



*One Community Advancing Mind, Body and Health*

Highland Rivers Community Service Board, d.b.a., Highland Rivers Health (HRH), provides comprehensive treatment and support services for adults, children, families and veterans affected by mental health disorders, intellectual developmental disabilities, and addictive disease. One of the state's largest public safety net providers, Highland Rivers operates more than two dozen treatment facilities across a 12-county, 4,400-square mile area of Northwest Georgia, and serves nearly 16,000 individuals annually. Highland Rivers is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and is a Tier 1 safety net Core Provider for the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD).

Highland Rivers Health holds the following values as central to our success:

**Recovery** – We are committed to providing services in a continuum of care that is community-based, strengths-based, empowering, outcomes-driven and guided by best practices.

**Empowerment** – We encourage our staff to have passion, creativity and optimism through a flexible and innovative atmosphere, and we empower individuals served to take an active part in their treatment.

**Collaboration** – We foster good relationships with individuals served, families, community resources, partners and internal customers.

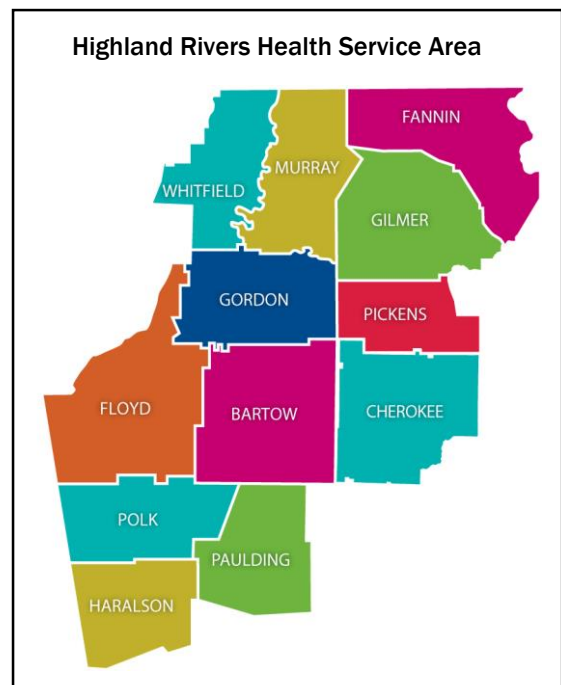
**Fiscal Responsibility** – We each use Highland Rivers Health resources effectively and efficiently.

**Integrity** – We ensure we are professional, honest, respectful, responsive and accountable in all our transactions between vendors, families, providers, communities, staff, partners and individuals served.

**Respect** – We treat each individual served and family member with respect and dignity.

**Compassion** – We respond to the needs of others with a spirit of advocacy and understanding.

**Transparency** – We ensure our interactions with community stakeholders, internal and external customers, individuals served and families are transparent and ethical.



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## Mental Health and Wellness Services

**Outpatient core mental health services** include crisis intervention, psychiatric assessment and follow up; medication management, education and administration; nursing assessment, care and health education; and medical management for adults, children and adolescents, and families.

**Individual, group and family therapy and skills training** are provided by licensed clinicians using evidence-based cognitive behavioral techniques and motivational interviewing. Therapies are directed toward achieving the specific goals identified by the individual receiving services and are included in the individual recovery plan (IRP) or treatment plan.

**Community-based supports** include rehabilitation and recovery, environmental supports and resource coordination that are considered essential for individuals to be restored to the best possible functional level and remain in their community.

**Peer support** encourages increased resiliency, wellness and self-management among people with mental illnesses and substance use disorders, helping them maintain or enhance skills needed to live satisfying lives and be productive members of their communities. Peer programs are based on Whole Health Action Management (WHAM), a training program and peer support group model developed by the Substance Abuse and Mental Health Services Administration (SAMHSA).

**Appalachian Integrated Mission (AIM) Health** is a program focused on whole health, wellness and recovery of individuals and communities in Northwest Georgia. Through their unique partnership, Highland Rivers Health and Georgia Mountains Health are committed to improving the health of individuals with serious mental illness who have or are at risk of physical health conditions and chronic disease. (Located in Gilmer and Whitfield counties)

**Residential recovery** offers permanent supportive housing options for people with mental illness and/or addiction who want to live independently in their communities. Individuals are supported with daily living skills development, supported employment, community integration, crisis planning and more. Residential services include a 4-bed Intensive Residential Treatment program.

**Community transition** is a support service to assist individuals in their reintegration into the community from state hospitals, crisis stabilization units or correctional facilities. Staff helps to connect and coordinate housing, behavioral health, community-based services and other supports.

**The ROC Clubhouse** is a resiliency support clubhouse in Bartow County for children and adolescents with a mental health diagnosis. The ROC provides social outings, educational and employment supports, group discussions and other activities that help participants build pro-social behavior and life skills.

**APEX** is a school-based mental health program in Bartow and Gordon counties to assess and identify a student's mental health needs and determine how best to meet each individual's needs. Marketed as the Elevate Program, services include individual and group counseling (at school or home), psychiatric and nursing services, and community support services.

**Home Again** is an intensive two-week program being implemented in Gilmer and Gordon counties for children and adolescents and their families with mental health issues/crisis. Designed to prevent children being removed from their home, services are delivered in families' homes, schools, community locations or the Home Again house in each county.

## Addiction Recovery Services

**Substance Abuse Intensive Outpatient Program (SAIOP)** is a three-phase program that helps individuals learn to manage their symptoms, enhance their ability to cope with challenges in life, build resiliency and facilitate recovery. (Serves all counties; located in Bartow, Floyd, Pickens, Polk and Whitfield counties)

**Women's Outreach** includes both residential and SAIOP services that address risk factors for relapse and support women in achieving abstinence, maintaining recovery, avoiding illegal activity, obtaining gainful employment, meeting parenting roles and responsibilities, and transitioning into safe and stable housing (Serves all counties; located in Floyd County)

**Highland Recovery Center** is a 20-bed men's residential substance abuse program that supports men in recovery with the same services provided to women in the Women's Outreach Program described above. (Serves all counties; located in Pickens County)

**Home for Recovery** provides comprehensive, integrated and evidence-based recovery services and peer supports to individuals with a history of chronic homelessness, who have substance use disorders or co-occurring substance use and mental health disorders, and who are living at home or in supportive housing. Home for Recovery services are also available to veterans with mental health disorders. (Serves Cherokee, Gilmer and Pickens counties)

**Adolescent Clubhouse** is an evidence-based, recovery support program where youth ages 12-18 can socialize and build skills in a fun, safe environment without the pressures of substance use. (Located in Floyd County; serves Floyd, Gordon, and Polk counties)

## Crisis Stabilization

**Crisis stabilization** provides community-based, short-term detoxification and mental health crisis stabilization in a residential setting. Highland Rivers Health operates three crisis stabilization units (in Floyd, Polk and Whitfield counties) with a total of 74 beds that serve all of DBHDD Region 1, including all counties in HRH's service area.

**Men's short-term residential** is a 28-day, 10-bed residential program to help men transition into other services and supports following crisis stabilization. (Located in Polk County; serves all counties)

**HIV/AIDS services** include education and prevention activities, rapid testing and support groups in crisis units and outpatient clinics.

## HRH Department of Justice Services

The services are funded through the Department of Justice settlement agreement and are for individuals with serious and persistent mental illness under the Americans with Disabilities Act.

**Community Support Team (CST)** is a mobile team consisting of a nurse, community support staff, and Certified Peer Specialist that provides services to individuals in their home and ensures access to

community resources needed for the individual to remain in his or her community. (Serves Gilmer, Fannin and Pickens counties).

**Assertive Community Treatment (ACT)** is a client-centered, highly intensive service provided in the community 24/7. ACT services are delivered by a multidisciplinary mental health team that includes professionals in psychiatry, nursing, psychology, social work, substance abuse, vocational rehabilitation and Certified Peer Specialists. (Serves Floyd, Bartow, Paulding and Polk counties)

**Intensive Case Management** consists of environmental supports and resource coordination essential to assisting individuals improve functioning, gain access to necessary services, and create an environment that promotes recovery and prevents out-of-home placement. (Serves Bartow, Gordon, Haralson, Murray, Paulding, Polk and Whitfield counties)

**Case management** helps individuals identify, access and coordinate services and community resources (housing supports, social support, self-management skills, etc.) that help them live in the least restrictive environment possible. (Serves Cherokee, Fannin, Gilmer and Pickens counties)

**Supported employment (ADA)** is an evidence-based practice that helps people with mental illness find and maintain jobs in their communities through rapid job search, placement services and job coaching. (Serves all counties).

## **Intellectual Developmental Disabilities, Kaleidoscope**

**Kaleidoscope** is a collaborative program of Highland Rivers Health and Lookout Mountain Community Services (LMCS) that provides a variety of activities, services, learning opportunities and supports for individuals with intellectual and/or developmental disabilities and their families. The program provides year-round, quality-driven social, recreational, vocational and educational programs to help individuals live independently in their communities.

Kaleidoscope serves individuals in a 16-county area of Northwest Georgia that includes all counties in Highland Rivers' service area, as well as those served by LMCS (Bartow, Catoosa, Chattooga, Cherokee, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker and Whitfield). Kaleidoscope services and supports include:

**Host Homes** are private homes in which the owner (or adult head of the household) allows one or two individuals with intellectual and/or developmental disabilities to live as members of the household. In some Host Homes, an individual with a disability may live with another single adult or couple, while in others the individual may live with an entire family.

**Community Living Arrangement (CLA)** homes are sometimes referred to as group homes. CLA homes house up to four individuals in an environment that allows them to share life experiences with their peers and become part of the community. Group homes are staffed around-the-clock, with guidance and support available at all times from live-in staff.

**Community Residential Alternative (CRA)** homes are for individuals that require more intense levels of support or are medically fragile. CRA services may include support and training in eating and drinking, toileting, personal grooming, health care, dressing, communication, interpersonal relationships, mobility, home management and use of leisure time.

**Community Living Supports (CLS)** are individually tailored supports that assist with the development, retention, or improvement of skills related to an individual's continued residence in his or her (or family) home.

**Respite services** offer temporary care for an individual with an intellectual or developmental disability to provide family members and/or primary caregivers needed relief from care-giving responsibilities. Respite services can be delivered in the family's home or another suitable location, and for various lengths of time (including overnight), depending on the individual's and family's needs and preferences.

**Community Access Services (CAS)** assist individuals in developing, maintaining or improving self-help, socialization and adaptive skills needed for active community participation and independent functioning outside their homes.

**Family support services** help support families until an individual with a disability is able or chooses to live independently. Family Support Services help families meet the many needs of the family member with a disability, while minimizing the need and cost of out-of-home placement.

**Autism Family Support Funds** help individuals with a diagnosis of autism access respite and other family support services.

**Prevocational services** prepare individuals who are not expected to be able to join the general work force within one year for paid or unpaid employment.

**Supported employment** services help adults with intellectual and/or developmental disabilities secure employment in the community with local businesses and other organizations through ongoing supports that include rapid job search, skills assessment and development, and onsite job coaching.

**Specialized supplies and adaptation supports** help individuals live more independently, enhance quality of life and reduce dependence on physical support from others. These supplies can include specialized medical supplies and equipment, vehicle adaptations, and environmental and residential adaptations.

## Eligibility and Enrollment

### **DBHDD Criteria and Eligibility for Mental Health and Addictive Disease Services**

The first priority group for services is individuals currently in state-operated psychiatric facilities (including forensic individuals), state-funded/paid inpatient services, crisis stabilization units or crisis residential programs.

The second priority group for services is:

- Individuals with a history of one or more hospital admissions for psychiatric/addictive disease reasons within the past three years;
- Individuals with a history of one or more crisis stabilization unit admissions within the past three years;
- Individuals with a history of enrollment on an Assertive Community Treatment team within the past three years;

- Individuals with court orders to receive services (especially related to restoring competency);
- Individuals under the correctional community supervision with mental illness or substance use disorder or dependence;
- Individuals released from secure custody (county/city jails, state prisons, diversion programs, forensic inpatient units) with mental illness or substance use disorder or dependence;
- Individuals aging out of out-of-home placements or who are transitioning from intensive child and adolescent services, for whom adult services are clinically and developmentally appropriate;
- Pregnant women;
- Individuals who are homeless; or
- Injecting/IV drug users.

### **Enrolling in Mental Health and Addictive Disease Services**

Individuals seeking mental health and/or addictive disease services from Highland Rivers Health can call the agency's toll-free access line, (800) 729-5700, from anywhere in HRH's service area to begin the enrollment process. Staff answer the phone from 8 a.m. to 5 p.m. each day; calls received after-hours are returned the next business day. If an individual is not yet receiving services from Highland Rivers and is in crisis after hours (evenings, holidays, weekends, etc.), he or she can contact the Georgia Crisis and Access Line, (800) 715-4225, to be assessed or scheduled.

### **First appointment**

When an individual calls Highland Rivers Health the first time, a member of our team takes his or her basic information (name, address, birthdate, problems, symptoms, etc.) and arranges a time for the individual to come in.

Highland Rivers designs an individual treatment program for every person. In order to develop the best treatment program for each consumer, initial appointments focus on assessing a person's needs and goals for recovery. Consumers are then scheduled for regular visits with a clinician and for other services based on their individual needs.

Every Highland Rivers clinic has specific days each week for open access, when anyone may come to the clinic without an appointment. Individuals who have an appointment but want to see a counselor sooner than scheduled may also come in during open access. Highland Rivers Health makes every effort to see anyone that comes into a clinic without an appointment (or earlier than his or her scheduled appointment) on a first-come first-served basis. Because HRH counselors also see people who have scheduled appointments, individuals may experience some wait when coming in without an appointment, but they will be seen.

### **Payment**

At the first appointment, HRH staff work with consumers on a financial assessment. Highland Rivers accepts Medicaid, Medicare, self-pay and most types of commercial insurance, and also contracts with the VA for veterans who need our services. Individuals that do not have the ability to pay or do not have insurance may be eligible for a sliding fee scale or state-contracted services.

### **DBHDD Criteria and Eligibility for Intellectual and Developmental Disability Services**

The individual demonstrates:

- Substantial risk of harm to self or others; or
- Substantial inability to demonstrate community living skills at an age appropriate level; or

- Substantial need for supports to augment or replace insufficient or unavailable natural resources; and
- The individual has a diagnosis of an intellectual disability based on onset before the age of 18 and assessment findings from standardized instruments recognized by professional organizations of significantly sub-average general intellectual functioning and significantly impaired adaptive functioning defined as an intelligence quotient of about 70 or below, and significantly impaired adaptive functioning in at least two of the following skill areas: self-care, communication, home living, self-direction, functional academic skills, social/interpersonal skills, use of community resources, work, leisure, health and safety; and/or
- The individual has a diagnosis of a condition found to be closely related to an intellectual disability, as determined by a professional licensed to do so, and is attributable to cerebral palsy, epilepsy, or any other condition, other than mental illness, which results in impairment of general intelligence functioning or adaptive behavior similar to that of persons with an intellectual disability and meets the following criteria:
  - Is manifested before the individual attains age 22;
  - Is likely to continue indefinitely;
  - Results in substantial limitations in adaptive functioning in three or more of the following areas of functioning:
    - Self-care;
    - Receptive and expressive language;
    - Learning;
    - Mobility;
    - Self-direction; and
    - Capacity for independent living; and
  - The adaptive impairments must be directly related to the developmental disability and cannot be primarily attributed to mental/emotional disorders, sensory impairments, substance abuse, personality disorder, specific learning disability or attention deficit/hyperactivity disorder.

Note that there may be additional criteria for more intensive services.

### **Enrolling in Intellectual and Developmental Disability Services**

Individuals wishing to receive services for themselves, their child or other family member must complete an application with the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD). Individuals who live in any of the counties served by the Kaleidoscope program should contact the DBHDD Region 1 office at (678) 947-2818. The application and other information can be found online at <http://dbhdd.georgia.gov/accessing-services>

Once the application is complete, the DBHDD Office of Intake and Evaluation will provide an initial screening and assessment. Individuals will be notified of eligibility within seven working days after the intake screening. If an individual, child or family member is eligible for services but funding is not currently available, that person is placed on the DBHDD Region 1 planning list. Even if that happens, some services may be available right away.