



HIGH TECH CRISIS LINES: A GEORGIA EXAMPLE OF THE CRISIS HUB



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&

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Behavioral Health Link



CRISIS NOW
Transforming Crisis Services

CRISIS CALL CENTER HUB

QUALITY AND EXPERTISE



URAC Accredited Health Call Center

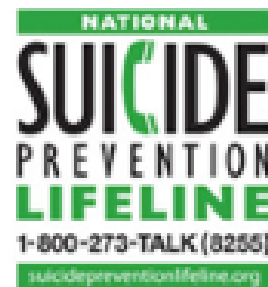
Only American Association of Suicidology accredited Crisis Center in Georgia

First ever CARF accredited Crisis and Information Call Center

Accredited by Contact USA for online emotional support (chat and text)

BHL is the only Georgia member of the National Suicide Prevention Lifeline

Accredited by NADD for the care of individuals with dual Intellectual & Developmental Disability/ Behavioral Health Needs



GCAL Functions

State-wide telephonic crisis de-escalation, assessment and referral free for anyone in Georgia

Single point of dispatch for DBHDD funded Blended Mobile Crisis Teams Statewide

Single point of entry for state-funded contract beds at private hospitals

Preferred point of entry (PPOE) for state hospitals and crisis stabilization units

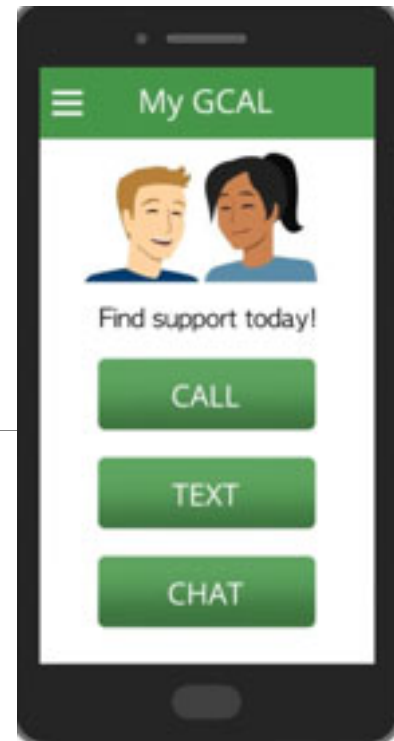
SAMHSA Treatment Locator Calls from Georgians. 1,500 + calls a month started in 2018

National Suicide Prevention Lifeline Calls from Georgians 106 hours a week- working towards 150 hours a week – goal 90% Georgia Calls



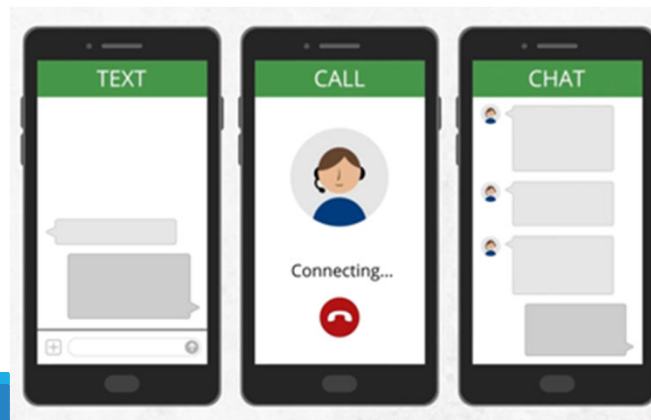
Georgia Crisis & Access Line Functions(GCAL)

MyGCAL Text & Chat for Georgia's Youth



What is the MyGCAL app?

The app is simply a connection to the Georgia Crisis & Access Line. It allows young people in Georgia to choose how they want to reach out to us either through text, chat or phone call.

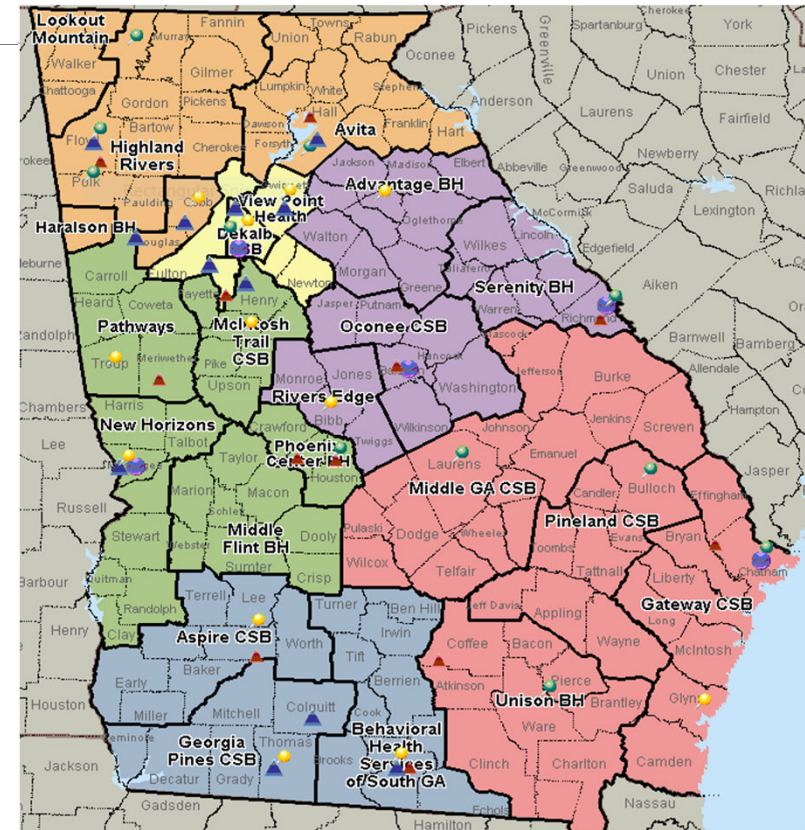


MyGCAL- Text and Chat for Youth



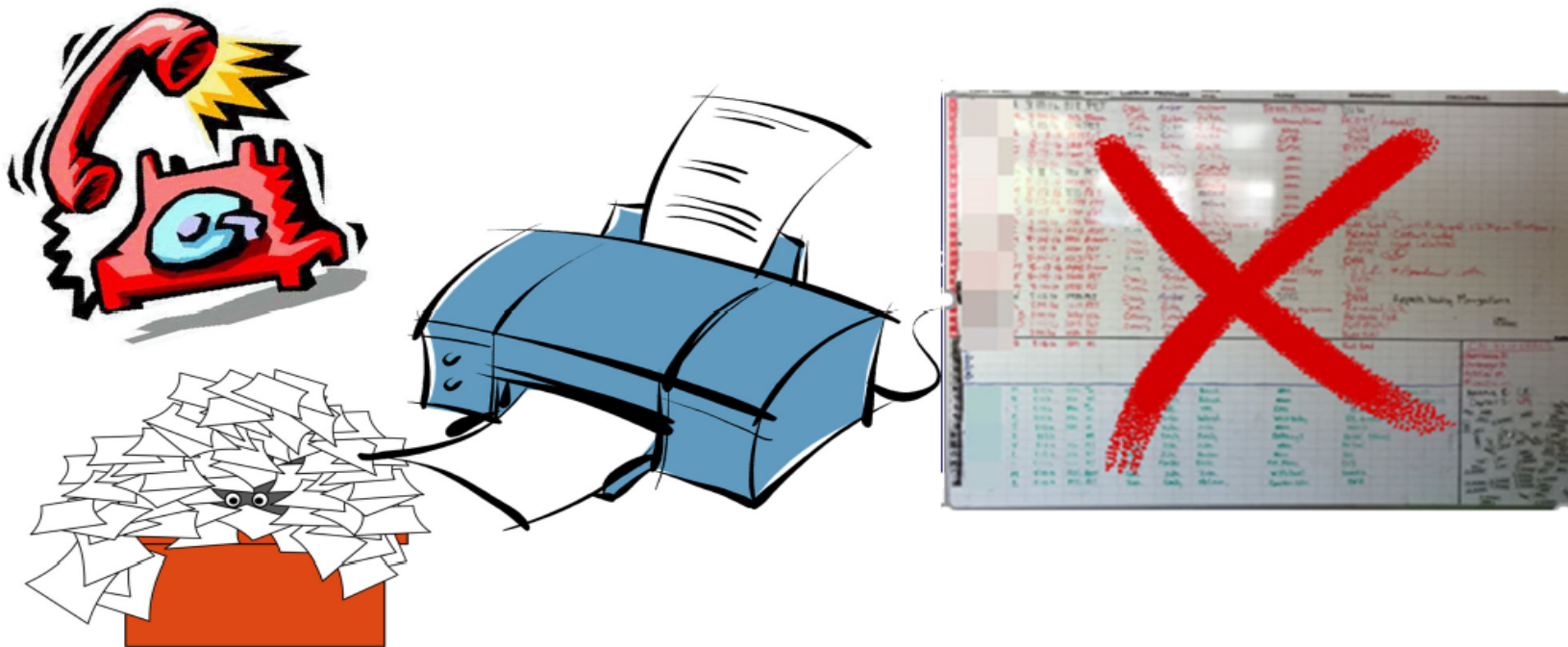
GEORGIA IN CONTEXT

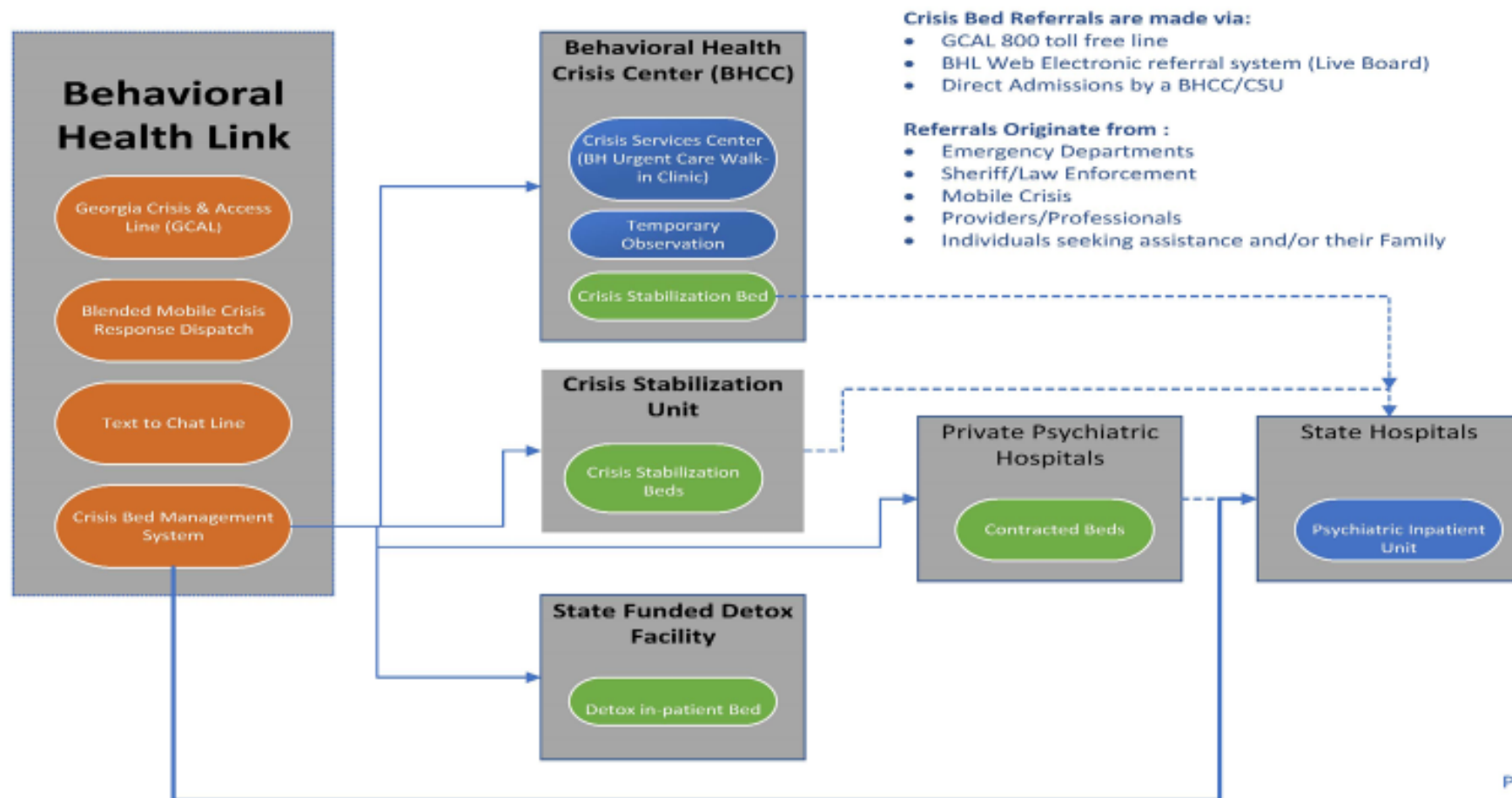
- Current Estimated Population: 10.5179 Million
- Urban and Rural
- Not an expansion State
- Under a DOJ Settlement:
 - Includes closure of State Hospital beds
 - Expectation of treating in the community
- Crisis stabilization units are emergency receiving facilities



HOW IT ALL BEGAN

What we used to have...





LIVE CENSUS AND REFERRAL SYSTEM

Georgia has been developing and enhancing a statewide live census and referral system for over a decade to complement their integrated statewide crisis response system. Consumers, families, and first responders can call the Georgia Crisis and Access Line (GCAL) for help in a crisis.

GCAL staff may resolve the crisis by phone, schedule an appointment for them in local clinic, or dispatch a locally established mobile crisis team to conduct a face to face assessment and determine treatment needs.

STATEWIDE CRISIS LINE



OUTCOMES

➤ More referrals in less time

➤ Increased utilization of capacity (Daily occupancy reports generated from the system)

➤ Data generated helps to inform system needs and trends.

More Referrals in Less Time

YEAR	VOLUME	TOTAL TIME TO ACCEPTANCE
<i>FY2013</i>	7,729	11:38
<i>FY2014</i>	8,073	10:12
<i>FY2015</i>	11,464	6:54
<i>FY2016</i>	12,979	7:27

CAPACITY COMPARISON

VOLUME OF BEDS

Type of Bed	FY 2009	FY 2017
State Hospital	640	280
Crisis Stabilization	359	509
Temporary Observation	N/A	96
Total	999	885

GA has been able to serve more individuals, closer to home, with less capacity all due to better coordination and transparency. Each level of care has been able to focus on individual care with appropriate lengths of stay. With live data KPI indicators can drive the system.

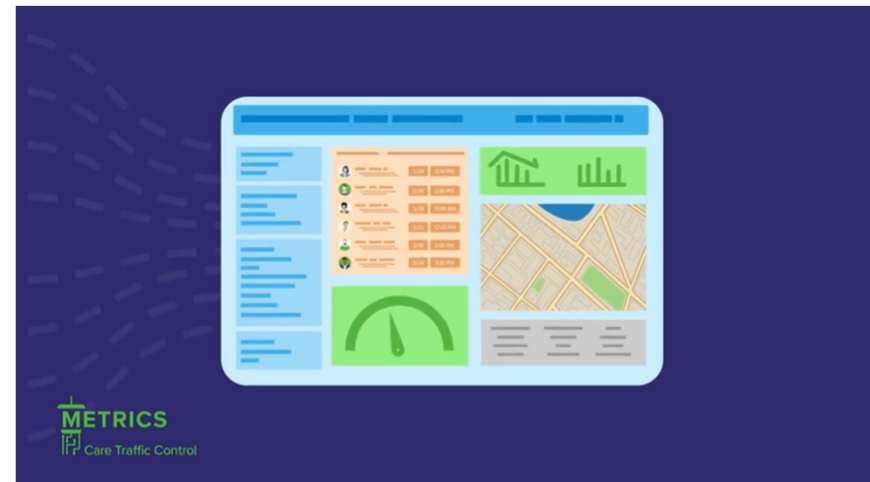
VOLUME OF ADMISSIONS

Behavioral Health Crisis Admissions	FY 2009	FY 2017
Mobile Crisis	N/A	14,342
Crisis Stabilization	14,959	24,228
State Contract Beds	N/A	6,644
State Hospital (AMH)	9,557	2,622
Total	24,516	47,836

MEANINGFUL METRICS

The live census was launched in 2012. Since then, the state has established benchmarks (in parentheses below) and monitored performance using the following metrics:

- Occupancy rate of Crisis Stabilization Units (90% required)
- Denial rate (no more than 10%)
- Length of Stay (average of 7 calendars days or less)
- Diversion Rate (50% of individuals who present to Walk-In Centers or Temporary Observation Units and are treated in ≤ 24 hours and no longer require inpatient admission to a crisis unit or hospital)



ENHANCEMENTS IN PROGRESS

Dashboards that show demand and capacity at a glance

KPI dashboards for program managers to view current progress

Secure messaging through the portal for referring and receiving facilities

Secure Portal for ER's to check progress and updates on their referrals

Better data analytics

Enhancements for providers to better communicate challenges on their unit

Elements of Care Traffic Control



<https://www.youtube.com/watch?v=UVHUhge9YoQ>



A CRISIS HAS NO SCHEDULE®



FIVE ELEMENTS OF CARE TRAFFIC CONTROL

- **Element #1- Status Disposition for Intensive Referrals**
- **Element #2- 24/7 Outpatient Scheduling**
- **Element #3 - High-Tech Mobile Crisis Dispatch**
- **Element #4- Shared Bed Inventory Tracking**
- **Element #5- Real-Time Performance Outcomes Dashboards**



A CRISIS HAS NO SCHEDULE®

Shows Every Intensive Referral

- Waiting for care
- How long they've been waiting
- Where they are waiting



STATUS DISPOSITION FOR INTENSIVE REFERRALS

7 Days Pending Number of Pending Episodes 127 Scan Elapsed Time 3 Seconds (Double Click a Row to Open Episode)

Type of Facility	Age Gr...	Program or Hospital	Ref/Dispatch Date	Minut...	Referral Source	Ref Location T...	Primary Pres...	Acuity	Locus	C...	Wait Time	Consumer ID
CSU	Adult	Region 6 MH Pending Referral (GC...	2/2/2018 2:27 PM	204	Midtown Me...	Hospital ED	MH	Urgent	Level V	6	03:24:27	2018020...
CSU	Adult	Region 5 MH Pending Referral (GC...	2/2/2018 2:21 PM	210	Memorial H...	Hospital ED	MH	Emergent	Level VI	5	03:29:44	2011101...
SH	Adult	Region 6 SCB (State Contract Bed)...	2/2/2018 2:18 PM	213	West Georgi...	Hospital ED	MH	Urgent	Level V	6	26:34:52	20110508
PH	C&A	C&A SCB Pending Statewide Refer...	2/2/2018 2:06 PM	225	Wellstar Ke...	Hospital ED	MH	Emergent	Level VI	1	12:21:47	2018020...
CSU	Adult	Region 4 MH Pending Referral (GC...	2/2/2018 1:56 PM	235	Terrell	Jail / Prison ...	MH	Emergent	Level V	4	06:44:25	20170918
CSU		Region 6 Medical Clearance Pendi...	2/2/2018 1:53 PM	238	N/A	Community	AD	Urgent	Level V	6		2014012...
CSU	Adult	Region 2 MH Pending Referral (GC...	2/2/2018 1:49 PM	242	University H...	Hospital ED	MH	Emergent	Level V	2	07:45:50	2015060...
SH	Adult	Georgia Regional Hospital at Atlant...	2/2/2018 1:39 PM	252	Southern R...	Hospital ED	MH	Emergent	Level V	3	74:59:23	20180130
PH	C&A	C&A SCB Pending Statewide Refer...	2/2/2018 1:39 PM	252	Northside H...	Hospital ED	MH	Emergent	Level VI	1	14:21:53	2018020...
CSU	Adult	Region 6 MH Pending Referral (GC...	2/2/2018 1:39 PM	252	Spalding Re...	Hospital ED	MH	Emergent	Level VI	6	11:33:34	20130418
CSU	Adult	Region 5 AD Pending Referral (GC...	2/2/2018 1:12 PM	279	N/A	Community	AD	Urgent	Level V	5	29:56:31	2018020...
PH	C&A	C&A SCB Pending Statewide Refer...	2/2/2018 12:46 PM	305	Piedmont F...	Hospital ED	MH	Urgent	Level V	6	15:40:51	2018020...
CSU	Adult	Region 2 MH Pending Referral (GC...	2/2/2018 12:36 PM	315	Gwinnett He...	Hospital ED	MH	Emergent	Level VI	3	05:15:35	20090109
CSU	Adult	Region 1 AD Pending Referral (GC...	2/2/2018 12:07 PM	344	N/A	Community	AD	Urgent	Level V	1	05:43:55	20160728
CSU		Region 1 MH Pending Referral (GC...	2/2/2018 12:03 PM	348	Northside H...	Hospital ED	MH	Urgent	Level VI	3	05:48:12	2018020...
CSU	Adult	Region 1 MH Pending Referral (GC...	2/2/2018 11:56 AM	355	Redmond R...	Hospital ED	MH	Urgent	Level VI	1	05:55:26	20171108
BHCC	Adult	DeKalb BHCC DeKalb CSB	2/2/2018 11:50 AM	361	Southern R...	Hospital ED	MH	Emergent	Level VI	3	06:01:00	2018020...
APS Hospital	Adult	SCB Approval Request GCAL UM In...	2/2/2018 11:34 AM	377	Northeast G...	Hospital ED	MH	Emergent	Level VI	1	14:19:09	2015090...
SH	C&A	C&A SCB Pending Statewide Refer...	2/2/2018 11:30 AM	381	Children's ...	Hospital ED	MH	Emergent	Level VI	3	26:39:05	2018020...
SH	Adult	Georgia Regional Hospital at Atlant...	2/2/2018 11:05 AM	406	Northside H...	Hospital ED	MH	Urgent	Level V	3	16:13:23	2018020...
SH	Adult	Georgia Regional Hospital at Atlant...	2/2/2018 11:01 AM	410	Newton Me...	Hospital ED	MH	Emergent	Level V	3	29:24:05	20100830
SH	Adult	East Central Regional Hospital GA	2/2/2018 11:00 AM	411	Newton Me...	Hospital ED	MH	Emergent	Level V	3	26:27:57	2018013...
SH	Adult	Georgia Regional Hospital at Atlant...	2/2/2018 10:50 AM	421	Atlanta Med...	Hospital ED	MH	Emergent	Level V	3	15:08:06	2009040...
CSU	Adult	Region 6 AD Pending Referral (GC...	2/2/2018 10:14 AM	457	N/A	Community	AD	Urgent	Level V	6	22:17:40	2018020...
CSU	Adult	Region 6 MH Pending Referral (GC...	2/2/2018 9:41 AM	490	Midtown Me...	Hospital ED	MH	Urgent	Level VI	6	08:10:02	2018012...
CSU	Adult	Region 1 MH Pending Referral (GC...	2/2/2018 9:27 AM	498	Northside H...	Hospital ED	MH	Emergent	Level VI	1	08:10:02	2018020...



GPS ENABLED MOBILE CRISIS DISPATCH

A CRISIS HAS NO SCHEDULE®

Element #3- High-Tech Mobile Crisis Dispatch

Port Isaac, Cornwall, England New tab Pending MC Dispatch

https://bhlweb.com/bhlsched/MCT/MCTDispatch.aspx

Menu Pending MC Dispatch 1/26/2018 2/26/2018 25 Clear Staff Export to XLS Export to Xlsx Export to CSV Export to PDF Download RTR Download MRD Clear Sorting Collapse All Ex

☐ Display Notes ☐ BHL Only

Last Refresh 4:56:52 PM

Page 1 of 1 (19 items) [1] All

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	Location Type	Dispatch Level	MC Team	Referral Source	Crisis Region	Crisis County	Crisis Location
Edit	00:25		Transit	Not Applicable	00:00			37	Jail/Detention Center	Level 5	BHL Region 5 MCRS Zone B Waycross	Coffee	5	Coffee	Jail/Det 825 TH
Edit	00:26		Transit	Not Applicable	00:01			27	Residence	Level 3	BHL Region 3 MCRS East Metro	N/A	3	DeKalb	Resider Lynwo
Edit	00:16	00:11	Assess	Not Applicable	00:05			10	School	Level 4	Benchmark Region 1 MCRS Zone B	N/A	1	Catoosa	School Drive
Edit	00:42		Transit	Not Applicable	00:01			42	Residence	Level 1	BHL Region 3 MCRS East Metro	N/A	3	Gwinnett	Resider Way
Edit	00:28	00:15	Assess	Not Applicable	00:00			15	Residence	Level 5	Benchmark Region 1 MCRS Zone B	N/A	1	Murray	Resider Loudern
Edit	00:52	00:28	Linkage	Not Applicable	00:00			32	Residence	Level 3	Benchmark Region 2 MCRS Zone D	N/A	2	Clarke	Resider Court
Edit	00:46	00:45	Linkage	Not Applicable	00:00			51	Hospital ED	Level 4	Benchmark Region 4 MCRS Zone A	Dorminy Medical Center	4	Ben Hill	Hospita House 1 1447
Edit	01:07	01:45	Assess	Not Applicable	00:00			39	Residence	Level 4	Benchmark Region 6 MCRS Zone C	N/A	6	Muscogee	Resider
Edit	00:49	03:21	Assess	Not Applicable	00:00			14	Residence	Level 4	BHL Region 5 MCRS Zone A Savannah	N/A	5	Tattnall	Resider PEACH
Edit	00:52	01:47	Linkage	Not Applicable	00:00			10	School	Level 4	Benchmark Region 1 MCRS Zone D	N/A	1	Forsyth	School highwa
Edit	00:15	00:43	Linkage	Not Applicable	00:05			61	Hospital ED	Level 5	Benchmark Region 4 MCRS Zone D	Tift Regional Medical Center	4	Tift	Hospita St.

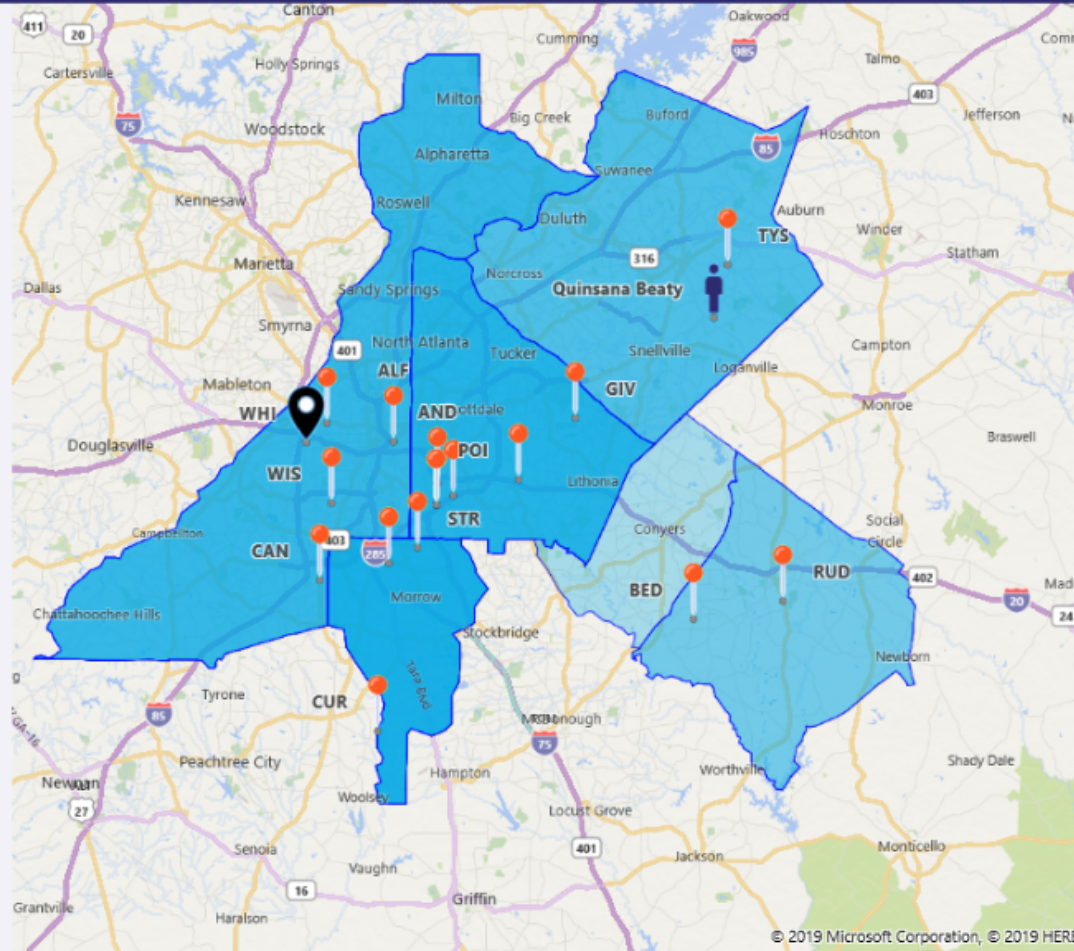
DISPATCHER DASHBOARD



ASSIGNED JOBS

CSRLN : WHI

CONSUMER NAME Emmanuel Whitaker
 ADDRESS 2931 Middleton RD
 Atlanta GA
 FIRST RESPONDER Pam Beckham
 SECOND RESPONDER
 LOCATION TYPE
 MCRS ACCEPT DATE
 STATUS **IN PROCESS**



NEW JOBS



CSRLN: BRO

CONSUMER NAME Deborah Brown
 ADDRESS 2170 Chesire Bridge Rd
 Apt #708

Select

CSRLN: ALF

CONSUMER NAME Anthony Alford
 ADDRESS 25 Boulevard NE

Select

CSRLN: CAN

CONSUMER NAME Latasha Cannon
 ADDRESS 2500 Pleasant Hill Rd
 Apt C-13

Select Responders

Quinsana Beaty

Second Respond

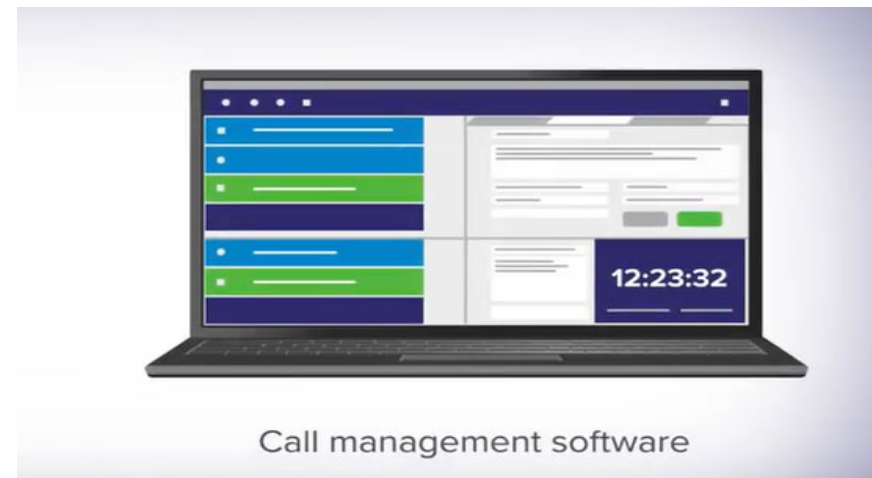
Dispatch

24/7 OUTPATIENT SCHEDULING

ROUTINE/URGENT NEEDS



TRIAGE REPORTS ATTACHED



A CRISIS HAS NO SCHEDULE®

Disability

WIN

Primary Presentation

WIN

Epinephrine Auto-Injector

11/22/2019 1:00:10 PM

LOCUS LOCUS

LOCUS LOCUS

Copy to Notes

I

II

III

IV

V

VI

Total

LOCUS Score:

OutPatient Intake Options (Locus 1-3)

77 within 150 miles (30303 Fulton)

Set Appt	Facility Name	Appt Type
<input type="checkbox"/>	Grady - Grady Intake	Routine Appt Link
<input type="checkbox"/>	Grady - Grady Intake	Click for Next Ava
<input type="checkbox"/>	Grady - Grady Intake	Click for Next Ava
<input type="checkbox"/>	Grady - Grady Intake	Click for Next Ava
<input type="checkbox"/>	Grady - Grady Intake	Routine Appt Link
<input type="checkbox"/>	Grady - Grady Intake	Click for Next Ava
<input type="checkbox"/>	Grady - Grady Intake	Click for Next Ava
<input type="checkbox"/>	Grady - Grady Intake	Routine Appt Link
<input type="checkbox"/>	Grady - Grady Intake	Routine Appt Link
<input type="checkbox"/>	Grady - Grady Intake	Routine Appt Link
<input type="checkbox"/>	Grady - Grady Intake	Routine Appt Link
<input type="checkbox"/>	Grady - Grady Intake	Routine Appt Link
<input type="checkbox"/>	Grady - Grady Intake	Routine Appt Link

Record 1 of 77

Grady - Grady Intake

10 Park Place

Atlanta, GA 30303

None

404-616-1688

404-616-4737

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
7:30 AM	7:30 AM	7:30 AM	7:30 AM	7:30 AM	Closed	Closed
2:00 PM	2:00 PM	2:00 PM	2:00 PM	2:00 PM	Closed	

Urgent Appt: URGENT APPOINTMENTS ARE WITHIN 1 BUSINESS DAY OR 3 CALENDAR DAYS

Mobile Crisis Team Options (Locus 4-6)

Dispatch Type:

Prerequisite

Edit MC Assessment

Crisis Stabilization Options (Locus 5-6)

10 CSUs found from 30303

Re...	Facility	Dist...	BedsAvl	Type	Id
<input type="checkbox"/>	Region 3 MH Pending Referral (GCAL-I...	0	NA	CSU	
<input type="checkbox"/>	Region 3 Medical Clearance Pending R...	0	NA	CSU	
<input type="checkbox"/>	Region 3 In Transit to ED (GCAL Interna...	0	NA	CSU	
<input type="checkbox"/>	Interrupted Linkage Region 3 GCAL Elec...	0	NA	CSU	
<input type="checkbox"/>	Grady CSU Grady Health System	0	NA	CSU	6
<input type="checkbox"/>	LOCUS Pending (GCAL-Internal) GCAL ...	0	NA	CSU	
<input type="checkbox"/>	Awaiting Documentation (GCAL Internal ...	0	NA	CSU	
<input type="checkbox"/>	Call BHCC For Triage GCAL Electronic I...	0	NA	CSU	
<input type="checkbox"/>	DeKalb Regional Crisis Center DeKalb ...	6	9	CSU	
<input type="checkbox"/>	View Point Health Adult CSU View Point ...	26	0	CSU	

, GA 30303

InPatient Hospital Options (Locus 5-6)

14 IPs found from 30303

Re...	Facility	Dist...	BedsAvl	Type	Id
<input type="checkbox"/>	Atlanta Medical Center Atlanta Medical ...	1	Full	Private	4
<input type="checkbox"/>	Wesley Woods Center Emory Medical C...	5	NA	Private	4

SHARED BED INVENTORY TRACKING



STATWIDE BEDS INVENTORY STATUS BY INDIVIDUAL BED

Amazon.com - Online Sh... HP - See What's Hot HP Games Suggested Sites Web Slice Gallery

Menu Beds Census Inventory Status 1/28/2018 2/26/2018 Request Admission Date/Time Change Beds Swap Beds Reverse Discharge **SH Transfer Request Data Updated by SH** Export to XLS

☐ Display Notes ☐ Under 18 Only ☐ Adult Only

Page 1 of 19 (471 items) [1] 2 3 4 5 6 7 ... 17 18 19

Drag a column header here to group by that column

#	Fac Re	Facility Type	Agency Name	Facility Name	Bed Description	Bed Status	Bed Status Detail	Bed Gender	Individuals Name	Age	Residence County	Crisis Count
Clear						available						
Edit	De	2	Adult CSU	Advantage BHS	Vantage Point CSP	Bed 14	Available	✓ Begins with	Female			
Edit	De	2	Adult CSU	Advantage BHS	Vantage Point CSP	Bed 9	Available	Contains	Male	-1		
Edit	De	2	Adult CSU	Advantage BHS	Vantage Point CSP	Bed 2	Available	Doesn't contain	Female	-1		
Edit	De	2	Adult CSU	Advantage BHS	Vantage Point CSP	Bed 11	Available	Ends with	Male	-1		
Edit	De	4	Adult CSU	Albany Area Community Service Board	Albany Area CSU	CSU Bed 21	Available	Equals		-1		
Edit	De	4	Adult CSU	Albany Area Community Service Board	Albany Area CSU	CSU Bed 14	Available	Doesn't equal		-1		
Edit	De	4	Adult CSU	Albany Area Community Service Board	Albany Area CSU	CSU Bed 30	Available	Not Applicable		-1		
Edit	De	4	Adult Temp Obs	Albany Area Community Service Board	Albany Area CSU	CZ 1	Available	Not Applicable		-1		
Edit	De	4	Adult CSU	Albany Area Community Service Board	Albany Area CSU	CSU Bed 16	Available		Male	-1		
Edit	De	4	Adult Temp Obs	Albany Area Community Service Board	Albany Area CSU	CZ 5	Available	Not Applicable		-1		
Edit	De	4	Adult Temp Obs	Albany Area Community Service Board	Albany Area CSU	CZ 6	Available	Not Applicable		-1		
Edit	De	4	Adult Temp Obs	Albany Area Community Service Board	Albany Area CSU	CZ 4	Available	Not Applicable		-1		
Edit	De	4	Adult Temp Obs	Albany Area Community Service	Albany Area CSU	CZ 3	Available	Not Applicable		-1		

Element #5- Real-Time Performance Outcomes Dashboards



Mobile Crisis Response Services Live Dashboard

- ☐ Statewide
- ☐ Region 1
- ☐ Region 2
- ☒ Region 3
- ☐ Region 4
- ☐ Region 5
- ☐ Region 6

Data as of 03/11/2018 12:00 AM

Average Dispatch Response Time
(Scale In Minutes)



Average Mobile Crisis Response Time
(Scale in Minutes)



Average MCRS Assessment Time
(Scale in Minutes)



16007

Total Calls Offered

16302

Total Calls Answered

405

Abandoned Calls

3620

Crisis Calls (Ans < 15)

97

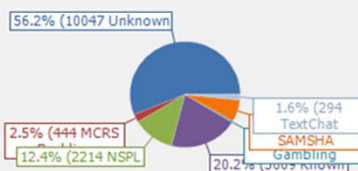
Crisis Calls %

2018

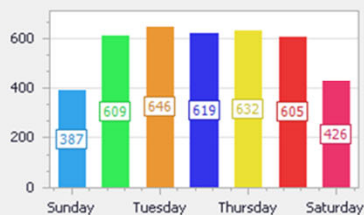
NSPL Calls Answered

9156

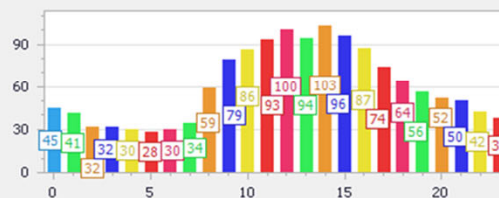
Outbound Calls



Calls by Skill Name



Avg Calls by Day of Week



Avg Calls by Hour



GCAL ASA (seconds)



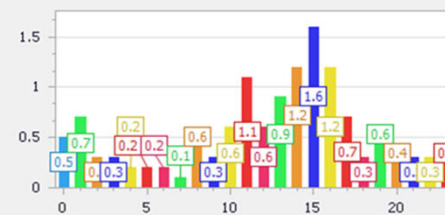
GCAL Abn Rate



OES ASA (seconds)



OES Abn Rate



Avg Abn Calls by Hour

266

OES Offered

263

OES Answered

110

Total Text Calls

156

Total Chat Calls

00000

Downloads



Avg Talk Time Mins (Text/Chat)



Avg Talk Time Mins (GCAL)

GCAL Episodes by County March 2019

Award Winning Innovation



EXCELLENCE IN HEALTH INFORMATION TECHNOLOGY

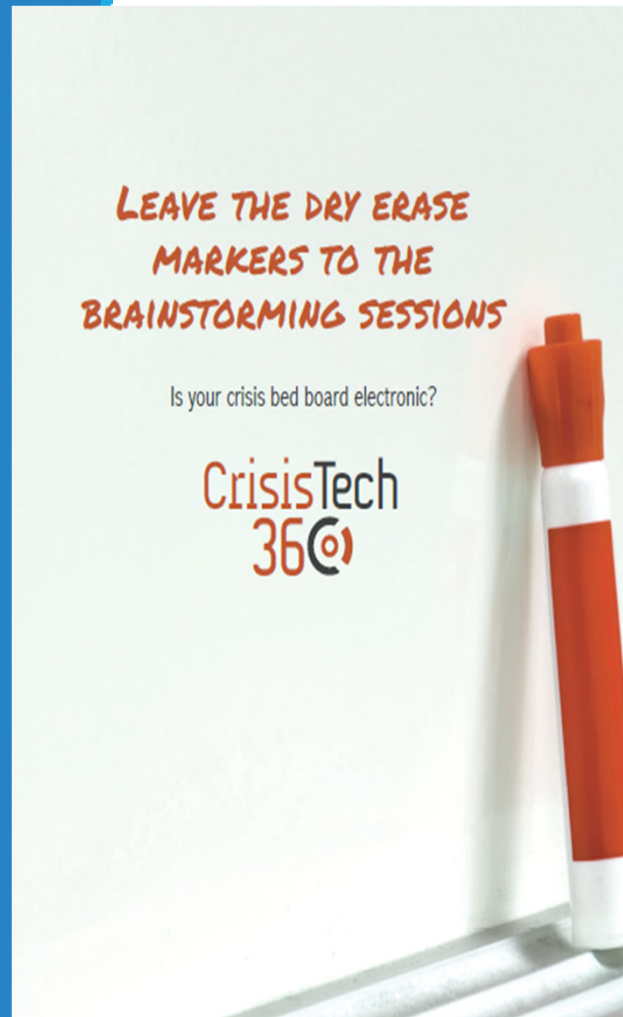
Supported by Qualifacts, Inc.

[Behavioral Health Link](#)

Atlanta, GA

A CRISIS HAS NO SCHEDULE®

2018 Awards



A CRISIS HAS NO SCHEDULE®





A CRISIS HAS NO SCHEDULE®