



Peer Support

BHL's mobile crisis team includes Certified Peer Specialists (CPS) who operate as care navigators, providing peer support to individuals serviced by the mobile crisis team.

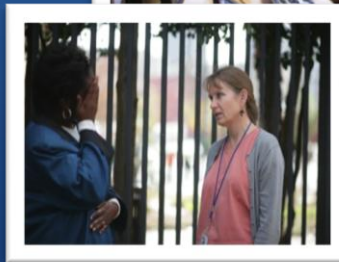
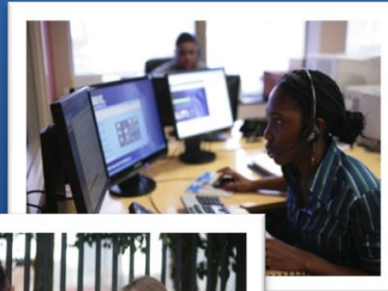
The Individual's Voice

Feedback from individuals serviced is collected during follow-up calls and customer satisfaction surveys within 24 – 72 hours after being seen by the mobile crisis team. This information is used to help inform, guide, and shape mobile crisis response services.

Crisis is Our Business

Since 1998, BHL has provided quality personal interaction through its crisis intervention and access services. Our programs are recognized nationally for setting a new standard of care, supported by emerging research in studies by experts from the University of Montreal, Rutgers University, and Columbia University.

BHL has provided crisis hotline services to the entire state of Georgia since 2006.



Mission

To provide integrated crisis intervention and access management services, that empower individuals in a mental health crisis, or with problems with drugs or alcohol, to obtain or sustain a life of recovery and resilience.

A Crisis Has No Schedule™
Georgia Crisis and Access Line
1-800-715-4225



Behavioral Health Link

Georgia Crisis and Access Line
1-800-715-4225
www.behavioralhealthlink.com



Georgia Crisis and Access Line (GCAL)



Georgia Crisis and Access Line – BHL provides 24-7/365 days a year crisis access line services for the entire state of Georgia.

BHL's call center clinicians refer cases that are identified as emergent or urgent for mobile crisis services. Once the case has been referred to mobile crisis response services (MCRS) a crisis team is dispatched with an average response time of one hour or less. BHL currently services only Region 3 and Region 5 for MCRS.

Through GCAL, BHL also serves as the sole provider of the SAMSHA Suicide Prevention Hotline.

Mobile Crisis Response Services (MCRS)



On June 1, 2013 Integrated Health Resources d/b/a BHL was funded by the Department of Behavioral Health and Developmental Disabilities (DBHDD) to provide mobile crisis services in Region 3 and Region 5.

BHL provides crisis intervention services through the use of licensed mental health professionals and paraprofessionals with mental health experience. Crisis intervention services are provided in the community to address the needs of those in crisis from ages 5 and up.

Once dispatched a mobile crisis team will provide a risk assessment onsite to identify and address the crisis by linking individuals to treatment facilities and other community resources.

To access MCRS, individuals must dial 1-800-715-4225. All callers will receive a telephone assessment through GCAL. If determined eligible, a MCRS team will be dispatched to provide services and safety planning onsite.

Accreditation and Awards



BHL is accredited by the following governing bodies: AAS, CARF, Contact USA, and URAC.

BHL is the recipient of the 2014 National Council of Behavioral Healthcare Impact Award for Excellence in Health Information Technology.

