



**Georgia Department of Behavioral Health & Developmental Disabilities**  
*Judy Fitzgerald, Commissioner*

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## **Region 2 Field Office**

*3405 Mike Padgett Highway, Building 3 · Augusta, Georgia 30906-3815  
(706) 792-7733 · Fax (706) 792-7740 · Toll Free (866) 380-4835*

## **DBHDD Region 2 Field Office**

The Department of Behavioral Health and Developmental Disabilities (DBHDD) has six regional field offices across Georgia in an effort to be more accessible to the stakeholders involved with the public behavioral health system.

Each field office coordinates a community-based system of care through contracted providers for eligible individuals. The community-based system allows individuals to receive care in the least restrictive setting possible while helping them to obtain a life of recovery and independence.

Each field office provides leadership in building a local collaborative to help inform and communicate about available services; offers technical assistance; and serves as the point of contact for individuals who have difficulty accessing services.

**Region 2 Field Office** serves the following counties in East Georgia: Baldwin, Barrow, Bibb, Burke, Clarke, Columbia, Elbert, Emanuel, Glascock, Greene, Hancock, Jackson, Jasper, Jefferson, Jenkins, Jones, Lincoln, Madison, McDuffie, Monroe, Morgan, Oconee, Oglethorpe, Putnam, Richmond, Screven, Taliaferro, Twiggs, Walton, Warren, Washington, Wilkes, and Wilkinson.

The Regional Advisory Council is a volunteer board comprised of citizens from each of the 33 counties in Region 2. The Council identifies community needs and gaps in the current service system and makes recommendations to DBHDD.

The Region 2 Field Office is located in Augusta, Georgia.

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**DBHDD Region 2 Field Office**

**Contact Information**

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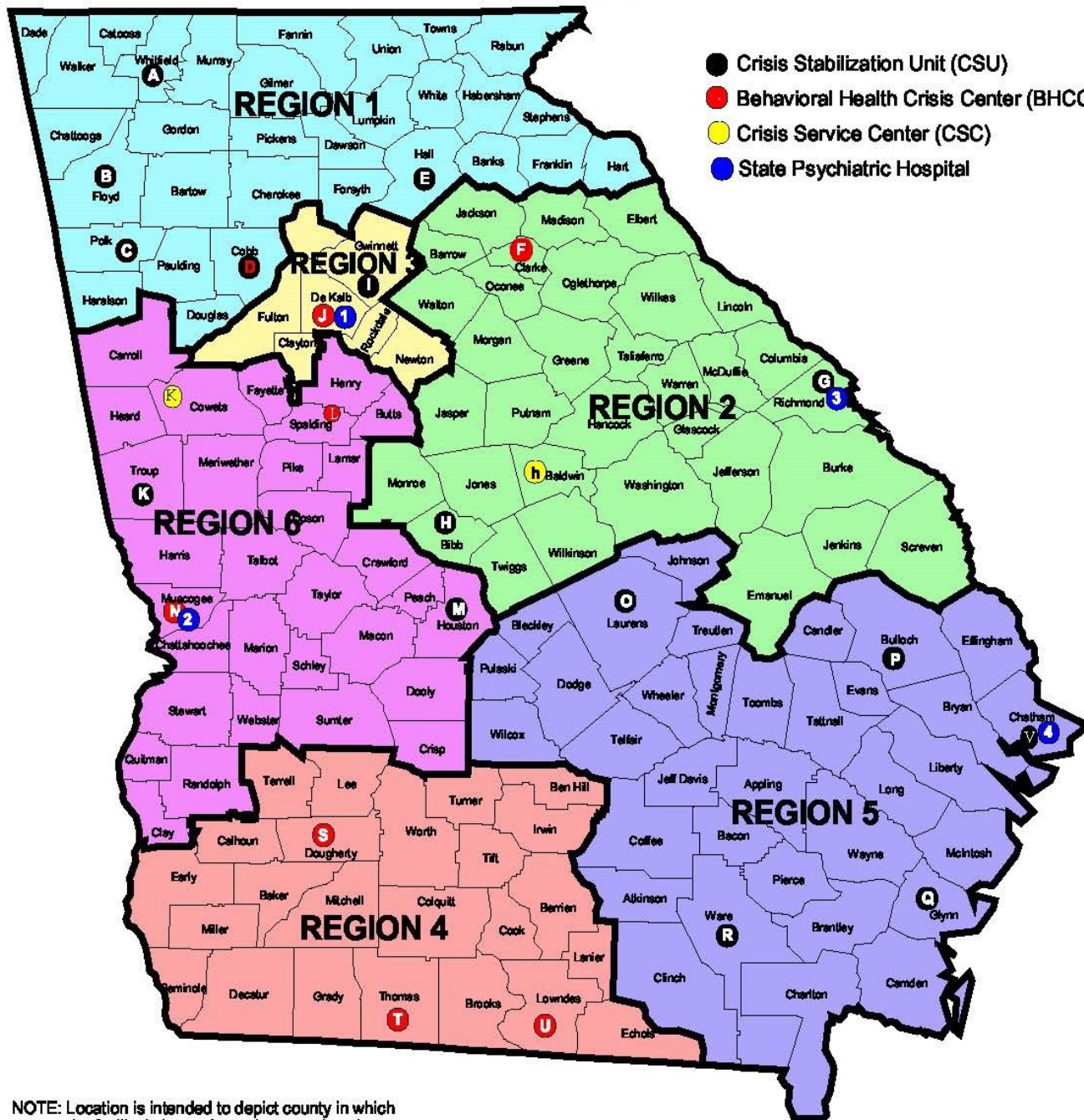
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# Georgia Department of Behavioral Health & Developmental Disabilities Crisis Services (CSU, BHCC, CSC) Adults



NOTE: Location is intended to depict county in which the facility is located, not the exact location.

**Provider - Location (beds)**

**Region 1**

- A- Highland Rivers - Dalton (28)
- B- Highland Rivers - Rome (16)
- C- Highland Rivers - Cedartown (30)
- D- Cobb CSB- BHCC April FY16 (24)
- E- Avita Health Partners- Flowery Branch (16)

**REGION 4**

- S - Albany Area CSB - Albany (30)
- T - South Georgia BHS - Valdosta (24)
- U - Georgia Pines CSB - Thomasville (24)

**REGION 2**

- F - Advantage Behavioral Health - Athens (14)
- G - Serenity Behavioral Health - Augusta (16)
- H/h - River Edge CSB - Macon (26)
- 3 - East Central Regional Hospital (90)

**Region 5**

- O- CSB of Middle Georgia- Dublin (16)
- P- Pineland CSB - Statesboro (12)
- Q- Gateway CSB - Brunswick (16)
- R- Unison Behavioral Health- Waycross (16)
- V- UHS- CSU of Savannah (16)
- 4- Georgia Regional Hospital- Savannah (67)

**REGION 3**

- I - View Point Health - Lawrenceville (16)
- J - DeKalb CSB - Decatur (36)
- 1 - Georgia Regional Hospital - Atlanta (114)

**Region 6**

- K- Pathways CSB- LaGrange (24)
- L - McIntosh Trail - Griffin (24)
- M- Phoenix Center- Warner Robins (14)
- N- The Bradley Center- Columbus (24)
- K- Pathways CSB- Newnan
- 2- West Central Georgia Regional Hospital (40)



**DBHDD**

# Community Service Providers

## Georgia Crisis & Access Line – (800) 715-4225

### **Advantage Behavioral Health Systems**

250 North Avenue  
Athens, GA 30601-2244  
Phone: (706) 389-6739  
Fax: (706) 542-9681

### **Counties Served:**

Barrow, Clarke, Elbert, Greene, Jackson,  
Madison, Morgan, Oconee, Oglethorpe,  
Walton

OJ Booker, CEO

[obooker@advantagebhs.org](mailto:obooker@advantagebhs.org)

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### **Serenity Behavioral Health Systems**

3421 Mike Padgett Highway  
Augusta, GA 30906-3815  
Phone: (706) 432-7800  
Fax: (706) 432-3791

### **Counties Served:**

Columbia, Lincoln, McDuffie, Richmond,  
Taliaferro, Warren, Wilkes

Charles D. Williamson, CEO

[cwilliamson@serenitybhs.com](mailto:cwilliamson@serenitybhs.com)

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### **River Edge Behavioral Health Center**

175 Emery Highway  
Macon, GA 31217  
Phone: (478) 751-4515  
Fax: (478) 752-1040

### **Counties Served:**

Baldwin, Bibb, Jones, Monroe, Putnam,  
Twiggs, Wilkinson

Shannon T. Gordon, CEO

[sgordon@river-edge.org](mailto:sgordon@river-edge.org)

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### **Oconee Community Service Board**

P.O. Box 1827  
Milledgeville, GA 31059-1827  
Phone: (478) 445-4817  
Fax: (478) 445-4963

### **Counties Served:**

Baldwin, Hancock, Jasper, Putnam,  
Washington, Wilkinson

Tyrone Evans, Director

[oconeeacct@windstream.net](mailto:oconeeacct@windstream.net)

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### **CSB of Middle Georgia Ogeechee Division**

223 N. Anderson Drive  
Swainsboro, GA 30401-1259  
Phone: (478) 289-2522  
Fax: (478) 289-2544

### **Counties Served:**

Burke, Emanuel, Glascock, Jefferson,  
Jenkins, Screven

Denise Forbes, CEO

[Dforbes@csbmg.com](mailto:Dforbes@csbmg.com)

# Community-Based Services

## BEHAVIORAL HEALTH

### Mental Health Services

**Adult Core Services** are basic outpatient services for people with a mental illness or an addictive disease. Services consist of evaluations by both a psychiatrist and a nurse; the development of a treatment plan, which may include prescription medication; outpatient counseling; supported employment; and home visits by a community service worker. Behavioral Health Core Services include:

- Behavioral Health Assessment and Service Plan Development
- Psychological Testing
- Diagnostic Assessment
- Crisis Intervention
- Psychiatric Treatment
- Nursing Assessment and Care
- Medication Administration
- Case Management
- Individual Outpatient Services
- Group Outpatient Services
- Family Outpatient Services

**Adult Inpatient Hospitalization Services** support individuals whose behaviors or symptoms are too acute to be effectively managed in a CSU. East Central Regional Hospital (ECRH) in Augusta, which has a mental health capacity of 90 beds, provides inpatient psychiatric treatment services for individuals whose mental health symptoms are too severe to be effectively treated in a CSU. Upon discharge from the hospital, patients are referred to a core provider for outpatient care.

**Adult Residential Services** range from intensive treatment in a small residential setting to providing rent supplements to help persons in recovery live as independently as possible. Residential services may be provided in CSB-operated group homes, or by supported housing in HUD or personal care homes. Intensive residential services are located in Macon and Milledgeville. Semi-independent residential services are available in Athens, Augusta, Macon, and Milledgeville.

**Assertive Community Treatment (ACT)**, also known as “a hospital without walls,” provides full service teams, with small caseloads, that offer more intense services in the community. Region 2 has ACT teams in Augusta, Athens, Macon and Milledgeville. Each team focuses on individuals with a serious mental illness who are most at risk for re-hospitalization, homelessness or incarceration. This service is specified in the DOJ Settlement Agreement.

**Case Management (CM) and Community Service Teams** go to individuals in their homes, or other places in the community, to support recovery efforts. Caseloads are usually limited to 30 individuals per staff member. These services are adjunct to the Core Services

individuals receive and are designed to foster successful living in the community. CM services are available in all of Region 2's 33 counties.

**Community Support Teams (CSTs)** consist of a nurse, a paraprofessional, a licensed team leader and a Certified Peer Specialist. They provide intensive behavioral health services to individuals with severe mental illness who are discharged from a hospital after multiple or extended stays; have multiple discharges from crisis stabilization unit(s), correctional facilities or other institutional settings; or who are leaving institutions but are difficult to engage in treatment. Services include: symptom and medication management, illness self-management, crisis planning, one-on-one psychosocial rehabilitation and links to community resources. This service is provided to individuals to decrease hospitalizations, incarcerations, emergency room visits and crisis episodes, and increase community tenure/independent functioning; time working; and personal satisfaction and autonomy. Through active assistance and based on individualized needs, individuals become engaged in the recovery process. CST is available in the Athens and Augusta area.

**Crisis Stabilization Units (CSUs)** function as emergency receiving facilities and provide crisis services in residential settings to rapidly stabilize the behaviors and symptoms of individuals in acute phases of mental illness, or to provide detoxification services to people high on drugs or alcohol. Individuals are usually discharged in five or fewer days and are referred to a core provider for outpatient services. Crisis Stabilization Units (CSUs) are located in Bibb, Clarke and Richmond counties and have a combined capacity of 58 beds. These CSUs primarily serve individuals residing in Region 2 but may be utilized by any eligible individual in the state, regardless of county of residence.

**Georgia Crisis and Access Line (GCAL)** is the single point of entry for all behavioral health services in Georgia. GCAL is a 24 /7 toll free help-line that directs individuals to personalized services to meet their immediate needs.

**Housing Vouchers** provide supported housing and bridge funding to persons with serious and persistent mental illness. Supported housing helps individuals attain and maintain safe and affordable housing while supporting their integration into the community. The program is designed to provide housing supports for tenants who are deemed ineligible for any other benefits or for whom a HUD voucher is not available.

**Intensive Case Management (ICM)** provides individualized supports and resource coordination for adults with a mental illness. ICM facilitates independent functioning, access to necessary services and an environment that promotes recovery. ICM interventions help individuals identify service needs; develop strategies and supportive interventions to avoid out of-home placement or the need for more intensive services; increase social support networks; and coordinate rehabilitative services. Participation in ICM is expected to decrease psychiatric hospitalizations, incarcerations and episodes of homelessness, and increase housing stability and participation in employment activities. ICM is available in Baldwin, Bibb, Columbia, Jasper, Jones, Monroe, Putnam, Richmond, Twiggs, and Wilkinson counties.

**Mobile Crisis Teams (MCTs)** have staff on-call 24/7 to respond to any crisis call related to a mental illness or substance abuse issue. The teams conduct face-to-face evaluations at the site of

crisis and make recommendations for further treatment if needed. This service is offered via contracted provider and is available throughout the region.

**Peer Support Services** provide structured activities within a peer support center that promote socialization, recovery, wellness, self-advocacy, development of natural supports and maintenance of community living skills. Individual Peer Support services are provided in the community by Certified Peer Specialists and help individuals achieve their recovery goals. Peer services are often provided by individuals with lived recovery experience. Activities are consumer motivated, initiated and/or managed and assist individuals in living as independently as possible. Group Peer Support Services are offered in Augusta, Athens, Macon, Milledgeville, Sandersville and Swainsboro. Individuals Peer Support services can be provided in any of Region 2's counties.

**Psychosocial Rehabilitation – Group (PSR-G)** services are provided for individuals with mental health and/or substance abuse issues. PSR-G provides structured activities within a peer support center that promote recovery, wellness, illness self-management training, development of natural supports, and maintenance of community living skills. PSR-G services are provided in Athens, Milledgeville and Swainsboro.

**Supported Employment** emphasizes that rapid job search and placement should be prioritized above traditional prevocational training or traditional vocational rehabilitation. Job development, placement and training assist people who, due to the severity of their disabilities, need support to locate, choose, obtain, learn and maintain a job. Services include supports to choose and obtain paid employment at competitive wages, individually-based community jobs, and brief training to learn the specific skills necessary to perform and retain a particular job. Services are available in Athens, Augusta, Milledgeville and Macon.

### **Addictive Disease Services**

**Addictive Disease Residential Services** include intensive residential, semi-independent residential and independent residential options and are offered in Athens, Augusta, Macon, Milledgeville and Swainsboro. Adult Addictive Disease Intensive Residential Services are provided under Addictive Disease Residential Services as well as the Women's Treatment and Recovery Services program. Individuals dually diagnosed with serious and persistent mental illness (SPMI) and addictive disease (AD) may also be eligible for the Georgia Housing Voucher Program (GHVP) for use in semi-independent and independent residential settings. This voucher may be used in any county in Region 2.

**Intensive Addictive Disease Outpatient Program (IOP)** consists of day services designed for clients who have addictive diseases. Individuals attend group services that help them identify past patterns of substance abuse, triggers, coping skills and ways to avoid future use while building a social support network to assist in their recovery. IOP services are provided in Athens, Augusta, Macon, Milledgeville and Swainsboro.

## **DEVELOPMENTAL DISABILTIES**

### **Developmental Disabilities Services**

All services are designed to encourage and build on existing social networks and natural sources of support, and to promote inclusion in the community and safety in the home environment. Contracted providers are required to have the capacity to support individuals with complex behavioral and or medical needs.

The services a person receives depends on a professional determination of level of need and the services and other community resources available:

**Adult Occupational Therapy Services** promote fine motor skill development, coordination and sensory integration, and facilitate the use of adaptive equipment or technology.

**Adult Physical Therapy Services** address participants' physical therapy needs resulting from developmental disabilities. These services promote gross and fine motor skills and facilitate independent functioning.

**Adult Speech and Language Therapy Services** address adult participants' speech and language therapy needs, preserving their speech communication capacity and function.

**Behavioral Supports Consultation** is the professional-level service that assists participants with significant, intensive and challenging behaviors that interfere with activities of daily living, social interaction, work or similar situations.

**Community Access** is designed to help participants acquire, retain or improve self-help, socialization and adaptive skills required for active participation and independent functioning outside the home.

**Community Guide** services are only for participants who opt for participant direction. These services help participants to define and direct their own services and supports and to meet the responsibilities of participant direction.

**Community Living Support** services are individually tailored supports that assist with the acquisition, retention or improvement of skills related to participants' continued residence in their family homes.

**Community Residential Alternatives** are available to individuals who require intense levels of residential support in small group settings of four or fewer or in host home/life-sharing arrangements. Services include a range of interventions that focus on training and support in one or more of the following areas: eating and drinking, toileting, personal grooming and health care, dressing, communication, interpersonal relationships, mobility, home management and use of leisure time.

**Crisis Respite Homes** exist in residential settings and provide short-term crisis services. Each home serves up to four individuals who are experiencing an emotional/behavioral change and/or distress that leads to a disruption of essential functions. Placement in Crisis Respite Homes occurs when individuals have not responded to less restrictive crisis interventions.



**Environmental Accessibility Adaptation** consists of physical adaptations to participants' (or family members') homes which are necessary to ensure the health, welfare and safety, or which enable individuals to function with greater independence in the home.

**Financial Support Services** are provided to assure that participant-directed funds outlined in Individual Service Plans are managed and distributed as intended.

**Group Homes** are licensed homes that serve up to four individuals with developmental disabilities who require intense levels of residential support. Group Homes provide a range of interventions that focus on training and support in one or more of the following areas: eating and drinking, toileting, personal grooming and health care, dressing, communication, interpersonal relationships, mobility, home management and use of leisure time.

**Host Homes** are private homes of individuals or families, whether owned or leased, in which life-sharing, residential supports are provided to one or two adults with developmental disabilities, who are not to be related to the occupant owner or lessee by blood or marriage. The homeowners or lessees may not be employed by the provider agency that subcontracts for the host home services.

**Individual Directed Goods and Services** that are not otherwise be provided through the NOW or Medicaid State Plan may be identified by individuals, support coordinators and interdisciplinary teams, and include services, equipment and supplies.

**Individual Support Plan** is the range of services an individual receives based on professional determination of need.

**Mobile Crisis Services** dispatch Mobile Crisis Teams (MCTs) to crisis locations for individuals with developmental disabilities. MCT members are responsible for completing comprehensive assessments of each crisis situation and mitigating risks to health and safety of individuals in crisis and/or others. MCTs also make referrals to intensive crisis services or hospital emergency rooms if necessary.

**Natural Support Training** exists for individuals who provide unpaid support, training, companionship or supervision to participants.

**Prevocational Services** prepare participants for paid or unpaid employment and include teaching concepts such as compliance, attendance, task completion, problem solving and safety.

**Respite Services** provide brief periods of support or relief for individuals with disabilities or their caregivers and include maintenance respite for planned or scheduled relief or emergency/crisis respite for a brief period of support for participants experiencing crisis (usually behavioral) or in instances of family emergency.

**Specialized Medical Equipment** consists of devices, controls or appliances specified in the Individual Service Plan, which enable participants to increase their abilities to perform activities of daily living and to interact more independently with their environment.

**Specialized Medical Supplies** consist of food supplements, special clothing, diapers, bed wetting protective sheets and other authorized supplies specified in the Individual Service Plan.

**Support Coordination** is a set of interrelated activities that identify, coordinate and review the delivery of appropriate services with the objective of protecting the health and safety of participants while ensuring access to services.

**Supported Employment** enables participants, for whom competitive employment at or above the minimum wage is unlikely absent the provision of supports, to work in a regular work setting.

**Transportation** services enable participants to gain access to waiver and other community services, activities, resources, and organizations typically utilized by the general population. These services do not include transportation available through Medicaid non-emergency transportation or as an element of another waiver service.

**Vehicle Adaptation** includes adaptations to participants' (or family members') vehicles approved in the Individual Service Plan, such as hydraulic lifts, ramps, special seats and other modifications to allow for access into and out of the vehicle as well as safety while moving.

### **New Options Waiver (NOW) and Comprehensive Supports Waiver (COMP)**

The New Options Waiver (NOW) and Comprehensive Supports Waiver (COMP) are Medicaid programs that provide supports to people living with developmental disabilities who want to live at home or in other kinds of community living arrangements. The services offered through these waivers provide supports 24 hours a day, 7 days a week.

The NOW Waiver provides supports to individuals who need less intensive services and do not need 24-hour care. It was designed for people with disabilities who live with family members or in their own home.

The COMP Waiver was designed for people who need a full range of out-of-home services or intensive in-home services. It is also used for people who are transitioning out of institutions into community living.

The New Options Waiver (NOW) and Comprehensive Supports Waiver (COMP) programs represent Georgia's continuous commitment to improve home and community-based services for persons with developmental disabilities.

Both NOW and COMP provide:

- Supports for community connection building and participant direction
- Significant support coordination services to participants and their families
- A participant-centered assessment process to determine individual support needs
- An Individual Service Plan to address the needs of the individual and their family
- An individual budget and a simplified individual budget process that increases flexibility in service delivery to meet individual needs, including a process for interim modifications to the budget



Clinical Director:

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