How to get behavioral health help

Georgia Health Policy Center

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HOW TO GET BEHAVIORAL HEALTH HELP

A Guide for Young Adults

GEORGIA SYSTEM of CARE
As a young adult, figuring out how to manage jobs, bills, education, and housing is difficult enough. These things can become even more complicated if you need support from state services. Getting help from the state can be a long and difficult process. The goal of this guide is to give you some tips for getting the help you need.

Thousands of young people in Georgia are either getting state services or applying to receive state services. Others are in your situation, too.

- There are a lot of services and resources out there for you. Do not be afraid to ask for help. It is out there.
- Connect with peer-support organizations. You can learn from others in your position how to best deal with the challenges of getting state services.
- Peer-support organizations can help provide emotional support, advice, and other extra services. A list of peer-support organizations is on page 12.

YOU ARE NOT ALONE!
You are your own best advocate. Guide your own recovery. Don’t be afraid to speak up.

- Ask questions related to your care.
- If you don’t understand something, ask for someone to explain it to you.
- Be patient. Your care and improvement is a process that may take some time.
- Demand that your support workers help you address your basic needs like health, housing, and safety. After your basic needs are met, understand other services may take time.
- If you are in a state of crisis and you feel threatened or feel you may be a threat to yourself or others, call 911. If you call the police, ask for an officer that has Crisis Intervention Training and explain to the dispatcher your situation. If there is no immediate threat or danger, call your social worker or the Georgia Crisis Access Line at 1-800-715-4225.
As you enter care, create a vision for what you want to achieve.

- Those who are successful create their own goals and plans for the future.
- Keep the long-term plan in mind in every decision you make. Temporary improvements and fixes are good, but long-term changes are better.
- Talk to your caseworkers about long-term goals and how to avoid mistakes on the way there.
- Don’t give up when there is a setback. You can find a way around it.
- Take advantage of long-term support options. Youth who are served through Georgia Division of Family and Children Services (DFCS) can receive Medicaid up to age 26. The Multi-Agency Alliance for Children can provide support for youth involved with DFCS after they turn 18.
Many agencies specialize in providing support to young adults. These organizations can help you obtain identification documents, secondary education, or job training. A list of organizations that provide education and work training support for young adults is on page 9.

- Long-term employment requires a long-term plan.
- Think about education options for skilled labor, nursing, and other professional certificates. Some state agencies can help pay for your education.
- Build relationships with the people who support you and those around you who can help you as you work toward your future.
Peer support organizations: No matter what challenge you or your child may be facing, it is very important to connect with people who have been through what you are going through or who are currently dealing with the system themselves. After connecting to the appropriate agency for your need, reach out to an organization that specializes in peer-to-peer or informal advocacy for people dealing with the system.

(For a list of these organizations, see p. 12.)
I am in legal trouble.

Are you in a state of crisis?

I have a behavioral health concern.

Call Georgia Crisis Access Line at 1-800-715-4225 for immediate consultation and referral to services.

Are you in danger or causing a threat to yourself or others?

Call 911. See p. 3 for advice when dealing with the police.

Which area of need best describes your behavioral health concern?

I have a child involved with the Georgia Division of Family and Children Services (DFCS).

Are you the custodial parent or foster parent of this child?

Foster

Children in the foster system are served through Georgia Families 360° through Amerigroup. Call them at 1-800-600-4441 or talk to your case manager to access behavioral health services.

Custodial

Your case manager can set up behavioral health services through your insurance or through DFCS.

I can't reach my DFCS case manager, probation officer, or school social worker and I am not sure what to do next.

Attempt to reach out to supervisors or principals if your case manager is not responding.

I am in legal trouble.

Detained

If you are in a secure Department of Juvenile Justice facility, you will have a counselor who can inform you about available services. Mental health counselors can address your treatment needs while you are detained.

In custody

If you are in custody of the Department of Juvenile Justice or on probation, talk to your probation officer to request behavioral health services. These resources can be paid for through insurance or your probation officer can identify subsidized or free resources.

Important to connect with people who have been through what you are going through or who are currently connected to an organization that specializes in peer-to-peer or informal advocacy for people dealing with the system. (For a list of these organizations, see p. 12.)
**RESOURCES**

**CHILD WELFARE**

**Division of Family and Children Services**
Services: In charge of child safety and welfare, as well as support for foster children and adoptive families.
Constituent services: 404-657-3433
Adoptions: 404-657-3550
Abuse hotline: 1-855-422-4453
Foster care info: 1-877-210-5437
List of department services and information: dfcs.georgia.gov/node/695
County offices and locations: dfcs.georgia.gov/locations

**EDUCATION/EARLY LEARNING**

**Georgia Department of Education**
Services: Center for all prekindergarten to grade 12 education-related services and information.
Phone: 404-656-2800
Website: gadoe.org
Special Education: gadoe.org/Curriculum-Instruction-and-Assessment/Special-Education-Services

**Georgia Department of Public Health**
Services: Maternal and infant health; Women, Infants, and Children (WIC).
Phone: 1-800-228-9173
WIC services website: dph.georgia.gov/WIC
Phone: 404-657-2850
Georgia Vocational Rehabilitation Agency
Services: Provides vocational training and rehabilitation programs for Georgians with disabilities.
Phone: 1-844-FOR-GVRA (1-844-367-4872)
Website: gvs.georgia.gov

Technical College System of Georgia
Services: Provides information on adult education, General Equivalency Diploma, and technical college programs. Also offers information on getting grants and scholarships.
Phone: 1-833-FOR-TCSG (1-833-367-8247)
Website: tcsg.edu

Georgia Department of Juvenile Justice
Services: A system of courts and legal agencies that deal with youth offenders at the state level.
Office of Behavioral Health Services: djj.georgia.gov/office-behavioral-health-services
List of locations: djj.georgia.gov/find-location
Office of the Ombudsman: djj.georgia.gov/office-ombudsman
If you don’t have health insurance and need coverage, first check to see if you are eligible for Medicaid. Go to gateway.ga.gov to check your eligibility.

- If you qualify for Medicaid, you will need to sign up with one of the four care management organizations. Your options depend on the conditions of your eligibility. See page 11.
- If you don’t qualify for Medicaid, you can try to obtain affordable health insurance in the Marketplace at Healthcare.gov, or call 1-866-988-8246. If you can’t afford coverage see the orange section of the Behavioral Health Access Map for more service options.

**Georgia Department of Community Health**
Services: Provides oversight for Medicaid and Peach Care services in Georgia.
Medicaid services: 1-866-211-0950
Website: dch.georgia.gov

**Georgia Gateway**
Services: Apply for and check eligibility for Medicaid and start application process.
Phone: 1-877-423-4746; 7 a.m. – 2 p.m. for a phone application
Website: gateway.ga.gov/access

**Georgia Social Security Offices**
Services: Provide information on benefits for disabilities and employment services.
Phone: 1-800-772-1213; 7 a.m. – 7 p.m.
List of locations: secure.ssa.gov/ICON/main.jsp
Atlanta region site: ssa.gov/atlanta/southeast/ga/georgia.htm
MEDICAID PROVIDERS

Amerigroup
Services: Medicaid Care Management Organization.
Phone: 1-800-249-0442
Website: amerigroup.com

CareSource
Services: Medicaid Care Management Organization.
Phone: 1-855-202-0729
Website: caresource.com

Georgia Families 360°SM (Amerigroup)
Services: Special Medicaid program for families of foster children.
Phone: 1-800-600-4441
Website: myamerigroup.com/ga/your-plan/georgia-families-360.html

Peach State
Services: Medicaid Care Management Organization.
Phone: 1-866-874-0633
Website: pshpgeorgia.com

Wellcare
Services: Medicaid Care Management Organization.
Phone: 1-866-231-1821
Website: wellcare.com/en/Georgia/Members/Medicaid-Plans/Georgia-Families
**PEER SUPPORT**

**Families Advocating for Voices of Resilience (FAVOR)**
Services: Family and youth support.
Phone: 404-499-0078
Website: favorfamilies.com

**Families First**
Services: Provides health care, education, employment, and life skills enhancement for youth in the foster care system.
Phone: 404-853-2800
Website: familiesfirst.org

**Georgia Parent Support Network**
Services: Provides services and support to parents of children with severe emotional disturbances and behavioral health needs.
Phone: 1-844-278-6945
Website: gpsn.org

**Integrated Concepts for Families**
Services: Family support, individual and family counseling.
Phone: 770-463-0202
Website: integratedconceptsforfamilies.com

**National Alliance on Mental Illness’ Peer to Peer**
Services: Free educational program for people living with mental illness taught by peers with lived experience.
Phone: 1-800-950-NAMI (6264)
Website: nami.org/find-support/nami-programs/nami-peer-to-peer
Parent to Parent of Georgia
Services: Provides peer support to families of youth with disabilities.
Phone: 1-800-229-2038
Website: p2pga.org

HOMELESS SHELTERS AND EMERGENCY HOUSING

CHRIS 180
1976 Flat Shoals Road, Atlanta, GA 30316
Services: Housing resources, counseling, and youth services for ages 18 to 24.
Monday-Friday: 8 a.m. – 7 p.m.
Phone: 404-486-9034
Website: chris180.org

Covenant House
1559 Johnson Road NW, Atlanta GA 30318
Services: Short term (30 – 90 days) housing, employment, mental health, and education services for those 18 – 21 years only.
Phone: 404-589-0163; seven days a week, 24 hours a day
Website: covenanthousega.org

SOCIAL SECURITY/DISABILITY

Georgia Social Security Offices
Services: Provides information on seeking benefits for disabilities and employment services.
Phone: 1-800-772-1213; 7 a.m. – 7 p.m.
Office locator: secure.ssa.gov/ICON/main.jsp
Atlanta region site: ssa.gov/atlanta/southeast/ga/georgia.htm
Source: Adapted from information provided by the Georgia Association of Community Service Boards and the Georgia Department of Behavioral Health and Developmental Disabilities
Georgia Department of Behavioral Health and Developmental Disabilities

The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) provides services for those with mental health and substance abuse issues, as well as disabilities. DBHDD also trains certified peer support workers. For services call the Georgia Crisis & Access Line at 1-800-715-4225 or visit dbhdd.georgia.gov/dbhdd-services.

Youth services and support clubhouses: dbhdd.georgia.gov/office-cyf-services#clubs
Substance abuse and recovery clubhouses: dbhdd.georgia.gov/adolescent-services

Community Service Boards across Georgia
1 - Lookout Mountain Community Services
   lmcs.org
   706-638-5580 x4151
2 - Avita Community Partners
   avitapartners.org/about/locations.php
   1-800-525-8751
3 - Cobb Community Service Board
   cobbcsb.com
   770-429-5000
4 - Douglas Community Service Board
   cobbcsb.com
   770-429-5000
5 - DeKalb Community Service Board
   dekcsb.org
   404-294-3836
6 - View Point Health
   myviewpointhealth.org
   678-209-2411
7 - Clayton Community Service Board
   claytoncenter.org
   1-844-438-2778
8 - Advantage Behavioral Health Systems
   advantagebhs.org
   706-369-6363 x3100
9 - Pathways Center
   pathwayscsb.org
   1-888-247-9048
10 - McIntosh Trail Community Service Board
   mctrail.org
   770-358-5252
11 - River Edge Behavioral Health Center
   river-edge.org
   478-803-7600
12 - Phoenix Center Behavioral Health Services
   phoenixhealthcenter.com
   478-988-1222
13 - Oconee Community Service Board
   oconeecenter.org
   478-445-5322
14 - Serenity Behavioral Health Systems
   serenitybhs.com
   706-432-4800
15 - Ogeechee Behavioral Health Services
   obhs-ga.org
   478-289-2522
16 - New Horizons Community Service Board
   nhbh.org
   706-596-5500
17 - Middle Flint Behavioral Healthcare
   dbhdd.georgia.gov/location/middle-flint-behavioral-healthcare
   229-931-2504
18 - Community Service Board of Middle Georgia
   csbmg.com
   478-272-1190
19 - Aspire Behavioral Health and Developmental Disabilities Services
   aspirebhdd.org
   229-430-4140
20 - Georgia Pines
   georgiapines.net
   228-227-5426
21 - Behavioral Health Services of South Georgia
   bhsga.com
   229-671-6170
22 - Pineland Area Community Service Board
   pinelandcsb.org
   1-800-746-3526
23 - Unison Behavioral Health
   unisonbehavioralhealth.com
   1-800-342-8168
24 - Gateway Behavioral Health Services
   gatewaybhs.org
   1-866-557-9955
25 - Highland Rivers Community Service Board
   highlandrivershealth.com
   1-800-729-5700