

988

SUICIDE
& CRISIS
LIFELINE

GEORGIA

988 and Georgia's Crisis System

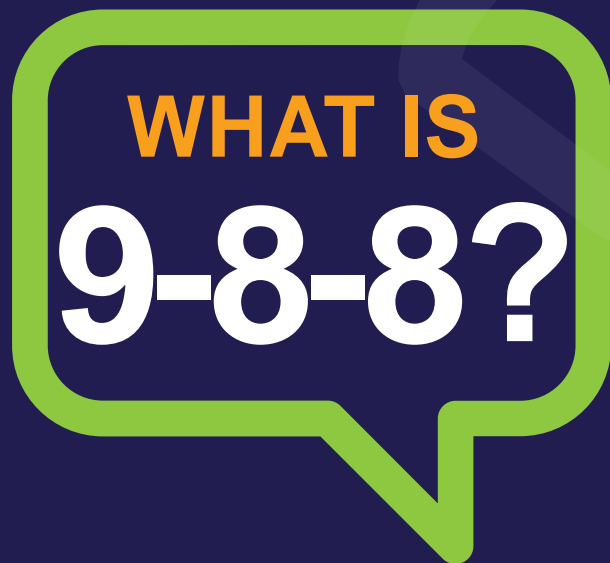


BE D·B·H·D·D

Debra Martin, MBA
988 Community Liaison

Dawn Peel, LPC CPCS
Director, Office of Crisis Coordination

September 12, 2023



9-8-8 is a direct, national three-digit line that will connect individuals with suicide prevention and mental health crisis resources.

Since July 2022, 9-8-8 calls in Georgia have been answered by the Georgia Crisis and Access Line (GCAL), 24 hours a day, 7 days a week, 365 days a year.

Right now, in Georgia, anyone experiencing a suicidal crisis or emotional distress should **call GCAL at 1-800-715-4225** or **download the My GCAL app**, available on both iOS and Android devices, to access GCAL via text and chat.

GCAL is available 24 hours a day, 7 days a week.

Some of 9-8-8's key features include:

- Connect a person with immediate and ongoing resources
- Promote cost efficiency
- Reduce impact on safety resources
- Help end stigma of seeking care





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9-8-8 is an opportunity:
One of the largest federally mandated
crisis response transformations in
decades.

Designed to meet the rising needs
of mental health, substance abuse
disorders and suicide interventions.



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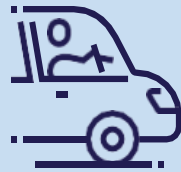
9-8-8 Suicide & Crisis Lifeline Overview

The 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 talk to

- 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 for help

- 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



Horizon 1: Crisis Contact Centers

"Someone to talk to"

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

Horizon 2: Mobile Crisis Services

"Someone to
respond"

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

Horizon 3: Stabilization Services

"A safe place for help"

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

Georgia's Response



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In Georgia, the Department of Behavioral Health and Developmental Disabilities (DBHDD) is the state behavioral health authority as designated in O.C.G.A. § 37-1-20 and, as such, is the lead agency for the 9-8-8 implementation.

DBHDD Steering Committee

9-8-8 Planning Coalition



Coalition Representation

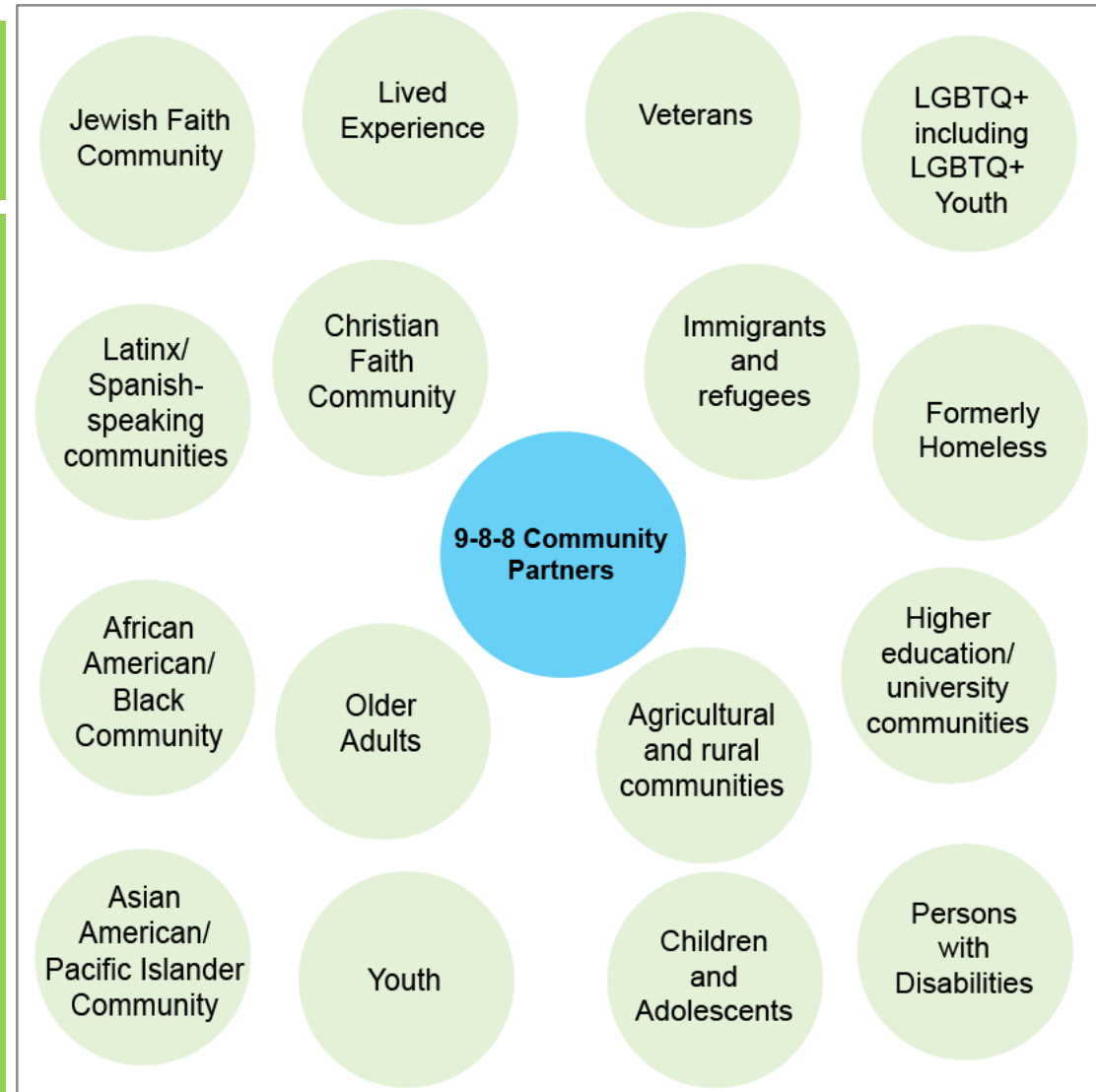
- 9-1-1
- Behavioral Health Link (BHL)
- Benchmark
- Children's Healthcare of Atlanta
- CSU and BHCC providers
- DBHDD Suicide Prevention
- Georgia Collaborative ASO
- Grady Memorial Hospital
- American Foundation for Suicide Prevention Georgia (AFSP)
- Community Service Boards (CSBs)
- Georgia Council on Substance Abuse (GCSA)
- Department of Public Health EMS
- Georgia Crisis and Access Line (GCAL)
- Veteran's Administration
- Sheriffs
- Georgia Emergency Communication Authority (GECA)
- Georgia Mental Health Consumer Network (GMHCN)
- Georgia Parent Support Network (GPSN)
- Governor's Office of Planning and Budget
- Mental Health America of Georgia
- National Alliance on Mental Illness Georgia (NAMI)
- Police Departments

Action Steps: Ongoing Stakeholder Engagement

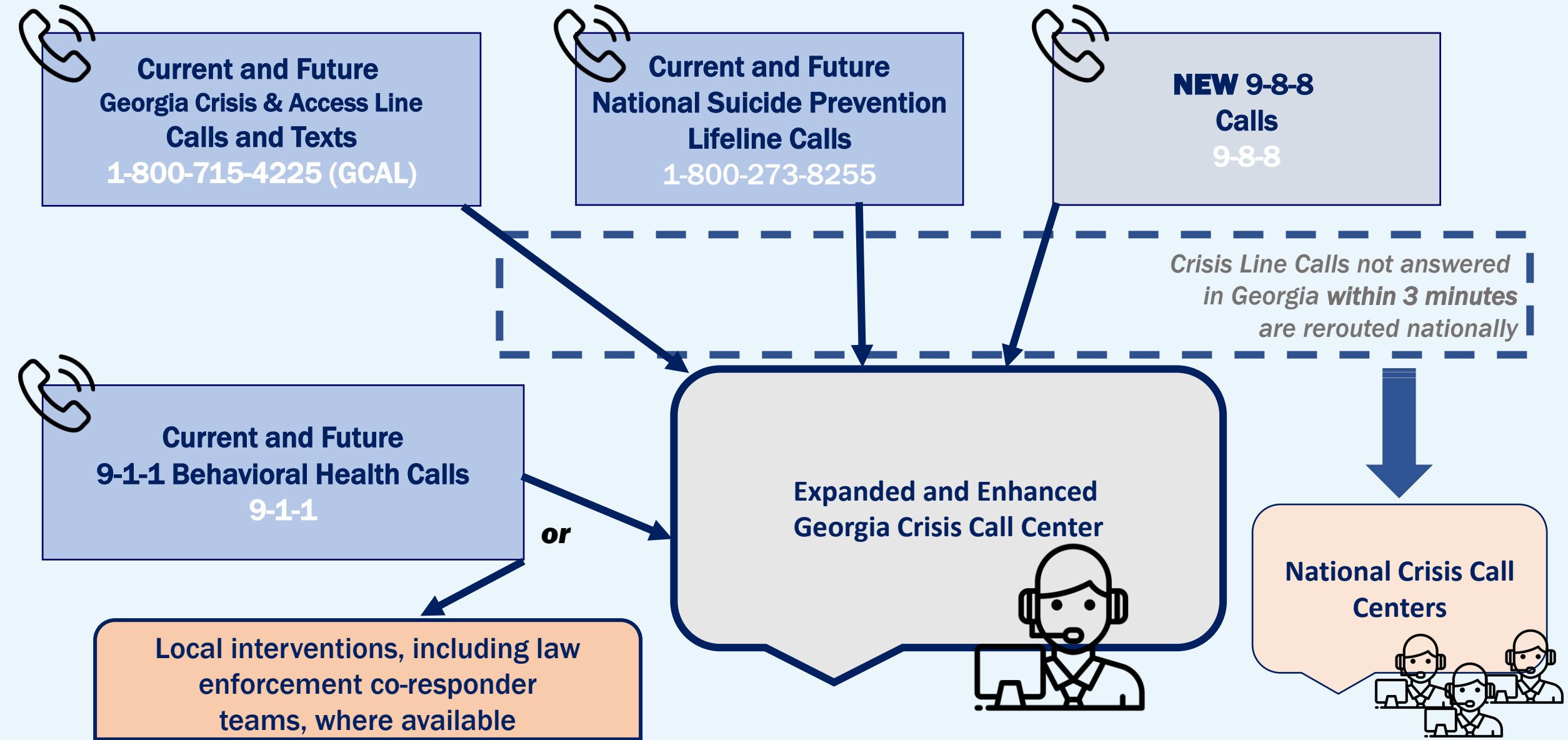


Outreach “lessons learned” from Community Partners Meetings

- **Culturally competent outreach ensures:**
 - Faith leaders are engaged, because certain individuals prefer to seek mental health support from communities of faith
 - Use and understanding of different communities’ “idioms of distress”
 - Resources are marketed as confidential and safe for communities of color, considering historical context



Someone to Call: Multiple Pathways to Help

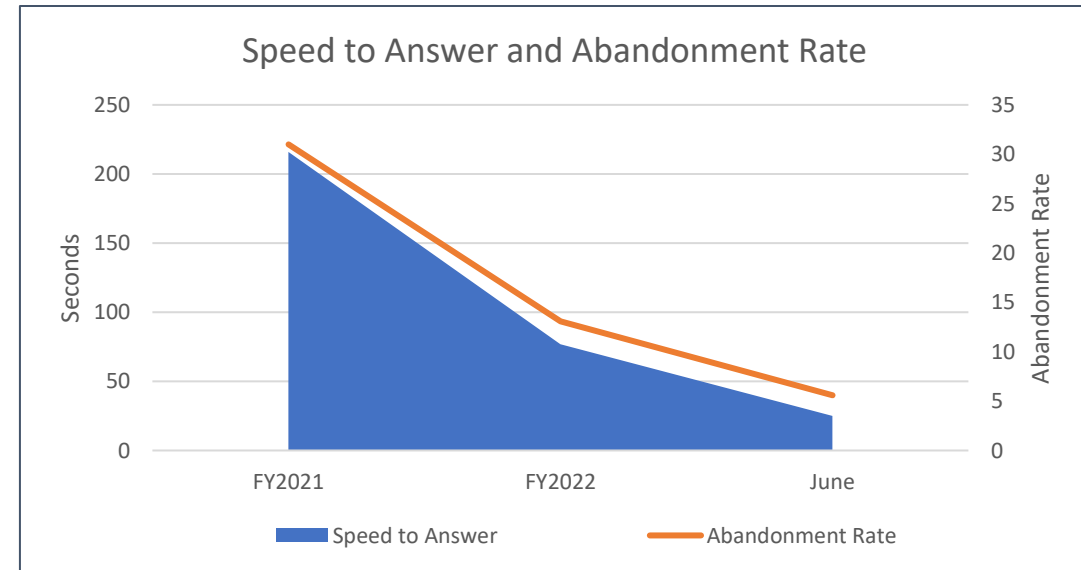


Keeping Up With Demand



Answering the Call Improving GCAL Performance

- Strategic investments in call center staffing and technology has yielded positive results for Georgians in crisis, even as Georgia has managed record high call volume and endured workforce shortages. These improvements include:
 - Improving the answer rate in FY 2022 over the previous year by more than 40,000 calls.
 - Shortening the average speed to answer is currently under our targeted 30 seconds – this results in few people abandoning the call and more calls answered.
- Volume will continue to rise with the rollout of 9-8-8, and Georgia must remain focused on efforts to maintain current response times.



The First Year of 9-8-8

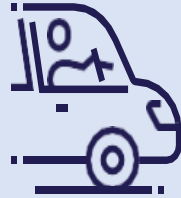


Georgia is focusing on:



Someone to talk to

- Closely monitoring call volume and response times
- Considering options for greater integration of peer workforce and peer-run warm lines to infuse lived experience and recovery in crisis interventions
- Integrating text/chat options from 988 into GCAL platform
- Working with federal 9-8-8 partners on integrating text/chat technology



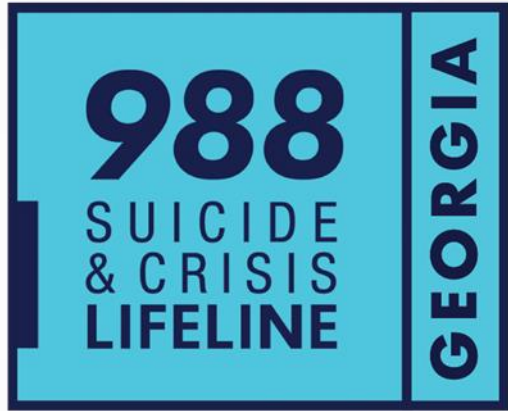
Someone to respond

- Continuing to build mobile crisis response team staffing (someone to respond) with support from FY24 funding.
- Considering telehealth options for community-based mobile crisis response (someone to respond)
- Collaborating with 911 and SAMHSA to refine cross-agency processes in behavioral health emergencies



A safe place for help

- Overseeing work to expand crisis bed capacity in Augusta, Atlanta and Columbus with FY23 funding.
- Overseeing work to expand crisis bed capacity in Atlanta and Dublin with FY24 funding.



**FAQs, One-Sheets, Logos,
Recorded Webinars,
Assets:
988ga.org**

Contact Us:
[**questions@988.org**](mailto:questions@988.org)



For Georgia Residents and
Visitors

[Learn More](#)



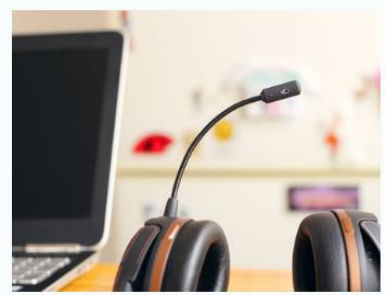
For Behavioral Health Providers

[Learn More](#)



For Law Enforcement

[Learn More](#)



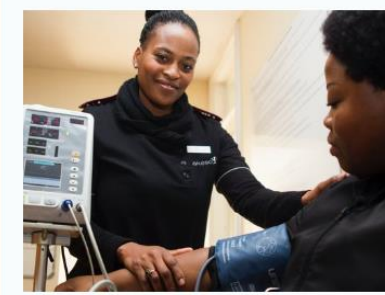
For 911 Centers

[Learn More](#)



For Schools and Universities

[Learn More](#)

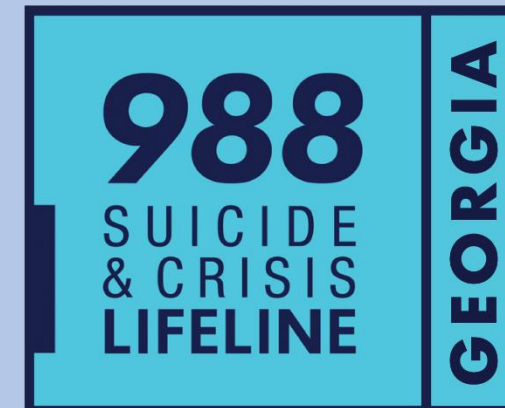


For Medical Providers

[Learn More](#)

Please note: All data is preliminary.

Email: questions@988ga.org



DBHDD State Funded Crisis System Overview

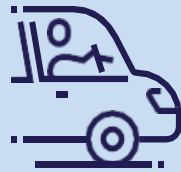
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Someone to respond

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



A safe place for help

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



Someone to talk to

- **Call Center available 24/7 for calls, text and chat**
- **Peer-run warm lines offering callers emotional support, staffed by individuals who are in recovery themselves**


- The Georgia Crisis and Access Line (GCAL) is available 24/7/365 for call, text and chat.
 - GCAL is staffed by paraprofessionals and clinicians
 - Provides rapid telephonic assessment, de-escalation, and triage
 - Services adults and youth
 - Can dispatch mobile crisis when needed.
- Peer Run Warm Lines
 - DBHDD contracts with the Georgia Mental Health Consumer Network and Georgia Council on Recovery for peer run warm lines which serve adults.
 - Provide emotional support and resource information to individuals, families, others.
 - These services are not available 24/7
 - Can receive or make a warm transfer to GCAL for individuals who need crisis assessment.

Peer2Peer Warm Line

CARES Warm Line

988

Georgia Crisis and Access Line

24/7 Peer Support

The Peer2Peer Warm Line provides Georgians the opportunity to receive peer support over the phone twenty-four hours a day. Each call is answered by a Certified Peer Specialist, a person with lived experience recovering from behavioral health concerns, who has received special training to be able to listen with empathy, and who can provide assistance and resources to others.

Who calls the Peer2Peer Warm Line?

- People who live with behavioral health concerns like depression or anxiety
- People who are experiencing life's challenges, such as grief, or unemployment
- People who have limited mobility, but want to remain connected to others
- People who are recovering from trauma, and need support

GEORGIA MENTAL HEALTH CONSUMER NETWORK

The Peer2Peer Warm Line is a project of the Georgia Mental Health Consumer Network, and is funded through a contract with Georgia's Department of Behavioral Health and Developmental Disabilities. Learn more at GHN.org

WE HEAR YOU
(because we listen)

If you or someone you know is in or seeking recovery from substance use disorder, we are here for you. We are individuals in long-term recovery with a message of hope. Freedom from addiction is real and available to all. We are here to listen with empathy and support. We promote wellness and self-directed care. Building on strengths, abilities, and resilience, we advocate and celebrate all pathways to recovery for you, your family, and your community. So call us....

- When you are struggling and need someone to talk to.
- When you want to talk to someone confidentially.
- When you want to share your triumphs as well as your challenges in recovery.
- When you feel lonely, depressed, or have suffered a loss or setback.
- When friends or family members don't seem to understand.
- When you need someone to listen who has been right where you are.
- When you have questions about recovery.

CARES WARM LINE Call or Text 8:30am - 11pm
1-844-326-5400 Every Day of the Year

Georgia Council on Substance Abuse

The mission of the Georgia Council on Substance Abuse is to increase the impact of recovery in Georgia's communities through education, advocacy and training. To learn more about GCSA or the CARES Warm Line, visit: <http://gcsa.org>

Funding for the CARES Warm Line is provided by contract with GCSA from the Georgia Dept. of Behavioral Health and Developmental Disabilities.

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A CRISIS HAS NO SCHEDULE

Georgia Crisis & Access Line
1-800-715-4225
GeorgiaCollaborative.com

Help is available 24/7 for problems with developmental disabilities, mental health, drugs, or alcohol.

Provided through the Georgia Collaborative ASO

1-800-945-1414

1-844-326-5400

988

1-800-715-4225

- **Mobile Crisis**
 - Provide on-site or telemedicine assessments for individuals experiencing mental health, substance use and/ or DD/ ASD crisis.
 - Two person teams deployed for in-person assessment
 - Serves adults and youth
 - Services accessed by calling the Georgia Crisis and Access Line
 - Regional Coverage:
 - BHL covers R2, R3, R5, R6
 - Benchmark covers R1, R4



**Someone to
respond**

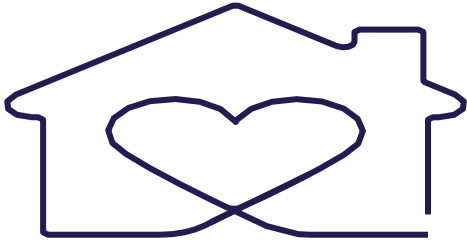
- Mobile crisis available statewide
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- Outpatient community provider response



Someone to respond

- Mobile crisis available statewide
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- Outpatient community provider response

- 988/911 Coordination
 - DBHDD is partnering with 911 partners to provide training and a direct line for warm transfers.
- Outpatient Community Provider Response
 - Adults and youth can access crisis intervention from their community-based provider.
 - Individuals experiencing a crisis can walk into their non-intensive outpatient provider during normal business hours for assessment, de-escalation, and linkage.
 - Some intensive community services offer 24/7/365 crisis intervention in the office or the community.
 - Assertive Community Treatment (ACT)
 - Community Support Team (CST)
 - Community Residential Rehabilitation Level I and Level III
 - Crisis Respite Apartments
 - Intensive Family Intervention

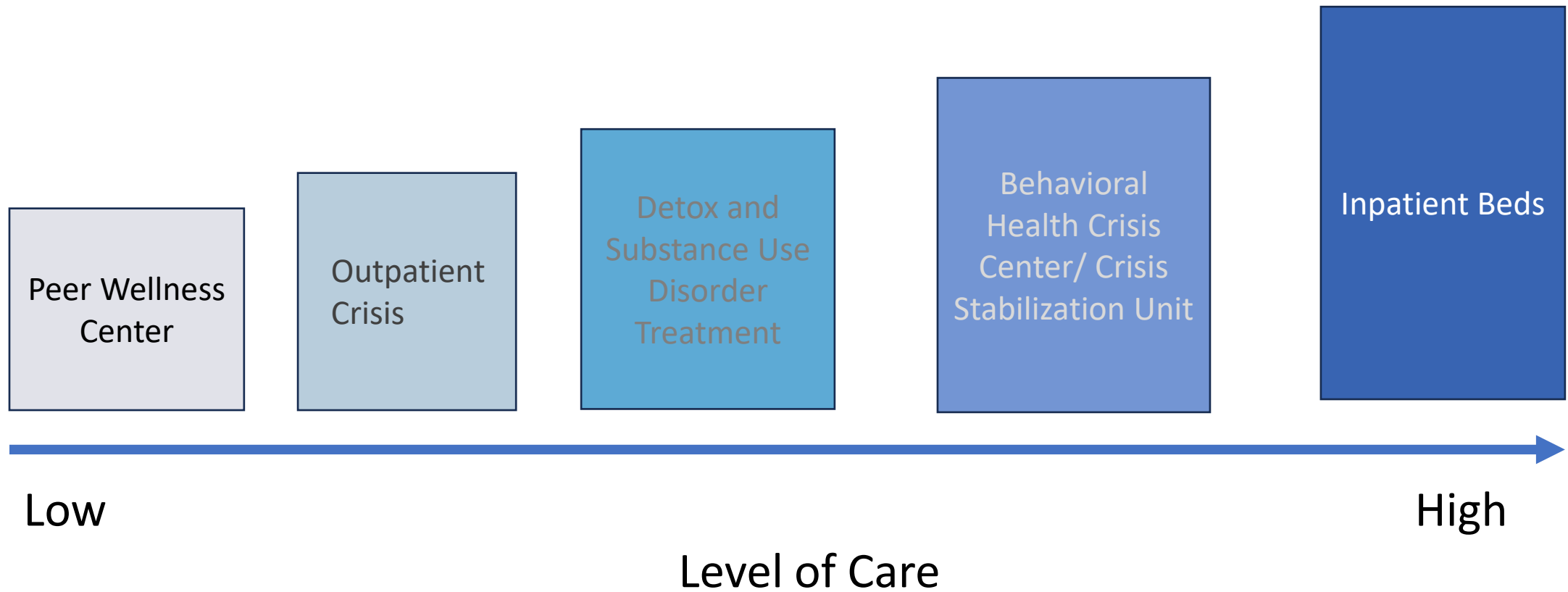


A safe place for help

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



A Safe Place for Help Continuum





A safe place for help

- Peer wellness respite
- Outpatient crisis
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- **Peer Wellness Respite Centers** provide short-term respite for individuals who might be experiencing emotional distress but do not need crisis stabilization or substance use detox.
 - Peer Wellness Respite Centers are accessed by calling the center and arranging a Proactive Intervention with a Certified Peer Specialist
 - Located in Augusta, Cartersville, Moultrie, Decatur, and Cleveland
- **Outpatient Crisis Intervention Services** are available for adults and children/ youth in-clinic and out-of-clinic by DBHDD providers of non-intensive outpatient and many specialty services.
- DBHDD contracts with several stand alone **Detox and Substance Use (SUD) Treatment** facilities to provide voluntary substance use detox and supportive services.
 - Located in metro Atlanta and Savannah



A safe place for help

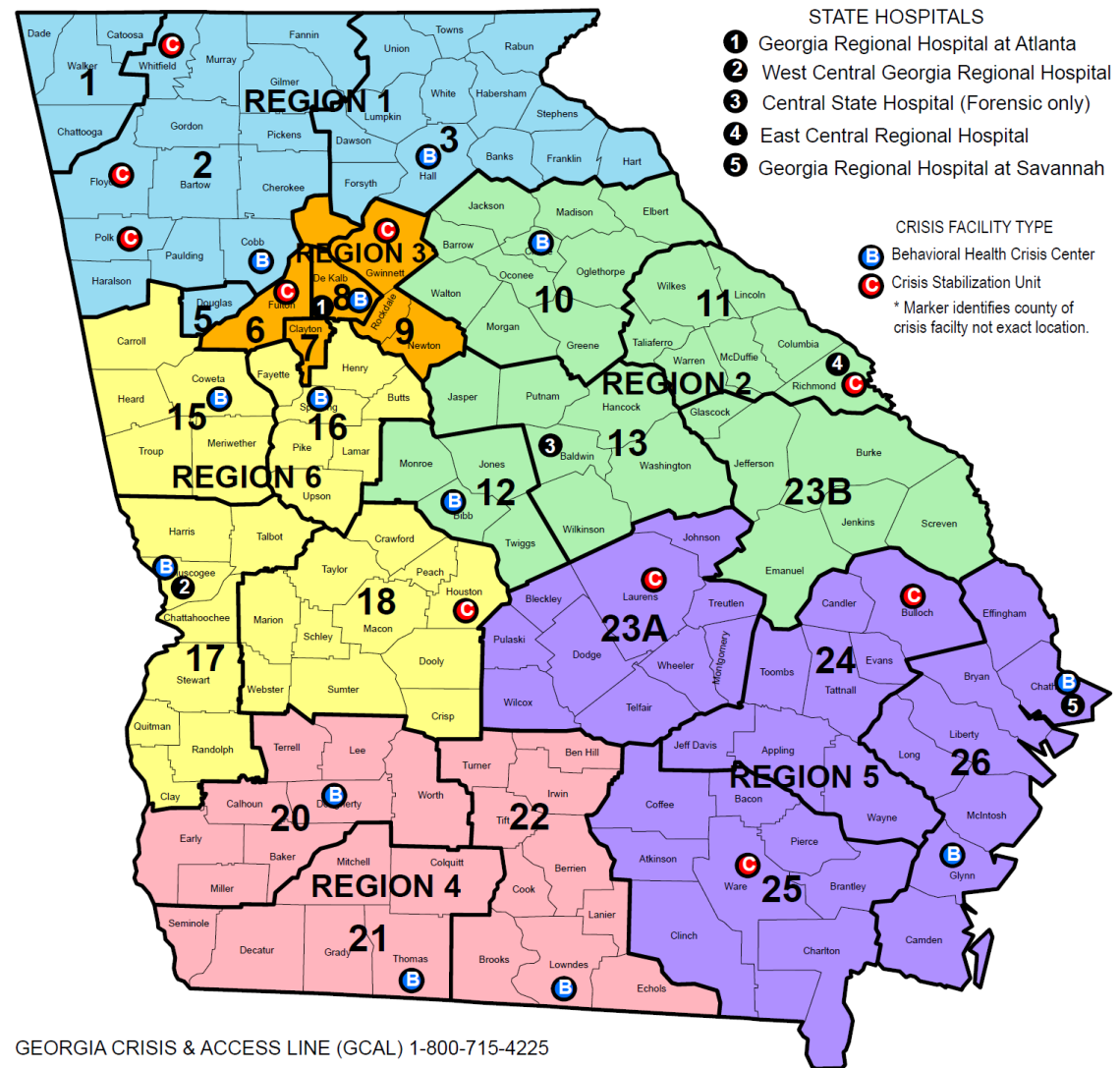
- Peer wellness respite
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- **Crisis Stabilization Units** are stand alone units which provide short-term psychiatric stabilization and substance use detox.
 - Crisis Stabilization Unit services are available for adults and youth.
 - Average length of stay:
 - Five to seven days for adults
 - Seven to ten days for youth
- **Crisis Service Centers** are part of **Behavioral Health Crisis Centers** which are have three components. Please note Behavioral Health Crisis Centers only serve adults:
 - The **Crisis Service Center** provides 24/7 walk-in capacity for individuals seeking crisis treatment.
 - The **Temporary Observation Units** can serve people for up to 23 hours to stabilize their psychiatric or substance use crisis.
 - The **Crisis Stabilization Unit** provides short-term psychiatric stabilization and/ or substance use detox.

Adult State Funded Behavioral Health Crisis Centers and Crisis Stabilization Units

For more information about DBHDD state funded crisis services:

- [The Crisis System of Georgia | Georgia Department of Behavioral Health and Developmental Disabilities](#)



GEORGIA CRISIS & ACCESS LINE (GCAL) 1-800-715-4225

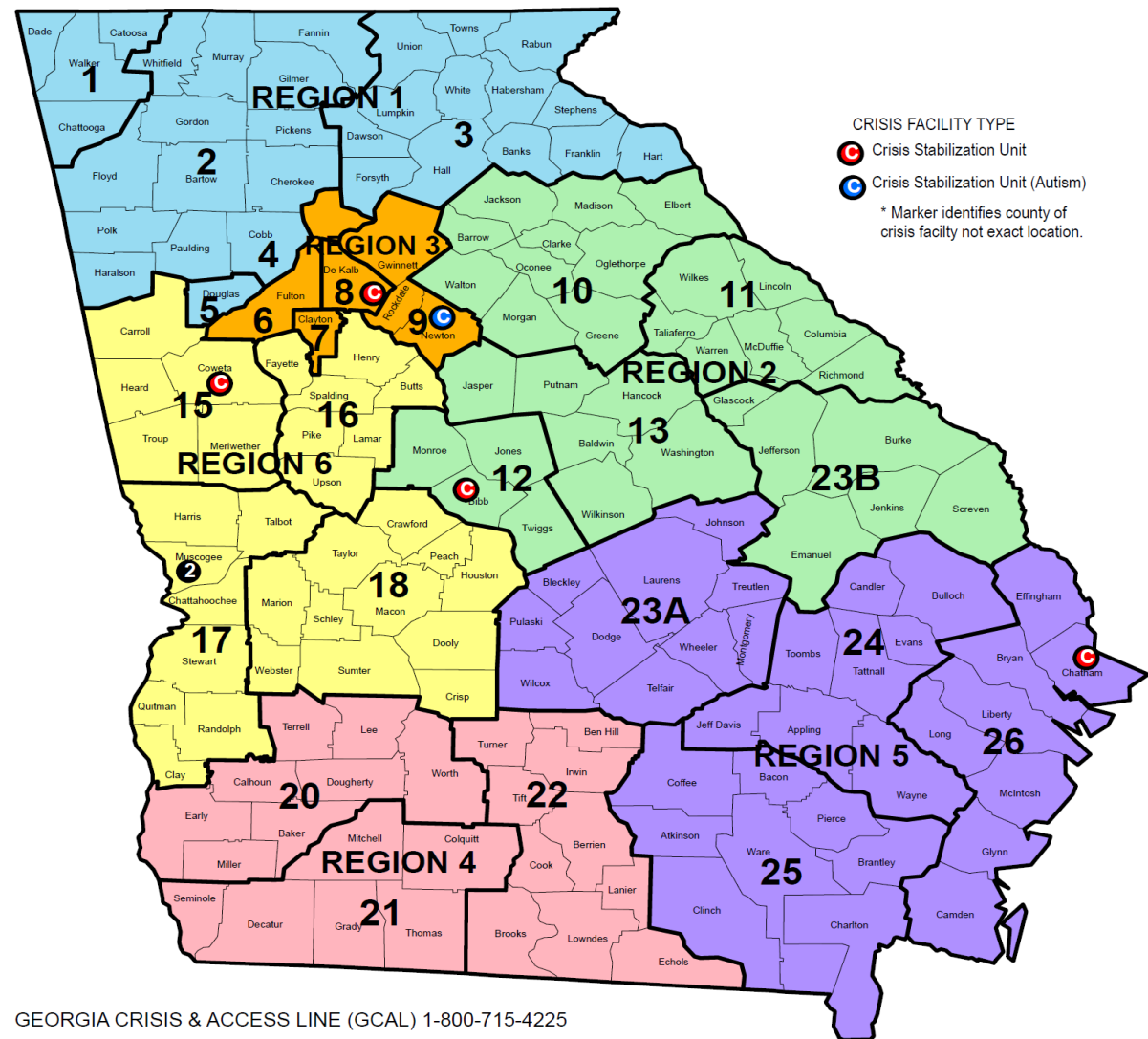


Provider Name (BHCC/CSU Location - City). If a service area has no facility then there is no city listed.		
1 - Lookout Mountain CSB	9 - View Point Health (Lawrenceville)	18 - Middle Flint Behavioral Healthcare (Warner Robins)
2 - Highland Rivers CSB (Dalton)	10 - Advantage Behavioral Health Systems (Athens)	20 - Aspire BHDD Services (Albany)
2 - Highland Rivers CSB (Rome)	11 - Serenity Behavioral Health (Augusta)	21 - Georgia Pines Community Services (Thomasville)
2 - Highland Rivers CSB (Cedartown)	12 - River Edge Behavioral Health Center (Macon)	22 - Legacy Behavioral Health (Valdosta)
2 - Highland Rivers CSB (Marietta)	13 - Oconee Community Service Board	23A/B - CSB of Middle Georgia (Dublin)
3 - Avita Community Partners (Gainesville)	15 - Pathways Center (Newnan)	24 - Pineland Area CSB (Statesboro)
5 - Douglas County CSB	16 - McIntosh Trail CSB (Griffin)	25 - Unison Behavioral Health (Waycross)
6 - Grady Hospital (Atlanta)	17 - New Horizons Community Service Board	26 - Gateway CSB (Savannah)
7 - Clayton County CSB	17 - St. Francis Hospital - Bradley Center (Columbus)	26 - Gateway CSB (Brunswick)
8 - DeKalb CSB (Decatur)		

Children and Youth State Funded Crisis Stabilization Units

For more information about DBHDD state funded crisis services:

- [The Crisis System of Georgia | Georgia Department of Behavioral Health and Developmental Disabilities](#)



GEORGIA CRISIS & ACCESS LINE (GCAL) 1-800-715-4225



- Provider Name (CSU Location - City). If a service area has no facility then there is no city listed.
- | | | |
|--|--|--|
| 1 - Lookout Mountain Community Service Board | 9 - View Point Health - Autism CSU (Conyers) | 18 - Middle Flint Behavioral Healthcare |
| 2 - Highland Rivers Community Service Board | 10 - Advantage Behavioral Health Systems | 20 - Aspire BHDD Services |
| 3 - Avita Community Partners | 11 - Serenity Behavioral Health | 21 - Georgia Pines Community Services |
| 5 - Douglas County Community Service Board | 12 - River Edge Behavioral Health Center (Macon) | 22 - Legacy Behavioral Health |
| 6 - Fulton County | 13 - Oconee Community Service Board | 23A/B - CSB of Middle Georgia |
| 7 - Clayton County Community Service Board | 15 - Pathways Center (Greenville) | 24 - Pineland Area Community Service Board |
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- **Inpatient Beds** provide psychiatric stabilization for individuals whose crisis cannot be stabilized at a Crisis Stabilization Unit/ Behavioral Health Crisis Center.
- DBHDD operates five adult **State Hospitals** across Georgia.
 - Provide inpatient psychiatric stabilization and forensic assessment and treatment.
 - East Central State Hospital, Augusta (Adult Mental Health and Forensic)
 - Central State Hospital, Milledgeville (Forensic)
 - Georgia Regional Hospital Atlanta (Adult Mental Health and Forensic)
 - Georgia Regional Hospital Savannah (Adult Mental Health and Forensic)
 - West Central Regional Hospital, Columbus (Adult Mental Health and Forensic)
- DBHDD contracts with private psychiatric facilities across the state to provide inpatient treatment for adults and youth as overflow from BHCCs and CSUs which are at capacity.

DBHDD Regional and State Office Contact Information



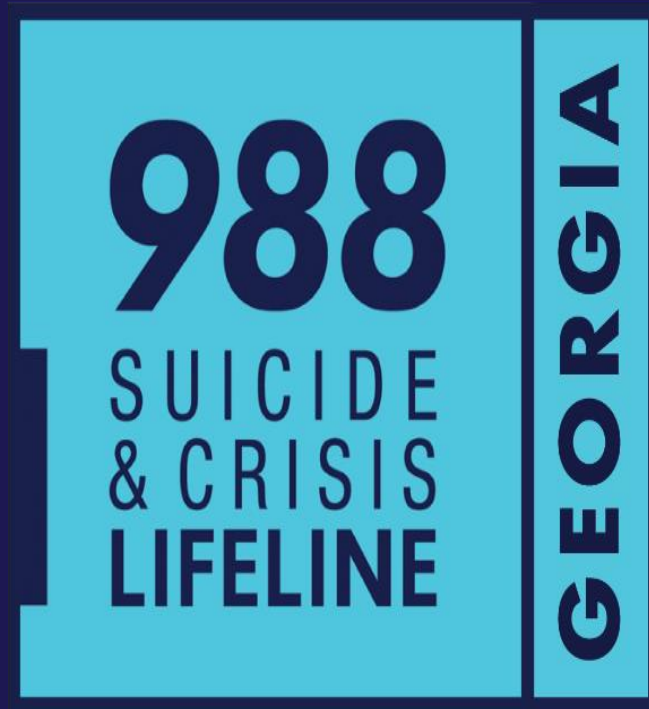
Regional Resources – Behavioral Health

Region 1	Region 2	Region 3
1230 Bald Ridge Marina Road Suite #800 Cumming, Georgia 30041 Phone: (678) 947-2818 Toll Free: (877) 217-4462 Fax: (678) 947-2817	3405 Mike Padgett Hwy Building #3 Augusta, Georgia 30906 Phone: (706) 792-7733 Toll Free: (877) 551-4897 Fax: (706) 792-7740	3073 Panthersville Road Building #10 Decatur, Georgia 30034 Phone: (404) 244-5050 Fax: (404) 244-5056
<u>Regional Services Administrator</u>	<u>Regional Services Administrator</u>	<u>Regional Services Administrator</u>
Dr. Hetal Patel, Ph.D., LPC, CPCS, CPRP, MAC. 770-781-6802 office 404-327-2310 cell Hetal.Patel@dbhdd.ga.gov	April Edwards 706-792-7671 office 706-264-2443 cell April.Edwards@dbhdd.ga.gov	Gwen Craddieth 404-244-5077 office 404-217-9834 cell Gwen.Craddieth@dbhdd.ga.gov
Region 4	Region 5	Region 6
400 S Pinetree Boulevard Thomasville, Georgia 31792 Phone: (229) 225-5099 Toll Free: (877) 683-8557 Fax: (229) 227-2918	1915 Eisenhower Drive Building #7 Savannah, Georgia 31406 Phone: (912) 303-1649 Fax: 912-303-1681	3000 Schatulga Road Building #4 Columbus, Georgia 31907 Phone: (706) 565-7835 Fax: (706) 565-3565
<u>Regional Services Administrator</u>	<u>Regional Services Administrator</u>	<u>Regional Services Administrator</u>
Jimmy Bennett 229-228-3080 office 229-200-3646 cell Jimmy.Bennett@dbhdd.ga.gov	Jose Lopez 912-303-1670 office 912-704-5833 cell Jose'.Lopez@dbhdd.ga.gov	Ann Riley, LPC 706-565-7835 office 706-304-6524 cell Ann.Riley@dbhdd.ga.gov

Regional Resources – Developmental Disabilities



Region 1	Region 2	Region 3
1230 Bald Ridge Marina Road Suite #800 Cumming, Georgia 30041 Phone: (678) 947-2818 Toll Free: (877) 217-4462 Fax: (678) 947-2817	3405 Mike Padgett Hwy Building #3 Augusta, Georgia 30906 Phone: (706) 792-7733 Toll Free: (877) 551-4897 Fax: (706) 792-7740	3073 Panthersville Road Building #10 Decatur, Georgia 30034 Phone: (404) 244-5050 Fax: (404) 244-5056
<u>Regional Services Administrator</u>	<u>Regional Services Administrator</u>	<u>Regional Services Administrator</u>
Elise Beumer Elise.Beumer@dbhdd.ga.gov (770) 781-6928 Office (404) 596-3744 iPhone	Carol Love Carol.Love@dbhdd.ga.gov (706) 792-7695 Office (912) 276-4111 iPhone	Vivia Black Vivia.Black@dbhdd.ga.gov (404) 244-5059 Office (404) 472-8725 iPhone
Region 4	Region 5	Region 6
400 S Pinetree Boulevard Thomasville, Georgia 31792 Phone: (229) 225-5099 Toll Free: (877) 683-8557 Fax: (229) 227-2918	1915 Eisenhower Drive Building #7 Savannah, Georgia 31406 Phone: (912) 303-1649 Fax: 912-303-1681	3000 Schatulga Road Building #4 Columbus, Georgia 31907 Phone: (706) 565-7835 Fax: (706) 565-3565
<u>Regional Services Administrator</u>	<u>Regional Services Administrator</u>	<u>Regional Services Administrator</u>
Tim Hester Timothy.Hester@dbhdd.ga.gov (229) 227-2412 Office (404) 783-4447 iPhone	Ramona Pullin Ramona.Pullin@dbhdd.ga.gov (912) 303-1656 Office (912) 675-1702 iPhone	Valona Baldwin Valona.Baldwin@dbhdd.ga.gov (706) 565-3692 Office (706) 987-9929 iPhone



Dawn Peel, LPC CPCS

Director, Office of Crisis Coordination

404-210-4161

Dawn.peel@dbhdd.ga.gov

Debra Martin, MBA

988 Community Liaison

470-226-4537

Debra.martin1@dbhdd.ga.gov

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Georgia Department of Behavioral Health & Developmental Disabilities

