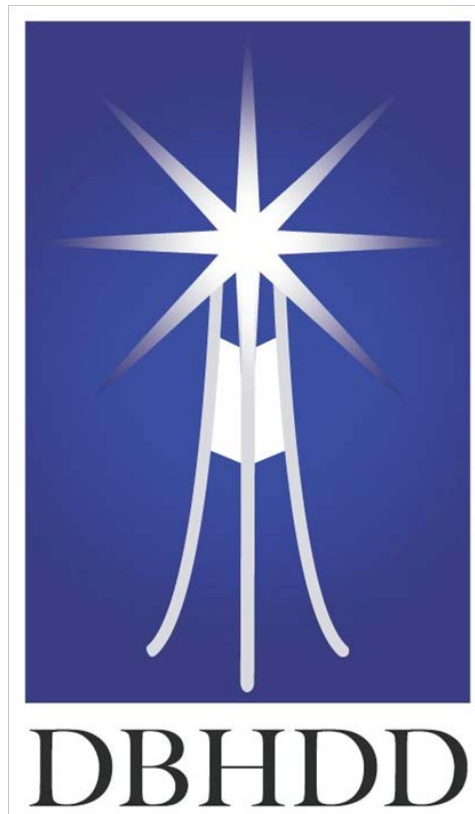


Georgia Department of Behavioral Health & Developmental Disabilities

Agency Guide



Frank W. Berry
Commissioner



DBHDD Commissioner
Frank W. Berry

Welcome. The Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) provides treatment and support services to people with [mental health](#) challenges and [addictive diseases](#), and assists individuals living with [developmental disabilities](#). Our mission is to help the individuals we serve live a life of [recovery and independence](#), and create a sustainable, self-sufficient and resilient life in their community.

This agency guide and our website (dbhdd.georgia.gov) provide resources for consumers, family members, advocates, [providers](#), and elected officials regarding behavioral health and developmental disability services, [agency policies](#), information about health care providers, and much more.

Whether this is your first introduction to DBHDD, or you are a longtime stakeholder or advocate, I look forward to working with you to meet the needs of the clients we serve.

Frank W. Berry

About DBHDD

Created by the Governor and General Assembly in 2009, the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) is the state agency that focuses solely on policies, programs, and services for people with mental illness, substance use disorders, and developmental disabilities.

By offering uniquely tailored supports and services, DBHDD helps individuals with developmental disabilities attain independence, allowing them to lead a meaningful life. The Department works with individuals with behavioral health challenges to help them achieve recovery, a process of change through which the individual improves health and wellness and lives a self-directed life, reaching full potential.

What We Do

DBHDD operates [state hospitals](#) and provides [community-based services](#) across the state through contracted providers. The Department serves people living with [mental illness](#), [developmental disabilities](#), [substance use disorders](#), or any combination of these. Most often, people we serve are uninsured or on Medicaid with few resources and options.

DBHDD Regional Offices

DBHDD administers [six regional offices](#) across Georgia. Each regional office operates a community-based system of care for the clients it serves. Regional offices oversee contracts and monitor the performance of private providers who serve people living with developmental disabilities and behavioral health challenges.

Each regional office provides planning for and coordination of its provider network; offers technical assistance; and serves as the point of contact for consumers who have questions about accessing services.

DBHDD State Hospitals

DBHDD operates five hospitals, located in [Metro Atlanta](#), [Augusta](#), [Columbus](#), [Milledgeville](#) and [Savannah](#). The hospitals offer inpatient services in adult behavioral health, forensics and developmental disability programs.

Individuals in Forensic programs are those who have been found Not Guilty By Reason of Insanity (NGRI) or Incompetent to Stand Trial (IST) by the criminal justice system. Our role is to treat their underlying condition and, in the case of IST consumers, to restore their competency so they can stand trial. The courts decide if and when an individual is eligible to be released from our care.

Community-Based Services

The goal of community-based services is to serve people as close to home as possible in the least restrictive setting. Doing so allows them to draw on natural supports, such as family, neighbors, churches and schools. DBHDD provides and funds a variety of community-based services through Community Service Boards and private contracted providers.

Community Service Boards (CSB) are the state's safety net for mental health, developmental disability and substance use disorder service management and delivery. The majority of people served by CSBs are uninsured or on Medicaid. There are 26 CSBs across the state providing services to all 159 counties.

In addition, DBHDD contracts with private providers of mental health, developmental disability and substance use disorder services across the state. Similar to CSBs, many providers deliver an array of services. However, private providers may focus on delivering one or more specific specialty services.

To locate a community-based provider, contact the [local DBHDD regional office](#), or the [Georgia Crisis and Access Line](#).

Access to Services

DBHDD services are accessible 24 hours a day, 7 days a week via the [Georgia Crisis and Access Line \(GCAL\)](#) at (800) 715-4225, which links consumers to both routine and crisis services. Calls are answered by licensed clinicians who assess the individual's need and identify community resources to serve the person as close to home as possible. GCAL professionals may transfer the caller to the Peer Warm Line, schedule an appointment at a local behavioral health provider, dispatch developmental disability or behavioral health Mobile Crisis Services, or make a referral to a Crisis Stabilization Unit or Hospital. In the case of an emergency, or risk to the safety of an individual or others, GCAL works collaboratively with other resources such as 911, local law enforcement, and emergency departments. GCAL also serves as a resource to family members and community stakeholders such as hospitals, law enforcement, and probate courts.

A New Health Care Paradigm

DBHDD is shifting from an institutional model of health care delivery to a community-based system of care. There will always be a need for hospital-based care, but our new resources are devoted to bringing intensive services to the community. As the department engages in this transition, we will continue to support and develop a network of providers to offer choice and deliver high quality care for our consumers. We are able to achieve these goals because of the generous support of the [Governor](#) and the [General Assembly](#).

The health care paradigm shift also satisfies requirements imposed by a [2010 settlement agreement](#) between the U.S. Department of Justice and the State of Georgia.

By the agreement, DBHDD must transition all individuals with developmental disabilities from state institutions into community residential settings of their choice, by June 30, 2015. DBHDD staff from state hospitals and communities work with all individuals with a developmental disability and their family to identify the medical, physical and behavioral supports needed for transition to a community home. DBHDD coordinates with local providers to find or develop placements that meet each individual's unique needs. The department provides ongoing oversight and monitoring of these placements to ensure success and quality. Many individuals with developmental disabilities will transition to a group home with no more than four residents.

DBHDD is also changing its health care delivery model for individuals with both chronic and acute behavioral health needs. Those with chronic long-term needs who require ongoing treatment will continue to be served in state and private hospitals. Individuals with acute needs are the focus of our expanded community services, such as [assertive community treatment teams](#); [mobile crisis teams](#); supported housing beds; [supported employment services](#); [peer support services](#); [crisis stabilization units](#); and [behavioral health crisis centers \(BHCC\)](#). The BHCC is a new service in Georgia that operates as an enhanced crisis stabilization unit, combining short-term, 24/7, walk-in crisis intervention and crisis counseling services with emergency receiving capability to provide interventions designed to de-escalate crisis situations and prevent out-of-community treatment or hospitalization.

Frequently Asked Questions

Who is eligible to receive DBHDD services?

Any resident of Georgia is eligible.

How do I find a service near me?

The DBHDD system of services is administered through six regional offices. For more information, visit: dbhdd.georgia.gov/regions.

Georgians can also submit a Constituent Services Intake Form: dbhdd.org/forms/intakeform.aspx; call (404) 657-5964; or email: DBHDDConstituentServices@dbhdd.ga.gov.

How do I express a concern or file a complaint about DBHDD services?

Submit a Constituent Services Intake Form: dbhdd.org/forms/intakeform.aspx; call our Constituent Services line at (404) 657-5964; or email: DBHDDConstituentServices@dbhdd.ga.gov.

Where can I find DBHDD press releases and media resources?

The “News” tab on the DBHDD website (dbhdd.georgia.gov/news) contains current and archived press releases, and a media center section which includes DBHDD logos and a photograph of Commissioner Berry suitable for media use.

How do I search for jobs at DBHDD?

Visit the DBHDD Jobs website: dbhddjobs.com.

Where can I read DBHDD policies?

Visit DBHDD PolicyStat: gadbhdd.policystat.com.

Where can I find DBHDD Rules & Regulations?

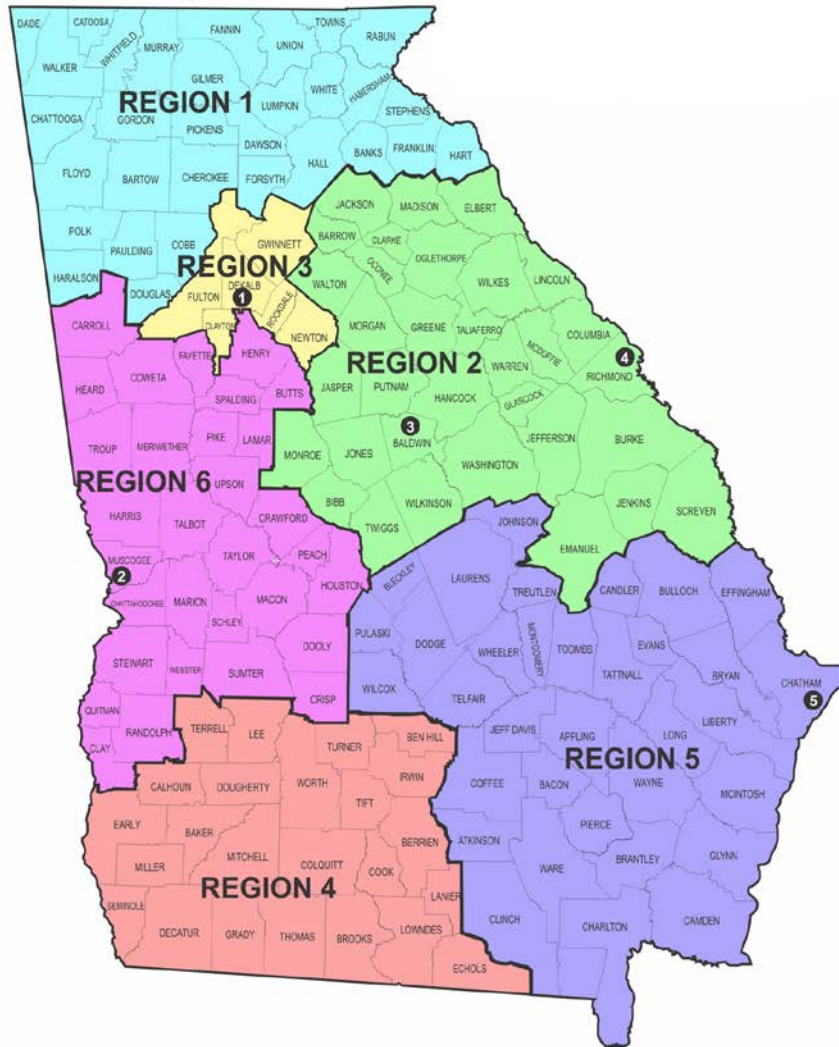
Visit the Rules & Regulations section of the DBHDD website: dbhdd.georgia.gov/rules-regulations.

Georgia Department of Behavioral Health & Developmental Disabilities

Regional Map with State Hospital Locations

STATE HOSPITALS

- 1 Georgia Regional Hospital at Atlanta
- 2 West Central Georgia Regional Hospital
- 3 Payton B. Cook Forensic Hospital (formerly Central State Hospital)
- 4 East Central Regional Hospital
- 5 Georgia Regional Hospital at Savannah



DBHDD Regional Office Contact Information

Region 1

705 North Division Street
Rome, Georgia 30165
Phone: (800) 646-7721

Region 2

3405 Mike Padgett Highway, Building 3
Augusta, Georgia 30906
Phone: (706) 792-7733

Region 3

100 Crescent Centre Parkway, Suite 900
Tucker, Georgia 30084
Phone: (770) 414-3052

Region 4

400 South Pinetree Boulevard
Thomasville, Georgia 31792
Phone: (229) 225-5099

Region 5

1915 Eisenhower Drive,
Building 2
Savannah, Georgia 31406
Phone: (912) 303-1670

Region 6

3000 Schatulga Road
Columbus, Georgia 31907
Phone: (706) 565-7835

DBHDD State Office Contact Information

Georgia Department of Behavioral Health & Developmental Disabilities

Two Peachtree Street, N.W.
24th Floor
Atlanta, Georgia 30303

Office of the Commissioner

(404) 657-2252

Office of Public Relations

(404) 232-1216

Office of Constituent Services

(404) 657-1526

DBHDDConstituentServices@dbhdd.ga.gov

For media inquiries, please contact press@dbhdd.ga.gov.



To access services, contact the Georgia Crisis and Access Line (GCAL), at (800) 715-4225. GCAL is a statewide, single point of access for all of our services that is available 24 hours a day, 7 days a week, or online at www.mygal.com.



dbhdd.georgia.gov