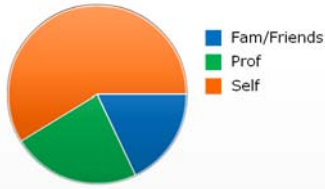


The Georgia Crisis & Access Line (GCAL) is your 24/7 one-stop resource for mental health, addiction and behavioral healthcare crisis services statewide, and it is funded by Georgia DHR.



*How can GCAL help you as a professional?*

The Georgia Crisis & Access Line receives more than 1,000 calls on most business days. Nearly 60% are individuals calling for themselves. 18% are calling for their friends or family. 23% are professionals seeking support. Professionals call from emergency rooms, community mental health centers, private psychiatric hospitals, DFCS, courts, schools, law enforcement, probation and parole, juvenile justice, etc.

GCAL clinicians are available anytime day or night by calling **800-715-4225**. When individuals and families contact us, we work to engage and collaborate using brief crisis intervention skills. For professionals, we conduct a brief clinical triage to determine the individual's level of need. Next, specialized software provides the alternatives available based upon age, location and payer source. Like an air traffic control for behavioral healthcare, our teams stay actively involved until the provider agency picks up responsibility. The number of options at specific levels changes frequently and varies widely around the state. This makes the Georgia Crisis & Access Line your #1 real-time information source and the fast, friendly and easy way to access services.

**Outpatient Services:** Individuals with routine mental health and addiction needs are provided their choice of DHR Core Providers based upon the closest, fastest appointment. BHL provides 24/7 scheduling with over 100 agencies in nearly 250 intake sites around the state. Calling GCAL for individuals under 18 ensures that the best alternatives are considered and the fastest available evaluation slot utilized. One phone call is all it takes!

**Mobile Crisis Services:** In 40 counties, in-home, 24/7, all-ages mobile crisis is available. Coverage includes all 25 counties of Region I (Northwest Georgia), 13 counties in Region II (Greater Augusta and Waynesboro areas) and Fulton, Clayton and DeKalb in Region III. There is also specialized C&A Mobile Crisis available in Savannah and Columbus, powerful, non-stigmatizing interventions for those with urgent and emergent needs.

**Crisis Stabilization Programs:** Operated by CSBs, there are 22 adult programs around the state. For those under 18, there are specific C&A programs in Augusta, Columbus, Lawrenceville and Savannah. BHL maintains real-time bed availability with all intensive programs and actively monitors referrals to expedite timely dispositions.

**Sub-acute Detoxification:** Those in withdrawal from drugs and alcohol may be served at CSPs, but there are also two high-capacity specialized programs in Atlanta and Decatur.



Figure 1: BHL Express Pending Referral Tracking System

**Private Psychiatric Inpatient Hospitals:** There are 31 private insurance programs around the state, but 60% are located around Metro Atlanta. The two largest are Peachford and Anchor with nearly 300 beds. Riverwoods and Atlanta Medical Center are operated in medical facilities. They also accept Medicaid, which stand-alone facilities do not. There are only four private programs south of Macon.

**Emergency Rooms & Law Enforcement:** GCAL works closely with the state's hospitals and public safety when less intrusive interventions fail and active rescues are necessary. Also, many inpatient programs require a medical clearance at an ER prior to evaluation. We provide you with a 24/7 resource that will follow the individual until they are safely accepted by the next level of care.