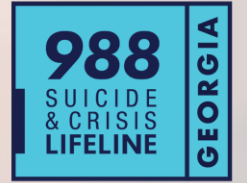


# 9-8-8 Suicide & Crisis Lifeline



**BE D·B·H·D·D**

Georgia Department of Behavioral Health & Developmental Disabilities

**Data Update**

October – December 2022



# 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

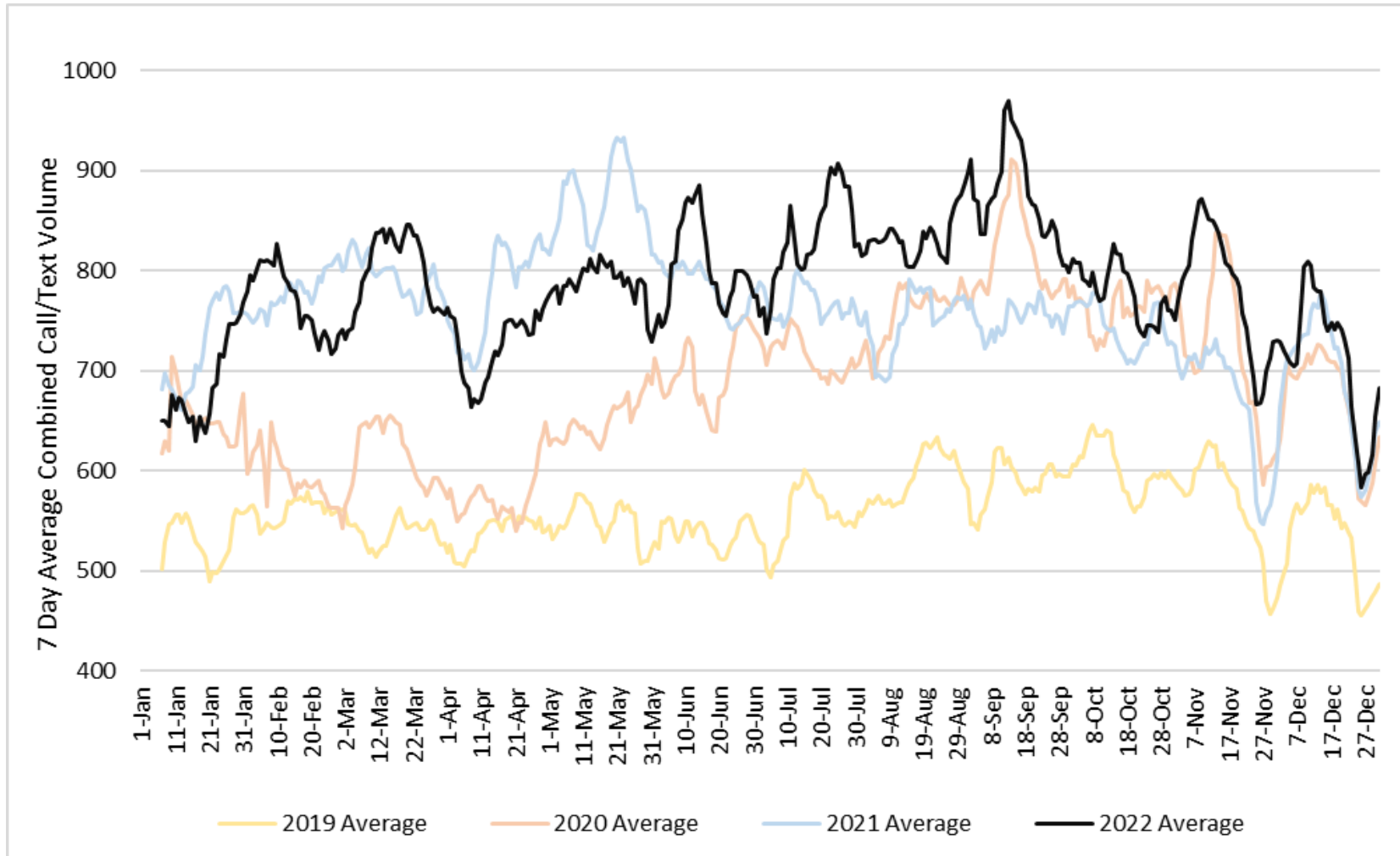
"A safe place to go for crisis care"

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

# Total Calls, Texts and Chats Received

Weekly Average

Year Over Year, *January 2019* – *December 2022*



## Key Takeaways

- The spikes in call volume are following a similar trend to the peak times experienced in 2020

# Percentage of Total Calls from 9-8-8

October 2022 – December 2022



Oct – Dec 2021

**63,314**

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

**22.27%**

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

Oct – Dec 2022

**69,380**

Georgia calls, texts, chats received.

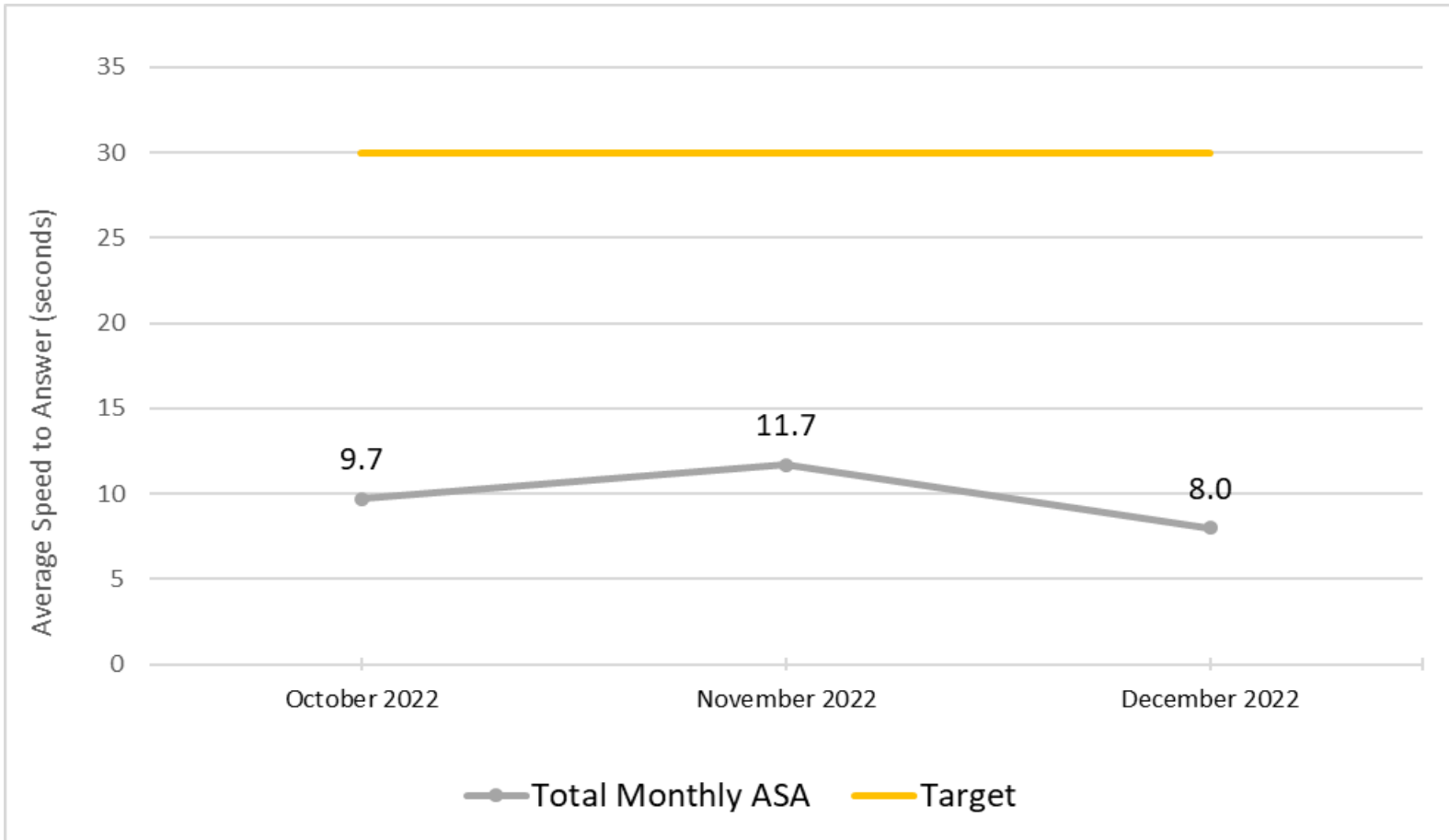
**27.59%**

Of total calls from 9-8-8 (formerly, NSPL).

# Average Speed to Answer (ASA)

Monthly Average

October 2022 – December 2022



### Key Takeaways

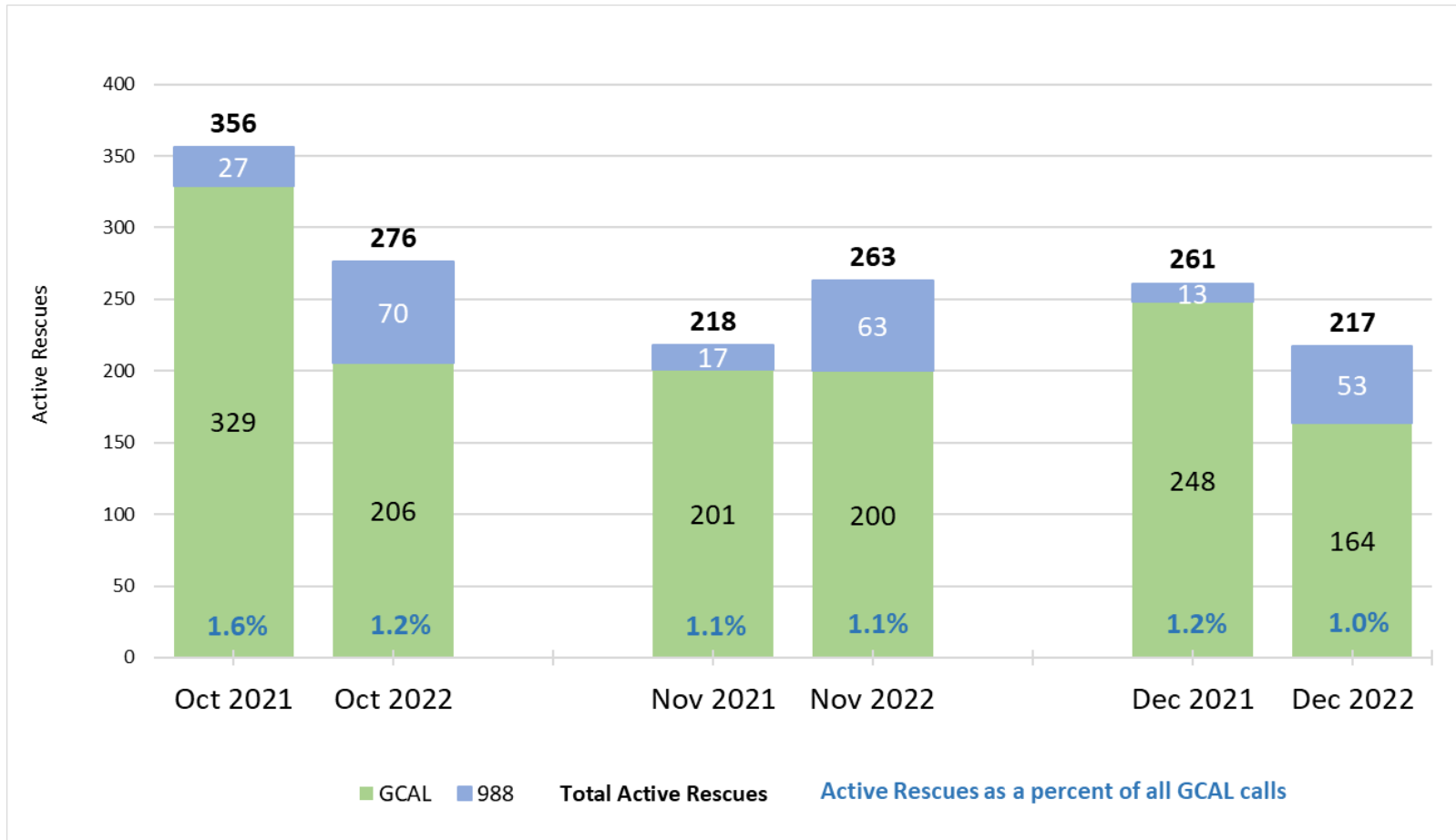
- Since October 2022, Total Monthly Average Speed to Answer reduced from 9.7 to 8.0 seconds in Q2, However, there was a slight increase in November.

Data points represent average speed to answer in seconds for calendar month. In this chart, monthly ASA represents average speed to answer for all calls (including 988).

# Number of Calls Requiring Active Rescue

Monthly Total

October 2022 – December 2022



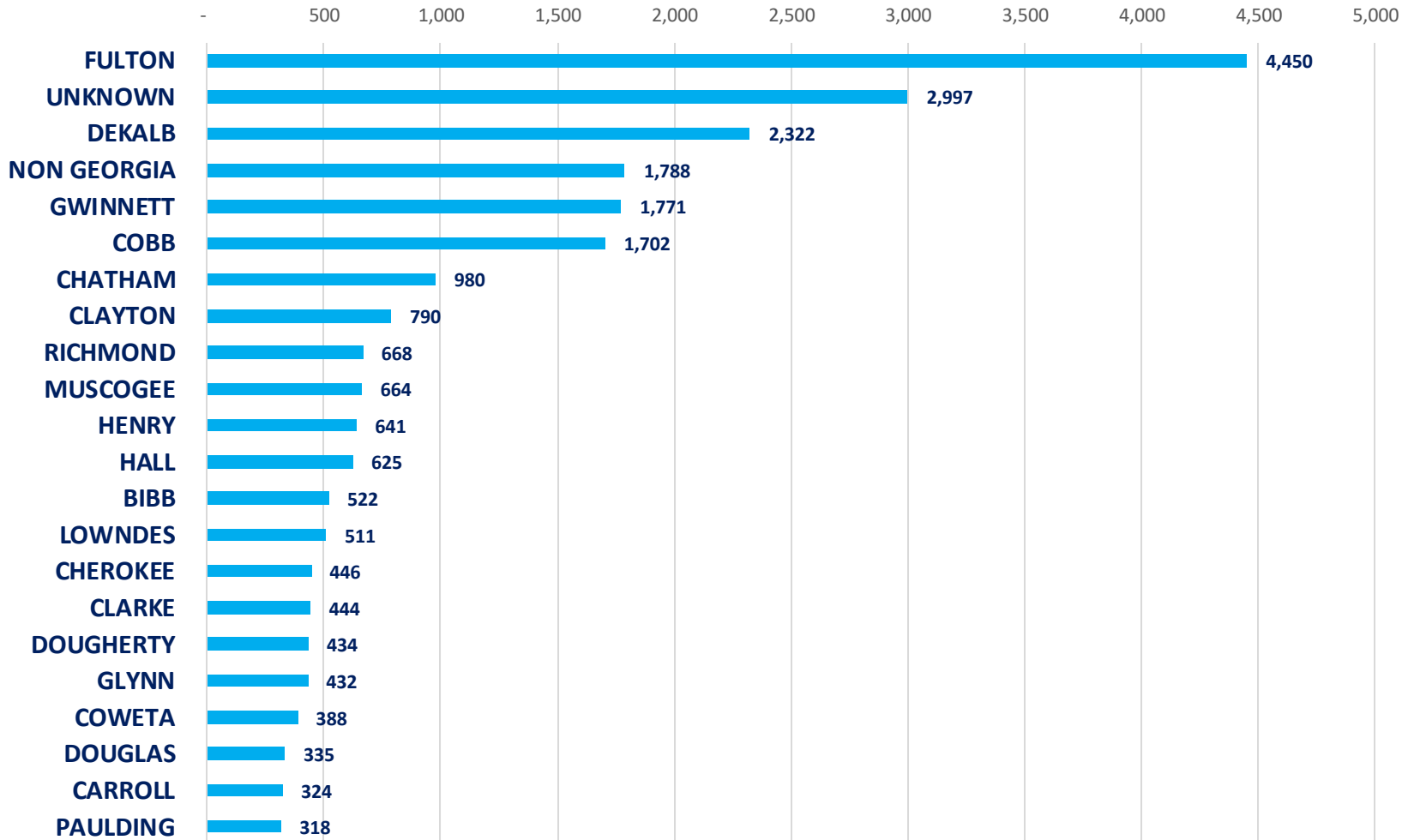
### Key Takeaways

- The number of calls in Georgia requiring active rescue has decreased compared from Oct to Dec.
- The number of calls in Georgia requiring active rescue is in line with the national average of calls requiring active rescue, which is approximately 2%.

# Crisis Episodes by County Total Volume

Top 20 Counties

October 2022 – December 2022

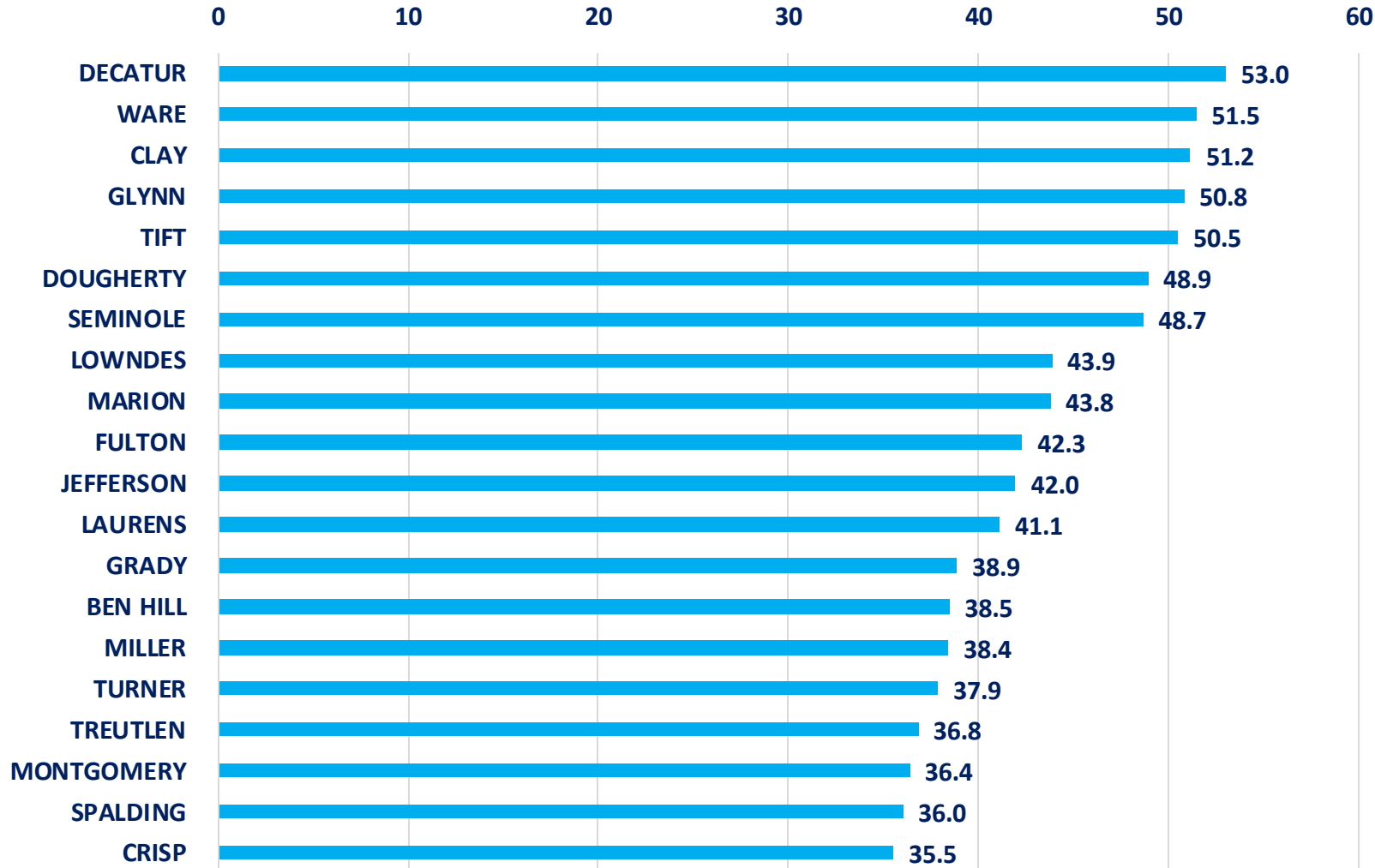


- Approximately 5 percent of callers were from areas outside of Georgia.
- Another 9 percent of callers chose not to identify their location.

# Crisis Episodes by Prevalence, Number of Episodes per 10,000 Residents

Top 20 Counties

October 2022 – December 2022



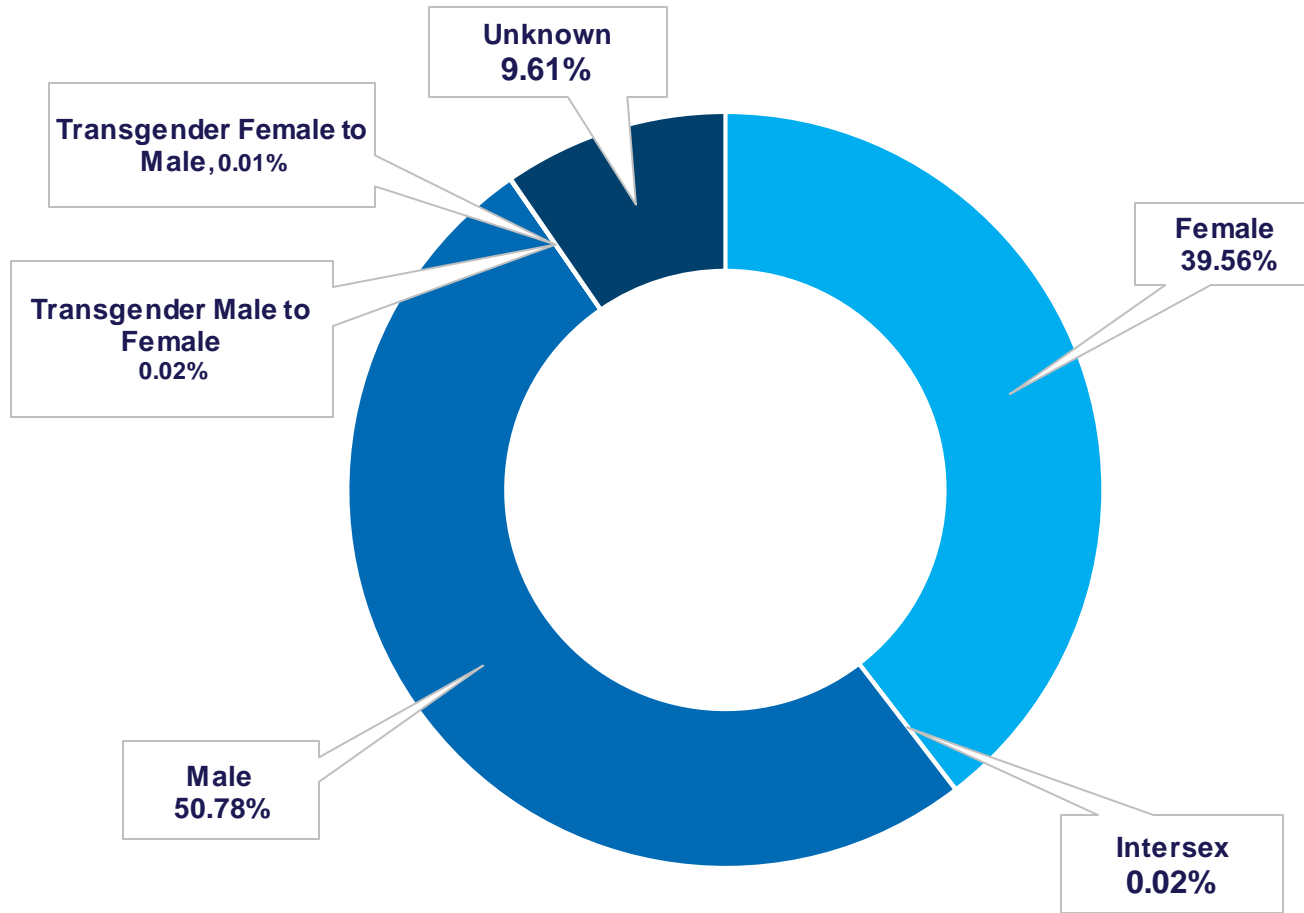
Preliminary Data

- Rural South Georgians reached out for mental health and substance use crisis support at higher rates than their urban counterparts.

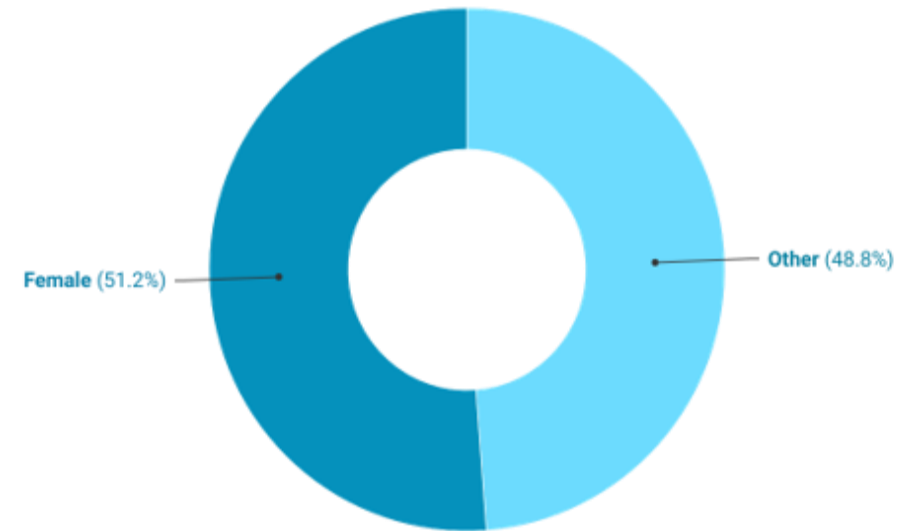


# Crisis Episodes by Gender

October 2022 – December 2022



## 2020 Georgia Census



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

Note: Crisis episodes with “unknown” demographic information include episodes where the caller chose not to provide the information and episodes where the information was not gathered due to the acuity of the call.

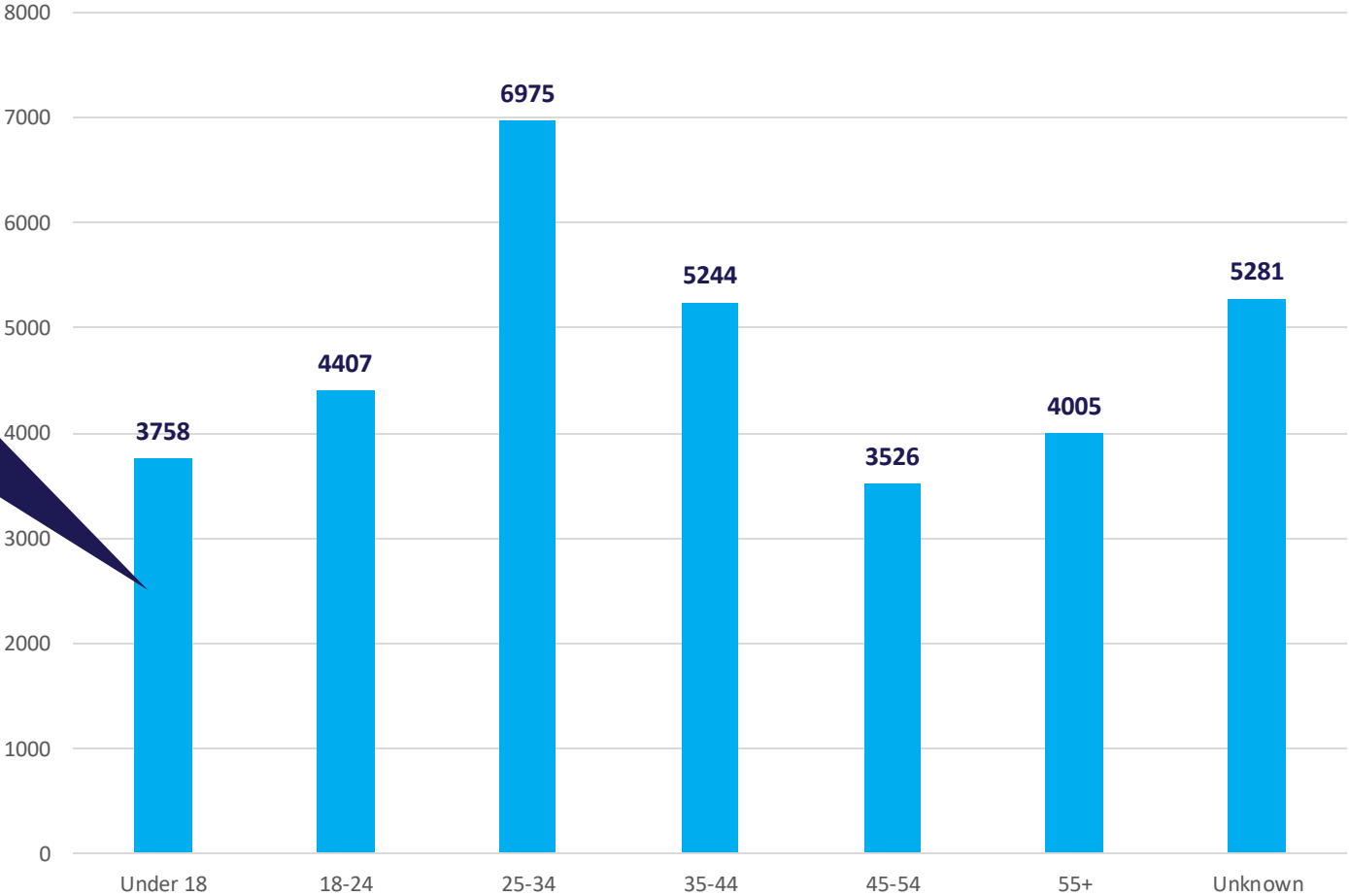
*Preliminary Data*

# Crisis Episodes by Age

October 2022 – December 2022



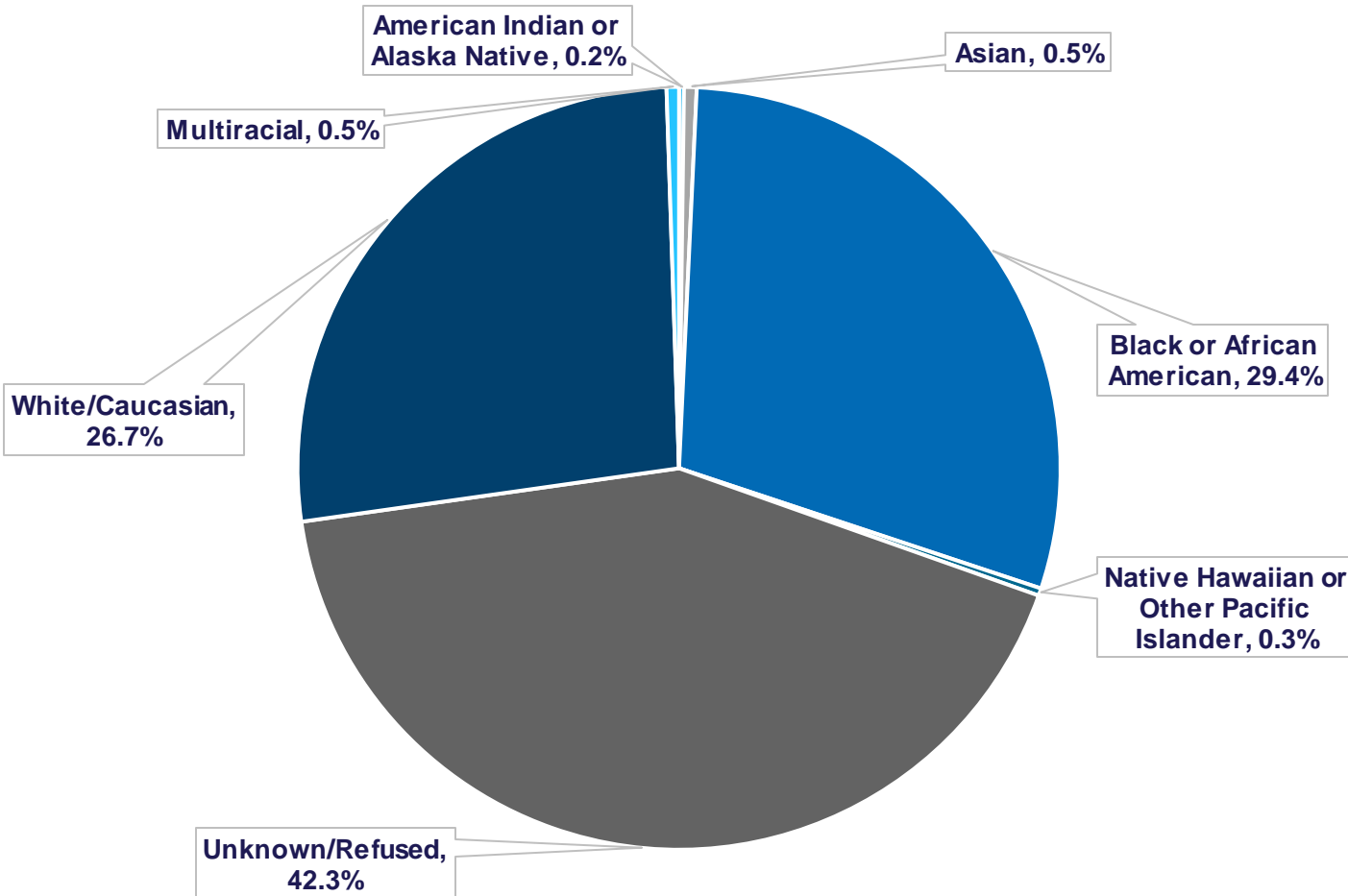
**11.3%**  
of episodes  
were for youth  
under 18



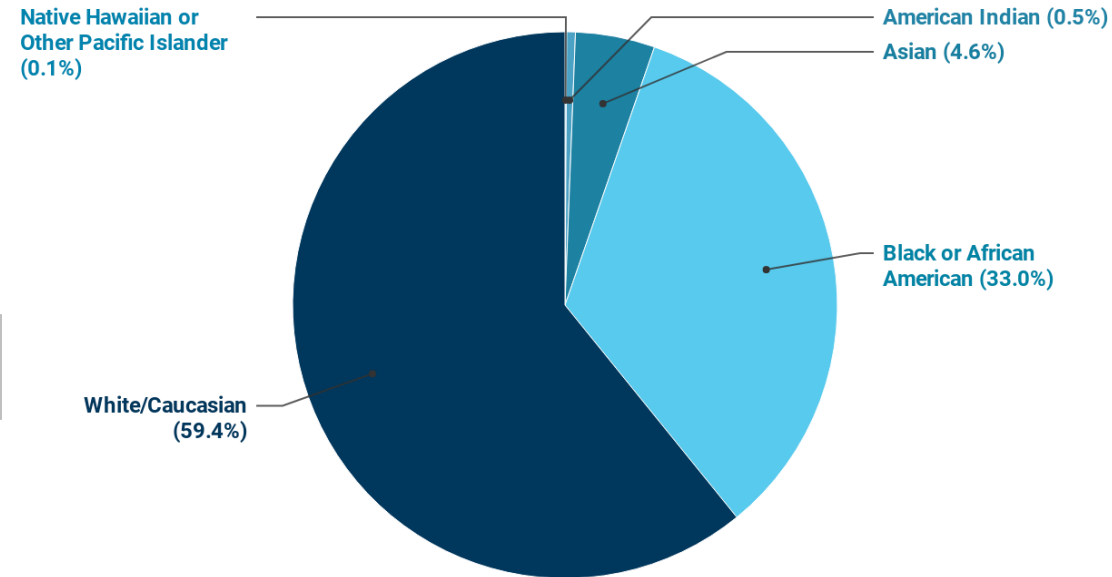
Notes: Crisis episodes with “unknown” demographic information include episodes where the caller chose not to provide the information and episodes where the information was not gathered due to the acuity of the call.

# Crisis Episodes by Race

October 2022 – December 2022



## Georgia 2020 Census



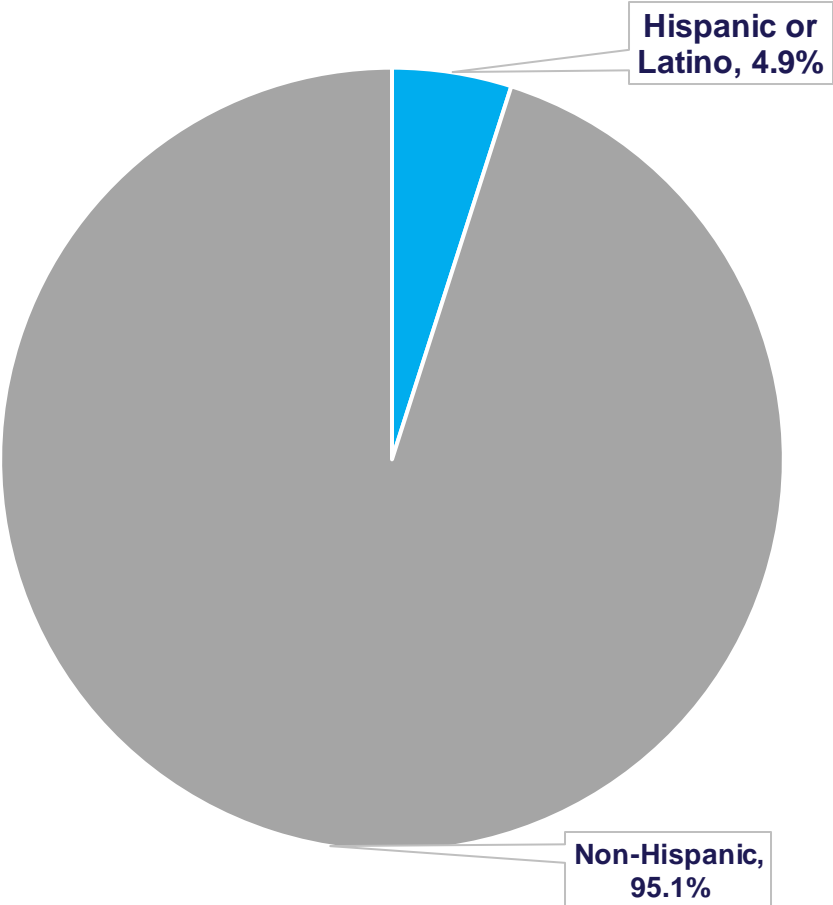
Source: <https://www.census.gov/quickfacts/GA>

Note: Crisis episodes with “unknown” demographic information include episodes where the caller chose not to provide the information and episodes where the information was not gathered due to the acuity of the call.

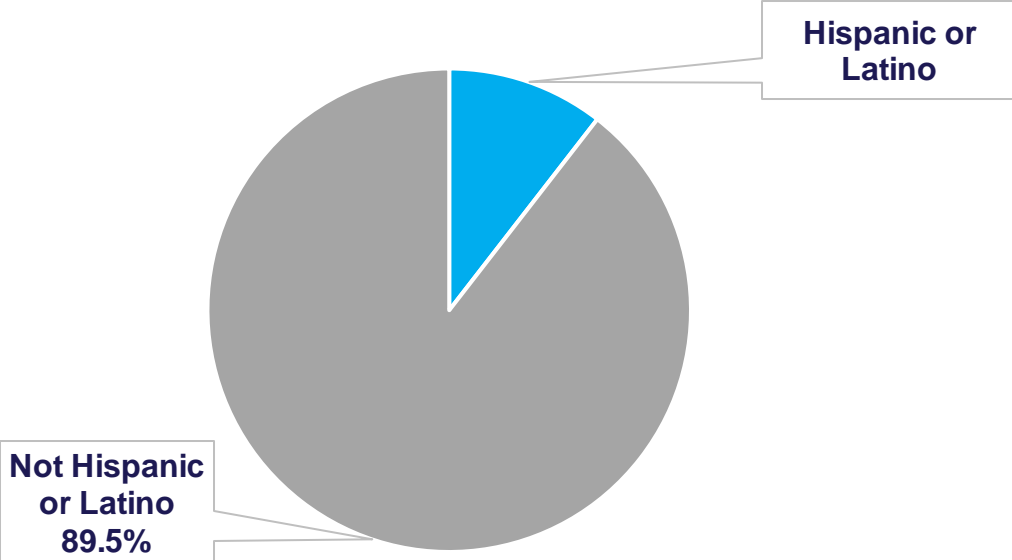
Preliminary Data

# Crisis Episodes by Ethnicity

October 2022 – December 2022



## Georgia 2020 Census



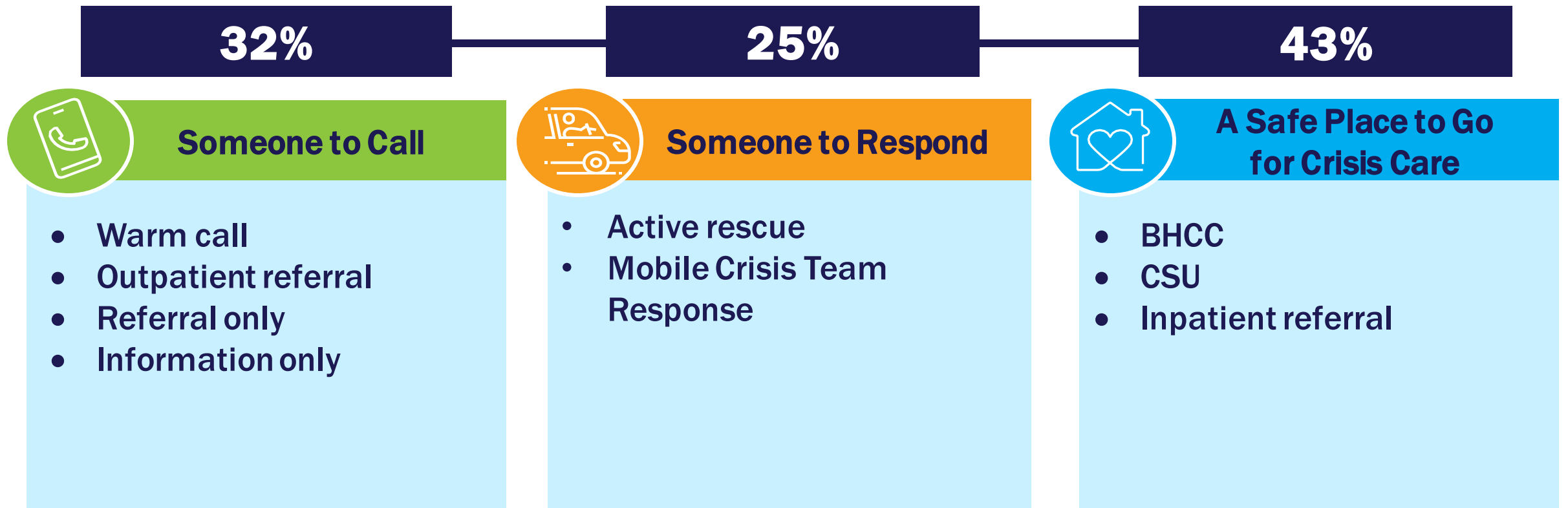
Source: [Georgia 2020 Census](#)

# Crisis Episodes By Disposition

October 2022 – December 2022



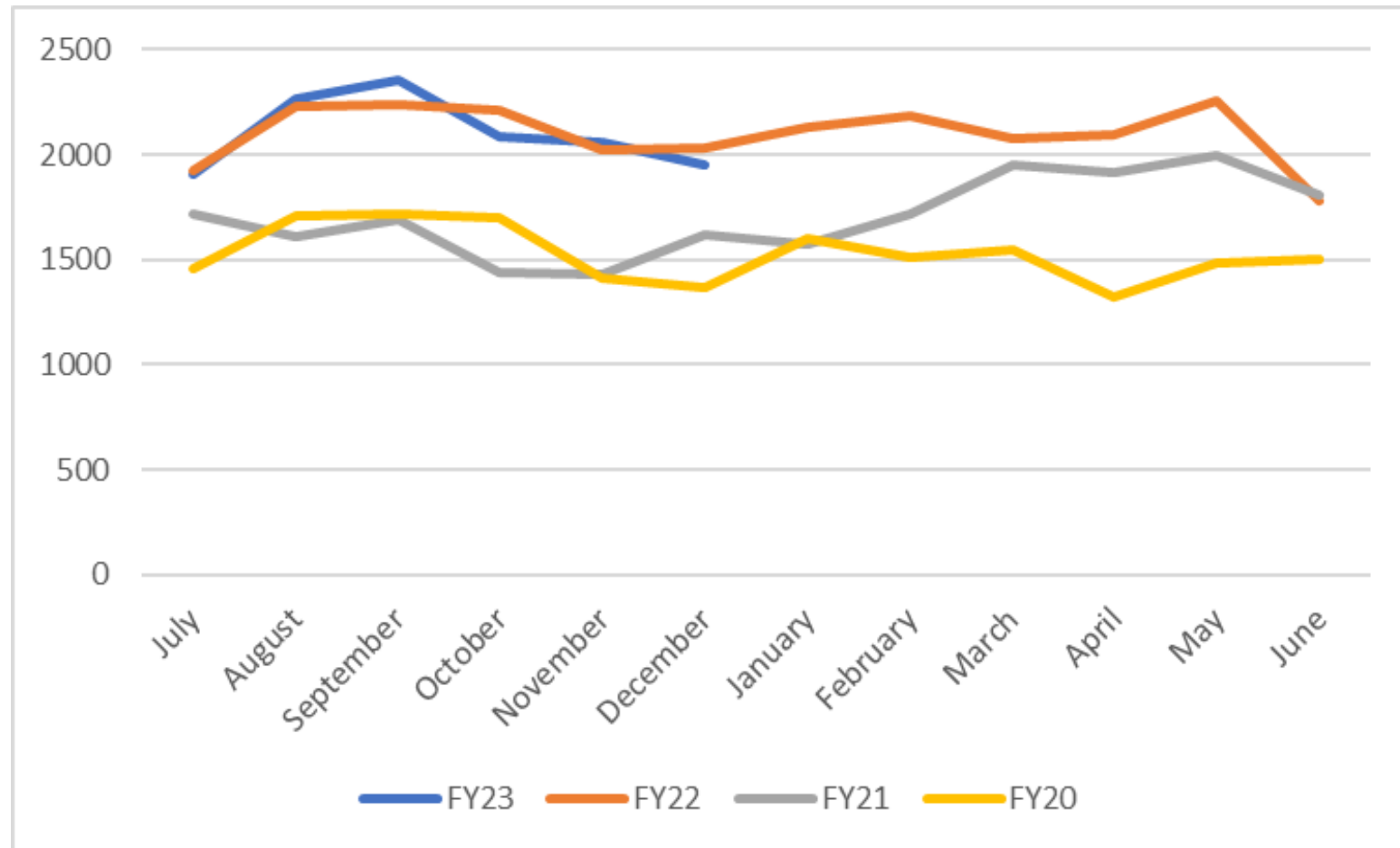
**!** Crisis episodes are calls that result in a service, whether that's over-the-phone counseling or referral to outpatient or a referral to the crisis continuum. Traditionally, about half of all calls result in an "episode."



# Number of Mobile Crisis Dispatches

Monthly Total

Year Over Year, FY19- FY23 Q2



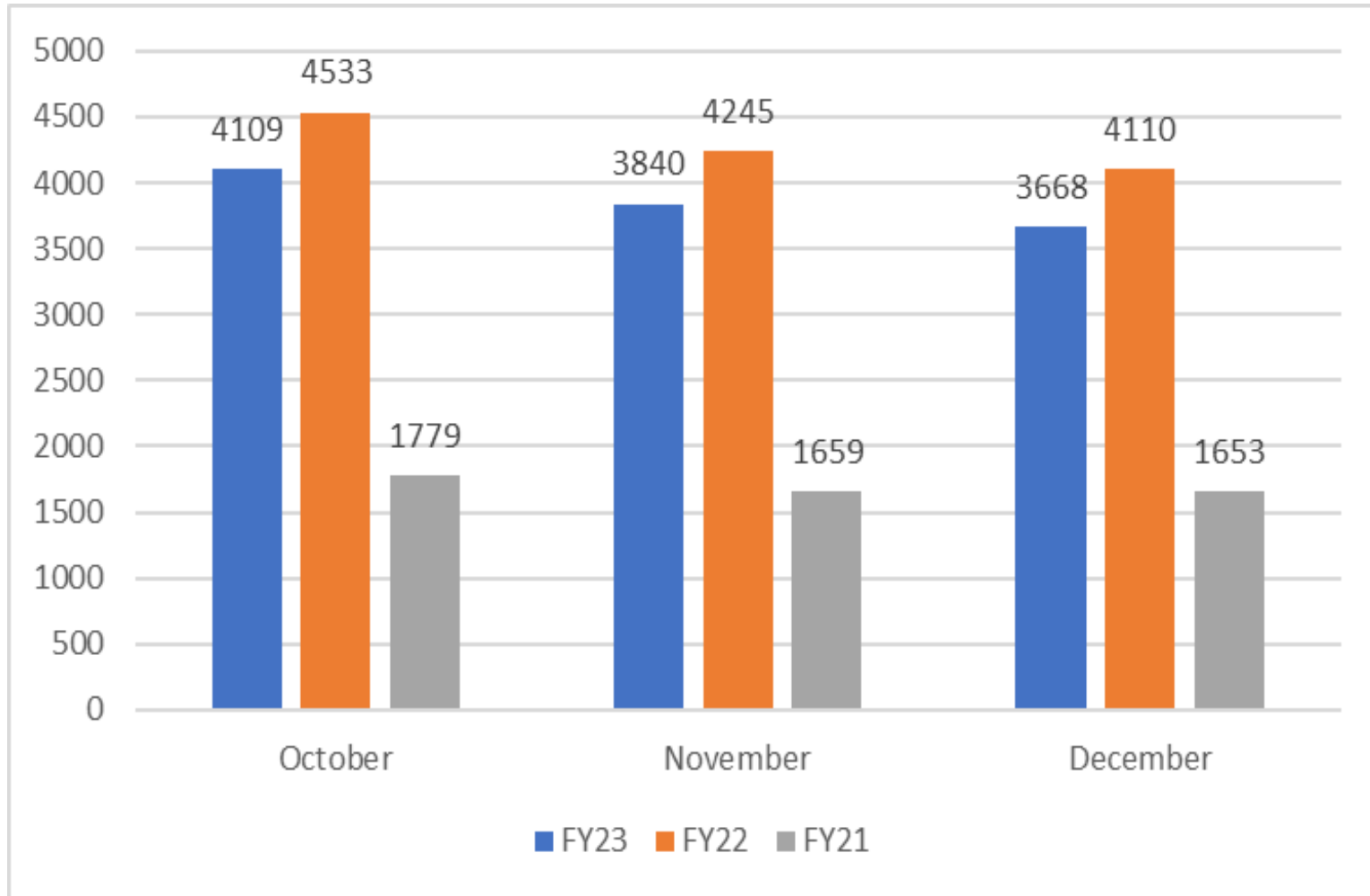
## Key Takeaways

- Mobile Crisis Dispatch volume is largely mirroring volume and trending from last year.
- Mobile Crisis Dispatch volume has increased over 37% from FY20.
- There are regional differences in mobile crisis utilization. We will continue to monitor this data to see if it trends.
- The mobile crisis dispatch data follows the same trend as the GCAL Call Center data.

# Number of Referrals to CSUs and BHCCs

Monthly Total

FY21 – FY23 Q2



## Key Takeaways

- Referrals fell by 10.3% from October 2021 to October 2022.
- Referrals fell by 10.5% from November 2021 to November 2022.
- Referrals fell by 12% from December 2021 to December 2022.
- Overall, referrals have increased by 227% during this time period compared to the same period in 2020.