

# Behavioral Health Coordinating Council Meeting

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**BE D·B·H·D·D**

Georgia Department of Behavioral Health & Developmental Disabilities

September 28, 2022



# Agenda

Roll Call

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Call to Order

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9-8-8 Update

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Next Meeting Date

# Roll Call

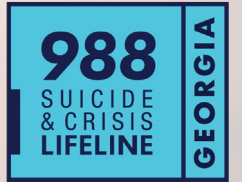
David Sofferin

Director, Public Affairs

Call to Order

Judy Fitzgerald  
Commissioner

# 9-8-8 Rollout Update



**BE D·B·H·D·D**

Georgia Department of Behavioral Health & Developmental Disabilities

**Commissioner Judy Fitzgerald  
& Georgia's 9-8-8 Steering Team  
September 28, 2022**



# 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.

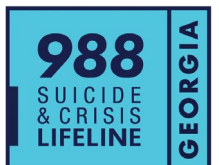
**2027**



## Horizon 3: Stabilization Services

"A safe place to go for crisis care"

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



# The First 45 Days of the 9-8-8 Rollout

9-8-8 calls are being answered in 7.4 seconds on average, and 97 percent are being answered in-state.

Georgia's rural counties had the highest prevalence for crisis calls in the first 30 days of 9-8-8.

In the first 45 days of the 9-8-8 rollout, 476 calls resulted in active rescues of individuals whose lives were believed to be in danger.

~10% of calls were for youth under the age of 18.

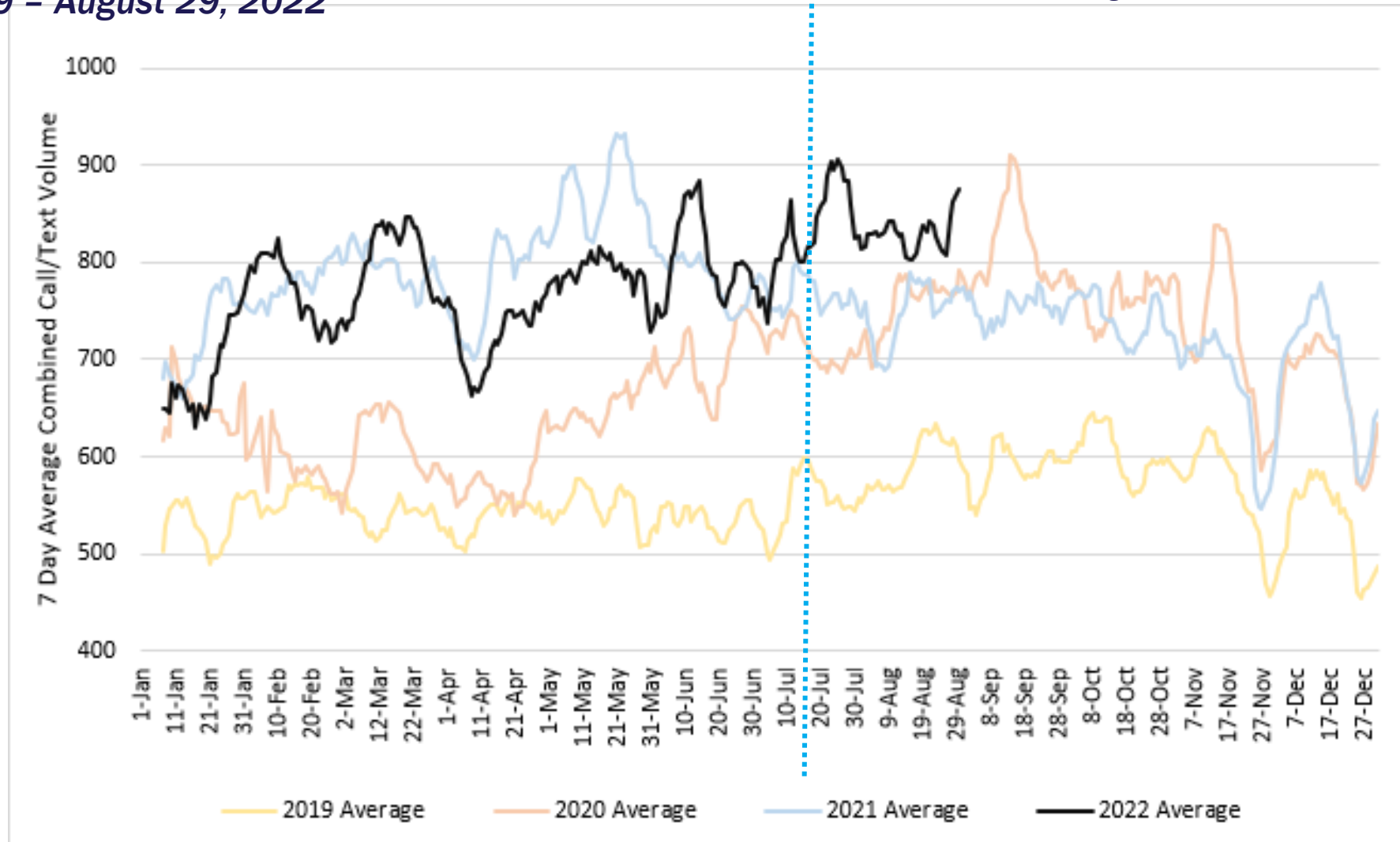




# Weekly Average Volume

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

Source: Georgia Crisis and Access Line





# Crisis Calls: Performance

First 45 Days of the 9-8-8 Rollout

July 16 – August 29

\*preliminary data

## Georgia's 9-8-8 Average Speed to Answer, Answer Rate Above National Standard

9-8-8 Average Speed to Answer	Total Average Speed to Answer	9-8-8 Answer Rate	Total Answer Rate
7.4 Seconds	14.8 Seconds	96.90%	97.72%

Source: Georgia Crisis and Access Line



# Total Calls

First 45 Days of the 9-8-8 Rollout

July 16 – August 29

\*preliminary data

July 16 – August 29, 2021

**32,843**

Georgia calls, texts, chats received in the same time period in 2021.

July 16 – August 29, 2022

**37,561**

Georgia calls, texts, chats received in the first 45 days of 9-8-8 rollout

**19.81%**

Of total calls from the National Suicide Prevention Lifeline (NSPL) in 2021.

**27.61%**

Of total calls from 9-8-8 (formerly, NSPL) in the first 45 days of the rollout.

Source: Georgia Crisis and Access Line



# Crisis Episodes

First 30 Days of the 9-8-8 Rollout

July 16 – August 14

\*preliminary data



Crisis episodes are calls that result in a service, whether that's over-the-phone counseling or referral to outpatient or a referral to the crisis continuum. Traditionally, about half of all calls result in an "episode."

30%



Someone to Call

- Warm call
- Outpatient referral
- Referral only
- Information only

24%



Someone to Respond

- Active rescue
- Mobile Crisis Team Response

46%



A Safe Place to Go for Crisis Care

- BHCC
- CSU
- Inpatient referral

Source: Georgia Crisis and Access Line

# Crisis Episodes by County

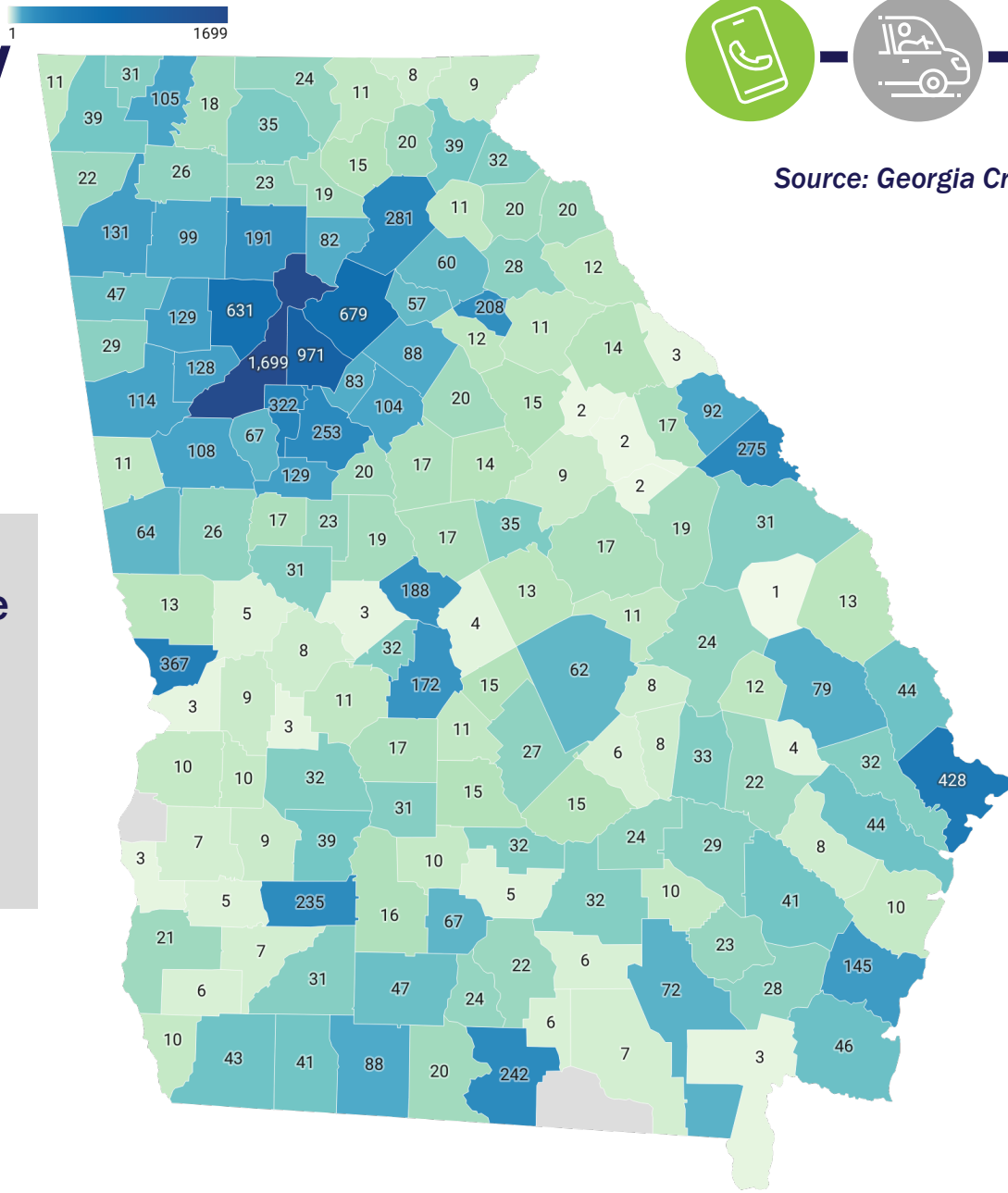
## Total Volume

First 30 Days of the 9-8-8 Rollout  
July 16 – August 14

\*preliminary data



Source: Georgia Crisis and Access Line



- Only two counties—Quitman and Echols—had no crisis line calls in the 30 days following the rollout of 9-8-8.
- Approximately 10 percent of callers were from areas outside of Georgia.
- Another <10 percent of callers refuse to identify their location.



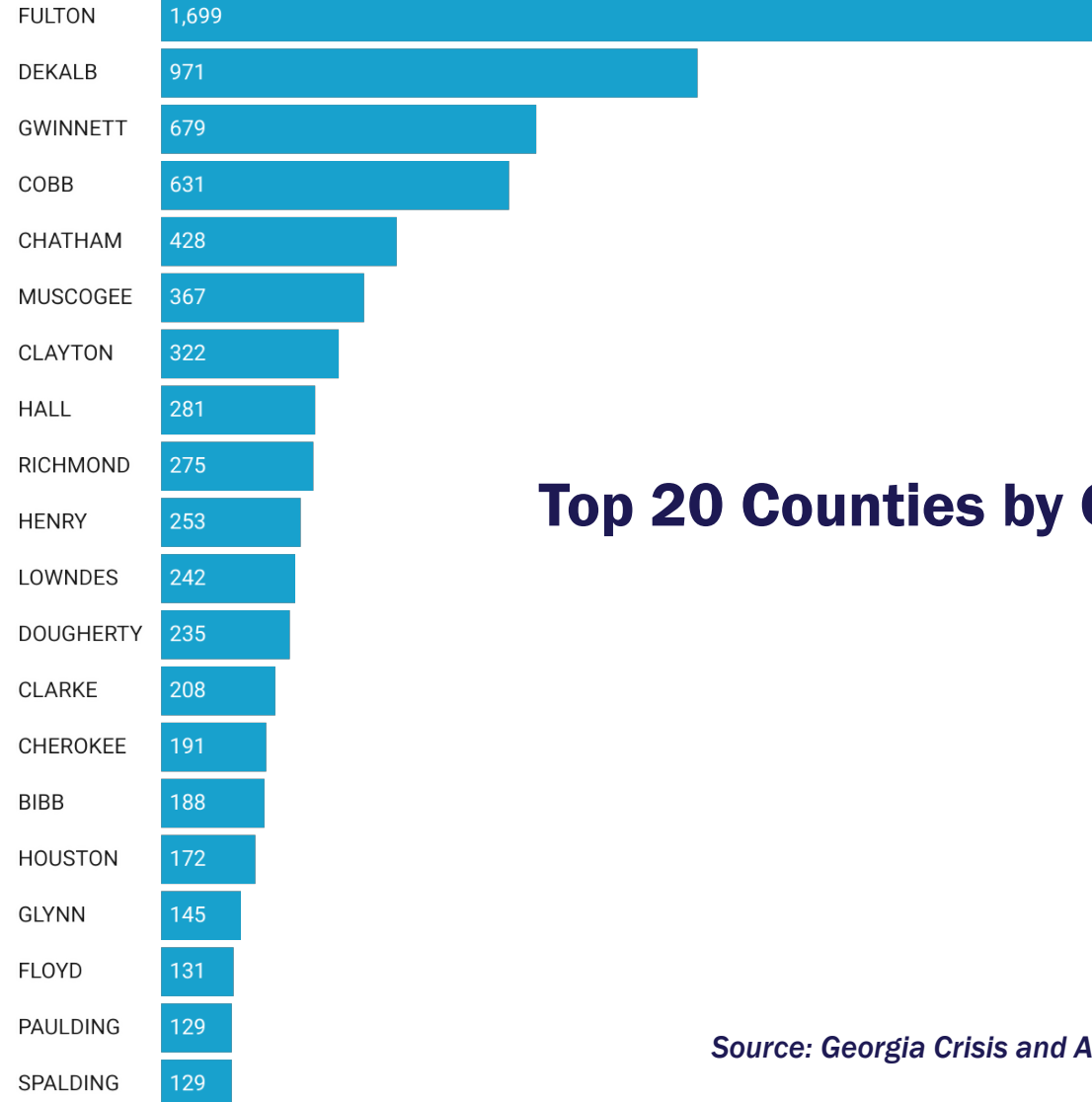
# Crisis Episodes by County

## Total Volume

First 30 Days of the 9-8-8 Rollout

*July 16 – August 14*

\*preliminary data



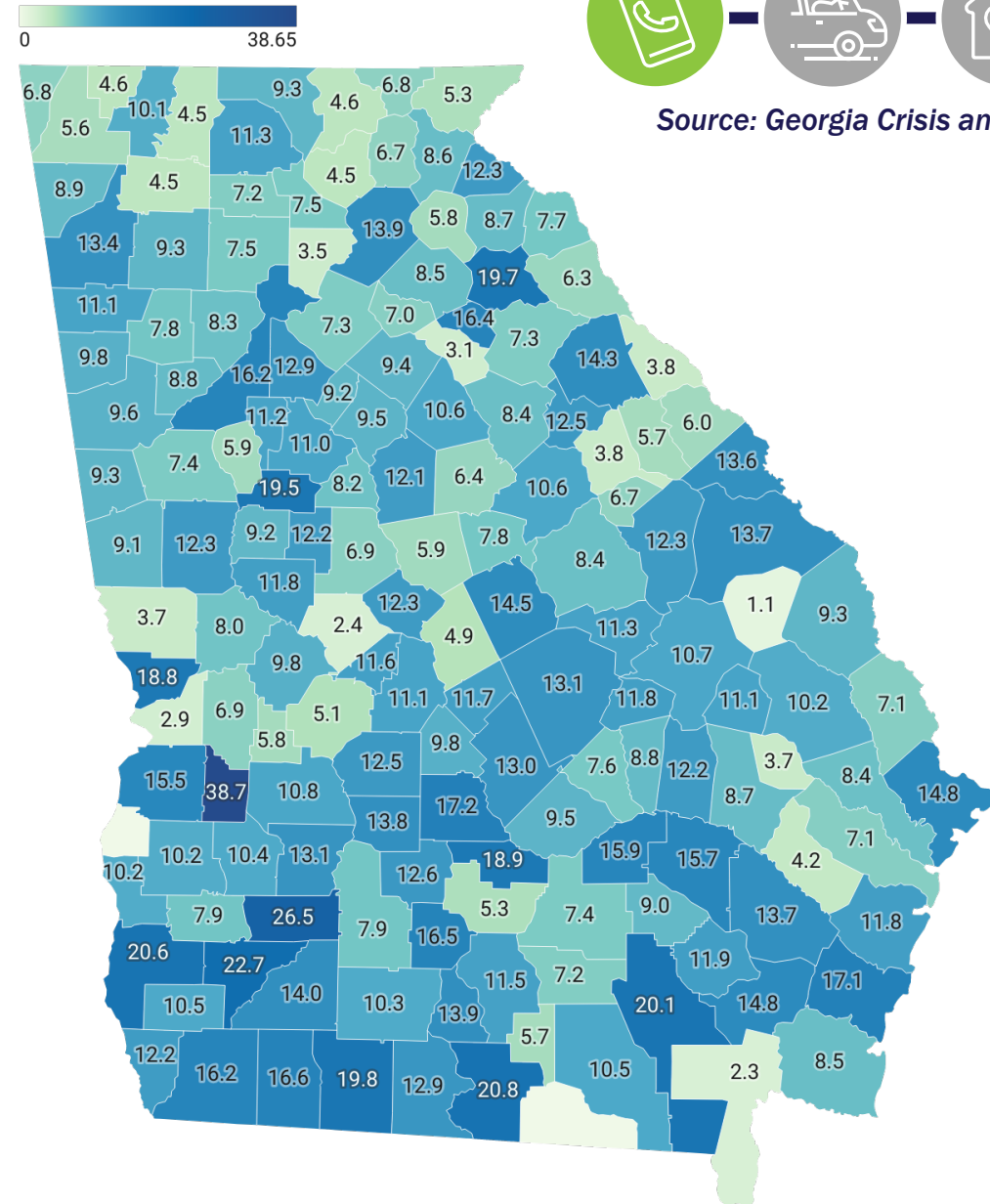
## Top 20 Counties by Call Volume

Source: Georgia Crisis and Access Line

# Crisis Episodes: Prevalence

First 30 Days of the 9-8-8 Rollout  
July 16 – August 14  
\*preliminary data

Number of calls per 10,000 residents, by county



# Crisis Episodes: Prevalence

First 30 Days of the 9-8-8 Rollout

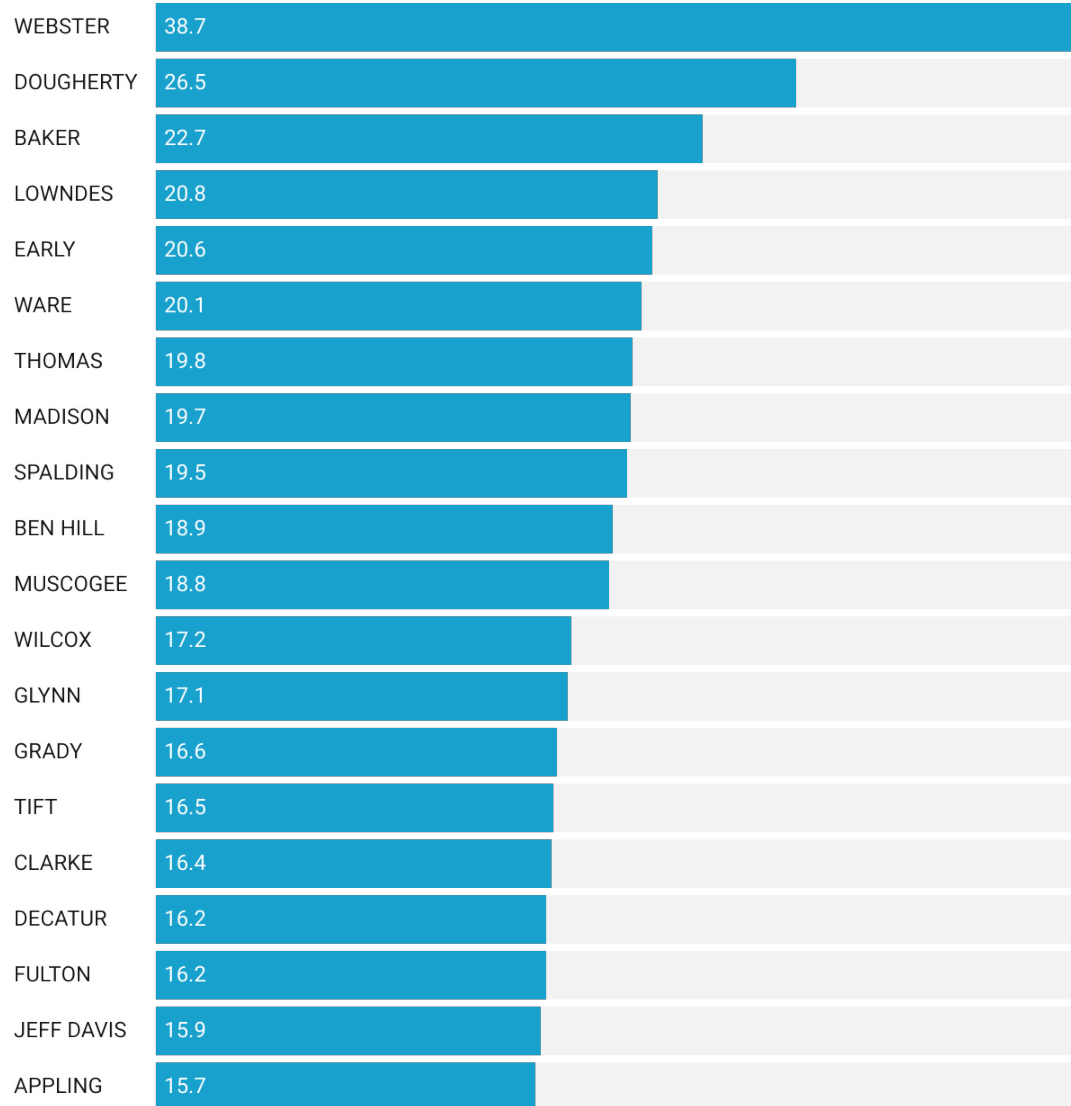
July 16 – August 14

\*preliminary data



## Number of calls per 10,000 residents

- Rural South Georgians reached out for mental health and substance use crisis support at higher rates than their urban counterparts.
- Webster County residents in rural Southwest Georgia reached out for crisis support at 2x the rate of Fulton County residents.



Source: Georgia Crisis and Access Line



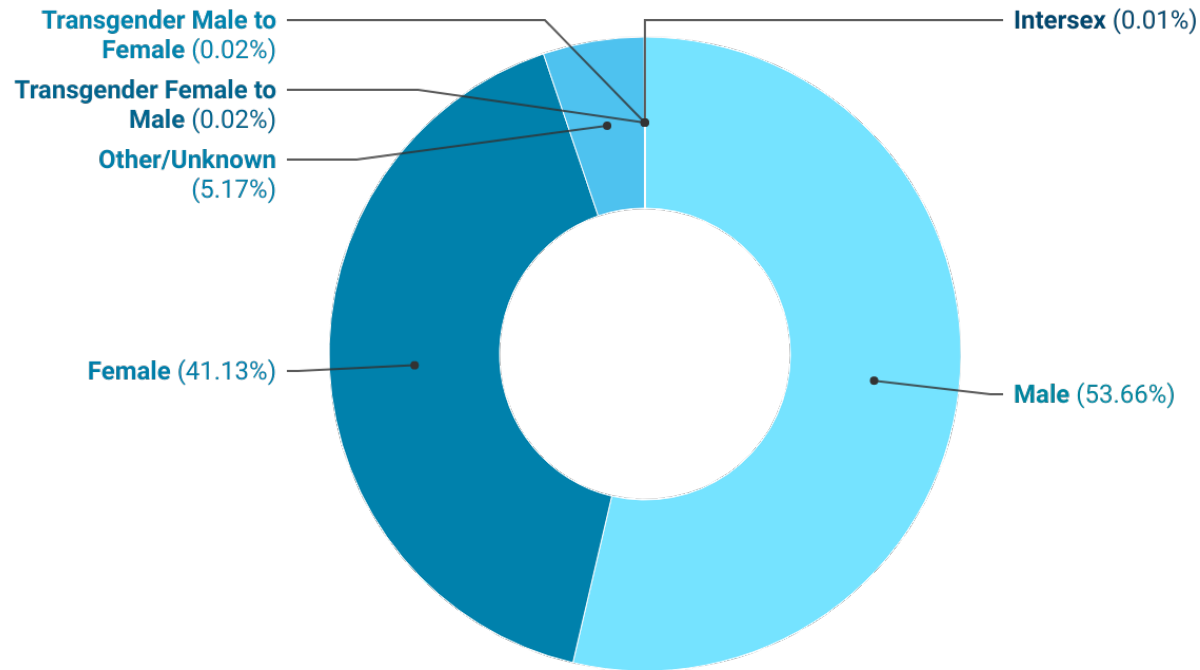


# Crisis Episodes by Gender

First 30 Days of the 9-8-8 Rollout

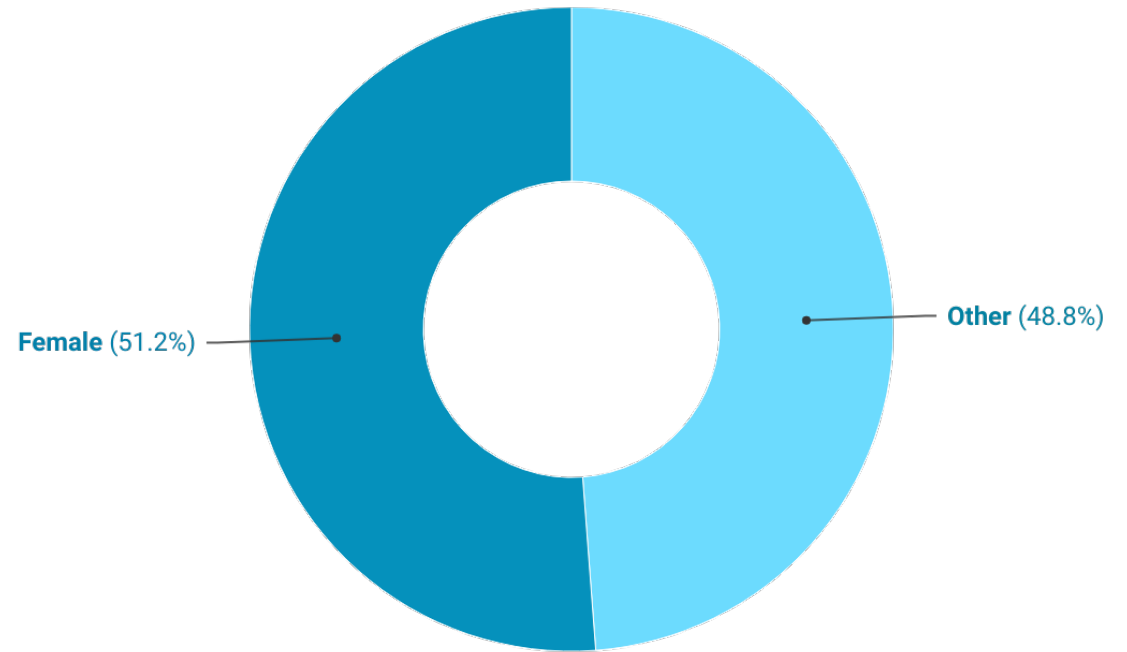
July 16 – August 14

\*preliminary data



Source: Georgia Crisis and Access Line

## 2020 Georgia Census



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



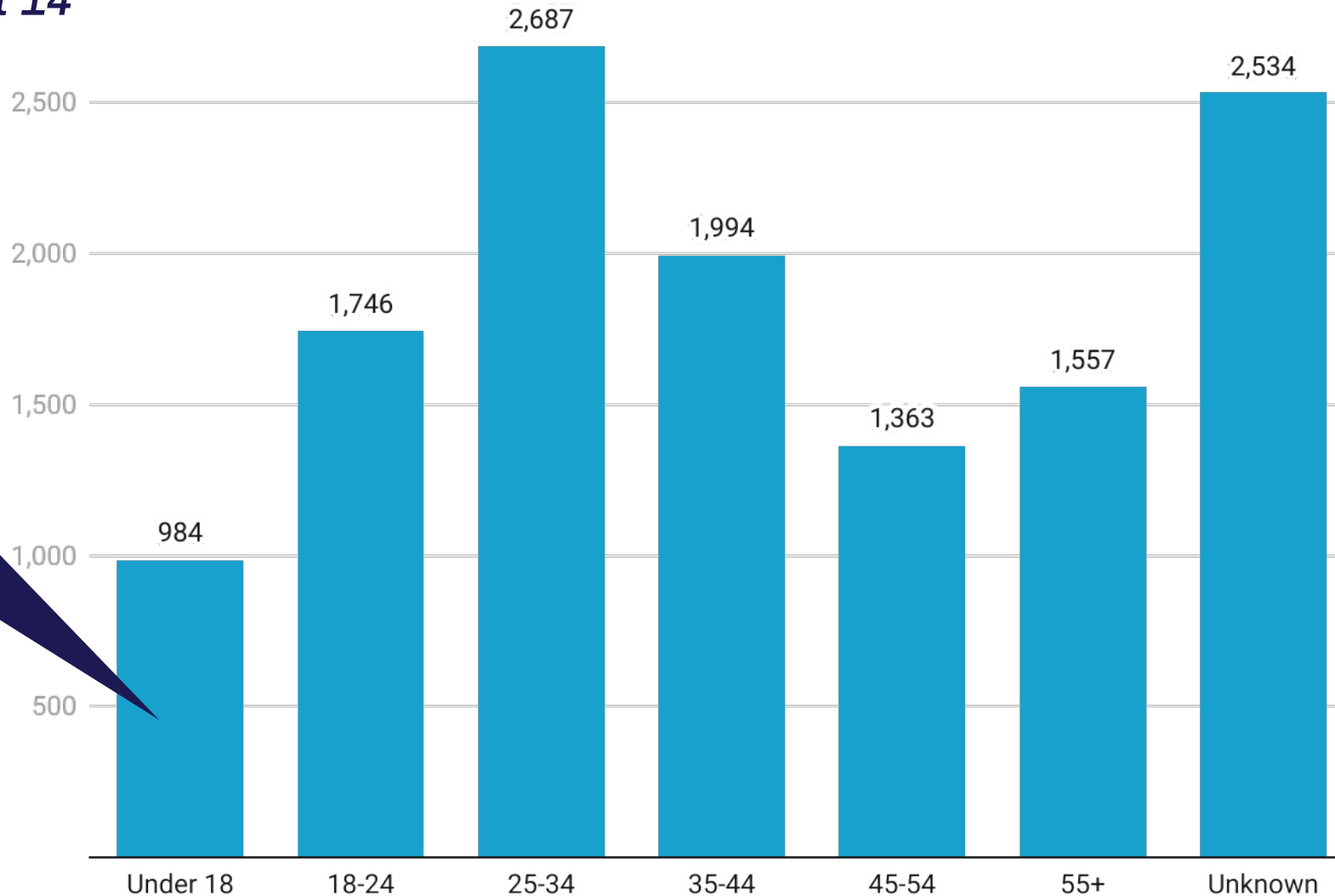
Source: Georgia Crisis and Access Line

# 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**

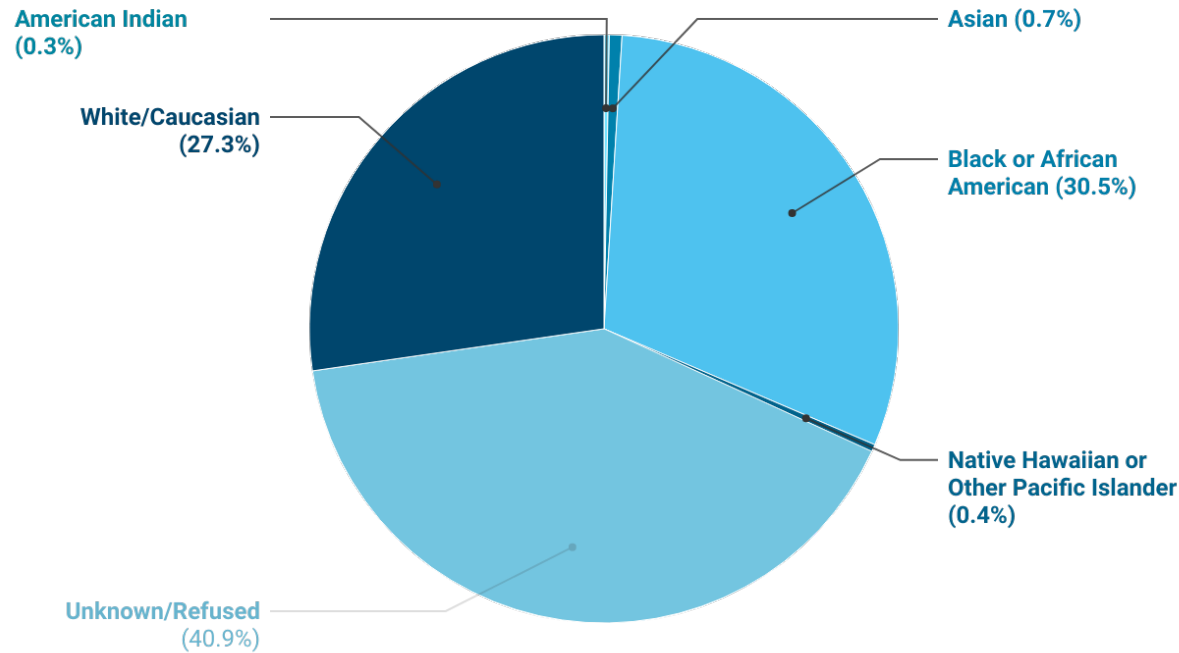


# Crisis Episodes by Race

First 30 Days of the 9-8-8 Rollout

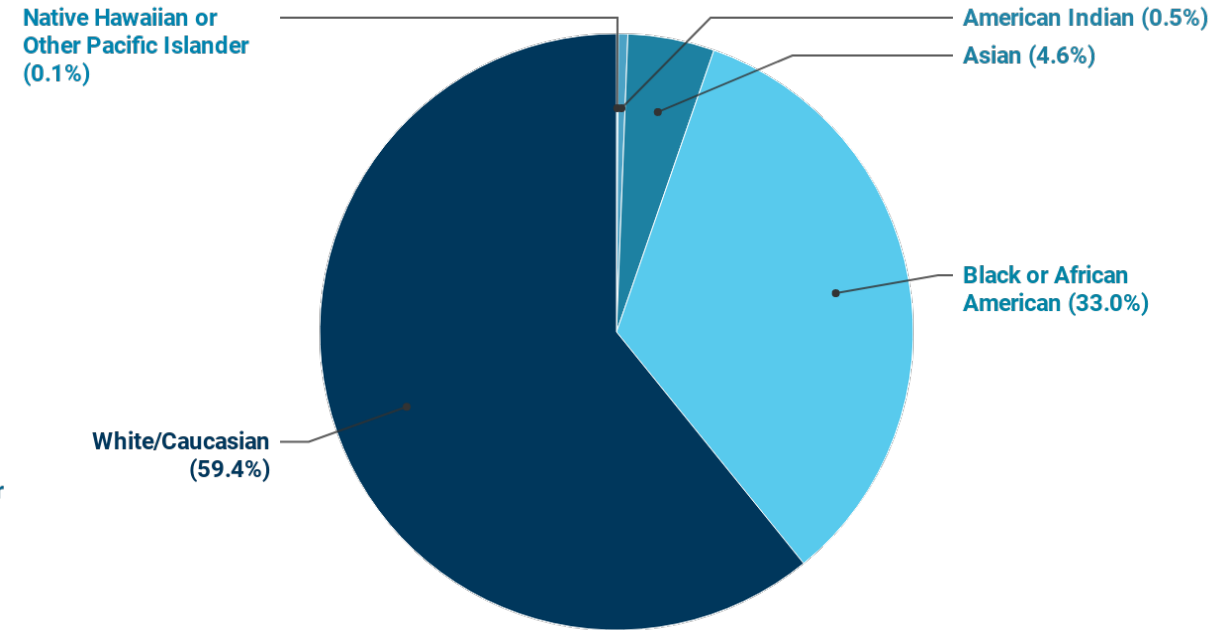
July 16 – August 14

\*preliminary data



Source: Georgia Crisis and Access Line

## Georgia 2020 Census



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



# Key Trends to Watch:

## Active Rescues

**8.5**

Average number of active rescues per day in FY22.

**10.5**

Average number of active rescues per day, first 45 days of 9-8-8 rollout.

**Active rescue** is an incident where call agents have a significant enough concern for a person's immediate health and safety, they must engage with the local 911 center to trigger an EMS or police response.

While GCAL has traditionally served as a “no wrong door” for information, outpatient referrals and crisis services, the rollout of 9-8-8 is expected to increase the proportion of callers who require active rescue.

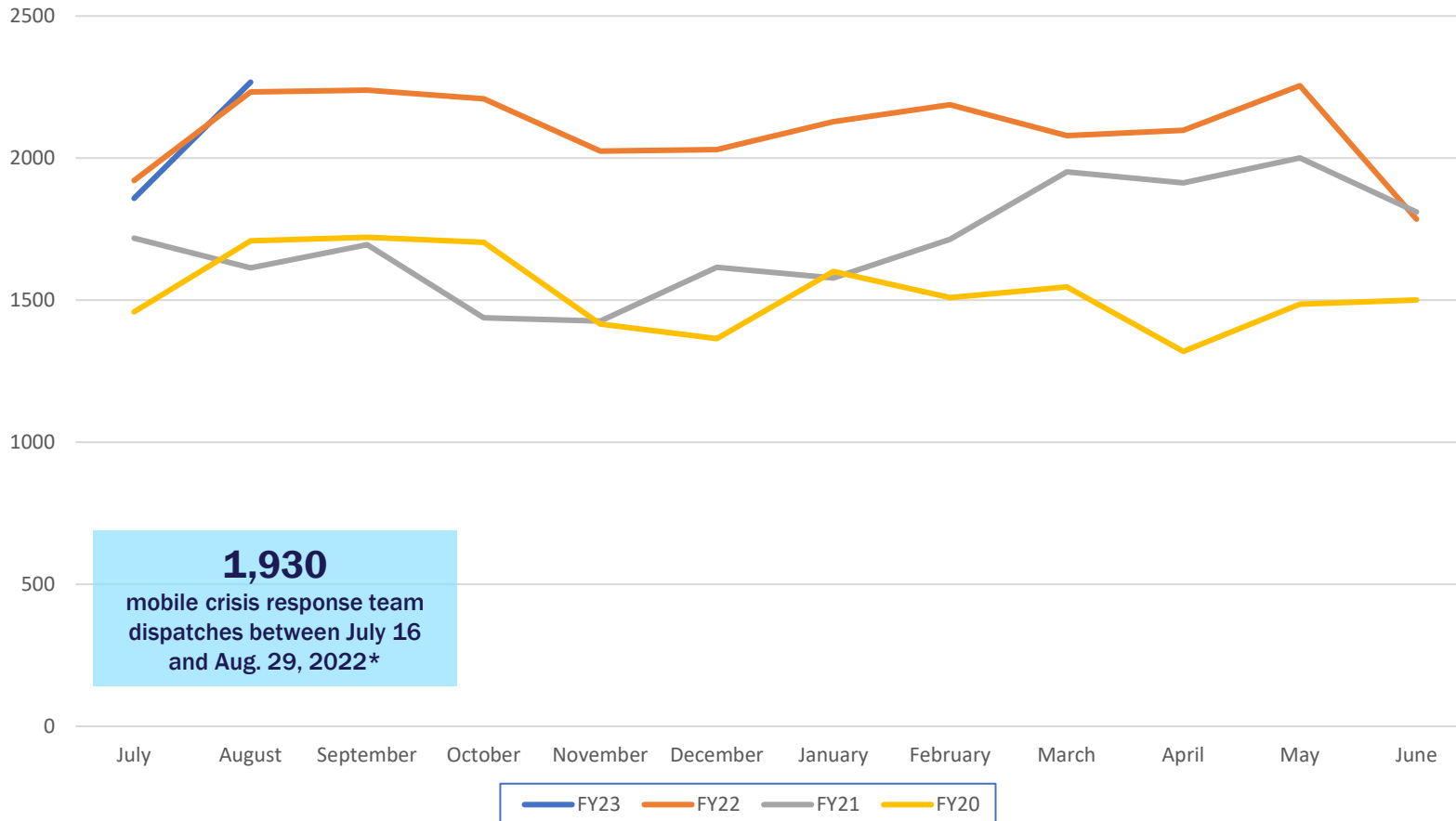
Source: Georgia Crisis and Access Line



# Key Trends to Watch:

## Mobile Crisis Response Team Dispatches

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



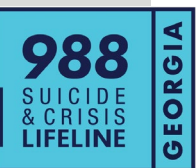
**37%**

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.

# 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](http://faq.988ga.org)



# Georgia 9-8-8 Resources

FAQs, One-Sheets, Logos, Assets:

**988ga.org**

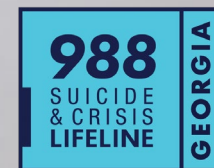
Contact Us:

**questions@988ga.org**

**If you are in crisis right now...  
STOP and pick up the phone.**

If you or someone else is in distress, feel like there may be a risk of suicide, or is having a crisis related to mental health or substance use: **DIAL or TEXT 9-8-8.**

Georgians can continue to call 1-800-715-4225 to reach a trained clinician in Georgia, or the MyGCAL app can be used if you need help specifically in Georgia by **text or chat.**





# Next BHCC Meeting

TBD



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Georgia Department of Behavioral Health & Developmental Disabilities

