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
THINGS TO KEEP IN MIND

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.

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.

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.
I am in legal trouble.

I am 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.

Yes No

No Yes

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.)

Your case manager can set up behavioral health services through your insurance or through DFCS. Attempt to reach out to supervisors or principals if your case manager is not responding.

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

Custodial Foster

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

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

Talk to your school social worker about changing the IEP or 504 plan. Request a Student Support Team for your child. Talk with your school social worker to see if an IEP or 504 plan can help. See if your school has APEX, other school-based behavioral health support, or another community-based resource.

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

Detained In custody

Which area of need best describes your behavioral health concern?

I have a child that is constantly getting into trouble at school.

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.

Does your child have an Individualized Educational Plan (IEP) or 504 plan?

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.

Yes No

or

or

I need to find a provider that can screen my child.

I have an infant or toddler (0-4 years old) that may have a developmental delay.

Has your child been screened for any developmental delays?

No

Yes

Results showed no developmental delay, but I still want to connect to services to improve my child’s health. (See p. 8.)

Results showed evidence of a delay.

If your child is diagnosed with a developmental delay, contact your insurance to find out about available services, or seek services through the Georgia Department of Public Health (see p. 8) or the Department of Behavioral Health and Developmental Disabilities. (See p. 15.)

If you don’t have health insurance, see p. 10 for information on how to apply for coverage.

If you can’t afford coverage, the Georgia Crisis Access Line (1-800-715-4225) can direct you to subsidized behavioral health care in your area. You can also reach out to Community Service Boards. (See p. 15.)

Ask your doctor for a referral or call/visit your insurer’s member services to find a provider.

Yes

No

Talk to your school social worker about changing the IEP or 504 plan.

Request a Student Support Team for your child.

Talk with your school social worker to see if an IEP or 504 plan can help.

See if your school has APEX, other school-based behavioral health support, or another community-based resource.

I have a mood, behavioral, or substance use challenge.
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

Custodial

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

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

In custody

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.

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 dealing with the system. Consider reaching 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.)
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

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
MEDICAID/SUPPLEMENTAL SECURITY INCOME

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
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

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