


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

	<b>Meeting</b>	988 Community Partners Virtual Session
	<b>Time</b>	1:00 PM – 2:00 PM EST
	<b>Date</b>	February 22, 2024
	<b>Location</b>	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:**

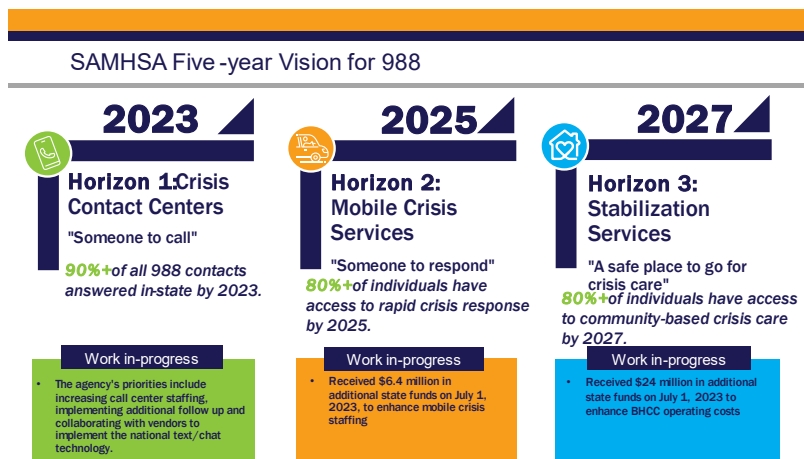
- Dawn Peel opened the meeting with a welcome and shared the agenda for the session with the group.

**Agenda Item 1: Respect Institute Speaker**

- Toyia Mather, introduced the 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](mailto: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](https://988.org/ga.recovers).

Brian proceeded to highlight the 988 Communications 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](https://988ga.org/resources)
- [988ga.org/share988](https://988ga.org/share988)

**Menti Q&A**

- What questions do you or your communities have about 988?

- Is the referral process on the website I could refer our team to?

**Answer:** Please use 988ga.org for all inquiries. If you have additional questions, please use the question portal on the website.

- How many referrals are able to get a bed, intake, etc.?

**Answer:** We appreciate your inquiry in reference to referrals and access to beds in our crisis continuum. When individuals access our crisis system in need of services, referrals can be made to a variety of settings including Crisis Stabilization Units and State Contracted Beds. Additional data analysis would need to be conducted to provide the number of referrals across the various areas of our complex system.

- How can I get 988 bracelets and other health fair type material?

**Answer:** You can access 988 resources using the following link [store.samhsa.gov](https://store.samhsa.gov). The SAMHSA link has stickers, posters, and wallet cards. Currently, we do not have funding for health fair type swag for 988.

- Are there really staff there when I need it?

**Answer:** Our providers are working hard to staff open positions for our crisis services. They are making progress in filling open positions to provide crisis services as efficiently as possible.

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- Is data about call volumes available at a more local level than state like district or county?

**Answer:** 988 data can be found on the 988ga.org/data. DBHDD publishes episodes by county monthly. Call data is not available on a county-by-county basis due to the lack of geolocation currently.

**Action Items**

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

**Workgroup Attendance**

Member	Attended	Member	Attended
Barbara Lattimore	No	Patty McCarthy	No
Bayley Mays	No	Riley Kirkpatrick	No
Beverly Ragland	No	Selima Morrow	No
Bryn Murphy	No	Shamsun Nahar	No
Calandra Ferguson	Yes	Shane Harris	No
Captain John Gary	No	Stacy Fialkow	No
Charlene Flagg	No	Tony Sanchez	No
Cheron Crouch	Yes	Veda Brooks	No
Chief John Letteney	No	Vera Golden	No
Chuck Simmons	No	Kennedy Reid	Yes
Dan Arnold	No	Gayathri Yadav Paidymanu	Yes
Darlene Lynch	No	Ethan Haynes	Yes
Dimple Desai	No	Blair Ingram	Yes
Diana Mason	No	Jessica Dent	Yes
Dr. Pierluigi Mancini	No	Brian Tolleson	Yes
Dr. Tiffany Taylor	No	Lori Geary	Yes
Eve Byrd	No	Olivia @ Access point	Yes
Fabricia Prado	No	Latonya Tripp-Dinkins	No
Janikquo Cutno	No	Lorenzo P. Lewis	No
Jay Hughs	No	Malik Brown	No
Jerry Lewis Jr.	Yes	Marci Tribble	No

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John Bringuel	Yes	Bayley Mays	No
Katlin Banfill	No	Melissa Haberen DeWolf	No
Kim Dyke	No	Michael Mumper	No
Kristen Petillo	No	Patrick Kasele	No
Lacy Till	Yes	La'shawn Dudley	No

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