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Please let us know if you need special accommodations for services. We want you to feel comfortable and have the tools you need!

If you have vision or hearing impairments, let our staff know immediately! We will ensure that someone is able to help you with communication needs.

We also have an interpreter if you or your family members do not speak English.

Tenemos un intérprete disponible si no habla Inglés.



My Notes & Info:

1. What is my doctor's name?

2. What is my case manager's name?

3. When is my appointment?

4. What services did I choose and what was recommended?

5. Do I have any other questions?

Collaborative Documentation:

We provide collaborative documentation. This means you will be involved in documenting your progress. We may type up what we talked about before you leave but that's only because we want to make sure we get everything right. We will look over what we write down, too, so that you can see your progress.



Phone Numbers & Locations:

♦ **Child, Adolescent & Emerging Adult Outpatient Program**

2121 Bellevue Rd. Bldg. # 13

Dublin, GA 31021

(478) 275-6850

Hours: 8a.m.-7p.m. Mon-Fri/Sat. 8a.m.-12p.m. and if in crisis, are open as needed.

♦ **SOAR Clubhouse/ The Den**

1008 Hillcrest Parkway

Dublin, GA 31021

(478) 274-9850

Hours: 8a.m.-8p.m. Mon-Fri & every other Saturday 8a.m. until

♦ **The HUB (Helping yoUth Belong)**

4 Collins Street

McRae, GA 31055

(229) 868-3022

Hours: 8a.m.-5p.m. Mon-Fri & every other Saturday 8a.m. until

♦ **Essential Pieces ABA Program and HOPE IC3 Program**

2121A Bellevue Road Bldg. #4

Dublin, GA 31021

(478) 275-6850

Hours: 8a.m.-5p.m. Mon-Fri/if crisis, open as needed.

♦ **Apex School Based Services located in schools of the following:**

Laurens (East/West Laurens & Dublin City), Johnson, Telfair, Wheeler, Dodge, Bleckley, Pulaski, Wilcox, Emanuel (ECI/ Swainsboro City), Screven, Jenkins, Jefferson & Glascock

(478) 275-6850

Connie Smith, Apex Coordinator Ext: 10425

Bridgette Gray, Ext. 10404- Intake

Specialist

Hours: 8a.m.-5p.m. Mon-Fri



Our Motto - We are dedicated to providing quality innovative behavioral healthcare in a therapeutic environment to youth & young adults ages 4 to 30 years of age who are experiencing behavioral health challenges (mental health, autism, developmental delays and/or substance abuse). We also now have a program that starts at birth to six years of age for those who have experienced a traumatic event. **This means we will walk the journey with families, so they can be more aligned with their hope for future!!**



System of Care Philosophy - Our core values include providing services that are family driven & youth guided with strengths & needs as the primary focus. We provide community based services within the county you reside. We want you to feel comfortable! Our vision is for your services to be culturally & linguistically appropriate which means we reflect your cultural, racial, ethnic & language preferences when providing care to you.

Who We Serve & How Our Services Are Tailored- We help youth & young adults ages 4 to 30 years of age who live in the following counties: Bleckley, Burke, Dodge, Emanuel, Glascock, Jefferson, Jenkins, Johnson, Laurens, Montgomery, Pulaski, Screven, Telfair, Treutlen, Washington, Wheeler & Wilcox. Our HOPE IC3 Program covers 92 counties. Our goal is to help improve the quality of life of those we serve, help them find ways to reduce symptoms that may be interfering with their lives, restore their daily functioning, support their integration into their communities & overall help them become resilient & self-sufficient.

Confidentiality - Things that you tell your counselor are not shared with others unless we are given permission to talk to them. Sometimes we have to talk with people, with parents' permission, at school to explain to them how to help you. Sometimes if DFCS or DJJ (probation) is involved, we have to communicate with them so they know how to help you too. We do not talk with any of these people unless your parent or guardian has signed a Release of Information stating it's okay so. If you are in danger of being abused, trying to harm yourself or others we will contact the proper resources to get you the help that is needed.

Fees - If you have insurance, we will bill for services that way. We accept Medicaid, Peach Care for Kids, Care Source, Amerigroup, Peachstate, Blue Cross Blue Shield, United Health Care, Tricare, Aetna & other commercial insurances. We will work out a plan with your parent if you have a different commercial insurance or no insurance at all. You may also qualify for Fee-For-Service assistance if you have no current insurance & meet FFS qualifications. Our Treatment Engagement Specialist will discuss these options with you and your parents.

Summary of Your Rights

As a person served you have the right to receive treatment to best suit your needs. Services should always be provided in a respectful manner. Below are your rights as a person served by CSG of Middle GA.

Your Rights Include:

- ◇ The right to be given help that treats you good & makes sure you are healthy and safe.
- ◇ The right to have grown ups listen to you in planning this help.
- ◇ Your parent or guardian can stop this help from our program unless a doctor thinks that stopping would not be good for you.
- ◇ You have the right to get help from our program even though your family may not have enough money to pay.
- ◇ Your parents have the right to look at your records here unless a doctor thinks this is not in your best interest.
- ◇ The right to use all the rights you have because you are a citizen of Georgia & the United States.
- ◇ The right to NOT be restrained or be put in time out unless you are so upset or angry, we do have to keep you from hurting yourself or someone else.
- ◇ The right to be spoken to and treated fairly.
- ◇ The right to talk to your family in private, make phone calls and keep your personal things, if you're in a residential (overnight) program.
- ◇ The right to fill out a piece of paper & turn it in to us if you think you have not been treated fairly.
- ◇ The right to have the address & phone of ORS, (HCFR) the program that gives us a license to operate. To get this information, your parent or guardian can call (478) 272-1190 and ask for Chairman of Consumer Affairs Committee or Corporate Compliance Officer.



Sources of Strength - is an evidenced based peer leadership curriculum we utilize at our Apex schools & SOAR Clubhouse. All of our staff are trained as Peer Leaders. The SOS philosophy is to implement peer supports within schools & organizations so that youth & young adults will know who to turn to when in crisis situations.

Family Involvement

We are all about family involvement. Your family is important to us. If you would like to bring your family or close friends with you during your visits, please do so! We have more than 13 family support groups that will fit your need and help you find others who are also navigating their path! You can also invite others as our support groups are open to everyone! Please see what we have to offer by scanning the QR code below to our www.csbmjg.com website.



Determining Your Satisfaction- We want you to be happy & satisfied with the services that we provide you. From time to time, we'll ask you & your parents to complete a satisfaction survey. We aggregate the data & it tells us what you think we're doing good & what we can do better. We'll use your answers to improve the quality of care we give you & other people.

Cultural Diversity - We employ a culturally diverse work force. This means that people from all different walks of life work here. We treat everyone nicely & celebrate different cultures! Getting help appropriate to your cultural needs is really important to us! People who work here have diverse cultural backgrounds & knowledge of different cultures that are in line with what you need.

Your Responsibility - Getting better is going to rely on you and your parents keeping appointments and following through with what the doctor & case manager recommends. Most importantly this is YOUR treatment. YOUR voice & YOUR choice are the most important things to us! Make sure you ask your parents to call us if they need to reschedule or make a new appointment for you. Always be honest with your doctor and your case manager and let them know what you want and need. Again, it is Your choice! We always want to hear how we can better serve you. If you think we have denied you your rights in some way, contact the number listed in the "Summary of Client's Rights".



Programs & Services- When you first start services with us & begin to share what is happening in your life, we look at programs & services that will best help you at school, in your community, and/or at home. Our Level of Care Team consisting of managers from each service program, a licensed professional counselor and our MDs review the recommendations to ensure that you were offered all services based on your choice & needs expressed during intake. The service choices will include:

Psychiatric & Nursing Services- This is where you & your parent or guardian talk with the doctor & nurse. You will first see a nurse who will check your vitals & ask you about your health & if you take medication. The nurse will check on the effectiveness of your medicines. The doctor will then see you. The doctor might know of medicine you can take that may help you feel better. You may prefer to try other alternatives to medicine. However, you will still get to see our doctors because they oversee all of your treatment.

Telemedicine- This is where you'll see a doctor on a computer screen & you will be able to hear them through audio and see them through video so you can talk about how you're feeling. You'll be able to hear everything the doctor is saying and see them just like your doctor will be able to hear and see you too. This is a little different than seeing a doctor in person; however, some of our families prefer to utilize telehealth services because it is more convenient and are flexible options. We want to be accessible to you!

In-Clinic Individual & Family Therapy- This service is about you & your parent or guardian talking with a counselor about things in your life that are bothering you. The counselor will listen to what is going on & help you process through each & every situation that presents. It is safe to tell your counselor all things that make you sad, angry or feel hurt. This person needs you to tell them how you feel so they help you. Being honest with your counselor will help you not feel as sad or angry & they'll be able to give you the help you need.

Crisis Evaluation Services- Appointments aren't required if you are feeling that you want to hurt yourself or others. Our counselors will listen to you & make sure that you get the help & resources you need so that you feel better. You can call us at our main number 478-275-6850 and explain that you are in crisis. We will help you get the help you need!

Arranging Transportation- We have a designated staff person who will help you and your family schedule transportation when you have a doctor, nurse or therapy appointment. For the SOAR Clubhouse our staff will also provide transportation to & from the program. Remember to ask your parents to schedule your ride 3 business days in advance. This gives us enough time to ask for you to be picked up.



Pet Therapy - We have a staff member who is a gentle sweet pup named Lyla Kate. She is the smallest therapy dog in the state of Georgia. Her Handler lets her work with our youth & young adults to make them feel better. Here are some of the things Lyla Kate helps us with when youth can interact & pet her. Lyla Kate helps lift spirits & lessen depression; she helps decrease feelings of isolation & alienation; she encourages communication; Lyla Kate provides comfort; & she increases socialization and sense of community. She also is great at helping to reduce boredom, anxiety & loneliness.



Parent Support Groups- We have a special support group for our guardians. This group is led by a Certified Peer Specialist-Parents who have lived experience & have been through many of the same struggles your parents have had. These groups are a time for healing!

Mentoring Services- We offer mentoring activities & special events some weekends. These activities are led by community leaders who are dedicated to spending time with youth & volunteering their time to make a difference. For examples the mentors provide social outings with events such as flag football tournaments, gaming tournaments & other recreational opportunities. Our mentors rock!!

Intensive Customized Care Coordination

QUALIFIERS

IC3, or High-Fidelity Wraparound is designed for children, youth, and young adults up to age 21 with at least one behavioral health diagnosis and in need of customized care.

Diagnosis can include:

- Depression
- Generalized anxiety disorder
- Oppositional defiance disorder
- ADHD
- AND MORE

IC3 is sponsored by the Department of Behavioral Health and Developmental Disabilities (DBHDD). Wrap Around is a state-funded and insurance-billed program that costs the youth and families nothing to receive services when criteria is met.

WHAT IS IC3?

IC3 is a solutions-driven plan that is unique to each family and matches the goals they have set based on specific needs. IC3 requires the child's parent or guardian to lead a chosen team of either additional family members, family, friends, or recommended community members. This team will create and abide by a unified plan for the safety and benefit of the child.



Your team will rely on a strengths-based, family-driven approach for the child that focuses on:

- Developing self-sufficiency
- Building natural supports
- Increasing the family's ability to seek care and respond to crises

SCAN FOR REFERRAL



WRAP AROUND STAGES

1

HELLO

During this stage, we'll introduce ourselves and get to know you and your family.

We'll explore what brought you to wraparound, and begin identifying your family's strengths and needs.

2

HELP

During this stage, we focus on understanding your family's story.

We'll work together to create a future-focused action plan, connect your strengths to your needs, and begin linking you to the right resources.

3

HEALING

During this stage, we'll hold monthly Family Team Meetings.

Your family will receive weekly support from wraparound staff to help meet your goals.

We're also available to connect with you before or after regular hours as needed.

4

HOPE

During this stage, we focus on building a brighter future.

Together, we'll put into practice the tools, connections, and resources gathered over the past 12-18 months.

Your family will begin transitioning out of the program with confidence and hope for what's ahead.

Community Support Individual- (ages 4-18)

Psycho-Social Rehabilitation Individual- (18-30)

A case manager will meet you at your home, school or in the community to help you get the tools you need to better deal with tough situations. For youth this person will also help your teacher or parent to better understand you & they will help you be more involved in school & community activities. The case manager for young adults will help with linkage such as help with getting a job or getting enrolled into college & even help with housing. He/she will give everyone suggestions of things we all can do to make your life better & happier. Coordination and collaboration is our mission! Your CSI or PSR-I case manager will help you link to services & the resources in the community & tell you about stuff going on around your area.

Substance Abuse Program-This program is for youth & teens & young adults who struggle with drugs, alcohol, or misuse of prescription or over-the-counter medications that are not healthy for them. This program helps you learn how to manage feelings without feeling the need to take drugs or drink alcohol that can make you very sick. We want to help you avoid getting hurt or hurting others.

The Den & HUB (Helping YoUth Belong) Peer Support Specialty Services- These groups are peer led for young adults that are faced with the pressures of becoming independent & in need of skills like getting housing & help with job searches. The peer groups focus on supporting peers where they are and through helping them manage emotions, better communicate & work toward their hope for future. We focus on peer advocacy & helping young adults find their voice! We'll help in various areas including applying for jobs, enrolling in college or getting your GED. We can help with enlisting into military services, learning to manage finances & other responsibilities that come along with adulthood.



Emerging Adults

SOAR Clubhouse

SOAR is a specialty program for our youth & young adults ages 5-21 who live in Laurens, Johnson, Bleckley, Johnson, Treutlen & Dodge counties. The SOAR Clubhouse (Supporting Opportunities, Achievements & Resiliency) is a resiliency program designed to provide a safe yet fun environment for children, teenagers & young adults. Clubhouse members are able to participate in activities including: social, character building, interpersonal support enhancement groups; tutoring & vocational activities to improve their school performance & help them explore future career opportunities based on their strengths. The clubhouse is peer led meaning that members have a voice in how the SOAR Clubhouse operates. The SOAR Clubhouse is also family driven. What this means is that family members are encouraged to volunteer & experience the Clubhouse along with their children. Families are offered advocacy support services at the SOAR. Other great things about SOAR Clubhouse include: free transportation to & from the program, educational & fun outings, karate, drama, nutrition education, tutoring assistance & a whole lot more!



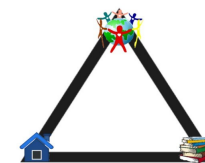
F.A.I.T.H. (Families Applying Intervention Toward Hope) Moderate Customized Care Coordination Program

AIME is our agency's specialty program with the focus of completely moving our services into the communities of those we serve. The AIME project is designed to improve behavioral health outcomes for youth & young adults with behavioral health challenges. Through AIME we strive to make sure our families & community partners are aware of what, how & where services & resources can be found & then how to access those services. We integrate family & youth peer support in multiple levels in the communities to help build & sustain systems of care that lead to a life of recovery for youth & young adults. We work toward mobilizing services & supports with easy access to youth & their families and do so outside of the clinic setting. We educate not only those we serve & their families but also community partners, stakeholder & other child & adult serving agencies on how to utilize the System of Care philosophy within each community. Our goal is to help our families achieve successful outcomes & supports.



Apex School Based Counseling

If you are a student attending Dublin City, East Laurens, West Laurens, Bleckley, Wilcox, Wheeler, Telfair, Emanuel County Institute, Swainsboro, Screven, Jenkins, Jefferson, Burke, Glascock or Pulaski Schools you will have the opportunity to participate in our school based program, Georgia Apex Program. What this means is that you will be able to be seen by a therapist & CSI case manager who is already located at your school. Therefore, you won't have to leave school & your counselor will be on-hand in your school if you are struggling with something while trying to focus on your schoolwork. It has been proven that our counselors & case managers will be able to provide earlier intervention services to students which will offer more support for successful outcomes, both academically & emotionally.



Essential Pieces- Autism & ABA Therapy

Applied Behavior Analysis (ABA) therapy is therapy that is based on the understanding of how behavior works, how people learn & interact with each other. ABA helps those served strengthen skills to reduce harmful behaviors & increase helpful behaviors to make a person's life better. An ABA program consists of a Board Certified Behavior Analyst, Registered Behavior Technicians & other important team members with professional training. These team members will work with you, your parents or guardians, teachers & other caregivers to make sure you have the outcomes in life that you are wanting to obtain. Ask the Treatment Engagement Specialist about our plans for this program!

