation



## Core Area 6: Maintain a Comprehensive, Updated Listing of Resources, Referrals, and Linkages; Plan for Expanded Services

### Planning Progress

- GCAL serves as a call hub and provides linkages to mobile crisis services, crisis stabilization units, outpatient services, DBHDD providers and warm lines
- Informal supports inventory has been created to be utilized by the call center

### Work Ahead

- Explore options for interoperability between GCAL's current systems and Vibrant's platform
- Look to engage nontraditional partners related to crisis intervention supports

### Ongoing Coalition Engagement



- We will continue to expand formal and informal resources through community collaboratives and liaisons
- We will continue to collaborate with 9-1-1 and other Law Enforcement partners to support linkages between 9-8-8 and 9-1-1



## Core Area 7: Ensure All State Centers Can Provide Best Practice Follow-Up to 9-8-8 Callers/Texters/Chatters

### Planning Progress

- Assessing current follow-up services provided across our crisis system, and are developing projections for expanded need for follow-up services and outbound calls

### Work Ahead

- Once federal follow-up expectations are published, we will collaborate with providers to ensure follow-up requirements are met for callers, texters, and chatters, including the consideration of what follow-up services are needed when an individual does not receive mobile crisis or crisis stabilization services

Ongoing  
Coalition  
Engagement



- We will continue to solicit feedback from the Coalition regarding follow-up and collaborate as needed to implement any new follow-up requirements for callers, texters, and chatters





## Core Area 8: Plan and Implement Marketing for 9-8-8 in Your State

### Planning Progress

- Developed a stakeholder and communications plan, and continue to prepare communications to educate stakeholders about 9-8-8
- Some of the communications items developed and published to spread awareness of 9-8-8 to internal stakeholders include: a press release, a 9-8-8 one pager, a 9-8-8 section on DBHDD's website and an initial provider communication

### Work Ahead

- Identify stakeholder groups and target populations, including LGBTQ+ youth, rural residents, Veterans, Deaf and region-specific communities, and collaborate with offices and advocacy groups to understand their needs
- Identify methods of communications relevant to various stakeholder groups and plan to develop and disseminate communications when appropriate
- Continue to monitor guidance from SAMSHA on the messaging and marketing of 9-8-8 to the public

Ongoing  
Coalition  
Engagement



- We will continue working with the Coalition to identify what communications and information would be helpful to their organizations and their constituents

## Additional Areas of Planning



### Someone to Respond

- Developed projections for increase in mobile crisis dispatches based on the anticipated volume of calls
- Collaborating with mobile crisis services providers to identify additional staffing and training needs to support additional volume
- Considering changes to current staffing models, processes and technology to gain efficiencies as volume increases



### Somewhere to Go

- Established preliminary plans to expand crisis system capacity through conversions of existing CSUs to purpose-built BHCCs, as well as new construction of BHCCs and child and adolescent CSUs
- Collaborating with providers to identify needs to support additional staffing and training

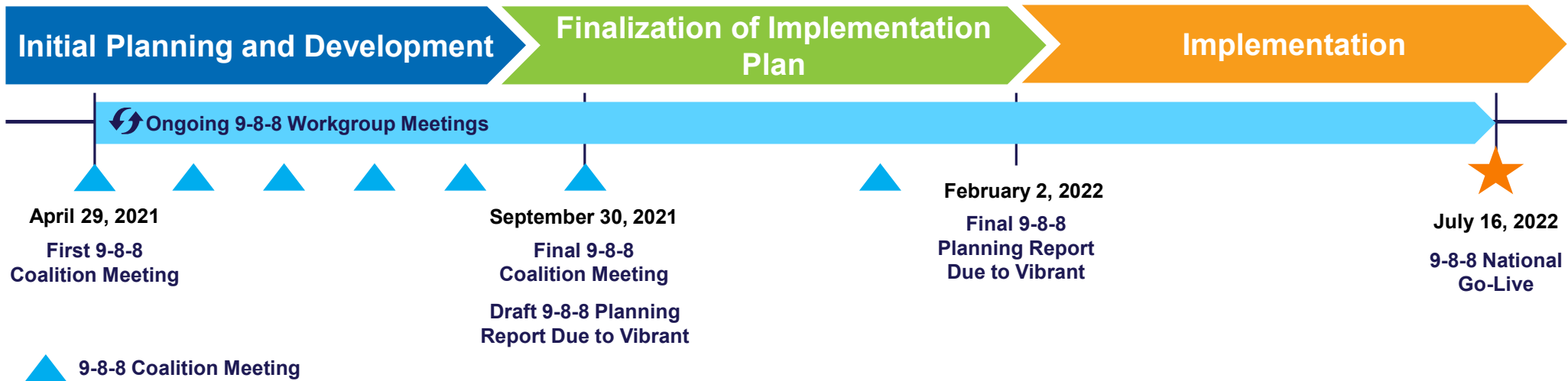
# Next Steps

9-8-8 Planning and Implementation Timeline



# 9-8-8 Timeline

## 9-8-8 Planning and Implementation Timeline



### Future collaboration

- Continue to engage members in workgroup meetings (e.g., 9-1-1 and GCAL Call Center workgroup)
- Engage members in discussions to obtain feedback on implementation plans
- Collect member input to craft effective 9-8-8 messaging and communications



# Questions?

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## Georgia 9-8-8 Contacts

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