



Utilizing Technology to Enable the 988 Crisis Continuum

BE **D·B·H·D·D**

Georgia Department of Behavioral Health & Developmental Disabilities
November 2023

Dawn Peel

Director, Office of Crisis Coordination

Anna Bourque

Director, Office of Provider Relations and ASO Coordination

Wendy White Tiegreen

Director, Office of Medicaid Coordination & Health System Innovation

Session objectives

Outline foundation of Georgia's 988 crisis continuum

Provide an overview of technology enabling our system

Share examples of technologies and tools across the components of our crisis continuum

Explain how technology enhances crisis services and system evolution

Georgia's crisis system is nationally recognized

Georgia is a recognized leader in the behavioral health and developmental disabilities crisis system landscape. Over the last two years the DBHDD team has:

Delivered over 50 national presentations on Georgia's Crisis System and 988

Been included in multiple national publications and white papers

Participated in national round-tables, convenings and policy academies

Been featured in two presentations with the HHS Secretary

SAMHSA spotlighted Georgia's work on 988 and behavioral health crisis system with a visit in May



Georgia's Crisis System



D·B·H·D·D

The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) saw the need for and has invested in a full crisis continuum, starting in 1994 with the development of Crisis Stabilization Units (CSUs), followed by the statewide crisis call center and mobile crisis teams.



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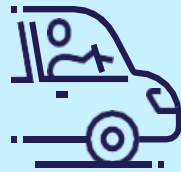
Components of Georgia's Crisis System

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 988 implementation.



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

Demand has increased since 988's launch in July 2022

Georgia has been working to expand capacity across the crisis continuum to meet the growing demand for services. From July 2022 through June 2023, our system had:



Someone to Call

291,398

**calls, texts, and chats
received from GCAL
and 988**



Someone to Respond

25,414

**mobile crisis team
dispatches**



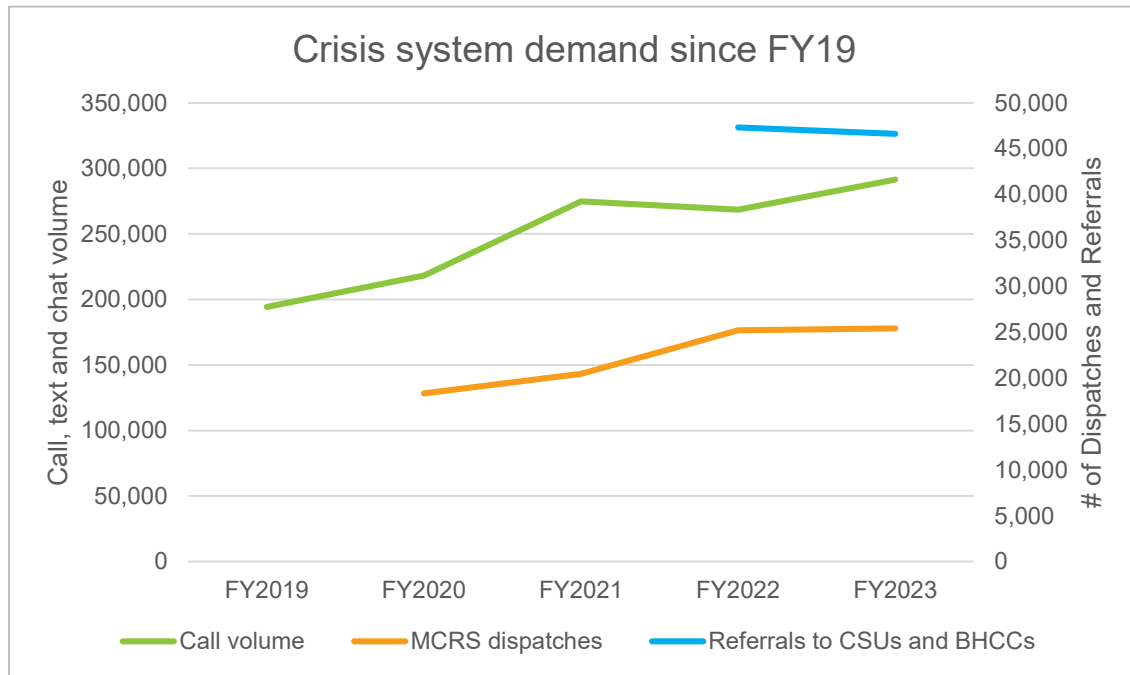
**A Safe Place to Go
for Crisis Care**

46,614

**referrals to
community-based
crisis centers
(CSUs/BHCCs)**

Number of Georgians seeking crisis support expected to grow

Over the last five years, we have seen steady increase in the number of Georgians engaging with the behavioral health crisis system



National and statewide marketing and education of 988 has not begun. A recent survey conducted by DBHDD shows only 16% of Georgians have a comprehensive understanding of 988.

16%

Over FY24 and beyond, federal agencies and DBHDD anticipate the **national and Georgian-specific marketing campaigns, increased statewide community outreach, and more adults and children seeking behavioral health care** will continue to

DRIVE UP CRISIS SYSTEM DEMAND

Georgia has invested in technology across the crisis continuum



Someone to Call

Dashboards

Portals

Mobile Crisis Referral



Someone to Respond

Dispatch Technology

Mobile Crisis Response
Services Dashboard



A Safe Place to Go for Crisis Care

Electronic Management of
State-Funded Crisis Beds

Active Bed Board Referral
Dashboard

Behavioral Health Crisis
Center Referral Dashboard

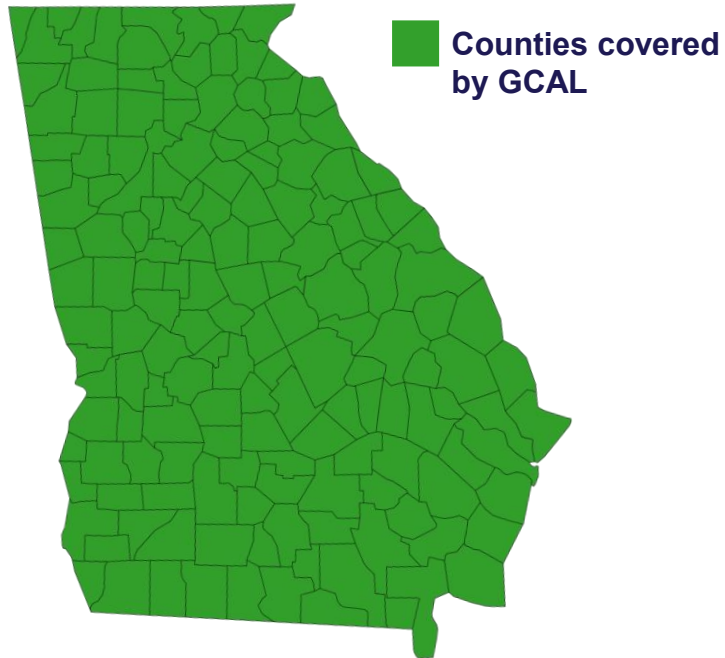
Cross-system Coordination

Someone to Call

Call Center Dashboard



The Georgia Crisis and Access Line (GCAL) provides 24/7/365 statewide coverage for calls to 988 and calls, texts, and chats direct to GCAL.




Answer Rate	Contacts that Resulted in Active Rescue
Calls Offered	Contacts that Included Suicide Attempts in Progress
Abandonment Rate	Contacts that Resulting in Mobile Crisis Outreach Referrals

- Measure compliance with Key Performance Indicators for contract and grant management
- Monitor System Performance and Capacity:
 - Track trends in volume (days, hours)
 - Track system capacity
- Use for strategic planning

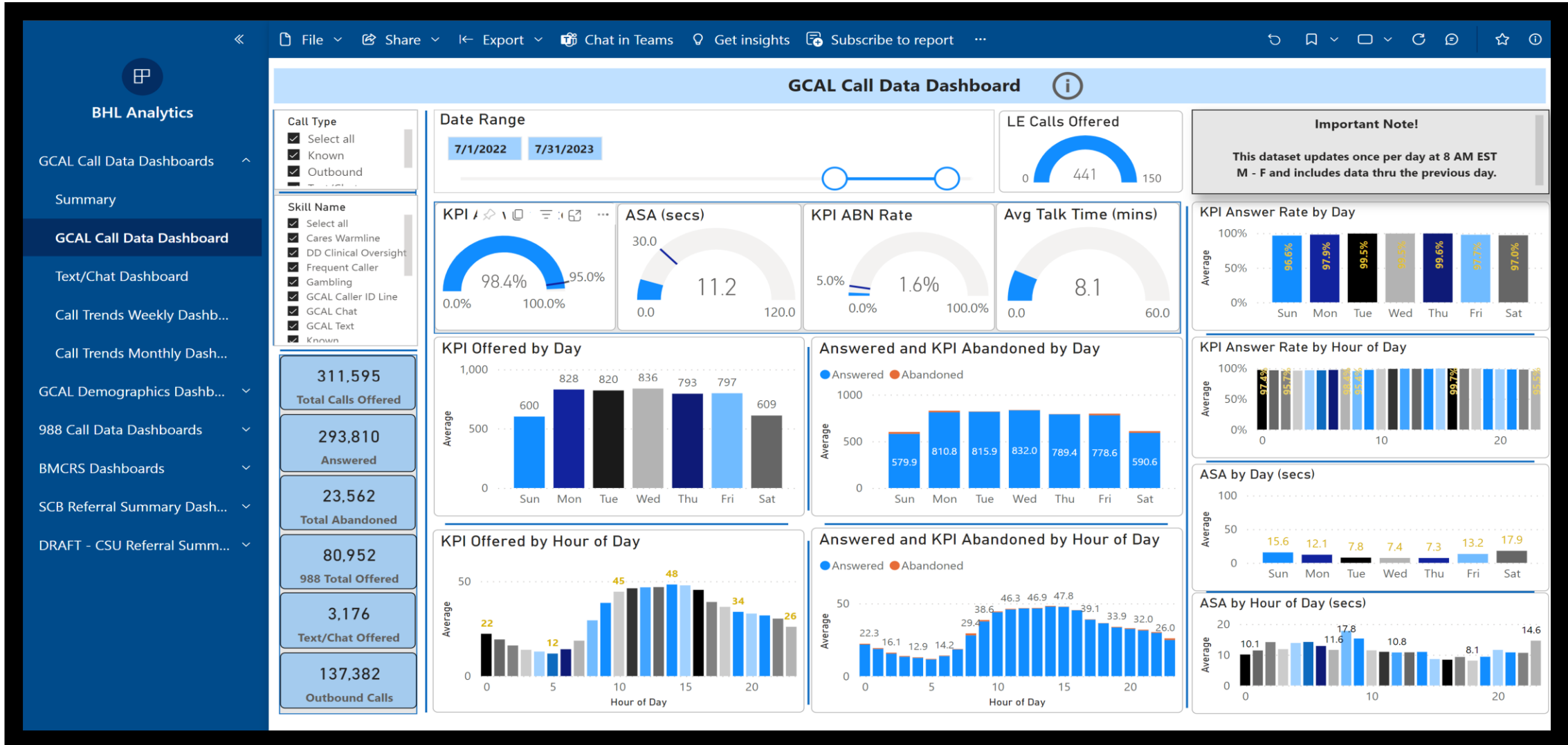


Dashboards

- **BHL Analytics**
- GCAL Call Data Dashboards ^
- Summary
- GCAL Call Data Dashboard**
- Text/Chat Dashboard
- Call Trends Weekly Dashb...
- Call Trends Monthly Dash...
- GCAL Demographics Dashb... v
- 988 Call Data Dashboards v



GCAL Call Data Dashboard



Portals



Checked out

CRISIS CARE
Crisis operations management

Announcements

FACILITY REFERRALS
Facility Referrals

Dashboard

Referrals Search

PARF Search

Facility Appointment List

Walk-In

SUPPORT
Product support and knowledge base

Guides

TRAINING

PARF

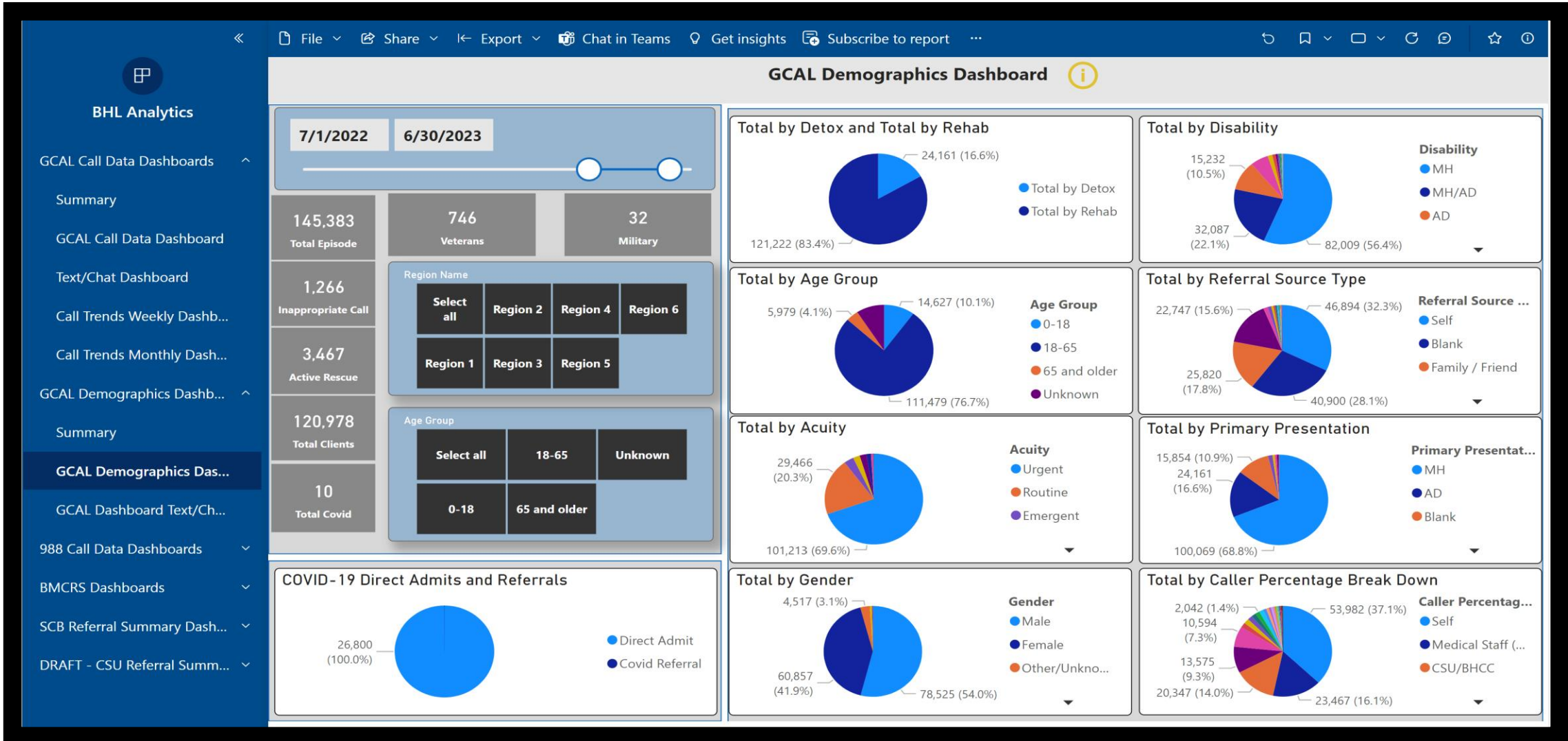
Search PARF : Advance Search v Red PARFS + New Hospital PARF + New Community PARF

Date/Time Created	Created by	Recipient Name	Gender	Recipient DOB	Referral Source Type	Referring Facility	Type	Status	Region	Actions
8/30/23, 1:39 PM	Alice Responder		Male		Emergency Room	Archbold Grady County Hospital (Cairo, GA)	hospital	Green	Region 4	[edit] [share] [clock] [trash] [stop]
8/30/23, 10:26 AM	Alice Responder	Rachel Test	Female	2/01/1977	Emergency Room	Northside Hospital Fulton	hospital	Green Completed	Region 3	[edit] [share] [clock]
8/30/23, 7:29 AM	Patrice Contrell	Justin Thomas	Male		Crisis Stabilization	Gateway BHS Glynn BHCC	community	Green Completed	Region 5	[edit] [share] [clock]
8/30/23, 6:58 AM	Joshua Van Den Berg						hospital	Draft		[edit] [share] [clock] [trash]
8/29/23, 9:33 PM	Angela Pritchett	John Aloe	Male		Emergency Room	Stephens County	hospital	Draft		[edit] [share] [clock] [trash]



D-B-H-D-D

GCAL Demographic Dashboard





Mobile Crisis Referral

Menu Pending MC Dispatch 4/8/2021 5/9/2021 25 Clear Staff Export to XLS Export to XLSX Export to CSV Export to PDF Download RTR Download MC Assessment Upload Safety Plan Upload MC Assessment Clear Sorting Collapse All Expand All atez@hrcorp.com

Display Notes

Last Refresh 5:59:49 PM

Page 1 of 2 (30 Items) 2 14

Drag a column header here to group by that column

#	Transit Time	Assessment Time	Status	Status Detail	Dispatch Detail Time	First Name	Last Name	Age	Primary	Disability	Location Type	Dispatch Level	MC Team	Referral Source	Crisis Region	Crisis County	Crisis Location	Crisis City	MC Staff 1	MC Staff 2	ADA Population	Dispatch Date Time	MCRS Accept Date Time	Act	
				Prefdispatch					MH	MH	Residence	Level 4	Region 3 MCERS East	Grady Brookhaven	3	DeKalb									
Edit	01:02	00:01	Assess	Not Applicable	00:33				MH	MH	Residence	Level 4	Region 1 MCERS Zone D	N/A	1	Forsyth						4/15/2021 4:55 PM	4/15/2021 5:28 PM	4/15	
Edit	00:26	00:02	Assess	Not Applicable	00:00				MH	MH	Hospital ED	Level 5	Region 4 MCERS Zone A	South Georgia Medical Center	4	Lowndes						4/15/2021 5:30 PM	4/15/2021 5:31 PM	4/15	
Edit	01:17	00:03	Assess	Not Applicable	00:02				MH	MH	Residence	Level 4	Region 2 MCERS Zone A	N/A	2	Jackson						4/15/2021 4:38 PM	4/15/2021 4:41 PM	4/15	
Edit	01:08	00:03	Assess	Not Applicable	00:26				MH	MH	Residence	Level 2	Region 2 MCERS Zone B	N/A	2	Twiggs						4/15/2021 4:48 PM	4/15/2021 5:14 PM	4/15	
Edit	02:18	00:45	Linkage	Not Applicable	00:03				MH	MH	Residence	Level 3	Region 2 MCERS Zone C		2	Richmond						Individual does not appear to meet ADA Criteria	4/15/2021 2:57 PM	4/15/2021 3:00 PM	4/15
Edit	00:13		Dispatched	Not Applicable					MH	MH/AD	Residence	Level 3	Region 2 MCERS Zone A	N/A	2	Jackson							4/15/2021 5:46 PM		
Edit	00:12		Transit	Not Applicable	00:01				MH	MH/AD	Residence	Level 3	Region 1 MCERS Zone A	N/A	1	Cobb							4/15/2021 5:47 PM	4/15/2021 5:48 PM	
Edit	00:14		Transit	Not Applicable	00:02				MH	MH/AD	Residence	Level 3	Region 3 MCERS East	N/A	3	Gwinnett							4/15/2021 5:45 PM	4/15/2021 5:47 PM	
Edit	00:43	00:01	Linkage	Not Applicable	00:02				MH	MH	Residence	Level 5	Region 6 MCERS Zone A	Troup	6	Troup							4/15/2021 5:00 PM	4/15/2021 5:03 PM	4/15
Edit	00:59	00:19	Assess	Not Applicable	00:00				MH	MH/AD	Residence	Level 3	Region 3 MCERS West	N/A	3	Fulton							4/15/2021 4:40 PM	4/15/2021 4:40 PM	4/15
Edit	00:53	00:42	Linkage	Not Applicable	00:17				MH	MH/AD	Residence	Level 4	Region 1 MCERS Zone D	Forsyth	1	Forsyth							4/15/2021 3:53 PM	4/15/2021 4:11 PM	4/15
Edit	01:10	00:46	Assess	Not Applicable	00:13				MH	MH	Hospital Floor/ICU	Level 5	Region 3 MCERS East	Grady Brookhaven	3	DeKalb							4/15/2021 4:03 PM	4/15/2021 4:16 PM	4/15
Edit	01:06		Transit	Not Applicable	00:04				MH	MH	Residence	Level 3	Region 6 MCERS Zone A	N/A	6	Carroll							4/15/2021 4:53 PM	4/15/2021 4:58 PM	4/15
Edit	01:00	01:01	Assess	Not Applicable	00:06				MH	MH	Residence	Level 3	Region 3 MCERS East	N/A	3	Gwinnett							4/15/2021 3:57 PM	4/15/2021 4:04 PM	4/15
Edit	00:50	01:05	Assess	Not Applicable	00:05				MH	MH	Other	Level 3	Region 3 MCERS West	N/A	3	Fulton							4/15/2021 4:03 PM	4/15/2021 4:09 PM	4/15
Edit	00:53	01:17	Linkage	Not Applicable	00:12				MH	MH	Jail/Detention Center	Level 5	Region 4 MCERS Zone D	Worth	4	Worth						Pending or Recent release from Jail or Prison	4/15/2021 2:15 PM	4/15/2021 2:28 PM	4/15
Edit	00:59	00:40	Linkage	Not Applicable	00:03				MH	MH	Other	Level 4	Region 2 MCERS Zone A		2	Clarke							4/15/2021 2:32 PM	4/15/2021 2:35 PM	4/15
Edit	01:05	01:59	Assess	Not Applicable	00:21				MH	MH	Residence	Level 3	Region 1 MCERS Zone B	N/A	1	WHITFIELD							4/15/2021 2:55 PM	4/15/2021 3:16 PM	4/15
Edit	00:44	00:27	Linkage	Not Applicable	00:07				MH	MH/AD	Street	Level 4	Region 1 MCERS Zone B	N/A	1	Whitefield							4/15/2021 2:31 PM	4/15/2021 2:38 PM	4/15
Edit	01:07	00:29	Linkage	Not Applicable	00:01				MH	MH	Residence	Level 2	Region 4 MCERS Zone A	N/A	4	Berrien							4/15/2021 1:49 PM	4/15/2021 1:50 PM	4/15
Edit	00:43	02:53	Linkage	Not Applicable	00:03				MH	MH	Other	Level 3	Region 4 MCERS Zone D	N/A	4	Dougherty							4/15/2021 10:51 AM	4/15/2021 10:55 AM	4/15
Edit	00:52	02:09	Linkage	Not Applicable	00:00				IDD	MH/IDD	Social Services/State Agency	Level 3	Region 4 MCERS Zone C		4	Tift							4/15/2021 11:12 AM	4/15/2021 11:13 AM	4/15
Edit	00:20	01:27	Linkage	Not Applicable	00:02				MH	MH	Jail/Detention Center	Level 5	Region 4 MCERS Zone B	Decatur	4	Decatur						Pending or Recent release from Jail or Prison	4/15/2021 12:25 PM	4/15/2021 12:27 PM	4/15
Edit	00:40	00:37	Linkage	Not Applicable	00:01				MH	MH	Jail/Detention Center	Level 5	Region 4 MCERS Zone B	Decatur	4	Decatur							4/15/2021 12:04 PM	4/15/2021 12:06 PM	4/15

itez@hrcorp.com Administration Login Session ET 00:00:16 9/4 vPRs v02/2021 f qqqn style=display none >9/4/E/ES3+0qqn<

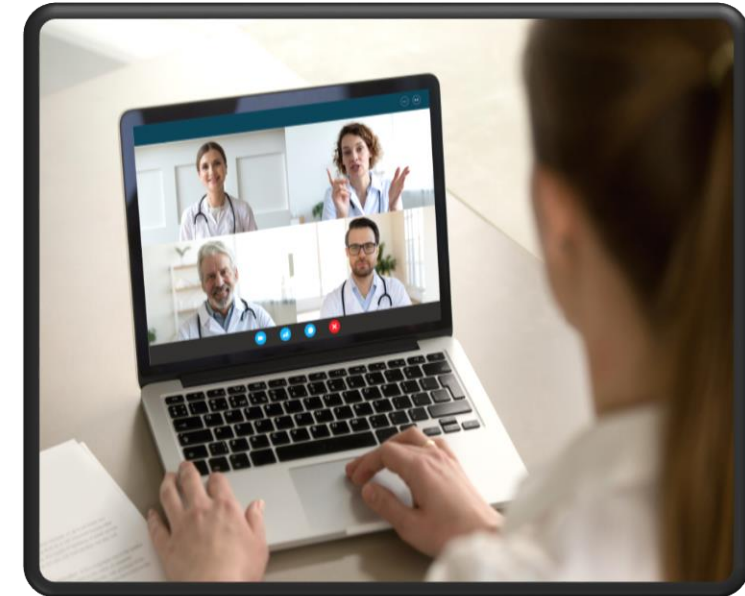


Someone to Respond

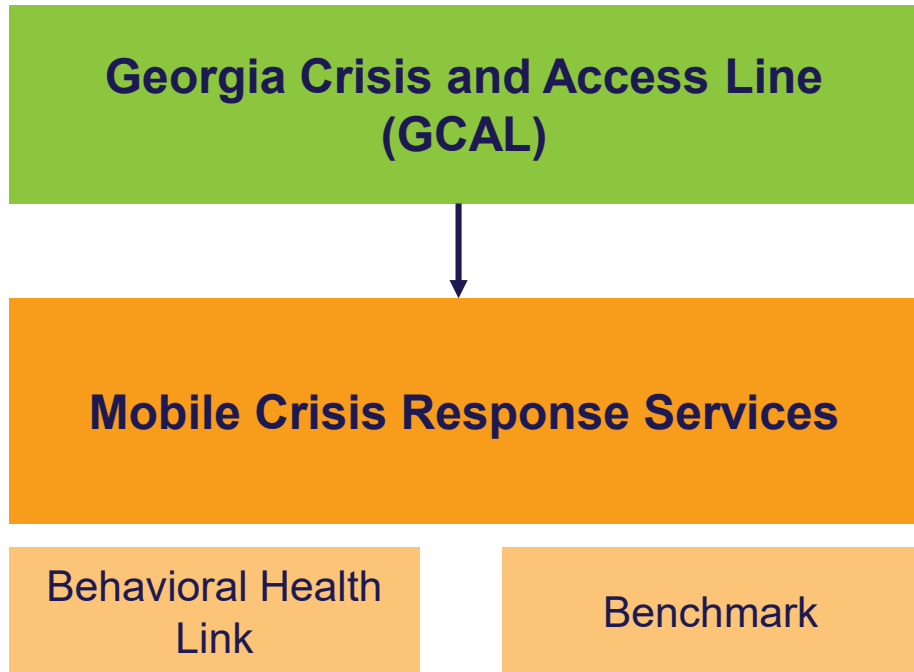
Telemedicine



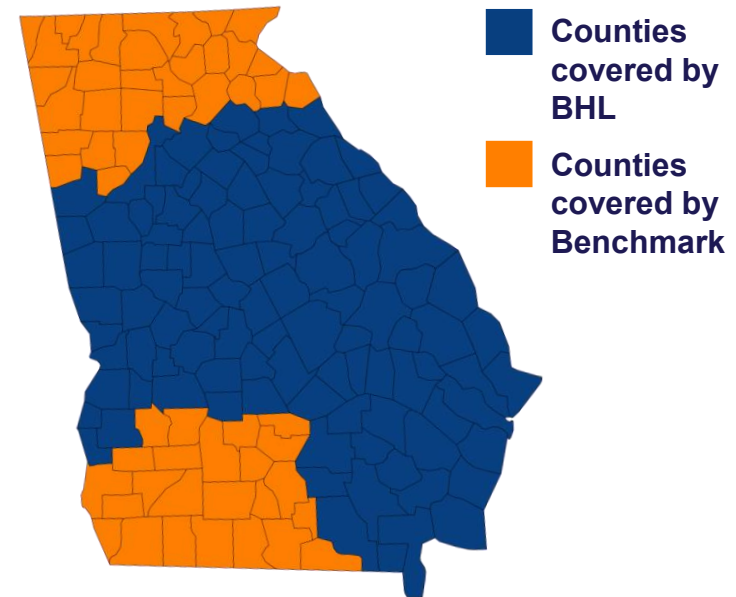
- Mobile Crisis providers began using telemedicine during the pandemic to ensure individuals could be served safely.
- After the Public Health Emergency ended, DBHDD worked with our partners to identify how telemedicine could continue to be used to ensure rapid access to mobile crisis services.
- Sustained policy to be published December 1, 2023



Call Center to Mobile Crisis Deployment



Two providers, Behavioral Health Link (BHL) and Benchmark, provide Mobile Crisis Response Services (MCRS) 24/7/365.





- Behavioral Health Link began using new mobile crisis dispatch technology in 2023
- Benefits:
 - GPS-enabled to identify the closest team members for dispatch
 - Electronic staff check-in and silent 911 call feature for safety
 - System integration which automatically records response time
 - Accessed from an active mobile device

Mobile Crisis Dashboards



BMCRS Dashboards

File
Share
Export
Chat in Teams
Get insights

BHL Analytics

Summary

GCAL Call Data Dashboard

Text/Chat Dashboard

Call Trends Weekly Dash...

Call Trends Monthly Das...

GCAL Demographics Dashb...

988 Call Data Dashboards

BMCRS Dashboards

Summary

BMCRS Dashboard

Go back

BMCRS Dashboard

Call Date Range

7/1/2022 6/30/2023

4,606 Completed

Region

Select all	2	4	6
1	3	5	

1,116 Cancelled

Age Group

Select all	18-65	Unknown
0-18	65 and older	

407 Unable to Assess

MCRS Team

All

6,129
Total Dispatches

377
1013 Written by team

11
2013 Written by the team

14
1013 Rescinded

54
Law Enforcement

Dispatch Status

Cancelled Completed Unable to Assess

Dispatches by Location

636 (10.2%)
909 (14.8%)
4,243 (69.2%)

Dispatches by MCT Referrals Status

1,116 (18.2%)
4,606 (75.2%)

Dispatches by Dispatch Levels

766 (12.5%)
929 (15.2%)
2,444 (39.9%)
1,889 (30.8%)

Dispatches by Outcome

84 (1.4%)
161 (2.6%)
174 (2.9%)
224 (3.7%)
313 (5.1%)
361 (5.9%)
573 (9.3%)
709 (11.6%)
1,326 (21.6%)
606 (9.9%)

Dispatches by Age Group

0-18	100.00%
------	---------

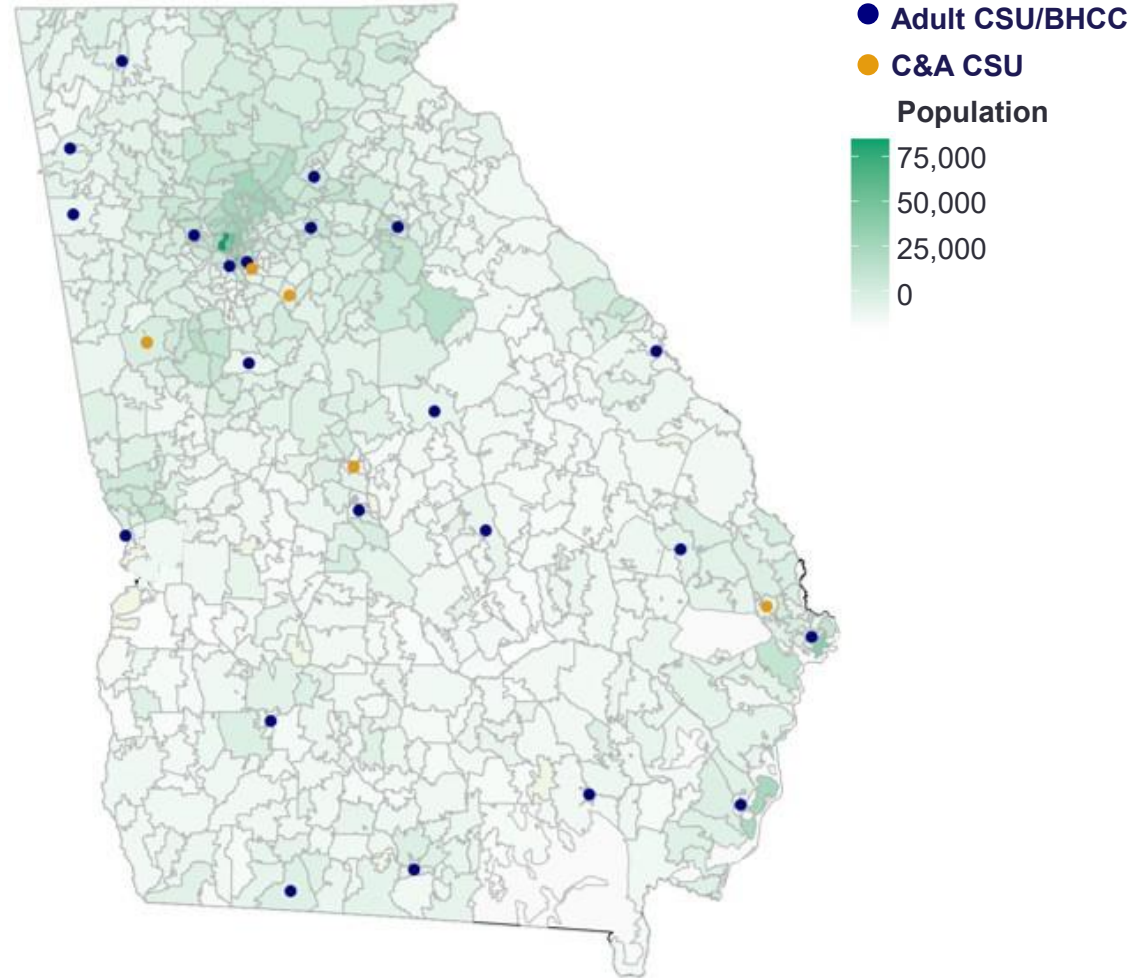
A Safe Place to Go

Community-Based Crisis Centers



In Georgia, we have three models of community-based crisis centers, including:

- **Adult Crisis Stabilization Units (CSUs)**
- **Adult Behavioral Health Crisis Centers (BHCCs)**
- **Child and Adolescent (C&A) Crisis Stabilization Units**



Electronic Management of State-Funded Crisis Beds



- GCAL manages telephonic and electronic referrals for individuals who need a state-funded crisis bed
- Electronic Pre-Admission Referral Form (PARF) is embedded to provide data and ensure individuals referred for a crisis bed do not have a medical condition which would preclude crisis bed service.
 - DBHDD has created PARFs for Community referrals and Emergency Department referrals

NOTE: GCAL system also contains known Medicaid Psychiatric Facilities to promote referral and use of “plan” services for Medicaid beneficiaries

Universal Pre-Admission Referral Form

DBHDD Universal PARF

Do NOT use the Back or Forward browser buttons while using this form. Instead, use the Submit or Cancel buttons. Please be aware that this form will timeout after 29 minutes if there is no typing activity or clicks on the page. Required fields are highlighted in light blue. See the bottom of the form for more details on red and green status.

GCAL
episodeID [20230417110933739_coax *NEW]

General Information

Contact/Call Date/Time: 04/17/2023 11:09 AM	Referral Source Type: <input type="text"/>
Referring Facility: <input type="text"/>	Referring Mobile Crisis Team: <input type="text"/>
Crisis Zip: <input type="text"/>	Crisis City: <input type="text"/>
Crisis County: <input type="text"/>	Facility Phone Number: XXX-XXX-XXXX
Facility Phone Extension: <input type="text"/>	Facility Fax Number: XXX-XXX-XXXX
Referring Staff's First Name: <input type="text"/>	Referring Staff's Last Name: <input type="text"/>
Referring Facility Phone for Follow-up: XXX-XXX-XXXX	Alternate Phone: XXX-XXX-XXXX
Legal Status: <input type="text"/>	Signing Professional Name: <input type="text"/>
Signing Professional Phone: XXX-XXX-XXXX	Date and Time Signed: <input type="text"/>
County Indicated on Involuntary Legal Document: <input type="text"/>	Probate Office Number: <input type="text"/>
Is Jail Referral? <input type="text"/>	

Identifying Information

Individual's First Name: <input type="text"/>	Individual's Last Name: <input type="text"/>
Individual's Middle Name: <input type="text"/>	Individual's Maiden Name: <input type="text"/>
Race: <input type="text"/>	Is IND Hispanic/Latino? <input type="text"/>
Date of Birth: mm/dd/yyyy age: <input type="text"/>	Age Group (Adult or Child): <input type="text"/>
SSN: XXX-XX-XXXX <input type="text"/>	Gender: <input type="text"/>
Is IND Homeless? <input type="text"/>	Zip: XXXXXX
Address: <input type="text"/>	City: <input type="text"/>
State: GA	Current Living Situation: <input type="text"/>
County: <input type="text"/>	IND Alt Phone: XXX-XXX-XXXX
IND Phone: XXX-XXX-XXXX	Secondary Insurance: <input type="text"/>
Primary Insurance: <input type="text"/>	Has English Proficiency? <input type="text"/>
Preferred Language: <input type="text"/>	LG Phone: XXX-XXX-XXXX
(LG) Legal Guardian Name: <input type="text"/>	LG Address: (if different from IND) <input type="text"/>
Relationship of LG to IND: <input type="text"/>	Emergency Contact Name: <input type="text"/>
Is Emergency Contact the same as Legal Guardian? <input type="text"/>	Emergency Contact Relationship: <input type="text"/>
Emergency Contact Phone: XXX-XXX-XXXX	
Lawful Presence? <input type="text"/>	

In this and several other sections going forward, Red or Green boxes appear when a response is entered:

***Red – the response is exclusionary or out of range per DBHDD's policy, and the referral cannot be submitted. Your entry is saved for 72 hours should values change for possible resubmission.

***Green – the PARF is approved for referral and placed on the Referral Board

Medical Evaluation Guidelines Information
 DOES THE INDIVIDUAL HAVE ANY OF THE FOLLOWING CONCERNS? IF SO, A PHYSICIAN-TO-PHYSICIAN CONVERSATION MAY BE REQUIRED

Dementia? Delirium?

For CSU only – (DME) Durable medical equipment that is not readily available or is required to be plugged in?

https://app.bhlweb.com/SubmissionForms/PARF.aspx

DBHDD Policy 01-350: Attachment B Page 1 of 4 Version 4/17/2023

Electronic Monitoring of State Funded Crisis Beds



- Tracking referrals
- Regular status updates
- Real time access to unit or individual specific information
- Self-service portals for some referral sources'
- Screening and triage information

The screenshot shows a mobile application interface for the DeKalb Regional Crisis Center. The left sidebar is dark blue and contains the user profile for Alice Responder (alex.bishop12@gmail.com) and navigation options like Dashboard, Referrals Search, and PARF Search. The main content area is light blue and displays the 'Bed Inventory' for 'DeKalb Regional Crisis Center'. It includes a table with columns for Name, Status, Utilization Status, Recipient First Name, Case Code, Admission Date Time, and Details. The table lists three rooms: Room A, Room B, and Room C, all with 'Active' status and 'Currently Open' utilization.

Name	Status	Utilization Status	Recipient First Name	Case Code	Admission Date Time	Details
Room: 178 Bed: Active A	Active	Currently Open	sasha	XMAORWMNWK	Aug 28, 2023 9:31 PM	▼
Room: 178 Bed: Active B	Active	Currently Open				▼
Room: 178 Bed: Active C	Active	Currently Open	Jennifer	LJGYSTQY6K	Aug 28, 2023 7:42 PM	▼



BHL Analytics

GCAL Call Data Dashboards

GCAL Demographics Dashb...

988 Call Data Dashboards

BMCRS Dashboards

SCB Referral Summary Das...

DRAFT - CSU Referral Sum...

Summary

CSU Referral Summary (r...

CSU Referral Summary (...)

Go back

1/1/2022 12/31/2022

Facility Name
All

Region

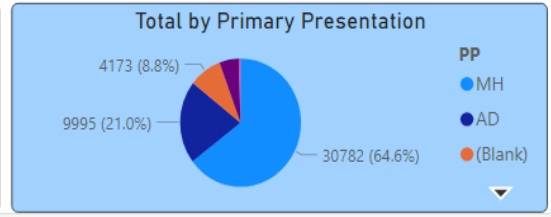
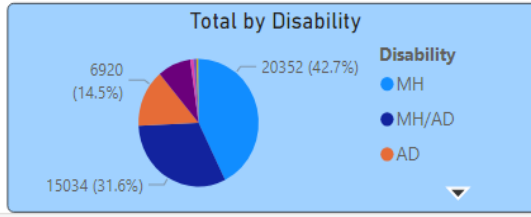
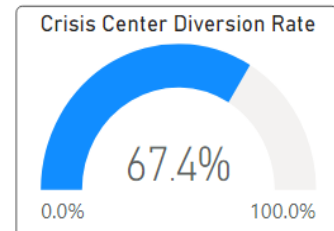
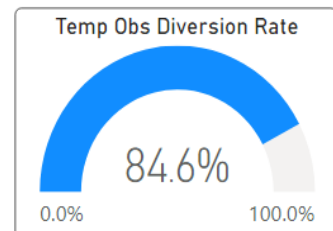
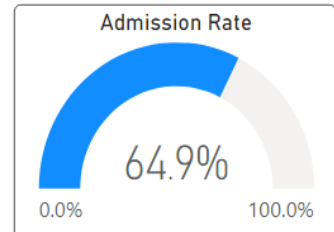
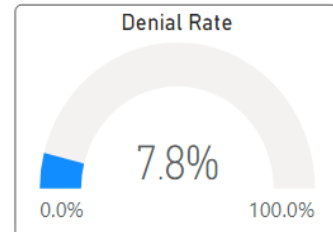
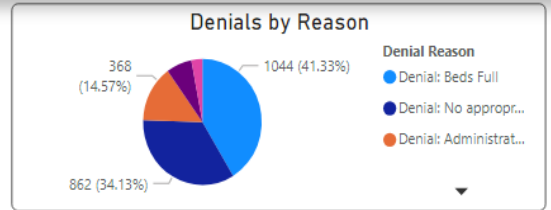
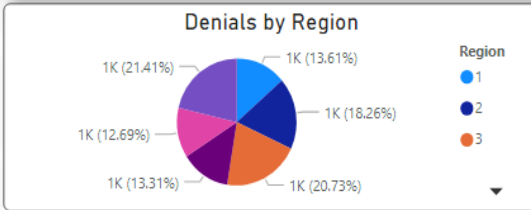
Select all	2	4	6
1	3	5	

Age Group

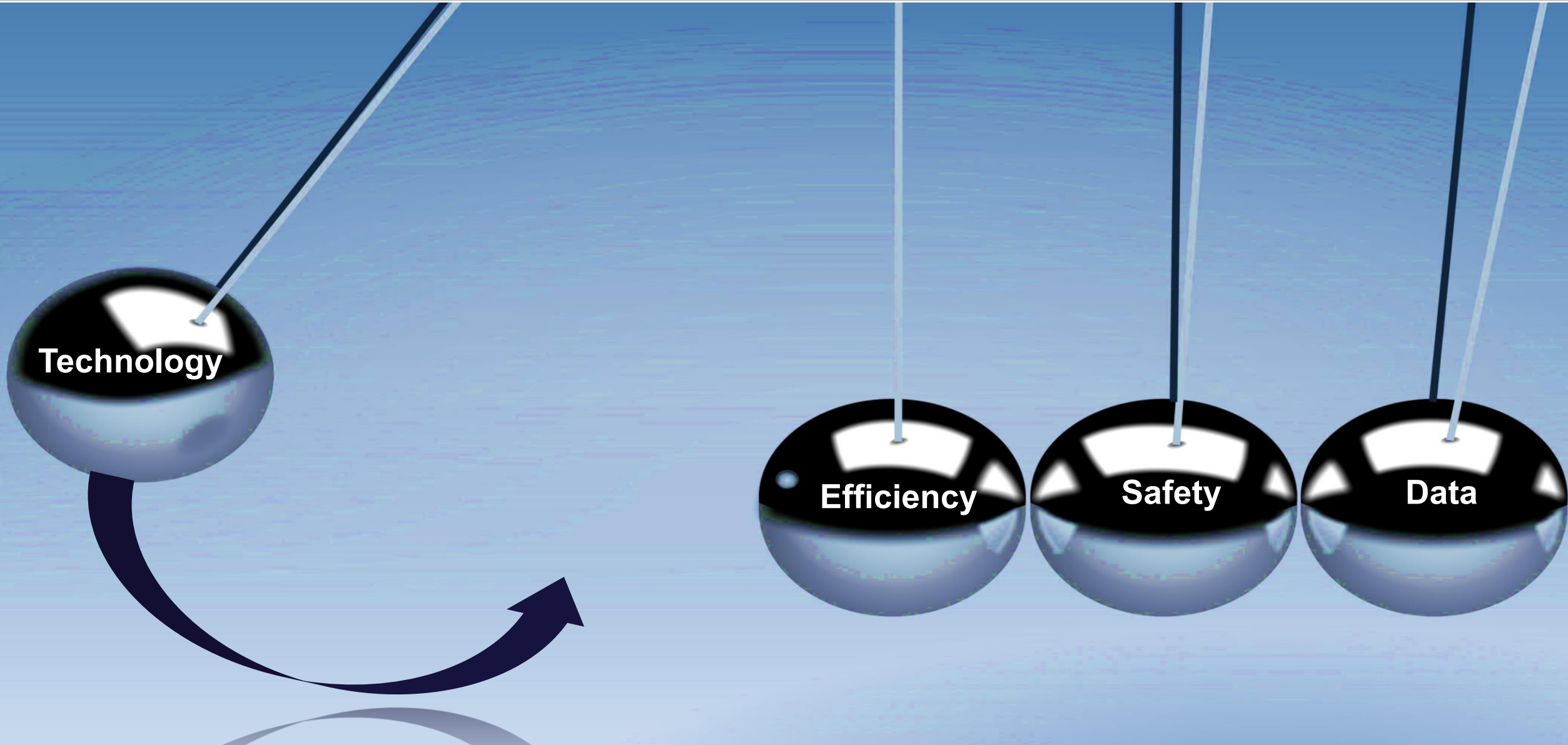
Select all	18-65	Unknown
0-18	65 and older	

932 Contract Beds	34166 Discharges	28410 Accepted
3721 Denials	160 Temp Obs Beds	30792 Admissions
24692 Walk-ins	47469 Referrals	0 Timed Out

CSU Referral Summary Dashboard by Date Range

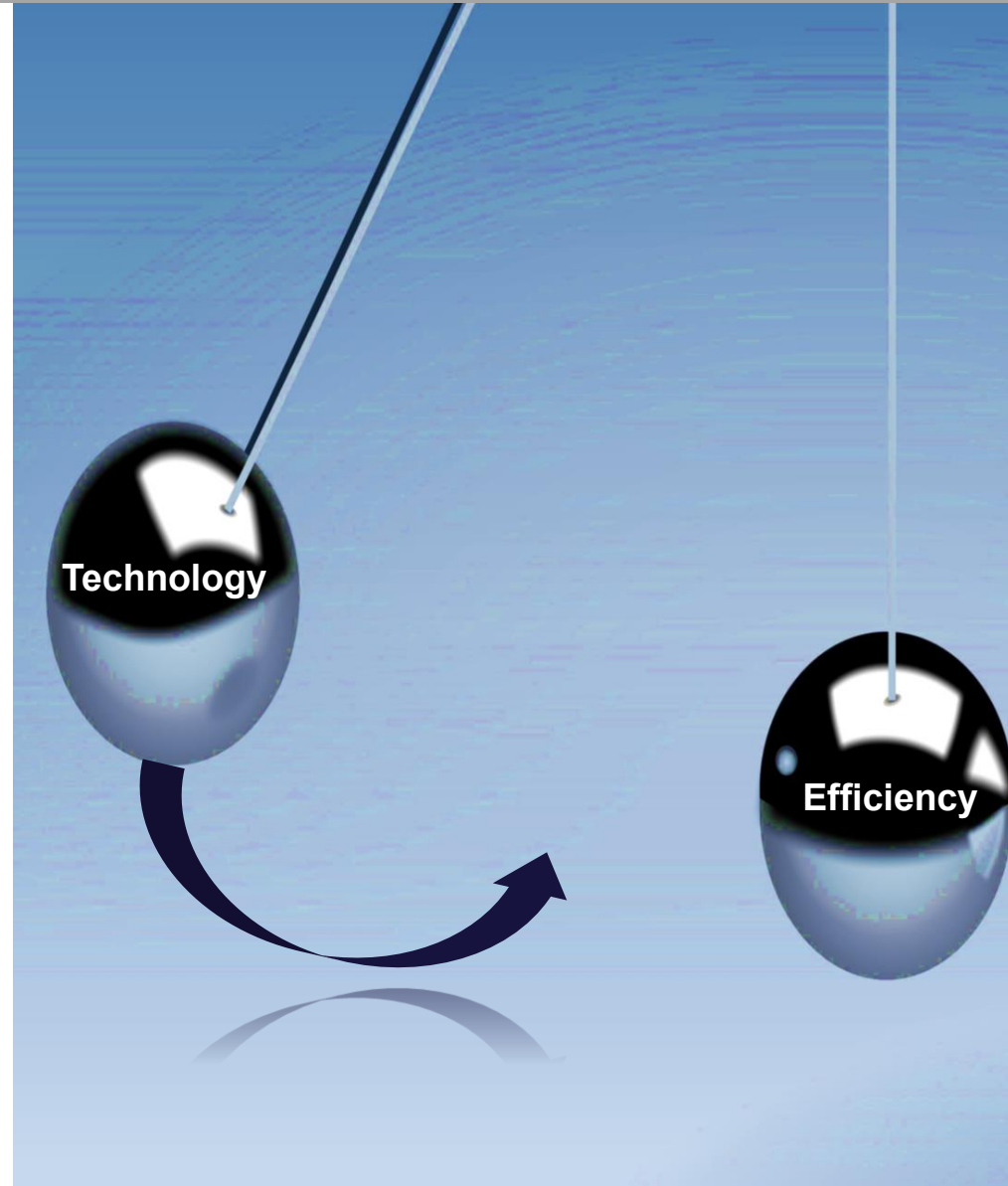


The Impact of Technology on Services and System Evolution



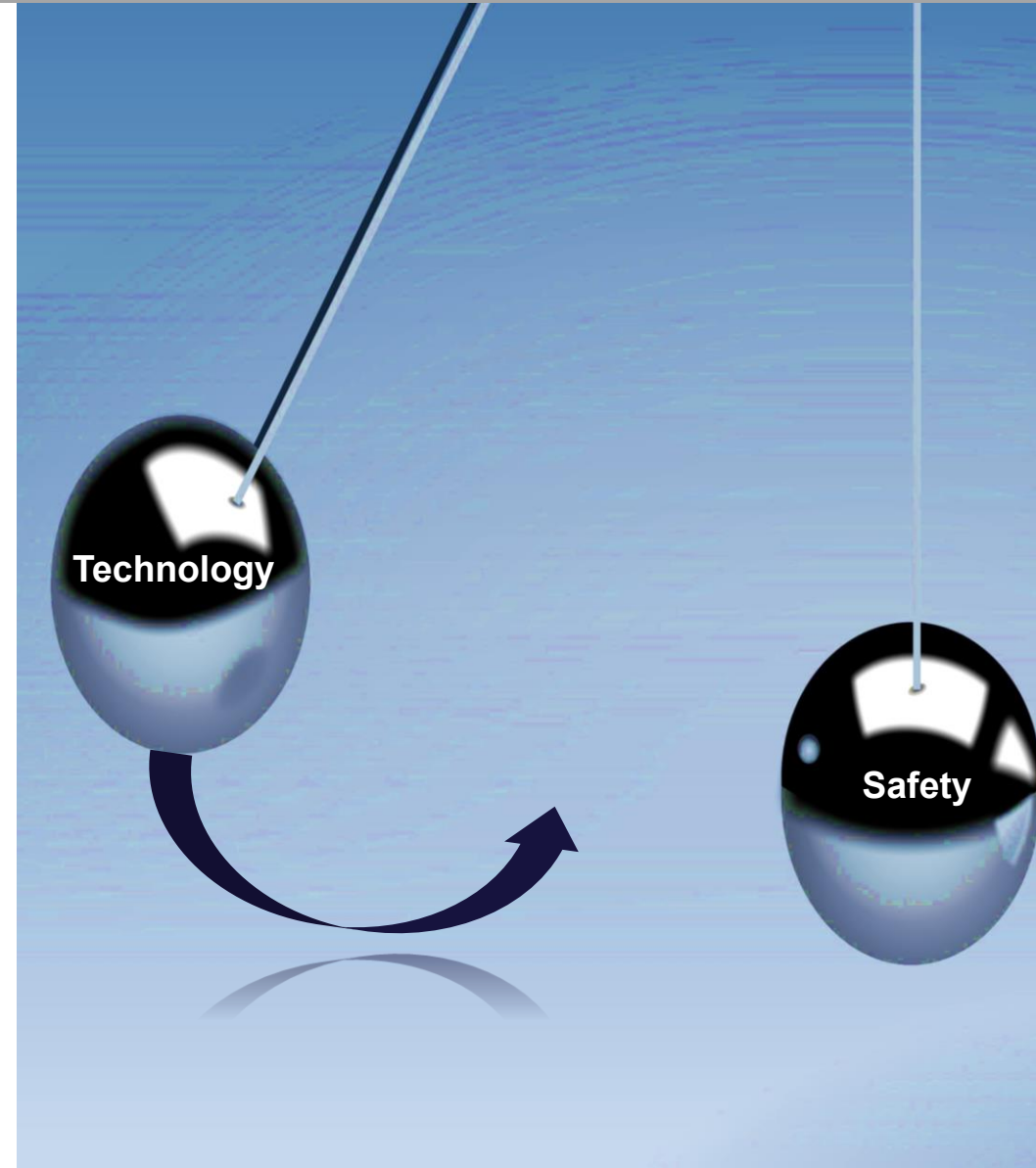
Efficiency

- Less staff time faxing referrals
- Central mobile crisis referrals leads to shorter response time
- All referral information is in one place
- Real time access allows DBHDD to troubleshoot and address issues in real time, usually allowing them to be solved



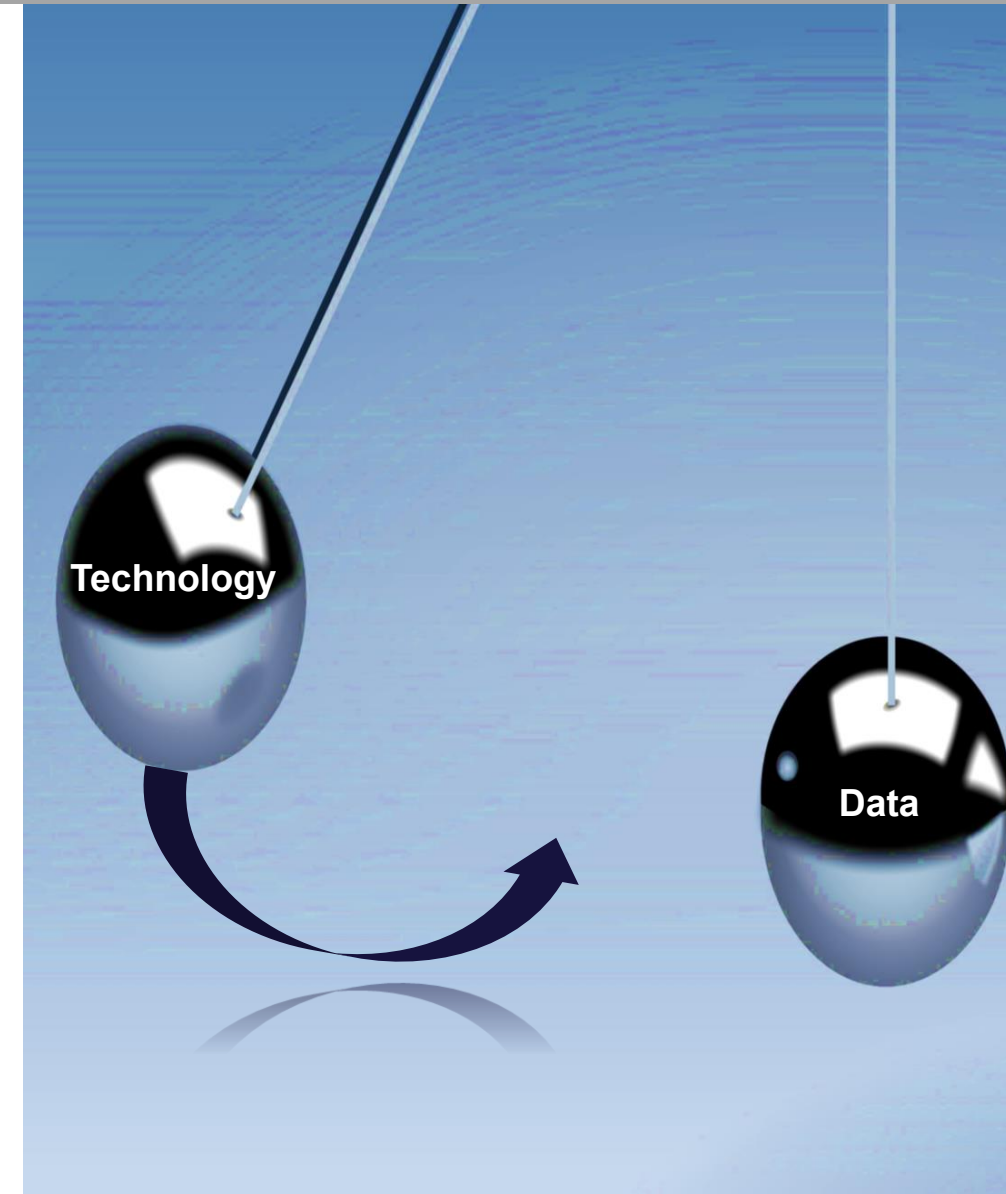
Safety

- Mobile crisis app
 - Staff geolocation
 - Silent emergency call
 - Staff check-ins
- Active rescue warm transfers



Data

- Utilize historical data to forecast future demand
- Bed study initiative
- 988ga.org dashboard
- Accountability and Transparency to our constituents and funders
- Data Integrity
- Foundation for Strategic Planning

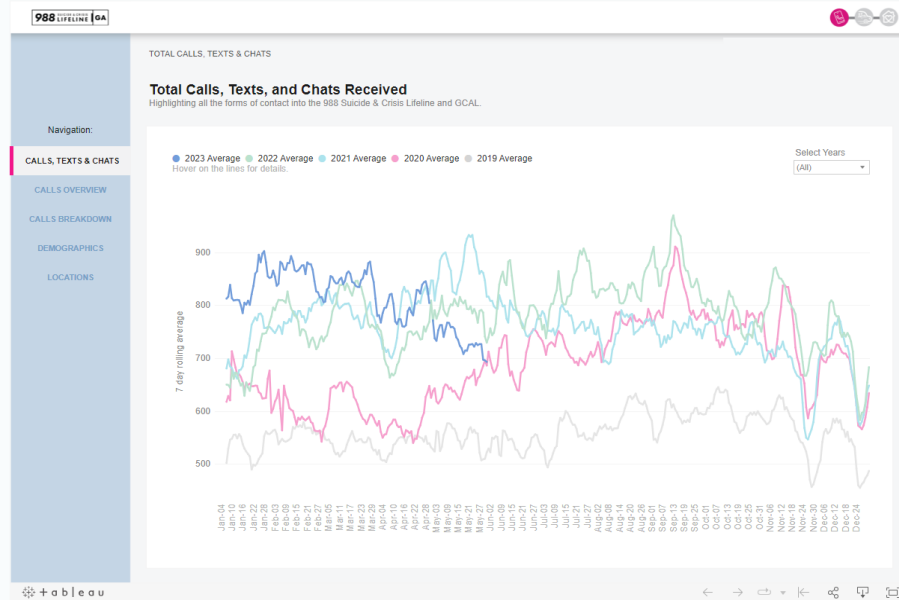


New Features on 988ga.org

DBHDD Data Publications

To ensure transparency around the rollout of the new 9-8-8 ecosystem in Georgia, the Department of Behavioral Health and Developmental Disabilities is providing stakeholders and the public with regular data updates on a wide range of metrics across the 9-8-8 system.

9-8-8 Data will be regularly reported along the three key service areas outlined by the federal Substance Abuse and Mental Health Services Administration (SAMHSA): **Someone To Call, Someone to Respond, and a Safe Place for Crisis Care.**



Please note: All data is preliminary.

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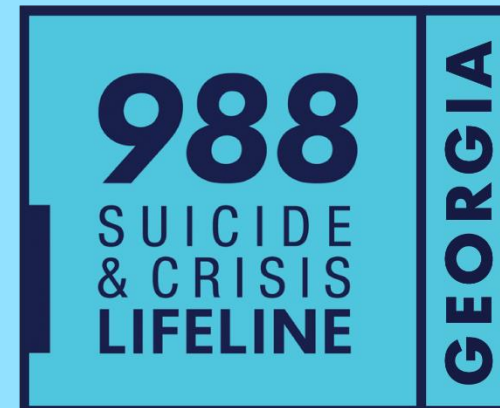
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Email: questions@988ga.org



DBHDD



Questions?

Georgia 988 Contacts

BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities

Dawn Peel

Director, Office of Crisis Coordination

Anna Bourque

Director, Office of Provider Relations and ASO Coordination

Wendy White Tiegreen

Director, Office of Medicaid Coordination & Health System Innovation



D·B·H·D·D