

MENTAL HEALTH RESOURCE DIRECTORY

For No-Income & Low Income Individuals



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Emergencies

CALL 911

What is an emergency?

An immediate situation that requires an immediate response.

Emergencies are limited to:

Suicide threats, danger to others, acute psychosis (sudden or extreme change from normal behavior), and in some instances, family break-ups.

Do not leave a suicidal person alone!

During an emergency and while waiting for the police, you can call:

Georgia Crisis & Access

800/715-4225

For advice from a trained counselor 24 hours daily.

DeKalb Community Service Board's Central Access

Line: DeKalb Resident Only

404/892-4646

Clinicians are available 24-hours a day, 7 days a week for assessments, scheduling appointments, referrals and crisis calls.

Suicide - Ask a Question, Save a Life

It is a myth that suicide cannot be prevented, **It can be**. The first step to preventing suicide is to question. Try to get the person in a private setting. If at the end of your questioning you are convinced the person is serious about ending his/her life, **YOU MUST GET THEM HELP IMMEDIATELY!** People who are thinking about suicide are not necessarily being irrational. They see suicide as a solution to their problems. It is important to make them realize there are other solutions, be prepared to offer solutions if you say they exists! Here are a few questions that may help you prevent suicide:

- **Do you ever feel hopeless?** Feelings of hopelessness are often associated with suicidal thoughts.
- **Do you have thoughts of death?** A "yes" response may indicate suicidal desires, but not necessarily suicidal plans. Many persons who are depressed say they think they'd be better off dead (dying in their sleep or being killed in an accident). Most will say they have no intention of killing self.
- **Do you have impulses or urges to kill yourself?** A "yes" indicates active desire to die. This is a more serious situation.
- **Do you have actual plans to kill yourself?** If "yes", then ask about specific plans, i.e. "how do you plan to do it?" Jumping? Pills? A gun? Hanging? "Have you obtained a rope?" "What building are you going to jump from?" Though these questions may sound gruesome, they may save a life. Danger is greatest when plans are clear and specific, and when method chosen is lethal.
- **Is there anything that would stop you, such as family or religious beliefs?** If person feels others are better off without them have no deterrents, suicide is more likely.
- **Have you made suicide attempts in the past?** Previous attempts indicate that future ones are more likely. Even if previous attempts did not seem serious, the next may be fatal, don't minimize previous attempts. All attempts should be taken seriously.
- **Would you be willing to talk to someone or ask for help?** If the person is cooperative and has a plan for reaching out or is willing to accept help, the danger is less than if they are stubborn, secretive, hostile and unwilling to ask for help.

Other helpful questions are:

- Do you ever wish you could go to sleep and never wake up?
- Do you want to stop living?



Mental Health

IF YOU ARE IN CRISIS AND NEED IMMEDIATE HELP

If you are thinking about harming yourself or attempting suicide,
tell someone who can help right away:

NO MATTER WHERE YOU LIVE IN GEORGIA CALL:

Georgia Crisis & Access Line

800/715-4225

24/7 days a week

- Call 911 for emergency services.
- Go to the nearest hospital emergency room.
- Call the toll-free, 24-hour hotline of the National Hope line Network at **1-800-SUICIDE (1-800-784-2433)** to be connected to a trained counselor at a suicide crisis center nearest you.



Mental Health



Non-Emergencies

What is a Non-Emergency?

A situation where a person requires prompt but not immediate attention.

If the person does not appear to be a danger to himself or others, but is incoherent or appears confused or unaware of his surroundings, and needs prompt (but not immediate attention), consider calling any one of the offices below (depending on which county you are calling from).

When you call the Fulton County or DeKalb County emergency mental health offices shown below, you and/or you and the person you are helping can talk to a trained crisis counselor any time day or night who will help decide what can be done to help. The counselor will try to give information that may be of immediate help and may make an appointment for the person in need at a mental health center. If appropriate, they will dispatch a mobile crisis team to visit with the person at your location.

Georgia Crisis & Access Line

It doesn't have to be an emergency to talk to a counselor!

800/715-4225

Hours: 24 hours a day, 7 days a week. No caller is turned away.

Services: Hotline for emotional crisis, depression, suicide, abuse, family conflict, mental illness, and substance abuse crisis counseling. Crisis intervention visits in the community and evaluations are conducted by the mobile crisis team. Crisis grief counseling for affected groups. Support group for families of suicide victims. Speakers' bureau and literature on suicide prevention.

Intake: telephone, All hotline services are free.

DeKalb Community Service Board's Central Access Line

Call 404/892-4646 for assessments, scheduling appointments, referrals and crisis calls.

Trained counselors are available 24-hours a day, 7 days a week to speak to you or your client. A mobile crisis team is available within DeKalb County from 3:00pm to 11:00pm if needed.

Grady Hospital Adult Psychiatric Emergency Services

404/616-4762

Hours: 24-hours a day, 7 days a week.

These emergency clinics are where you can call or walk-in at any time and receive help. Most people who visit this clinic will be seen and released. They may be referred to Central Fulton Mental Health Outpatient Clinic (a block away) or one of the other outpatient clinics located around Fulton, DeKalb or any other county depending on where they live. This clinic also provides drug and alcohol counseling, evaluation and referrals.

Grady Hospital's Community Outreach Support Services (COS)

404/616-4444

Located in Hirsch Hall at 55 Coca Cola Place Atlanta, GA 30365. Open from 8:30am-4:30pm Mon-Fri. Services include clinical and social services, individual therapy, medication management, counseling, and geriatric services to individuals with mental illness, including homeless people. To refer individuals, ask COS to fax or mail its referral form. Allow a week for a decision. Referrals to COS may also be made by Grady Hospital's Psychiatric Dept. (13th floor), state mental hospitals, and any inpatient psychiatric facility.

Mental Health

INPATIENT TREATMENT

If you think, you need to be admitted into a hospital for help with your mental illness, call;

A - Immediate help call 911

B - Call Georgia Crisis & Access Line

This is a 24/7 days a week service. You can speak to a license mental health counselor who will help you decide how to get admitted to the nearest hospital **(800) 715-4225**

C – If you live in the metro Atlanta area, you can go to the Grady Hospital Psychiatric Emergency Clinic; 24/7 days a week **(404) 616-4762**

Mental Health OUTPATIENT TREATMENT

These centers provide emergency assessment and services, community placement, medical supervision and treatment and case management services for people with mental illness in the community.

Some of the services offered at most of this outpatient mental health centers include:

Crisis intervention	Individual therapy	Group therapy
Diagnostic evaluation	Day treatment	Referral to psychiatric hospitals
Case management Activity	Supportive living	Family therapy
Therapy	Dual diagnosis	Case Management
Medications		

Mental Health Outpatient Center for *Fulton* County Residents

Central Fulton Mental Health Center (Also known as Florida Hall)

80 Jessie Hill Dr., Atlanta, GA (next to Grady) 404/616-4762

Hours: 24-hours/7 days a week

Northside Mental Health Center

1140 Glenridge Dr. Atlanta, GA 404/851-8950

Hours: 8:00am - 5:00pm MON – THU; 8:00 – 5:00 pm

404/730-1600 Emergency Mental Health

Fulton County Dept. of MH/MR/SA - South Fulton Mental Health Center

1636 Connally Dr. East Point, GA 404/762-4042

Hours: 8:30am - 5pm MON - FRI

404/730 - 1600 Emergency Mental Health

Fulton County Dept. of MH/MR/SA - South Central Fulton Mental Health Center

215 Lakewood Way, Rm. 205, SW Atlanta, GA 404/624-0610 or 404/624-0612

Hours: 8:00 – 5:00; 8:30am - 5pm MON - FRI

Fulton County Dept. of MH/MR/SA - West Fulton Mental Health Center

1249 Bankhead Ave., NW Ste.138 Atlanta, GA 404/870-3675

Hours: 8:30am - 5pm MON -- FRI

Grady Community Outreach Support Services (COSS)

Client would have to undergo mental evaluation at Grady's 13th floor

55 Coca Cola Place, Atlanta 30365 404/616-4444

Hours: 9am-5pm MON - FRI

Mental Health OUTPATIENT TREATMENT

Mental Health Outpatient Center for *DeKalb* County Residents

Crisis Line: 404/892-4646

DeKalb Community Service Board – Clifton Springs Mental Health Center

3110 Clifton Springs Rd., Ste. B Decatur GA 404/243-9500

Hours: 8:15 am to 5:00 pm Mon – Fri

DeKalb Community Service Board - MH/DD/AD

445 Winn Way 4th Fl. Decatur, GA 30030

SERVICE HOURS: 8:15 am to 5:00 pm MON - FRI; crisis intervention: 24 hours daily

ELIGIBILITY: residents of service area only

INTAKE PROCEDURE: telephone, walk-in, appointment

DOCUMENTS: Social security card, proof of residence or lease, proof of income, proof of insurance

FEES: varies by program

INSURANCE: accepts Medicaid, Medicare, private insurance, Peachcare

Atlanta Vet Center

Veterans can walk-in or telephone at this clinic

1670 Clairmont Rd. Ste. G, Box 29 Decatur, GA 404/347-7264

Hours: 8:30am-4:30pm MON - FRI

Veterans Administration Medical Center

1670 Clairmont Rd. Decatur, GA 404/321-6111

24/7 days a week

Mental Health

OUTREACH HELP OFFICES

A. FOR GENERAL INFORMATION ABOUT MENTAL HEALTH SERVICES CALL

Georgia Crisis & Crisis Line: 800/715-4225

B. FOR FACE-TO-FACE ASSISTANCE TO PEOPLE WITH MENTAL ILLNESS

Gate Way Center 275 Pryor St. SW, Atlanta GA 30325 404/215/6600

C. BY APPOINTMENT

Atlanta Women's Day Shelter (women only) 655 Ethel St. Atlanta, GA 30318 404/876-2894
SERVICES: Representatives from Grady Hospital's Community Outreach Program visit this day shelter on Mondays and Wednesdays at 9am to assist women and children who may have mental health concerns. Alan Harris visits this shelter every Wednesday at 9am to assist women with mental illnesses obtain housing, apply for disability benefits, resolve problems with benefits already being received and with many other related services.

Crossroads Community Ministries 420 Courtland St., NE Atlanta, GA 30308 404/873-7650
Open Monday Tuesday, and Thursday 9:30am-4pm; appointments; beginning at 9:30am.

Project Connect 100 Edgewood Ave. Ste. 805, Atlanta, GA 30303 404/873-1345; Mon-Fri 9am to 5pm for an appointment

Mercy Mobile Health Van Schedule

This is a partial schedule--for complete list, call 404/249-8600

MONDAY

Crossroads (St. Luke's) 420 Courtland St. 9am to 4pm
Moores Mill Clinic 2453 Coronet Way Atlanta, 30318
1pm to 4pm every 1st and 3rd Mon

TUESDAY

Crossroads (St. Luke's) 420 Courtland St. 9:30 am to 4pm
West Hills 1450 Ralph Abernathy Blvd. 9:30am to 12:30pm
Atlanta Men's Union Mission 165 Alexander St. Atlanta, 2pm to 4pm
Jefferson Place 1135 Jefferson St. 6pm to 8pm (NEAR BANKHEAD MARTA)

1ST & 3RD TUE

WEDNESDAY

Atlanta Women's Day Shelter 655 Ethel Ave. 9am to 3:30pm
Casa San Jose Grant Park 579 Burroughs St. Apt B 1:30pm-4:00
(pediatric)

THURSDAY

Crossroads (St. Luke's) 420 Courtland St. 9am to 4pm
Atlanta Men's Union Mission 156 Mills St. 9am to 4pm

FRIDAY

Mission Corps 975 Memorial Dr. 9:30 am to 4pm 2nd and 4th Fri

Mental Health Case/Care Management

Care Management

Care management is one of the most important needs; if not the most important need, of homeless men and women with Chronic, sever mental illness. In its most comprehensive form, a care coordinator provides the needed services of links the person being helped with essential services.

Community Friendship Inc. Says “many people in the community spend a lot of time trying to organize, often without success, all of the different parts of their lives. Balancing all of these responsibilities can be overwhelming without help.” Care managers, or coordinators, can see that, to the extent possible, all the needs of the individual are met whether they are a few.

The agencies listed below provide some form of care coordination. Because of the overwhelming demand, these agencies may not be able to respond to all the requests for help they receive. However, consider calling the places listed below and request care coordination even if it is limited to just certain services and even if there is a long waiting list.

To make a referral to any of the following agencies, call each one to ask how they want you to make the referral. Most will provide the form for this purpose.

Care Management Agencies

Community Friendship – 85 Renaissance Parkway Atlanta, GA 30308; 404/875-0381;
Hours: 8:30 am – 5:00 pm MON – FRI; homeless only

National Mental Health Association of Georgia - 100 Edgewood Ave. Ste. 502 Atlanta, GA 30303
404/527-7175 Hours: 9am – 5pm MON – FRI

Crossroad Community Ministries - 420 Courtland St., NE Atlanta, GA 30308 (404)873-7650 or
(770)457-5198

Registered clients may make appt. from 9:00 am to 10:45 am at front desk; new clients must arrive by 8:30am and attend the orientation; must be homeless

Jewish Family and Career Services (Project Connect) - 4549 Chamblee-Dunwoody Rd. Atlanta, GA 30333 (770)677-9300; Hours: 9:00 am to 8:00 pm MON; 9:00 am to 9:00 pm TUE WED; 9:00 am to 5:00 pm THU; 9:00 am to 4:30 pm FRI

Georgia Rehabilitation Outreach - 404/892-0998; is a private, non-profit, comprehensive behavior health system designed to treat and assist people with serious persistent mental illness manage or eliminate their symptoms and regain their maximum level of functioning in community living.

Eligibility

- Persons with a major mental health diagnosis
- Three or more hospital admissions or ER visits
- Adults 18 years or older
- Fulton County residents

Mental Health Medications

Information you may find helpful when trying to help someone.

Medications can be very useful in helping people with mental illness to think more clearly and Gain control of their thoughts and actions. Words such as "psychotropic" or "psychoactive" (affecting mood, thought, emotions, and behavior) are generally used more or less interchangeably. They refer to certain drugs prescribed by a licensed physician, preferably a psychiatrist. The effectiveness of a particular medication may help determine a doctor's diagnosis of a patient's mental illness. Each person reacts differently to a medication or combination of medications. Dosages should be individually tailored and may need to be adjusted from time to time. Most drugs may take several weeks to become fully effective.

All psychotropic medications have side effects and may cause risks; sometimes a stay in the hospital, with thorough monitoring, may be necessary until stabilization is achieved. Side effects may be temporary, continual or appear only after long-term use. Dosages should be carefully checked and adjusted or fine-tuned to be most effective and yet minimize side effects. Anti-seizure medications, such as Depakote (valproate acid) or Tegretol (carbamazepine) may be added to increase the effectiveness of anti-psychotic drugs, helping to prevent disruptive or disturbing thoughts, agitation, mood changes, and abnormal behaviors. They often enable an ill person to function and be receptive to therapy or other psychoactive drugs. The patient or a family member should keep records of medications taken, dosages, and dates begun or terminated. Each drug has both a trade or commercial name and a generic or chemical name. The former is usually written with an initial capital letter.

The ability of people who are mental illness to handle their medications should be weighed and watched by family, friends and clinicians.

The use of alcohol could seriously impair a patient's rational use of medication. If the person stops taking his or her medications or overdoses, this should be noticed and reported to the physician promptly. Quick action may be required to avert a crisis or deal with adverse reactions or regression in the absence of medications. Some people with mental illness in the community may need extra help or stronger measures to make sure they take their medications properly. People with mental illness can devise clever ways to fake taking their medications. Furthermore, "life style" agents such as caffeine or nicotine can interfere with desired effects.

NOTE: Medications cannot do it all! People with mental illness continue to need respect, support and love of friends and family, who can also help and encourage optimal use of medications. In order to fulfill their helping role better, those who are helping individuals should, if possible, try to maintain contact with therapists or social workers, in hospital as well as community settings. Do not be afraid to ask questions about medications and discuss what you have read in books, and other publications. Do not be discouraged. If medications do not seem to be helping, encourage him or her to ask the doctor to consider prescribing different ones.

If the person with mental illness has a Grady Hospital prescription that he or she cannot get filled; social agencies, shelters, outreach offices, or soup kitchens can write a letter using the agencies letterhead. It needs to state the person is homeless and has no income (if this is known to be the case), Grady Pharmacy has agreed to honor all such referrals, but they will not honor any other hospital's prescriptions.

Mental Health

Prescription Expenses Assistance

AID Gwinnett, Inc. - 3075 Breckinridge Blvd Ste. 415 Duluth, GA 30096; must meet income guidelines; HIV+ individuals; **(770)962-8396**; **Hours:** 8:30 am to 4:30 pm MON – FRI

Clayton County Family Care, Inc. - **(800)709-1727**; families residing in Clayton County for three continuous months; must meet income guidelines **Hours:** 9:00 am to 11:00 am, 1:30 pm to 3:30 pm MON - THU; 9:00 am to 11:00 am FRI; **Area Served:** Clayton

Community Action Center, Inc. - 1130 Hightower Tr. Atlanta, GA 30350; low-income residents of service area; must reside in target area for 3 months before receiving financial assistance; **(770)552-4015**; **Hours:** 10:00 am to 2:00 pm MON – FRI

Decatur Area Emergency Assistance Ministry/DEAM - **(404)373-2300**; **Hours:** 9:00 am to noon MON – FRI; **Area Served:** 30002, 30030, 30079; parts of zip codes that fall in DeKalb: 30033, 30306, 30307, 30317

Fayette Samaritans, Inc. - **(770)719-2707**; residents of service area only; financial aid is available once a year **Hours:** 9:00 am to noon MON – FRI; **Area Served:** Fayette

Georgia Partnership for Caring Foundation, Inc. - **(800)982-4723**; individuals who do not qualify for Medicaid or Medicare, do not have private insurance, and income below poverty level; **Hours:** 8:30 am to 4:30 pm MON – FRI

Good Samaritan Center - **(770)949-7335**; **Hours:** 10:00 am to 2:00 pm MON - FRI

Hands of Christ - Duluth Cooperative Ministries - **(770)623-9563**; **Hours:** 10:00 am to 2:00 pm MON WED FRI; **Area Served:** 30096, 30097

Lawrenceville Cooperative Ministry, Inc. - **(770)339-7887**; **Hours:** 10:00 am to 2:00 pm WED FRI; **Area Served:** 30043, 30044, 30045, 30019, Dacula, Lawrenceville

Lilburn Cooperative Ministry - Eligible clients must live in Lilburn zip code 30047 or Stone Mountain 30087(not 30083 or 30088 these are served by the Stone Mountain Co-op) **(770)931-8333**; **Hours:** 10:00 am to 2:00 pm MON WED FRI

Norcross Cooperative Ministry - **(770)263-8268**; **Hours:** 10:00 am to 2:00 pm MON WED FRI; 6:00 pm to 8:00 pm TUE; 10:00 am to noon SAT; **Area Served:** 30071, 30073, 30091, 30092, 30093, and 30340, 30360, 30084 only the portions that fall in Gwinnett County

North Fulton Community Charities - **(770)640-0399**; **Hours:** 9:00 am to 4:00 pm MON WED FRI, 9:00 am to 5:00 pm THU, noon to 7:00 pm TUE; **Area Served:** 30004, 30005, 30022, 30075, 30076, 30097

North Gwinnett Cooperative Ministry - must be low-income residents of service area only; **(770)271-9793** **Hours:** 6:00 pm to 8:00 pm MON; 10:00 am to noon WED FRI; **Area Served:** Buford, Sugar Hill, Suwanee, 30024, 30518, 30519

Resource Center for Community Action, Inc. - low income individuals and their families; **(770)760-1346**; **Hours:** 10:00 am to 2:00 pm MON WED FRI; **Area Served:** Newton, Rockdale

Salvation Army - 1583 Howell Mill Rd. Atlanta, GA 30318
(404)352-3597 Family Emergency Services (Fulton) **Hours:** 8:30 am to noon MON - FRI
(404)367-9979 Family Emergency Services (DeKalb) **Hours:** 8:30 am to noon MON - FRI

St. Martin in the Fields Emergency Assistance Fund - 3110 Ashford Dunwoody Rd. ATL, GA 30319; **(404)261-4292**; **Hours:** 10:00 am to noon TUE; **Area Served:** 30319, 30341

St. Vincent de Paul Society. - **(770)458-9607**; **Hours:** 8:30 to 5:00 pm MON – FRI;

Sweetwater Valley Community Action Mission – **Hours:** 24 hour voice mail available; **Area Served:** Austell, Clarkdale, Mableton, Powder Springs

Mental Health

Employment & Vocational Rehabilitation

Bobby Dodd Institute - 16 years of age and above with mental or physical disabilities; also serves economically disadvantaged individuals; Marietta Blvd. ATL, GA 30318 **(678)365-0071 or (678)365-0099 TDD; Hours:** 8:00 am to 4:30 pm MON – FRI

DeKalb Community Service Board - 2660 Osborne Rd., NE Atlanta, GA 30319 **(404)508-6413**

Hours: 8:15 am to 5:00 pm MON – FRI

Frazer Center - 1815 Ponce de Leon Ave., NE Atlanta, GA 30307 **(404)377-3836**

Hours: 9:00 am to 3:00 pm MON - FRI

Georgia Division of Rehabilitation Services - 148 Andrew Young International Blvd. Ste. 510 Atlanta, GA 30303 **(404)486-6331; Hours:** 8:00 am to 5:00 pm MON – FRI; must have a disability certifiable with the Social Security Administration.

Goodwill Industries of North Georgia - 2201 Glenwood Ave., SE Atlanta, GA 30316; **(404)486-8400**

Hours: 8:00 am to 5:00 pm MON - THU; 8:00 am to 4:00 pm FRI

McIntosh Trail MH/MR/SA - Fayette County Mental Retardation - 135 Walker Pkwy. Fayetteville, GA 30214;

(770)358-8273 Hours: 8:00 am to 4:30 pm MON - FRI developmentally disabled young adults, adults, and seniors;

Area Served: Butts, Henry, Fayette, Lamar, Pike, Spalding, Upson

Peer Project - 4684 A Roswell Rd. Ste. C100 Atlanta, GA 30342 **(404)847-9927; Hours:** 9:30 am to 5:00 pm MON

– FRI; must be under the care of a therapist; **Area Served:** Fulton

Tommy Nobis Center - 1480 Bells Ferry Rd. Marietta, GA 30066; 16 years of age and above with disabilities and

others with vocational training needs **(770)427-9000; Hours:** 8:15 am to 3:45 pm MON – FRI

Zion Hill Community Development Corporation - 2741 Bayard St. East Point, GA 30344 **(404)766-3141;**

Hours: 9:00 am to 5:00 pm MON – FRI

Georgia Department of Labor

404/656-3045

Call for more information and directions to the office nearest you. Intake office hours: MON – FRI 8:30am – 5pm, you may qualify for help to get ready for work and assistance in finding a job if you meet these 3 conditions:

1. If you have a disability. (your disability may be a problem with your body, your mind, or your emotions). A doctor will determine this.
2. If your disability is the reason why you can't get a job, or why you couldn't keep the job you had

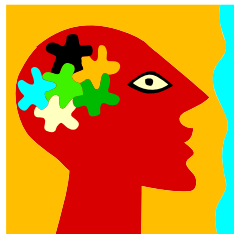
MENTAL HEALTH information

Homelessness/Housing

<http://www.mentalhealth.samhsa.gov/cmhs/Homelessness/>

Each year homelessness affects 2 - 3 million individuals in the United States. For most people, homelessness is a short, one-time event. But a relatively small and visible group experiences homelessness repeatedly or for long periods and places heavy demands on available assistance. For people with severe mental illnesses, home can be a space to live in dignity and move toward recovery. Providing adequate housing for individuals with mental illnesses requires support services and access programs, such as those provided via the U.S. Department of Health and Human Services and the Department of Housing and Urban Development.

As many as 700,000 Americans are homeless on any given night. An estimated 20 to 25 percent of these people have a serious mental illness, and one-half of this subgroup also have an alcohol and/or drug problem. Minorities, especially African Americans, are over-represented among homeless persons with mental illness.



The Center for Mental Health Services (CMHS) supports programs to assist people with mental illnesses who are homeless in obtaining treatment and other services such as primary health care, substance abuse treatment, legal assistance, entitlements, and other supports, while making the transition from homelessness. CMHS develops models for programs to deliver mental health services to people who are homeless with severe mental illnesses and provides funding to States to deliver support services.

Why are so many people with serious mental illnesses homeless?

<http://www.nrchmi.samhsa.gov/facts>

People with serious mental illnesses are over-represented among the homeless population. While only four percent of the U.S. population has a serious mental illness, five to six times as many people who are homeless (20-25%) have serious mental illnesses. Their diagnoses include the most personally disruptive and serious mental illnesses, including severe, chronic depression; bipolar disorder; schizophrenia; schizoaffective disorders; and severe personality disorders.

Why so many?

People with serious mental illnesses have greater difficulty exiting homelessness than other people. They are homeless more often and for longer periods of time than other homeless subgroups. Many have been on the streets for years.

- ✚ Up to 50% have co-occurring mental illnesses and substance use disorders.
- ✚ Their symptoms are often active and untreated, making it extremely difficult for them to negotiate meeting basic needs for food, shelter and safety and causing distress to those who observe them.
- ✚ They are impoverished, and many are not receiving benefits for which they may be eligible.

What do we know about them?

- ✚ The majority have had prior contact with the mental health system, either as inpatients or outpatients. These experiences were not always positive; they may have been hospitalized involuntarily or given treatment services or medications they did not feel were of benefit.
- ✚ Their mental illness symptoms as well as the hygiene problems associated with homelessness result in many untreated physical health problems such as respiratory infections, dermatologic problems, and risk of exposure to HIV and TB.

- ✚ They typically are long-term citizens of the communities in which they are homeless.
- ✚ Their social support and family networks are usually unraveled. Family members often have lost regular contact with their relatives or are no longer equipped to be primary caregivers.
- ✚ They are twice as likely as other people who are homeless to be arrested or jailed, mostly for misdemeanors.

What can be done?

- ✚ Most can be voluntarily engaged or re-engaged in treatment, housing, and support services. Mobile outreach can provide access to basic services, treatment, and housing.⁴
- ✚ Integrated mental health and substance abuse treatment delivered by multidisciplinary mobile treatment teams can reduce symptomatology and improve functioning in the community.
- ✚ Providing supportive services to people in housing has proven effective in achieving residential stability, improving mental health, and reducing the costs of homelessness to the community.

Mental Health: Mental Illness Basics

<http://www.webmd.com>



Mental illness is any disease or condition affecting the brain that influence the way a person thinks, feels, behaves and/or relates to others and to his or her surroundings. Although the symptoms of mental illness can vary from mild to severe and are different depending on the type of mental illness, a person with an untreated mental illness often is unable to cope with life's daily routines and demands.

What Causes Mental Illness?

Although the exact cause of most mental illnesses is not known, it is becoming clear through research that many of these conditions are caused by a combination of genetic, biological, psychological and environmental factors. One thing is for sure -- mental illness is not the result of personal weakness, a character defect or poor upbringing, and recovery from a mental illness is not simply a matter of will and self-discipline.

Mental Health Resources/Updated 06/30/2008

▶▶**Heredity (genetics):** Many mental illnesses run in families, suggesting that the illnesses may be passed on from parents to children through genes. Genes contain instructions for the function of each cell in the body and are responsible for how we look, act, think, etc. But, just because your mother or father may have a mental illness doesn't mean you will have one. Hereditary just means that you are more likely to get the condition than if you didn't have an affected family member. Experts believe that many mental conditions are linked to problems in multiple genes -- not just one, as with many diseases -- which is why a person inherits a susceptibility to a mental disorder, but doesn't always develop the condition. The disorder itself occurs from the interaction of these genes and other factors -- such as psychological trauma and environmental stressors -- which can influence, or trigger, the illness in a person who has inherited a susceptibility to it.

▶▶**Biology:** Some mental illnesses have been linked to an abnormal balance of special chemicals in the brain called neurotransmitters. Neurotransmitters help nerve cells in the brain communicate with each other. If these chemicals are out of balance or are not working properly,

messages may not make it through the brain correctly, leading to symptoms of mental illness. In addition,

defects in or injury to certain areas of the brain also have been linked to some mental conditions.

▶▶**Psychological trauma:** Some mental illnesses may be triggered by psychological trauma suffered as a child, such as severe emotional, physical or sexual abuse; a significant early loss, such as the loss of a parent; and neglect.

▶▶**Environmental stressors:** Certain stressors -- such as a death or divorce, a dysfunctional family life, changing jobs or schools and substance abuse -- can trigger a disorder in a person who may be at risk for developing a mental illness.

Can Mental Illness Be Prevented?

Unfortunately, most mental illnesses are caused by a combination of factors and cannot be prevented.

How Common Is Mental Illness?

Mental illnesses are very common. In fact, they are more common than cancer, diabetes or heart disease. According to the U.S. Surgeon General, an estimated 23% of American adults (those ages 18 and older) -- about 44 million people -- and about 20% of American

(How common is mental illness from page 17)

children suffer from a mental disorder during a given year. Further, about 5 million Americans adults, and

more than 5 million children and adolescents suffer from a serious mental condition (one that significantly interferes with functioning).

Mental Health: Depression

Sometimes physical problems can cause depression. But other times, symptoms of depression are part of a more complex psychiatric problem. There are several different types of depression, including:

- ✚ Major depressive disorder
- ✚ Dysthymia
- ✚ Seasonal affective disorder
- ✚ Psychotic depression
- ✚ Bipolar depression

Major Depression

An individual with major depression, or major depressive disorder, feels a profound and constant sense of hopelessness and despair.

Major depression is marked by a combination of symptoms that interfere with the person's ability to work, study, sleep, eat, and enjoy once pleasurable activities. Major depression may occur only once but more commonly occurs several times in a lifetime.

What Are the Symptoms of Major Depression?

Symptoms of depression include:

- ✚ Sadness
- ✚ Irritability
- ✚ Loss of interest in activities once enjoyed
- ✚ Withdrawal from social activities
- ✚ Inability to concentrate

Bipolar Disorder

Bipolar depression, also called bipolar disorder or "manic-depressive" disease, is a mental illness that causes people to have severe high and low moods. People who have this illness switch from feeling overly happy and joyful to feeling very sad, and vice versa. Because of the highs and the lows -- or two poles of mood -- the condition is referred to as "bipolar"

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depression. In between episodes of mood swings, a person may experience normal moods.

The word "manic" describes the periods when the person feels overly excited and confident. These feelings can quickly turn to confusion, irritability, anger, and even rage. The word "depressive" describes the periods when the person feels very sad or depressed. Because the symptoms are similar, sometimes people with bipolar depression are incorrectly diagnosed as having major depression. Most individuals with bipolar disorder spend more time in depressed phases than in manic phases.

What Are the Symptoms of Bipolar Disorder?

The dramatic and rapidly changing mood swings from highs to lows do not follow a set pattern, and depression does not always follow manic phases. A person may also experience the same mood state several times before suddenly experiencing the opposite mood. Mood swings can happen over a period of weeks, months, and sometimes even years.

The severity of the depressive and manic phases can differ from person to person and in the same person at different times.

Schizophrenia

Schizophrenia is a serious brain disorder that distorts the way a person thinks, acts, expresses emotions, perceives reality and relates to others. People with schizophrenia -- the most chronic and disabling of the major mental illnesses -- often have problems functioning in society, at work and at school, and in relationships. Schizophrenia can leave its sufferer frightened and withdrawn. It is a life-long disease that cannot be cured, but usually can be controlled with proper treatment.

Contrary to popular belief, schizophrenia is not a split personality. Schizophrenia is a psychosis, a type of mental illness in which a person cannot tell what is real from what is imagined. At times, people with [psychotic disorders](#) lose touch with reality. The world may seem like a jumble of confusing thoughts, images and sounds. The behavior of people with schizophrenia may be very strange and even shocking. A sudden change in personality and behavior, which occurs when people lose touch with reality, is called a psychotic episode.

Emergency Mental Health and Traumatic Stress

www.mentalhealth.samhsa.gov/cmhs/EmergencyServices/reftopics.asp

Related Mental Health Topics

▶▶ **Anxiety Disorders** -- facts about different anxiety disorders, including symptoms, diagnosis, and treatment information. (Center for Mental Health Services)

▶▶ **School Violence Prevention** -- this program provides funds for coordinating families, schools, and communities into a partnership to promote the development of healthy behaviors, competence, and resilience in school-aged children and youth in order to decrease the level of violence in schools. (Center for Mental Health Services)

▶▶ **Facts About Post Traumatic Stress Disorder** -- contains facts about onset, symptoms, and the latest research. (National Institute of Mental Health)

▶▶ **Reliving Trauma** -- summarizes Post Traumatic Stress Disorder. (National Institute of Mental Health)

▶▶ **Alcohol Alert** -- discusses association between alcohol and violent/aggressive behavior and the consequences. (National Institutes of Health)

▶▶ **Community Violence Exact a High Emotional Toll on Urban Black Children and Adolescents** -- discusses the link between witnessing violent acts and Post Traumatic Stress Disorder. (Agency for Healthcare Policy and Research)

▶▶ **Disaster Resources** -- contains web-based resources for the aging, including preparedness and grants. (Administration on Aging)

▶▶ **Dealing With Stress After a Disaster** -- tips to restore emotional equilibrium after a natural disaster. (Centers for Disease Control and Prevention)

Where to Get Help For Mental Health Problems

<http://www.healthyplace.com>

If unsure where to go for help, talk to someone you trust who has experience in mental health - for example, a doctor, nurse, social worker, or religious counselor. Ask their advice on where to seek treatment. If there is a university nearby, its departments of psychiatry or psychology may offer private and/or sliding-scale fee clinic treatment options. Otherwise, check the Yellow Pages under "mental health," "health," "social services," "suicide prevention," "crisis intervention services," "hotlines," "hospitals," or "physicians" for phone numbers and addresses. In times of crisis, the emergency room doctor at a hospital may be able to provide temporary help for a mental health problem, and will be able to tell you where and how to get further help.

Listed below are the types of people and places that will make a referral to, or provide, mental health diagnostic and treatment services.

- ✚ Family doctors
- ✚ Mental health specialists, such as psychiatrists, psychologists, social workers, or mental health counselors
- ✚ Religious leaders/counselors
- ✚ Health maintenance organizations
- ✚ Community mental health centers
- ✚ Hospital psychiatry departments and outpatient clinics
- ✚ University- or medical school-affiliated programs
- ✚ State hospital outpatient clinics
- ✚ Social service agencies
- ✚ Private clinics and facilities
- ✚ Employee assistance programs
- ✚ Local medical and/or psychiatric societies

Recovery from Mental Illness

By Janet G. Reason, Community Friendship, Inc. February 2004

1. Get back
2. Getting Back one's health
3. Recuperate
4. The action of process of recovering what was lost
5. A return to a normal condition

With the onset of mental illness, the magnitude of such a loss can be devastation and make you feel hopeless. Without hope we fall into the downward spiral of hopeless despair. We all need someone to believe in us, to encourage us, and to reassure us that we are going to make it.

Shame is a prevailing sense of worthlessness, which leads to the false belief: I am what I am. I cannot change. I am hopeless.

Our search for significance can lead us down a road that is totally unfamiliar and very frightening. While we may try as hard as we can to understand what is happening, we most often have to turn to a professional to diagnosis our dilemma.

After the diagnosis (which is likened to a death sentence) your next step is to decide to take your medication. This is totally a choice that has to be made; sometimes from relapse to relapse, and becomes a "life" choice. Regardless of what you've been dealt, most of us have to come to the realization that without our medications, we usually do end up in a relapse.

Mary Ellen Copeland has developed a wonderful tool to help in our recovery titled, "The Wellness Recovery Action Plan (WRAP).

This is a daily work book that the patient uses to monitor his/her symptoms, triggers and crisis points. You stay aware of your own recovery. You become more independent in yourself and less dependent on others; however, she recommends that you have a support team of either family, friends, co-workers, etc.

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Overcoming shame caused by stigma from others who either aren't educated about mental illness or don't know anyone with a mental illness, can be very freeing when you make the decision to walk above any shame they may feel.

Shame can have powerful effects on our esteem, and it can manifest itself in many ways. It often engulfs us when a flaw in our performance is so important, so overpowering, or so disappointing to us that it creates a permanently negative opinion about our self-worth.

That's why we have to get beyond the passivity, self-pity and destructive behavior that so easily disable us. We have to come out of isolation and withdrawal and reach out to others for our own recovery, and to search for God and His answers. Our inner undeniable need for personal significance was created to make us search for our purpose in life. I truly believe mental illness was the perfect thing that happened to me. You have to believe in yourself even if others do not.

Legal Rights of People with Mental Illness

People with a mental illness have rights. They have the right not to be involuntarily committed to an institution unless they are an immediate danger to themselves or an immediate danger to others.

People also have the right not to accept treatment for mental illness. If a person is being involuntarily committed to a mental hospital, that person is entitled to receive free Legal assistance, to have a hearing on whether or not they can continue to be held involuntarily and to review and correct errors in their clinical records. See the Official Code of Georgia, 37-3-40 through 37-3-95 and 37-3-140 through 37-3-168.

The Georgia General Assembly has also adopted laws signed by the Governor, which establish the rights of Georgians to seek and receive treatment for mental illness.

(a) The State of Georgia recognizes its responsibility for its citizens who are mentally ill or mentally retarded or who suffer from certain developmental disabilities including epilepsy, cerebral palsy, autism, and other neurological disabling conditions or who abuse alcohol, narcotics, or other drugs and recognizes an obligation to such citizens to meet their needs through a coordinated system of community facilities, programs, and services.

(b) It is the policy of this state to provide adequate mental health, mental retardation, substance abuse, and other disability services to all its citizens. It is further the policy of this state to provide such services through a unified system, which encourages cooperation and sharing of resources among all providers of such services, both governmental and private.

(c) It is the purpose of this chapter to enable and encourage the development of comprehensive, preventive, early detection, rehabilitative, and treatment disability services; to improve and expand community service boards for the disabled; to provide continuity of care through integration of county, area, regional, and state services and facilities for the disabled; to provide for joint disability services and the sharing of manpower and other resources; and to monitor and restructure the system of providing disability services in the State of Georgia to make better use of the combined public and private resources of the state and local communities (O.C.G.A. 37-2-1).

(a) It is the goal of the State of Georgia that every citizen be provided an adequate level of disability care through a unified system of disability services. To this end, the department through the division shall, to the maximum extent possible, allocate funds available for services so as to provide an adequate disability services program available to all citizens of this state. In funding and providing disability services, the division and the regional boards shall ensure that all providers, public or private, meet minimum standards of quality and competency as established by the department and the division.

(c) No person shall be denied disability services provided by the state as defined in this chapter based on age, gender, race, ethnic origin, or inability to pay (O.C.G.A. 37-2-11).

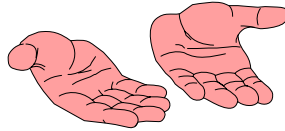
It is the policy of the state that the least restrictive alternative placement is secured for every patient at every stage of his medical treatment and care. It shall be the duty of the facility to assist the patient in securing placement in non-institutional community facilities and programs (O.C.G.A. 37-3-161)

Each patient in a facility and each person receiving services for mental illness shall receive care and treatment that is suited to his needs and is the least restrictive appropriate care and treatment. Such care and treatment shall be administered skillfully, safely, and humanely with full respect for the patient's dignity and personal integrity (O.C.G.A. 37-3-162)

(4) "Disability" means:

- (A) Mental or emotional illness;
- (B) Mental retardation;
- (C) Other neurological disabling conditions which require treatment similar to that for the mentally retarded including epilepsy, cerebral palsy, and autism; or
- (D) The abuse of, addiction to, or dependence upon alcohol, narcotics, or other drugs.

(4.1) "Disability services" means services to the disabled or services which are designed to prevent or ameliorate the effect of a disability. (O.C.G.A. 37-2-2).



How to help someone with a mental illness

DO'S

- Remove yourself and others from threat of violence, and seek help
- Try to establish a rapport, be careful not to come off as "phony"
- Understand that the person may be terrified by experience of loss of control over thoughts and feelings
- Remember that there is a person behind the symptoms of the illness
- Treat the person with respect
- Listen
- Avoid belittling conversation, try not to speak in "baby talk", it's demeaning
- Speak in simple sentences
- Ask questions: you might save a life
- Avoid direct, continuous eye contact or touching (can accelerate or encourage aggressive behavior)

DON'TS

- Shout. If the person appears not to be listening it could be that other voices are interfering or predominating, not that the person is hard of hearing. If the person is shouting, make a point to lower your voice
- Criticize. It only makes matters worse, increases agitation
- Bait the person into acting out, consequences could be tragic
- Stand over the person. If he or she is seated, seat yourself
- Attempt to transport the person if you perceive he/she may be dangerous
- Block entry or exit, especially if the person is experiencing paranoia or agitation
- Deny delusions or paranoid thoughts, they are "real" to the person experiencing them. Your denial could be perceived as calling the person a liar. Try instead to meet them where they are, i.e. "It must be frightening feeling that you are being followed" or "I understand how frustrating that must be for you." etc. You may also want to ask them "Have you always felt this way?" "When did you start to feel this way?" This line of questioning may be an effective lead-in to determine if the person has previously taken psychotropic medications.

It is sometimes not a good idea to ask if someone is taking medications, or if they have been diagnosed with a mental illness. It may prove helpful to approach the issue by asking leading questions. The more psychotic the individual, the less likely your chances of success in getting answers:

- Have you had your blood pressure checked recently?
- Have you ever been checked for diabetes?
- How is your appetite?
- Do you take any type of medication? When is the last time you had it?
- How have you been feeling lately? (depending on the answer...)
- How long have you been feeling this way?
- Why do you think you feel this way now?
- Have you ever talked to a doctor about this?
- Would you like to see a doctor?
- Is there a family member or friend I can call?

It is helpful to listen for phrases like "stressed out", "nerves are shot", "nervous breakdown", "freaking out", "going off", "out of it", "under a lot of pressure" etc. Always ask "what do you mean by that?" or "could you explain that to me?"

This information was contributed by NAMI Georgia

Case Management Check List

For helping individuals with a mental illness

A comprehensive list of community services each person may need

Services to people with a mental illness are often fragmented with no one coordinating all the needed help. This checklist may help insure that the most commonly needed services are not overlooked.

Name _____

Social security # _____

Does he/she need help with:

___ Mailing address--Odyssey III (at the ROCK) 404-659-3390) or Crossroads (404-873-7650)

___ Mental health case management--call United Way at 211 or 404-614-1000

___ Mental health counseling and medications

___ Food stamps--apply at any Dept. of Family and Children's Services (DFCS) office

___ SSI/SSDI disability application and related appointments, etc. (1-800-772-1213 from 7am-7pm M-F)

___ General assistance--applying for while awaiting decision on SSI/SSDI disability application (DFCS)

___ Shelter, Transitional Shelters, Transitional Housing--call Task Force for the Homeless 1-800-448-0636 or United Way at 211 or 404-614-1000

___ Permanent housing--call United Way at 211 or 404-614-1000 24 hours a day 7 days a week

___ Medical Care--Grady Hospital at 80 Butler St. and Mercy Mobile (call 404/880-3600 for locations)

___ Drug/alcohol recovery programs--call United Way at 211 (or 404-614-1000) for information

___ Vocational Rehab/Employment--call the GA Dept. of Vocational Rehab at 770/720-3570

___ ID--Places that help with ID: ROCK: (404-572-9200), Crossroads: (404-873-7650) Central Presbyterian: (404-659-7119)

___ Clothing--call United Way (211 or 404-614-1000)

___ Transportation assistance--call United Way-211 or 404-614-1000--

___ Legal services--Atlanta Legal Aid at 404-524-5811, GA Law Center for Homeless at 404-681-0680

WHAT HOMELESS PEOPLE NEED TO KNOW ABOUT GETTING SERVICES AT GRADY HOSPITAL

■**Emergency?:** If you are homeless, and have an emergency, you, like everyone else, will be served at Grady no matter where you live.

■**Non-emergency?:** In non-emergencies, if you are homeless and live in DeKalb County or Fulton County, you will be served at Grady but to obtain services, medicines, and medical supplies without any charge, without any co-payments, you be issued a Grady card that shows you are homeless. To obtain this card you need to present to Grady a letter stating you are homeless. This flyer will tell you how to obtain this letter. Those without a letter of homelessness will be asked to pay a discounted amount, based on their income. If they are unable to pay this amount, they will be referred to a service in their county of residence or rescheduled at Grady.

■**Who needs a Grady Card?** If you are homeless, and do not have insurance, you **need** a Grady card to get treatment, medicines, and supplies. If you have Georgia Medicaid, you **do not need** a Grady card since you must use your Medicaid card. If the only insurance you have is Medicare, you **do need** a Grady card. If you have private insurance, you **do not need** a Grady card.

■**What Grady can do for you if you are homeless** If you live in Fulton or DeKalb Counties including Atlanta and Decatur, and you have given Grady proof you are homeless, you will be issued a Grady card that in the VIP field will say "PH" and in the Patient Share field will say "0%". This means: **1.** You will receive all treatment, medicines, and supplies without cost. **2.** You do not have to pay \$2.00 co-pay for medicines or supplies. **3.** You do not have to prove you do not have income. **4.** You will be encouraged, but will not be required, before or after applying for a Grady card or renewing your Grady card, to apply for government benefits such as food stamps, general assistance, and TANF. If you are unable to work because of a medical condition, and you are eligible for SSI disability benefits or SSI based on your being age 65 or older, when you apply for your Grady card, you are required to provide proof that you (1) already receive SSI, or (2) have applied for SSI and are waiting for a decision, or (3) have been denied SSI and have appealed your denial. If you have lost your proof, or cannot get a recent copy of the required proof, Grady's financial counselor will call Social Security for you to verify the status of your SSI. The reason for this requirement is that if you get SSI disability benefits, you automatically get Medicaid. Grady needs to know if you have Medicaid so it can be reimbursed for the cost of the treatment and medicines it provides to you. You benefit too since if you are approved for SSI, you will receive \$603 a month (2006 amount) for as long as you are disabled **5.** You will not be billed for services at Grady during the period you have a Grady card showing you are homeless. **6.** Your first Grady card and any renewals will normally be good for 3 to 6 months. Be sure to keep your card in a safe place at all time.

■**How does Grady decide who is homeless?** The following guides apply *only* to those who live in Fulton County or DeKalb County (including Atlanta & Decatur) If you have a letter from a shelter or a social agency, a church, or any reputable organization stating you are homeless, Grady will accept this letter as proof you are homeless. Unless you have Medicaid or private insurance, you will receive a Grady card showing you are homeless. The card will show "PH" in the VIP field which stands for "patient homeless". Your Grady card will be valid for 3 to 6 months from the date it is issued. The letter stating you are homeless needs to be **1.** Printed on the letterhead of the agency providing the letter, **2.** Signed by the director or his agent with a "live" signature, **3.** Show full address and contact telephone number of the agency. The letter needs to state that you are homeless. It does not need to say that you have no income. This letter will be kept in the Grady Financial Counseling Office. If within the last 3 to 6 months you have given Grady a letter from a shelter or outreach office or other church or social agency stating you are homeless, you are not required to provide another shelter letter as long as you confirm that you are still homeless. You will be asked if you receive government benefits such as SSI or have private insurance, or insurance coverage through Medicaid, Medicare, or private insurance. If it is determined you are homeless and do not have Medicaid or private insurance coverage, you will be issued a Grady card as stated above. If you have Medicaid or private insurance, you will not be issued a Grady card even though you are homeless. If you do not have a letter from an organization stating you are homeless, Grady will, depending on your preference, either suggest places where you can get an official letter from a reputable organization that can verify you are homeless (see list shown below) or have one of its social workers verify your homelessness by writing a detailed narrative of your circumstances. After interviewing you, the social worker will document the location where you stay, the amount of time you spend sleeping at that location, and any other details you are able to provide. This written narrative statement will serve as the visible and circumstantial evidence required by Grady for homeless verification. Most homeless shelters provide a letter stating that you stay at their shelter. If you homeless but do not stay in a shelter, there are "help offices" that can verify you are homeless. Some key help offices that may be able to give you a "Grady" letter include The Gateway, 275 Pryor St. near Memorial Dr., Crossroads Community Ministries located at 420 Courtland St. (at St. Luke's Episcopal Church) and Odyssey III at 276 Decatur St. near Grady Hospital.

■ **Grady cards** for outpatient services are issued at the Financial Counseling Office located at room GA026 in the main hospital and is open from 7:00 a.m. to 9:00 p.m. Monday through Friday. **If you need to obtain or renew your card** on the day of a clinic appointment, please arrive at least one hour before your scheduled appointment time. **If you lose your Grady Card** it can be renewed anytime during or following the month the card is due to expire. If within the last 3 to 6 months you gave Grady a letter from a shelter or outreach office or other church or social agency stating you are homeless, you may but are not required to provide another letter from a reputable organization stating you are homeless as long as you confirm that you are still homeless. You may request a review of your Grady card at anytime you determine your financial situation has changed and a review is needed. If you are homeless and unable to obtain a letter stating you are homeless, Grady staff will tell you what you need to do.

■ **If You Have Medicaid**; Medicaid pays for all treatment, all medicines, all supplies except that at all Grady pharmacies, Medicaid recipients must pay \$2.00 for each prescription. But, remember, no one has to pay more than \$20 a month in total prescription co-payments. Everyone in Georgia who gets SSI disability benefits or SSI aged (65 and older) benefits has Medicaid coverage automatically. If you have Medicaid but have lost your Medicaid card, Grady will verify while you are at the hospital whether you have Medicaid coverage or not.

■ **How To Get Free Medical Records**: If you need copies of your Grady medical records for the purpose of applying for SSI or SSDI disability benefits, copies will be provided to you at no cost.

■ What To Do If...

- **If** you are improperly denied a Grady Care card, you may contact Tommie McCommon, Director, Patient Access Services, at 404-616-4296 who will assist you or refer you to the person who will assist you.
- **If** you are improperly denied mental health treatment at the Psychiatric Emergency Services clinic (13th floor), you may contact William Reed, Administrative Director of Psychiatric Services at 404-616-4754
- **If** you are improperly denied medical treatment, you may contact Corporate Compliance, at 404-616-1706.
- **If** you are improperly denied medications, you may contact George Bachman, at the Grady Pharmacy at 404-616-5835
- **If** you are improperly denied supplies, you may contact Peter Stephens Director, Supply & Distribution at 404-616-3986.
- **If** you are denied free copies of your Grady medical records for Social Security purposes, you should contact Cynthia Griggs-Flournoy in the Medical Records Office at 404-616-6117
- **If** you are improperly billed for services, you should contact Pamela Walker in Customer Service at 404-616-7286.

Medicare Part D – Prescriptions How it affects Grady patients who have Medicare and/or Medicaid

Do you have Medicare? Have you enrolled in the new Medicare Part D? The Grady Health System has partnered with Community Care Rx to offer a new Medicare Part D drug card for persons using the Grady Health System Pharmacies. The Grady logo will be on the card, and it has some perks when you use the card at Grady. There is no co-payment for generics and you still will not pay more than what you are paying now (in most cases that means \$2.00). The unique thing about this card is that as long as you are using the card at Grady, you do not have to worry about what drugs the plan covers. All medications that are covered by the Grady Formulary will be covered by this plan. If you would like to enroll, you generally have to fill out two (2) applications. The first application is from the Social Security Administration that determines whether you are eligible to receive the plan for no monthly premium or deductibles. If you have Medicaid already, then you do not need to fill it out. The second application is from Community Care Rx to enroll you in the program. It does take approximately six (6) weeks to receive a card in the mail, but Grady will have your number on file sooner than that if you ask the pharmacist when you are there for your prescriptions. To sign up for the card today, go to any Grady Neighborhood Health Center Pharmacy; or come to the main hospital and see a representative located in either the Customer Service Center, the Central Refill Pharmacy Area, the Senior Pharmacy Area, the Main Outpatient Pharmacy on Pratt Street or in the Atrium. Representatives are available Monday through Friday, 8am * 6pm. If you come after hours, just stop by the Main Pharmacy at Pratt Street and they will help you fill out an application or give you one to take with you and bring back another day. Remember you may always call 404-616-1155 and speak to a representative for information or help you enroll. Note: (Thanks to Grady Hospital for providing all the wording shown below for Part D Medicare Prescriptions.)

This flyer was prepared by alanmharris@juno.com with exceptional assistance from Ms. Cheryl Hayes, VP of Grady Patient Financial Services who has approved its contents. The greatly improved services made possible by Ms. Hayes are already in effect and this flyer simply provides in writing a summary of current policies. Duplication and distribution of this flyer are encouraged. Please send suggestions for improving this flyer to alanmharris@juno.com January 26, 2006

MENTAL HEALTH EVALUATION

GRN Community Service Board**(404)815-1811**

458 Ponce De Leon Ave., NE, Atlanta, GA 30308

SERVICE HOURS: Mental health treatment: 9 am to 2 pm TUE, WED, FRI; for medically indigent individuals.

DeKalb Community Service Board - 445 Winn Way 4th Floor Decatur, GA 30030**(404)892-4646****SERVICE HOURS:** 8:15 am to 5:00 pm MON - FRI; crisis intervention: 24 hours daily; **AREA SERVED:** DeKalb

GA Resources - 246 Sycamore St. Ste. 240 Decatur, GA 30030**(404)377-9224****SERVICE HOURS:** 9:00 am to 5:00 pm MON - FRI; **FEE:** varies by program

Georgia Parent Support Network - 1381 Metropolitan Pkwy., SW Atlanta, GA 30308**(404)758-4500****SERVICE HOURS:** 8:00 am to 5:00 pm MON – FRI; Referral required from DFCS, juvenile court, school, mental health center, parents; **FEE:** Sliding Scale

Georgia State University - 632 Urban Life Bldg. Atlanta, GA 30303**(404)651-2859****SERVICE HOURS:** 10:00 am to 7:00 pm MON, TUE; 9:00 am to 7:00 pm WED, THU; 9:00 am to 5:00 pm, first FRI of each month; **FEE:** Sliding Scale.

Grady Health System - Mental Health - 80 Jessie Hill Jr., Dr. Atlanta, GA 30303**(404)616-4444****SERVICE HOURS:** outpatient: 8:00 am to 5:00 pm MON – FRI; **FEE:** Sliding Scale.

North Metro Program - 2845 Margaret Mitchell Dr. Atlanta, GA 30327**(404)350-2156****SERVICE HOURS:** 8:00 am to 4:00 pm MON – FRI for emotionally disturbed or autistic youth 5 to 22 years of age; referral required from local school system, DFCS, or mental health agency. **FEE:** None

Northside Mental Health Center - 1140 Hammond Dr. Ste. J-1075 Atlanta, GA 30328**(404)851-8950****SERVICE HOURS:** 8:00 am to 5:00 pm MON – FRI; **FEE:** Sliding scale for Fulton Co. residents; straight fee for any other county resident.

Southside Medical Center - 1039 Ridge Ave., SW Atlanta, GA 30315**(404)688-1350****SERVICE HOURS:** 6:00 am to 1:00 pm, 4:00 pm to 5:00 pm MON - FRI; 8:00 am to 10:00 am SAT, SUN**FEES:** Sliding scale

Georgia Regional Hospital at Atlanta - 3073 Panthersville Rd. Decatur, GA 30034**(404)243-2216****SERVICE HOURS:** 24 hours daily;

Fayette County - McIntosh Trail MH/MR/SA - 100 Braxton Ct. Fayetteville, GA 30214**(770)358-8275****SERVICE HOURS:** 8:00 am to 5:00 pm MON - FRI; emergency contact: 24 hours daily**AREA SERVED:** Butts, Fayette, Henry, Lamar, Pike, Spalding, Upson; **FEE:** Sliding scale

Veterans Administration Medical Center - 1670 Clairmont Rd. Decatur, GA 30033**(404)321-6111****SERVICE HOURS:** 24 hours daily; **FEES:** Sliding scale

DEPRESSION SCREENING

▶ **Georgia Crisis and Access Line**

75 Piedmont Ave., NE Ste. 256 Atlanta, GA 30303

(800)715-4225

SERVICE HOURS: 24 hours daily

▶ **Extended Families Counseling & Educational Services**

3076 Campbellton Rd. Atlanta, GA 30311

(404)346-1818

SERVICE HOURS: 9:00 am to 8:00 pm MON – FRI; **AREA SERVED:** Fulton

▶ **Center for Family Outreach Services**

2227 Godby Rd. Ste. 207 College Park, GA 30349

(404)669-8557

SERVICE HOURS: 24 hours daily; **FEE:** Straight

▶ **Florence McDonnell Counseling & Spiritual Life Center**

2215 Cheshire Bridge Rd. Atlanta, GA 30324

(404)816-7171

SERVICE HOURS: 9:00 am to 5:00 pm MON – FRI **FEES:** straight fee

▶ **SummitRidge - Center for Psychiatry**

250 Scenic Hwy. Lawrenceville, GA 30045

(678)442-5800

SERVICE HOURS: 24 hours daily; **FEES:** straight fee (financial arrangements available)



MENTAL HEALTH SUPPORT GROUP

- ❖ **Atlanta Enterprise Center** - 75 Peachtree Pl., NW, Atlanta, GA 30309 **(404)873-3509**
SERVICE HOURS: 8:00 am to 4:00 pm MON – FRI; **FEE:** none

- ❖ **Community Alert, Geriatric and Family Resource Center** - 215 Lakewood Way Ste. 107 Atlanta, GA
 Seniors 65 years of age and above; no restrictions for other services; **FEE:** none.....**(404)496-4224**

- ❖ **NAMI Georgia** - 3050 Presidential Dr. Ste. 202 Atlanta, GA 30340.....**(770)234-0855**
SERVICE HOURS: 9:00 am to 4:00 pm MON – FRI; **FEE:** none

- ❖ **Parent to Parent of Georgia** - 3805 Presidential Pkwy. Ste. 207 Atlanta, GA 30340.....**(770)451-5484**
SERVICE HOURS: 8:30 am to 5:00 pm MON – FRI; children with disabilities and their families; **FEE:** none

- ❖ **Pregnancy Resource Center of Henry County** - 3834 Jodeco Rd. Ste. H McDonough, GA 30253
SERVICE HOURS: 10:00 am to 4:00 pm TUE, WED, FRI; 6:00 pm to 8:00 pm THU.....**(770)957-8288**

- ❖ **Perimeter Church** - 9500 Medlock Bridge Rd. Duluth, GA 30097.....**(770)582-6700**
SERVICE HOURS: 8:30 am to 5:00 pm MON – FRI; **FEE:** Sliding scale

- ❖ **House of Refuge Ministries** - 251 N. Main St. Jonesboro, GA 30236.....**(678)479-8093**
SERVICE HOURS: 10:00 am to 6:00 pm TUE - FRI; depression/grief support group: 7:00 pm TUE, WED
FEE: Sliding Scale

- ❖ **Emotions Anonymous Atlanta Intergroup** - 3350 Oak Dr. Lawrenceville, GA 30044
SERVICE HOURS: Hours varies; **FEE:** None.....**(770)925-4825**

- ❖ **Southern Regional Medical Center** - 11 SW Upper Riverdale Rd. Riverdale, GA 30274
SERVICE HOURS: 24 hours daily; **FEE:** Straight, subsidies available through DFCS.....**(770)991-8133**



MENTAL HEALTH HALFWAY HOUSES

▶ Community Friendship

85 Renaissance Pkwy., NE Atlanta, GA 30308

(404)875 - 0381

SERVICE HOURS:

Day program: 9:00 am to 2:00 pm MON - FRI; all other services: 8:30 am to 5:00 pm
MON - FRI; noon to 3:00 pm SAT

ELIGIBILITY:

homeless individuals only

FEES:

None

▶ Positive Impact Residential Services

(678)887 - 3263

SERVICE HOURS:

24 hour voice mail available

ELIGIBILITY:

Individuals who are developmentally challenged, mentally ill, have a brain injury, or
Alzheimer


FEES:


Sliding scale; has a MRWP waver





Rehabilitation

MENTAL HEALTH HOTLINES

 **Behavioral Health Link - Georgia Crisis & Access Line/SPOE**
75 Piedmont Ave., NE Ste. 256 Atlanta, GA 30303
(800)715-4225
SERVICE HOURS: 24 hours daily; **AREA SERVED:** Clayton, Fulton

 **DeKalb County Board of Health**
2660 Osborne Rd., NE Atlanta, GA 30319
(404)892-4646
SERVICE HOURS: 8:15 am to 5:00 pm MON - FRI; **Crisis Intervention:** 24 hours daily

 **South Fulton Mental Health Center**
1636 Connally Dr. East Point, GA 30344
(404)616-4762
SERVICE HOURS: Outpatient: 8:00 am to 5:00 pm MON – FRI; **FEE:** Sliding Scale

 **Fayette County - McIntosh Trail MH/MR/SA**
100 Braxton Ct. Fayetteville, GA 30214 (770)358-8275
SERVICE HOURS: 8:00 am to 5:00 pm MON - FRI; emergency contact: 24 hours daily

PSYCHOLOGICAL TESTING



Emory Crawford Long Hospital

1462 Clifton Rd. Ste. 235 Atlanta, GA 30322

(404)727-7451

SERVICE HOURS: 8:30 am to 8:30 pm MON – THU, 8:30 am to 5:00 pm FRI;

FEE: none



Georgia Community Support and Solutions

1945 Cliff Valley Way Ste. 220 Atlanta, GA 30329

(404)634-4222 Main Client Number

SERVICE HOURS: 8:30 am to 5:00 pm MON – FRI; **FEE:** Sliding Scale



Georgia State University

632 Urban Life Bldg. Atlanta, GA 30303

(404)651-2859

SERVICE HOURS: 10:00 am to 7:00 pm MON, TUE; 9:00 am to 7:00 pm WED, THU;
9:00 am to 5:00 pm first FRI of each month; **FEE:** Sliding Scale



Road To Recovery

3155 Presidential Dr. Ste. 104 Atlanta, GA 30340

(770)220-2885

SERVICE HOURS: 9:00 am to 6:00 pm MON - SAT; group therapy: 6:00 pm to 10:00 pm MON - FRI; 9:00 am to 5:00 pm SAT; **FEE:** Sliding Scale



Georgia Regional Hospital at Atlanta

3073 Panthersville Rd. Decatur, GA 30034

(404)243-2216

SERVICE HOURS: 24 hours daily; **FEE:** Sliding Scale



Jewish Family and Career Services

1501 Johnson Ferry Rd. Ste. 100 Marietta, GA 30062

(770)677-9300

SERVICE HOURS: hours vary; call for details; **FEE:** Sliding Scale

PSYCHOLOGICAL EVALUATION



Road To Recovery

3155 Presidential Dr. Ste. 104 Atlanta, GA 30340

(770)220-2885

SERVICE HOURS: 9:00 am to 6:00 pm MON - SAT; **group therapy:** 6:00 pm to 10:00 pm MON - FRI; 9:00 am to 5:00 pm SAT; **FEE:** Sliding Scale



Center For Family Outreach Services

2227 Godby Rd. Ste. 207 College Park, GA 30349

(404)669-8557

SERVICE HOURS: 10:00 am to 5:00 pm MON TUE, THU, FRI
FEE: Sliding Scale; individuals 18 years of age and above



Young Citizens Association

163 Peachtree Glen Dr. Ellenwood - Henry, GA 30294

(404)272-1598

9:00 am to 5:00 pm MON - THU; 9:00 am to 1:00 pm FRI

FEE: Straight fee.



This organization services youth and adults by providing various counseling services such as anger management, family counseling, sexuality counseling, and child, parent, and spousal abuse counseling. In addition, vocational assessment, conflict resolution training, and various workshops dealing with youth and parenting issues.

PSYCHOSOCIAL THERAPY

Center for Health and Rehabilitation Substance Abuse Services

215 Lakewood Way, SW Room 205 Atlanta, GA 30315

(404)730-1600 Hotline

SERVICE HOURS:

8:00 am to 5:00 pm MON - THU; 8:30 am to 5:00 pm FRI

ELIGIBILITY:

Must meet state's most-in-need criteria

INTAKE PROCEDURE:

Telephone, walk-in (emergencies only), appointment; need to have guardianship information for minors not accompanied by parent

DOCUMENTS:

Social security card, proof of income

FEES: Sliding scale

INSURANCE:

Accepts Medicaid, Medicare, private insurance

LANGUAGES:

Interpreters available with advanced notice

AREA SERVED: Fulton

PSYCHIATRIC CASE MANAGEMENT



Northside Mental Health Center

183 Mystic Pl. Atlanta, GA 30342

(404)255-3024

SERVICE HOURS: 9:30 am to 3:15 pm MON - FRI

Referral from mental health specialist

FEES: sliding scale for North Fulton residents



Community Advanced Practice Nurses - Clinic for Homeless Women/Children

458 Ponce De Leon Ave., Ne Atlanta, GA 30308

(404)815-1811

SERVICE HOURS: 9:00 am to 2:00 pm TUE, WED, FRI



Georgia Parent Support Network

1381 Metropolitan Pkwy., SW Atlanta, GA 30308

(404)758-4500

SERVICE HOURS: 8:00 am to 5:00 pm MON – FRI; **FEE:** Sliding Scale

Referral required from DFCS, juvenile court, school, mental health center, parents



DeKalb Community Service Board

445 Winn Way 4th Fl. Decatur, GA 30030

(404)892-4646

SERVICE HOURS: 8:15 am to 5:00 pm MON - FRI; crisis intervention: 24 hours daily

FEE: varies by program **AREA SERVED:** DeKalb



Cobb/Douglas Counties Community Service Boards

1650 County Services Rd. Marietta, GA 30008

(770)422-0202

SERVICE HOURS: 11:00 am to 7:00 pm MON - FRI

AREA SERVED: Cherokee, Cobb, Douglas **FEE:** Sliding Scale



DeKalb Medical Center

DeKalb Medical Center

(404)501-7720

SERVICE HOURS: 24 hours daily; **FEE:** Sliding Scale



Veterans Administration Medical Center

1670 Clairmont Rd. Decatur, GA 30033

(404)321-6111

SERVICE HOURS: 24 hours daily; **FEE:** Sliding Scale



Fayette County Counseling Center

100 Braxton Ct. Fayetteville, GA 30214

(770)358-8275

SERVICE HOURS: 8:00 am to 5:00 pm MON - FRI; emergency contact: 24 hours

FEE: Sliding Scale

INDIVIDUAL COUNSELING

- ↪ **24/7 Gateway Center** - 275 Pryor St., SW Atlanta, GA 30303 (404)215-6600
SERVICE HOURS: 24 hours daily; clinic: 9:00 am to 3:30 pm MON WED FRI
- ↪ **Alternate Life Paths Program** - 827 Pryor St., SW Atlanta, GA 30315 (404)688-1002
SERVICE HOURS: 9:00 am to 1:00 pm MON – FRI
- ↪ **Atlanta Day Shelter for Women and Children** - 655 Ethel St., NW Atlanta, GA 30318 (404)876-2894
SERVICE HOURS: 8:00 am to 4:00 pm MON – SUN
- ↪ **Emory Crawford Long Hospital** - 1462 Clifton Rd. Ste. 235 Atlanta, GA 30322 (404)727-7451
SERVICE HOURS: 8:30 am to 8:30 pm MON - THU; 8:30 am to 5:00 pm FRI
- ↪ **Glory to God** (404)897-7878
SERVICE HOURS: 10:00 am to 10:00 pm MON – SAT;
- ↪ **Northside Hospital** - 1000 Johnson Ferry Rd., NE Atlanta, GA 30342-1611 (404)851-8000
SERVICE HOURS: 24 hour voice mail available
- ↪ **Positive Impact** - 139 Ralph McGill Blvd., NE Ste. 301 Atlanta, GA 30308 (404)589-9040
SERVICE HOURS: 9:00 am to 7:00 pm MON - THU; 9:00 am to 4:00 pm FRI
- ↪ **Atlanta Vet Center**
1670 Clairmont Rd. Ste. G, Box 29 Decatur, GA 30033 (404)347-7264 (800)827-1000
SERVICE HOURS: 8:30 am to 4:30 pm MON – FRI
- ↪ **ANIZ** - 233 Mitchell St., SW Ste. 200 Atlanta, GA 30303 (404)521-3725
SERVICE HOURS: 10:00 am to 6:00 pm MON – FRI; **FEE:** None
- ↪ **Catholic Charities of the Archdiocese of Atlanta** - 680 W. Peachtree St., NW Atlanta, GA 30308 (404)881-6571
SERVICE HOURS: 8:00 am to 4:00 pm MON – FRI; **FEE:** Sliding Scale
- ↪ **Center for Health and Rehabilitation Substance Abuse Services**
2605 Fairburn Rd., SW Atlanta, GA 30331 (404)346-8365
SERVICE HOURS: 8:00 am to 5:00 pm MON – FRI; **FEE:** Sliding Scale; Fulton County
- ↪ **Good Samaritan Health Center** - 239 Alexander St., NW Atlanta, GA 30313 (404)523-6571
SERVICE HOURS: 8:30 am to 5:00 pm MON - FRI; SAT by appointment only; **FEE:** Sliding Scale
- ↪ **Jewish Family and Career Services** - 4549 Chamblee-Dunwoody Rd. Atlanta, GA (770)677-9300
SERVICE HOURS: 9:00 am to 8:00 pm MON; 9:00 am to 9:00 pm TUE WED; 9:00 am to 5:00 pm THU; 9:00 am to 4:30 pm FRI; **FEE:** varies by program
- ↪ **Metropolitan Counseling Services** - 1900 Century Pl., NE Ste. 200 Atlanta, GA 30345 (404)321-1794
SERVICE HOURS: 11:00 am to 3:00 pm TUE WED THU; **FEE:** Sliding Scale
- ↪ **Peachtree Counseling Center** - 3434 Roswell Rd., NW Atlanta, GA 30305 (404)842-3150
SERVICE HOURS: 9:00 am to 6:00 pm MON - FRI; counseling hours include evenings and Saturdays by Appointment; **FEE:** first visit: straight fee; all other visits: sliding scale (after discussion with counselor)

Housing

There is widespread agreement that when housing is permanent and flexible, and individualized support services are available as needed, people with serious mental illnesses can achieve and maintain residential stability in the community. Housing without support services.....support services without housing: for many, neither works well without the other.

Because housing is so vital to an individual with mental illness, this directory is providing a full array of information that may be helpful to individuals with mental illness and to those who are helping them. The goal is to match the level of housing support with each person's needs.

Housing needs for homeless individuals with mental illness are as diverse as the people who seek this housing. Many of the homeless people mental illness receive SSI or SSI and SSDI disability benefits in the \$500 to \$600 range. Because of this fact, virtually all of the homeless people with mental illness need subsidized, permanent housing whether it is independent living such as public housing high rise apartments (accompanied by outpatient treatment) or supportive housing for those who are unable to live independently.

While permanent housing is always the objective, homeless people with mental illness who are living on the streets may be interested in staying in a shelter until permanent housing can be obtained, which can take months.

Many homeless people with mental illness need special housing. There are several levels of special housing ranging from Group homes: intensive assistance is given. Transitional housing: Individuals ready themselves to move into independent living arrangements such as public housing or Section 8 housing.

Some people with mental illness without housing but who have income from SSI or SSDI may be able to afford to stay in places that charge (at least for part of the month) until they get permanent housing.



Housing Information Helplines



Atlanta Housing Authority 404/892-4700, 8:00am-5:00pm Mon-Fri. Call this number for information on how to apply for regular or Section 8 housing. (For information about all other housing authorities in the metro Atlanta area, call United Way at 404-614-1000)

Atlanta Regional Commission 404/463-3333, 8:00am-5:00pm Mon-Fri. Provides information and referral, follow up referrals to personal care homes, senior housing, nursing homes, senior centers, adult in-home services, home-delivered meals, adult day care, Medicaid and wavered programs.

Atlanta Urban League 404/659-1150 community-based movement devoted to empowering African Americans to enter the economic and social mainstream.

Community Friendship, Inc. 404/875-0381, 8:30am-5:00pm Mon-Fri. Housing assistance to adults with mental illness.

Council on Aging 404/523-5027, 8:30am-5pm Mon-Fri. Provides information and referral services for aging related services and issues, and door to door help for shut-in seniors.

National Mental Health Association of Georgia 404/527-7175 mental health services and information, including prevention, early intervention, treatment and recovery. Services provided include short-term care management for people with mental illness who are homeless; community education and resources; individual and legislative advocacy; and a speakers bureau, 18 years of age and above with a diagnosis of mental illness.

Task Force for the Homeless 1-800/448-0636 or 404/589-9495, 24-hours/7 days. Provides information about men's, women's, and family emergency shelters, transitional shelters, affordable rooms, apartments, etc.

The Living Room 404/616-6332, 9am-5pm Mon-Fri. Provides housing referrals and assistance for people who are HIV+ or have AIDS on a first come, first serve basis.

Traveler's Aid 404/817-7070, 8:30am-5pm Mon-Fri. Provides counseling, case management, crisis intervention, shelter information and housing referrals to newcomers who have been in Atlanta less than 30 days, transient individuals with mental illness, runaways, and resettling homeless.

United Way dial 211 or 404/614-1000 (from any area code), 24-hours/7 days. United Way has the phone numbers for all the public housing authorities in metro Atlanta. They can also give you referrals for agencies that can help with rent or mortgage assistance.

MENTAL HEALTH SHELTER

Community Concerns, Inc.

276 Decatur St., SE Atlanta, GA 30312

(404)659-3390

SERVICE HOURS:

8:30 am to 3:30 pm MON - FRI

INTAKE HOURS:

8:30 am to 11:30 am MON - FRI

ELIGIBILITY:

Transitional housing: employed males only; soup kitchen: referral is required during weekdays but not on weekends

DOCUMENTS:

Social security card, picture ID/driver license

FEES:

Varies by program; housing: straight fee

Mental Health Organizations

The web sites shown are excellent for learning more about mental health issues

National Resource Center on Homelessness and Mental Illness

www.prainc.com

The National Resource Center on Homelessness and Mental Illness provides information and technical assistance concerning the treatment, services and housing needs of homeless persons with severe mental illnesses. The Center maintains a bibliographic database of materials and will provide database searches.

Surgeon General

www.surgeongeneral.gov

This is the site of the U.S. Surgeon General. In the "library" section you'll find information on publications such as the 1999 report of the Surgeon General on mental illness. You can search for a wide range of information on mental illness

World Federation of Mental Health Links

www.wfmh.com

This is a link to many other mental health web sites around the world. Its key value seems to be in identifying widespread mental health issues, and encouraging international, national and local campaigns for public education.

National DHDA

www.ndmda.org

The National Depressive and Manic- Depressive Association educates patients, families, professionals, and the public concerning the nature of depressive and manic-depressive illness. You can also call 1-800/826-3632 or 1-312/642-0049.

The Mental Health Net

www.mentalhelp.net

This is a glossary of mental health terms used in psychiatry and psychology. It is formatted to permit quick and easy referral.

Schizophrenics Anonymous

www.sanonymous.org

The purpose of this organization is to help restore dignity and sense of purpose for persons who are working for recovery from schizophrenia or related disorders.

Schizophrenia Home Page

www.schizophrenia.com

This is a non-profit information, support and education center. Offers information on schizophrenia and its causes.

DSM-IV Criteria

www.psychologynet.org

Offers diagnostic criteria for the most common mental disorders, including description, diagnosis, treatment and research findings.

For additional mental health services and resources in Georgia check the Georgia Mental Health Network site <http://www.mcg.edu/> of the Medical College of Georgia.

To aid in your research on mental health issues, here is a site with links to other state government mental health agencies: http://www.state.sc.us/dmh/usa_map.htm

For more information contact the MHMRSA regional board in your area. Or contact MHMRSA Public Information at 404/657-5737 or via email: irmcilvaine@dhr.state.ga.us for general information and for referral to the regional board that includes your county.

Mental Health Organizations

The web sites shown are excellent for learning more about mental health issues.

Center for Mental Health Services (CMHS)

www.mentalhealth.org and www.samhsa.gov/cmhs

It offers numerous programs and projects that aim to increase the range, quality, and availability of treatment and other supportive services for people with mental illness. The Homeless Programs Branch of CMHS has many initiatives related to housing and homelessness.

Georgia Advocacy Office (GAO)

www.thegao.org

The Georgia Advocacy Offices a private non-profit corporation. Its mission is to work with and for oppressed and vulnerable individuals in Georgia who are labeled as disabled or mentally ill to secure their protection and advocacy. GAO's work is mandated by Congress, and GAO has been designated by Georgia as the agency to implement Protection and Advocacy within the state. Its main priority is standing beside people in stopping abuse and neglect.

National Alliance for the Mentally ill Of Georgia (NAMIGA)

www.nami.org

The National Alliance for the Mentally Ill (NAMI) is a nonprofit, grassroots, self-help, support and advocacy Organization of consumers, families and friends of people with brain disorders (mental illness), such as schizophrenia, major depression, bipolar disorder, obsessive-compulsive disorder, anxiety disorders, etc. Founded in 1979, NAMI has more than 225,000 members and 1200 state and local affiliates that seek equitable services for people with mental illness. NAMI Georgia has 32 local affiliates with 1200 members. Working on the national, state, and local levels, NAMI supports increased funding for research, and advocates for adequate health insurance, housing, rehabilitation, and employment for people with psychiatric illnesses. NAMI also provides education about brain disorders. The Family-to-Family Education Program is offered at no cost to participants. NAMI Georgia is located at 3050 Presidential Drive, Suite 202, Atlanta, GA 30340, 770-234-0855 or 800-728-1052.

National Alliance to End Homelessness

www.endhomelessness.org

The Alliance is a nationwide federation of public, private, and nonprofit organizations. Alliance members form a powerful network of concerned individuals and organizations advancing practical, community-based solutions to homelessness.

National Institute of Mental Health

www.nimh.nih.gov

It's the world's foremost mental health scientific Organization. This federal agency takes the lead in neuro-scientific investigation devoted to understanding the causes, diagnosis, prevention, and treatment of schizophrenia and other mental disorders, which afflict millions of Americans.

National Mental Health Association

www.nmha.org

The National Mental Health Association is a citizen advocacy organization founded in 1909 by Clifford W. Beers. During its 92 years of operation, it has grown to more than 340 local and state affiliates across the country that work to improve the mental health of all Americans, especially the 54 million individuals with mental disorders, through advocacy, education, research and service. The National Mental Health Association of Georgia office is located at 100 Edgewood Ave., Atlanta, GA 30303 404/527-7175.

National Mental Health Services Knowledge Exchange Network (KEN)

www.mentalhealth.org

Government Benefits

Available To Individuals With A Serious Mental illness Who Are Unable to Work

Government benefits for individuals with severed mental illness who are unable to work can greatly assist in efforts to find housing and get them out of homelessness and highly undesirable living arrangements. Therefore, this part of this directory provides considerable information to assist in exploring all benefits for which a person with mental illness might be eligible.

It may be helpful to ask individuals with mental illness if they are receiving monthly checks in order to help them find housing. If they are not receiving benefits, then discuss applying for disability benefits.

Most men and women with a serious mental illness may be eligible to receive SSI disability or regular Social Security disability insurance benefits (SSDI), or they might already be receiving these benefits. Receiving the benefits due to the disabled homeless individual with mental illness can make the difference between being homeless and having permanent housing!

For those not receiving benefits it can make all the difference in their lives if we, who have contact with them do all we can to help them apply for these benefits. Assist them through the lengthy, and sometimes difficult process of complying with all the requests they receive from the Social Security Office.

Approaching people about their mental illness, even for mental health professionals, is not an easy task. One good lead in question to help determine if the individual has a mental disability without directly asking him, is to see if he receives SSI or SSDI checks. Individuals will often tell you if they are receiving a disability check and why they are receiving it.

Here is a brief rundown on what government benefits the homeless mentally ill may be eligible for: SSI and SSDI

SSI, SSDI, and Medicare are federal programs. There are two disability programs administered by the Social Security Offices. One is SSI (Supplemental Security Income) and SSDI (Social Security Disability Insurance). Both are designed to provide monthly income to people with severe, long-lasting disabilities that would preclude self-supporting work or who are 65 or older for SSI and 62 or older for Social Security retirement benefits.

To be eligible for SSDI disability checks, a person must meet two primary requirements: 1. Must have worked at least 5 years in the last 10 years before becoming disabled. 2. Must be totally and permanently disabled. This means a person must be unable to work and the disability must last at least 12 months or longer.

SSI, unlike SSDI, is not based on a person's work history. SSI is based on need and is intended for individuals with little or no income who have resources valued under \$2000. Those who have not worked long enough under Social Security may be eligible but they must meet the same disability requirements as those under SSDI--be totally and permanently disabled as defined above.

People who are eligible for SSDI but their amount is less than the SSI maximum amount will receive SSI disability if their income and the things they own are within the limits allowed. Many people receive SSI and SSDI disability benefits.

Most seriously men and women with mental illness will probably meet all medical and non-medical eligibility requirements.

Often their biggest hurdle is not meeting the medical requirements but finding someone willing to help guide them through the lengthy process that it takes (up to four months or longer). They might not have any friends or relatives who are able or willing to help them.

People interested in applying for SSI or SSDI benefits can do so (1) by telephone, (1-800) 772-1213, 7am-7pm Mon-Fri except holidays, or (2) by mail or (3) in person at your local Social Security office. In fact, just about any kind of Social Security business can be done by calling the 1-800 telephone number (which is a national number) such as changing an address, reporting working or stopping work. Social Security welcomes the assistance of people who want to help individuals with mental illness apply for benefits.

Addresses for all metro Atlanta offices are as shown below:

401 W. Peachtree St., NW Ste. 2860 Atlanta, GA 30308-3510	404-331-4155
6425 S. Lee St., Morrow, GA 30260	678/422-1144
2630 Martin Luther King Dr., SW, Ste. A, Atlanta, GA 30311	404/691-3419
2853 Candler Rd. Ste. 8, Decatur, GA 30034	404/244-4018
1415 Franklin Rd., SE Marietta, GA 30067	(800)772-1213
4365 Shackleford Rd. Norcross, GA 30093	(800)772-1213

If Social Security office tells a person is required to go to the office nearest where they live, they should be reminded that social security policy allows anyone at any time to be served by any office of their choosing.

Individuals who apply for SSI or SSDI and are turned down should appeal the unfavorable decision by requesting reconsideration. Reconsideration must be filed within 60 days of the date of the denial of the initial application. If reconsideration request is denied, the individual should ask for a hearing. A request for a hearing must be filed within 60 days of the reconsideration decision. Since the hearing level takes many months, consider getting a lawyer at the reconsideration stage rather than waiting until the hearing state. There are a number of good lawyers who do not charge unless benefits are awarded. It is suggested that individuals who are turned down should get a lawyer who specializes in handling Social Security cases since he or she is more likely to know the social security law and regulations, and how best to win the appeal.

Government Benefits

The Georgia Law Center for the Homeless (404/681-0680) and Atlanta Legal Aid (404/524-5811) will be glad to recommend the names of lawyers who specialize in representing people who have applied for SSI or SSDI disability and been turned down. These lawyers do not charge unless they win the appeal.

Medicare and Medicaid

SSI payments begin the month that Social Security determines your disability began and all other eligibility requirements are met. SSI recipients in Georgia automatically receive full Medicaid coverage, which pays for all doctors and hospital bills and for medicines (except SSI recipients must pay \$1.00 per prescription).

SSDI payments can start the sixth month after the month Social Security says you became disabled and met all the requirements for benefits. After two years on SSDI, the disabled person will for the first time become eligible for Medicare and will at that time automatically receive **Medicare Part A** (hospital) benefits. **Medicare Part B** (doctor's) is not automatic

Both the SSI and the SSDI disability programs allow its recipients to work and earn limited amounts each month and there are a variety of work incentives available for those attempting return or entry to work. However, it is untrue that people getting SSI or SSDI checks can earn as much as they want without their checks being reduced. It is very important to tell Social Security about all work so they can make any necessary adjustments in the amount of the check.

Almost everyone 65 or older is guaranteed either SSI or Social Security retirement benefits. If they are not receiving these benefits, they should call or visit the nearest Social Security Office as soon as possible.

General Assistance

A person can apply for general assistance (also called interim assistance) while he or she is waiting for Social Security to make a decision regarding their disability claim. The State of Georgia through the Department of Family and Children's Services (DFCS) county offices administers general assistance. To get general assistance, a person needs to show DFCS that **(1)** he or she has applied for SSI and/or SSDI and **(2)** submit a doctor's statement that he or she is disabled. If approved, general assistance will continue until Social Security makes a decision on his or her SSI/SSDI application. The amount of general assistance ranges from \$80 to \$225 in Fulton County depending on an individual's living arrangements. If Social Security denies the application for disability, the applicant should always appeal since the general assistance payments will continue until all appeals have been exhausted or until the application is approved. If the disability claim is approved, Social Security will take out of the applicant's first check the money they have paid in general assistance. If not approved, the money does not have to be repaid.

Food Stamps

Individuals who have no income (including homeless individuals) may be eligible for food stamps. Getting food stamps is fairly easy and takes just a short time to be approved. Any Department of Family and Children's Services office takes applications for food stamps. The one nearest downtown Atlanta is at 84 Walton St. It is best to arrive around 8:30am or earlier when applying.

VA Disability Benefits

Veterans can call 1-800-827-1000 for information about benefits and claims assistance. Homeless veterans can call the "Homeless Program" located at the Veterans Administration Medical Center at 1670 Clairmont Rd. Decatur, GA 30033 404/321-6111 for counseling and referral for benefit assistance.

SSI & Social Security Disability Benefits

Two Kinds Of Disability Payments

Social Security makes disability payments under two programs: 1. Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI). **SSDI** payments are made to workers (and minor children and spouses with children in their care) who have worked at least 5 years in the last 10 years before becoming disabled. 2. SSI payments are made to people (from age 1 up through age 64) who have little or no income or resources (things they own).

Do You Have A Disability?

To get SSDI or SSI, you must be unable to do any substantial work because of your medical conditions. In 2007, substantial earnings mean, \$900 (or \$1500 if blind) or more a month. This amount goes up each year. Your medical conditions must have lasted, or be expected to last, at least 1 year, or be expected to result in your death.. Even if you cannot do your regular job, **you must be unable to perform any regular paying job for at least 12 months to qualify for SSDI or SSI disability.** However, it is your right to apply for disability benefits even if you are told you probably will not be approved.

How Do You Get Started?

If you think that you may be eligible for SSDI or SSI payments, there are 4 ways to do it. 1. **By telephone:** Call 1-800-772-1213 from 7AM to 7PM, M-F. 2. **In person:** To get appointment to go to the social security office you can call 1-800-772-1213 or you can just walk in and apply without an appointment. 3. **By mail:** You can call 1-800-772-1213 and request application forms be mailed to you or you can go to the social security office and ask for the forms. 4. **By internet:** Go to www.socialsecurity.gov.

If you are currently **homeless**, be sure to let SSA know. Your case will be assigned to a **Homeless Unit** where someone who is familiar with the challenges facing homeless people will handle it.

Information Social Security Office Needs When You Go For Your Interview

1. Your **social security number**. 2. Names of all your **employers**, when you worked there, hours worked, how much you were paid. 3. W-2 for last year 4. Birth certificate (original or certified copy). 5. **Military discharge papers** (DD-214) if you served in the military. 6. If applying for a child, school records, letters or reports from child's teacher. 7. **Medical records** (see below).

If you do not have all of these documents, do not delay applying. Social Security will help you obtain what you need.

Medical Information Needed

Review the following list of places and check where you have been treated or who knows about your disabilities.

Hospitals	Insurance companies	Occupational therapists	TB tests, Blood tests
Clinics	Attorney records Special education	Speech therapists	Hearing tests, Heart tests
Doctors, Nurses	School records	Unions, HMOs	Physicals, Prescriptions
Jail Records	Social Workers	Vocational Rehabilitation	Psychological Evaluations
Prison Records	Case Workers	Workmen's Comp	X-rays, CAT scans
Mental Health Hospitals		Veterans Admin	Any other records and sources

For **each disability** that keeps you from working, list **ALL of the places** above that you have treated you for this disability, when you were first and last treated there, how many visits you have made, and the address. If you have any old medical records, discharge papers, medical bills, these will help jog your memory about dates of treatment. If you have been treated under more than one name, be sure to tell Social Security

What Happens Next?

Social Security will send your application to the Georgia Department of Labor's Disability Adjudication Services (DAS) center in Stone Mountain, GA, where the medical decision will be made as to whether you are disabled or not according to Social Security's rules. (Note: No later than 1 week after you have completed your application at SSA, it should have been forwarded to the DAS. Call DAS at 678-476-7000 to find out the name and number of the adjudicator reviewing your case) A person called a disability adjudicator at the DAS, will order your medical records, review them, and make a decision if they have enough information. If additional information is needed you may be asked to provide more work history, a description of your daily activities, and perhaps go to a special exam or special test that Social Security will pay for. It takes about 4 to 5 months to complete most disability claims. Social Security will send you their decision. If they approve your application, they will tell you your payment amount and when payments will start. If they turn you down, they will tell you how to appeal.

For more information on techniques that case managers, advocates, and consumers can use to expedite and improve applications, please contact the DHR SOAR Project at 404-657-2134

10 Actions You Can Take To Improve Your Chances To Be Approved For Disability Benefits

- ❖ **Mention ALL your disabilities:** At the time you apply for Social Security benefits, be very sure to tell Social Security about ALL the reasons why you cannot work—all physical conditions and mental conditions such as depression and emotional problems. Every disability you tell Social Security about must be evaluated. You may have only one disability or you may have five or more. Tell Social Security about all of them.
- ❖ **Find out who your disability adjudicator is:** After Social Security takes your application, they send your claim to the Disability Adjudication Service, where a person, called a disability adjudicator, will decide if you are disabled or not according to Social Security's rules. How do you know who your adjudicator is? Call 678-476-7000 from 8:30 AM to 4:30 PM and when you get a recorded message, press # 4 which connects you to the switchboard operator. Tell her your social security number and ask to speak to the person who has your case. Adjudicators are very willing to help you. You should respond as promptly as you can when your adjudicator requests information from you.
- ❖ **Make sure the disability adjudicator gets ALL your medical records from ALL sources for EACH of your disabilities.** Ask the person who took your application for SSI and/or SSDI to give you a copy of all the information you gave them about your medical treatment. You can use this information to make sure that your disability adjudicator gets all the medical records from all your treating sources. This is very important. For example, the disability adjudicator may ask Grady Hospital for your records from 2001 to present but Grady only sends records from 2002 to October 2004. Or Grady sends the records for your heart condition but not for your diabetes. You won't know what your adjudicator received so you need to ask him or her if your medical sources sent them all the records they were supposed to. (Note: If you are applying for SSI disability benefits, Grady Hospital's policy as of April 1, 2005 is to provide you with copies of all your medical records free of charge.)
- ❖ **Special doctors exams and tests:** If you are asked by your disability adjudicator to go for a special doctor's exam or for special tests, be sure you keep the appointment or that you let them know in advance why you cannot. If you missed your appointment, call your adjudicator and ask that the exam be rescheduled. These special exams and tests are very important. Failure to keep your appointment might result in your being turned down for SSI or SSDI.
- ❖ **Appoint someone to help you:** If you think you will need help with your disability application, and you have a friend, relative, counselor, anyone you trust who is willing to help you, you can informally do this or you can do it formally by asking the Social Security office for form SSA-1696, Appointment of Representative. Your representative, who does not need to be a lawyer, will get copies of all mail sent to you and will be able to discuss your case with anyone at the Social Security office or at the Disability Adjudication Services office. Some organizations in the Atlanta area that help people apply for disability benefits:

Some Organizations in the Atlanta area that help people apply for disability benefits:

Crossroads Community Ministries, 420 Courtland St., **Contact:** Emily McIver, 404-873-7650, **Intake:** M-F 8:30am

Georgia Law Center for the Homeless, 100 Edgewood Ave. Suite 1625, 404-681-0680, **Intake:** Mon 9am-12pm & Tu/Th 1pm-4pm **Positive Outlook Foundation, Inc.**, Outreach Team, **Contact:** Yolanda Castillo, 404-514-1633, **Intake:** By Appointment Only

- ❖ **Homeless?** If you are homeless, make sure you let the Social Security Administration know. Special assistance is offered to people who are homeless because Social Security understands difficulties you may have in getting mail, or having to change your address often.
- ❖ **Mailing address:** Be sure you have a reliable, stable mailing address and check often to see if you have mail. Some of the larger mailrooms for homeless people: Crossroads (St. Luke's) 420 Courtland St. Atl 30308, Odyssey III (must have I.D.), 276 Decatur St., Atl 30312, Safehouse, 89 Ellis St. Atl 30303
- ❖ **If you don't live at your mailing address:** If your mailing address differs from your residence address or you are homeless, be sure to tell Social Security at the time you apply and your disability adjudicator where you actually live so that they can schedule any doctor's appointments in zip codes most convenient for you whenever they can.
- ❖ **Forms:** You are most likely to be asked by your disability adjudicator to fill out two forms: Function Report-Adult-Form SSA-3373-BK and Work History Report-Form SSA-3369-BK. These forms are used when the medical reports were not sufficient to make a decision. It is very important that these forms be completed and returned to your disability adjudicator. When completing the Function Report, you want to give details. You want to emphasize how and when your disabilities limit your ability to do things an average person can do. If you are not able to complete these forms, call your adjudicator and say you need help. Failure to complete and return these forms may hurt your chances for being approved. Social Security employees and your disability adjudicator will help you complete these forms if you have difficulty answering all the questions.
- ❖ **Vocational Rehabilitation**—Don't wait until you have been denied to think about a referral to VR. If VR helps you to obtain sustained work, that is great. You will be able to earn more than you would get with SSI. If VR is not successful, then this can be evidence that there is no work that you can do despite the best efforts of VR experts. You can call the VR office (404-206-6000) to ask for services at the same time Social Security is processing your SSI/SSDI application.

Remember

■ Do not delay applying for benefits because you don't have all the things Social Security requests. You may lose money if you delay applying. Social Security will help you obtain whatever information is needed.

■ You have a right to be served by any Social Security Office you prefer. You are not required to go to the office nearest to your mailing address or residence.
IF YOUR DISABILITY APPLICATION IS TURNED DOWN

■ **Always appeal.** The first appeal is called a reconsideration and the same office (the DAS) that turned you down will review your appeal. It will take about the same amount of time to process as your initial claim took. If your reconsideration request is turned down, you can appeal again and this is called a hearing request where you go before an administrative law judge. Find a lawyer who specializes in Social Security cases and who will not charge you anything unless you win your appeal. It varies from state to state but generally the hearing takes about two years to complete from date of filing to date of written decision.

Organizations that Serve as Payees

What is a Representative Payee?

A representative payee is an individual or organization that receives Social Security and/or SSI payments for someone who cannot manage or direct the management of his/her money. Payees should use the funds for the current and foreseeable needs of the beneficiary and save any remaining funds for the beneficiary's future use.

What is a Beneficiary?

A beneficiary is a person who receives Social Security and/or Supplemental Security Income (SSI) payments. Social Security and SSI are two different programs and both are administered by SSA.

Who Needs a Representative Payee?

The law requires minor children and legally incompetent adults to have payees.

In all other situations, adult beneficiaries are presumed to be capable of managing benefits. If there is evidence to the contrary, however, SSA may appoint a representative payee.

What Does A Payee Do For Me?

Your payee receives your payments on your behalf and must use the money to pay for your current needs, which include:

- housing and utilities;
- food;
- medical and dental expenses;
- personal care items;
- clothing; and
- rehabilitation expenses (if you're disabled).

After those expenses are paid, your payee can use the rest of the money to pay any past-due bills you may have, support your dependents or provide entertainment for you. If there is money left over, your payee should save it for you.

The payee must keep accurate records of your payments and how they are spent and regularly report that information to Social Security **(800) 772-1213**. Your payee also should share that information with you.

If you live in an institution, such as a nursing home or a hospital, the payee should pay the cost of your care and provide money for your personal needs.

What Should I Tell My Payee?

Be sure to tell your payee if you:

- get a job or stop working;
- move;
- get married;
- get money from another source;
- take a trip outside the United States;
- go to jail or prison;
- are admitted to a hospital;
- save any money;
- apply for help from a welfare department or other government agency; and
- are no longer disabled, if your benefits are based on a disability.

If you or your payee fails to report any of the above actions to us, you may be paid more money than you are due. You may have to pay back any money you were not due, and your payments may stop.

Organizations that Serve as Payees

How Did You Select My Payee?

We try to select someone who knows you and wants to help you. Our main concern is that your payee is someone who can see you often and who knows what your needs are. For that reason, if you're living with someone who helps you, we usually select that person to be your payee.

In most cases, someone who knows the beneficiary asks us if he or she can be the beneficiary's payee. It may be a family member, a friend, a legal guardian or a lawyer.

Sometimes, however, social service agencies, nursing homes or other organizations offer to serve as payees. If there's someone you would like to have as your payee, you can tell a Social Security representative and we will consider your request. (*Excerpt from <http://www.ssa.gov/payee/bene.htm>*)

Help Group Services - P.O. Box 91662 Atlanta, GA 30364 404/766-3628 MON - THU 9:00am – 4:00pm..

Planned Lifetime Assistance Network/PLAN of Georgia - 1780 Century Cir. Ste. 6 Atlanta, GA 30345
(404)634-0094

Fulton County Dept. of Family and Children's Services—Adult Protective Service.
84 Walton St. Atlanta 30303 404/657-8000 Hours: 8:30am – 4:30pm MON – FRI

DeKalb County Dept. of Family and Children's Services—Adult Protective Service.
178 Sams St. Decatur, GA 30030 404/370-5000 Hours: 8:00am – 5pm MON - FRI

SOCIAL SECURITY ADMINISTRATION

(800) 772-1213

SUICIDE COUNSELING, SUPPORT GROUP AND HOTLINES

- ✓ ***Behavioral Health Link - Georgia Crisis & Access Line/SPOE***
75 Piedmont Ave., NE Ste. 256 Atlanta, GA 30303
(800)715-4225
SERVICE HOURS: 24 hours daily; **FEE:** None

- ✓ ***Florence McDonnell Center - A Counseling & Spiritual Life Center***
2215 Cheshire Bridge Road Atlanta, GA 30324
(404)816-7171
SERVICE HOURS: 9:00 am to 5:00 pm MON - FRI; evening and weekend appointments available
FEE: Straight

- ✓ ***McIntosh Trail MH/MR/SA - Butts County Mental Retardation Service Center***
100 Braxton Ct. Fayetteville, GA 30214
(770)358-8275
SERVICE HOURS: 8:00 am to 5:00 pm MON - FRI; emergency contact: 24 hours daily
FEE: Sliding Scale

- ✓ ***GRN Community Service Board***
175 Gwinnett Dr. Lawrenceville, GA 30045
(800)241-3175
SERVICE HOURS: 8:30 am to 5:00 pm MON - FRI; after 5:00 pm clients can go the local emergency room and a GRN representative will meet them there. **FEE:** Sliding Scale

- ✓ ***Celebrate Life***
2821 Penncross Dr., SW Marietta, GA 30064
(678)355-9784
SERVICE HOURS: 1:00 pm to 7:00 pm MON – FRI; **FEE:** Sliding Scale

- ✓ ***Community Advanced Practice Nurses, Inc. - Clinic for Homeless Women/Children***
458 Ponce de Leon Ave., NE Atlanta, GA 30308
(404)815-1811
SERVICE HOURS: 8:00 am to 5:00 pm MON - FRI; crisis line: 24 hours daily

- ✓ ***Henry County Counseling Center***
139 Henry Pkwy. McDonough, GA 30253
(770)898-7400 **Main Client Number** (770)358-5252 **24 Hour Crisis Line**
SERVICE HOURS: 8:00 am to 5:00 pm MON - FRI; evenings by appointment; **FEE:** Sliding Scale

Georgia Crisis & Access Line

BEHAVIORAL LINK

(800)715-4225

This is a 24-hour a day, 7 day a week call center answered by licensed mental health professionals addressing the issues of drug and alcohol recovery, mental health treatment, developmental disabilities, and mental retardation. Assessments are completed and the caller is matched with the most appropriate level of service. Crisis calls are accepted through this service, and a mobile crisis team is available when needed.

SERVICE HOURS: 24 hours daily

ELIGIBILITY:
Residents of service area only

INTAKE PROCEDURE: Telephone

DOCUMENTS: No documents required

FEES: none

(404) 215-6000



(404) 215-6000

Services Available

Telephones

Toilets

Showers

Clothing Closet

Coin Laundry

Personal Storage Lockers

Housing Assistance

Employment Assistance

Mental Health Services

Addiction Counseling

Benefit Application Assistance

On-Site Partner Agencies:

Alternative Sentencing & Mitigation Institute, Inc.

MON – FRI: 10:00 a.m. – 3:00 p.m.

Covenant House Georgia (serving youth ages 18-21)

MON & FRI: 10:00 a.m. – 6:00 p.m.

TUE, WED, THU: 10:00 a.m. – 11:00 p.m.

Georgia Department of Labor Career Center (employment assistance)

MON – FRI: 7:30 a.m. – 3:30 p.m.

Georgia Law Center for the Homeless (legal aid)

1st TUE of each month – 9:30 a.m.

3rd MON of each month – 7:30 p.m.

National Mental Health Association of Georgia (mental health counseling)

MON – FRI: 8:30 a.m. – 4:30 p.m.

Saint Joseph’s Mercy Care Services (primary care clinic)

MON, WED, FRI: 9:00 a.m. – 3:30 p.m.

TACK – The Atlanta Collaborative Kitchen (culinary arts training program)

Travelers Aid of Metropolitan Atlanta (reunification assistance)

MON, TUE, THU, FRI: 8:30 a.m. – 5:00 p.m.

VA Homeless Veterans Program - MON, WED, THU: 9:00 a.m. – 12:00 p.m.

SOURCE OF INFORMATION

UNITED WAY

A 24-hour, 7 days a week service
To reach United Way all you have to do is dial

2-1-1

FOR INFORMATION ON ASSISTANCE
WITH:

RENT
GAS BILL
ELECTRIC BILL
GROCERIES
CLOTHES
HOT MEALS
SHELTER
DRUG AND ALCOHOL RECOVERY PROGRAMS
CHILD CARE
COUNSELING

AND MUCH MORE

BY DIALING 211, YOU DO NOT HAVE TO PAY FOR THE
CALL.
IT IS FREE.

FROM SOME PAY PHONES YOU MAY NEED TO DIAL 404/614-1000 TO REACH UNITED WAY 211.
COLLECT CALLS ARE ACCEPTED.

Others Resources Guide

All of the guides (except the Help Book) described below are available in printed form at low cost if download from the web site at

www.unitedwayatlanta.org

Homeless & Hungry - shelters, hot meals, financial help, groceries, ID, outreach offices, mail address, social security info, and many more

Drug and Alcohol Recovery Programs – list free and low cost drug and alcohol programs

Job Shop – list of free job training and job readiness programs, job banks, etc

Affordable Housing Directory – This a comprehensive housing listing of low-income, subsidized, non-subsidized, elderly, disable, HIV, substance abuse, mental illness, transitional housing shelters, etc.

Where to Turn Guide – offers tips and resources to help during times of financial difficulties.

Disability Resource Guide– This directory contains information about organizations that may be useful to people with disabilities or those trying to assist them. It contains basic information about what is available to the individuals based on their circumstance.

Mental Illness Resource Guide – Will guide you where to find resources for mental illness person on emergency and non-emergency situation.

Spanish Directory – This is a complete listing created to assist the Hispanic Community identifying programs and services in the metro Atlanta are. This directory is in Spanish.