

## What is the Georgia Crisis Response System for Individuals with Developmental Disabilities?

When individuals with developmental disabilities are in crisis, their families and caregivers can turn for help to the **Georgia Crisis Response System for Individuals with Developmental Disabilities (GCRS-DD)**.

GCRS-DD is a system of care you can access with one phone call to the **Georgia Crisis Access Line (GCAL)**:

# 1-800-715-4225

GCRS-DD provides alternatives to previous ways of managing crises such as institutional placement, emergency room care, and law enforcement involvement.

If you or someone you care for has a developmental disability and is in an acute crisis situation, call the Georgia Crisis Access Line (GCAL):

## 1-800-715-4225

Available 24 hours a day

If there is a medical emergency or a crime is being committed, call 9-1-1.

For information about developmental disability services, contact your regional office:

North (Region 1) — 800-646-7721

East Central (Region 2) — 866-380-4835

Metro Atlanta (Region 3) — 770-414-3052

Southwest (Region 4) — 877-683-8557

Southeast (Region 5) — 800-348-3503

West Central (Region 6) — 877-565-8040

# Georgia Crisis Response System for Individuals with Developmental Disabilities

Helping Individuals with Developmental Disabilities through Behavior-Related Crises

## Who does GCRS-DD serve?

GCRS-DD serves adults and children aged 5 years and older with developmental disabilities who

- Have documented evidence of a developmental disability prior to age 18 or any closely related disability prior to age 22 or
- Have had a screening suggesting a developmental disability.

## In a crisis, what should you do?

- First, try to resolve the situation by modifying the behavior of the individual in crisis. Use the strategies in the individual's behavior support plan, if he or she has one.
- If you are not able to resolve the crisis and the individual or others are at risk of harm, call GCAL at 1-800-715-4225.
- Call 9-1-1 if there is a medical emergency or a crime is being committed.

## What to expect when you call

Trained crisis personnel are available 24 hours a day to provide guidance and coordinate a response to your specific situation. They will assist you by assessing the nature of your crisis and how to help resolve it.

If needed, a crisis team of professionals will be sent to assist you on the scene. The team will arrive within one-and-a-half hours to help you cope with the immediate crisis.

Within 24 hours, GCAL and/or the crisis team will notify your Support Coordinator, State Service Coordinator, Planning List Administrator, Regional Intake and Evaluation Office, and/or Provider regarding the recommendations for the next steps of support.

When a behavior-related crisis occurs, call the Georgia Crisis Access Line.

**1-800-715-4225**

## In-Home and Out-of-Home Supports

If needed, GCRS-DD coordinates short-term, intensive in-home and out-of-home supports to resolve the immediate crisis and make connections to alternative services.

**In-Home Supports** make it possible for individuals to remain in their homes and communities. These supports may include

- Providing training on how to manage difficult behaviors.
- Helping with simple changes to the individual's living environment.

Only Intensive In-Home Supports are provided for children aged 5–9 years old.

**Out-of-Home Supports** are services provided to individuals outside their home and include

- Crisis Support Homes for adults.
- Temporary and Immediate Support (TIS) homes for children and youths ages 10–17 years.