



a

Who To Call Directory



Adoption – children in foster care	My Turn Now 800-603-1322 877-210-KIDS
Adoption Reunion Registry – assistance in locating bio parent, child or sibling	Adoption Reunion Registry 888-328-0055
Adoption Assistance (for families who have adopted children in DFCS care)	County DFCS Office http://dfcs.dhr.georgia.gov
Adult Day Care – locate program	866-55-AGING (866-552-4464)
Adult Day Care – report abuse in program; licensing issues	404-657-5726 or 5728 – Metro Atlanta 800-878-6442 -- Statewide
Adult Protective Services (concern that a disabled adult 18+ or elder person 65+ living in the community, not in a Long-Term Care Facility, is being abused, neglected or exploited)	866-55-AGING (866-552-4464)
Adult Protective Services -- Emergency	911 (call law enforcement)
Aging Services (range of services and referrals for older adults, including Community Care Services Program, senior legal services, resources for grandparents raising grandchildren, long-term care ombudsman)	866-55-AGING (866-552-4464) http://www.aging.dhr.georgia.gov Click on “Services” (Division of Aging Services through Area Agencies on Aging)

Alcohol and Drug Problems	Georgia Crisis and Access line 800-715-4225 (24/7 speak to live person)
American Academy of Pediatrics	(877) 267-2323
Babies Can't Wait – Early Intervention For children birth to 3 yrs. with developmental delays	Local Public Health Dept. http://health.state.ga.us/regional
Birth Certificate – to order	On line – www.health.state.ga.us By phone – 404-679-4702, (4703, 4704)
	For any state: Vital Check 877-572-6343 (added fee) www.vitalcheck.com
Birth Certificate -- problem	Vital Records 404-679-4702 (4703, 4704)
Budget Issues	Contact Senate or House Budget Office, who will work with DHR liaison on budget issues.
Burial Assistance	County DFCS Office http://dfcs.dhr.georgia.gov
Cancer State Aid	404-463-5111
Child Abuse – emergency/immediate danger	911
Child Abuse – non emergency	County DFCS Office http://dfcs.dhr.georgia.gov
Child Care Assistance (for special populations and low-income families)	County DFCS Office http://dfcs.dhr.georgia.gov
Child Care Inquiry/Complaint	Bright from the Start: Dept of Early Care and Learning 404-463-0703, 404-463-0704
Child Care Resources and Referral Agencies (referral to low-cost child care with private, non-profit agencies)	800-466-5681 www.gaccrra.org

Child Protective Services – emergency/immediate danger	911
Child Protective Services – non emergency	County DFCS Office http://dfcs.dhr.georgia.gov
Child Support Services	Metro Atlanta – 404-921-1490 (for Spanish, press option 2) Outside Metro Atlanta, see web page http://ocss.dhr.georgia.gov Click on office locations
Child Support – lost debit (EPPI) card	800-656-1347
Crisis Mental Health Services	Georgia Crisis and Access Line 800-715-4225 (24/7 speak to live person)
Day Care Licensing	Bright from the Start: Department of Early Care and Learning 404-656-5957 and 888-442-7735
Death Certificate	Recent – funeral home handling funeral Vital Records: 404-679-4702, 4703, 4704
Developmental Disability (Mental Retardation)	Contact Intake and Evaluation for Developmental Disability Services for region of residence. See web page http://mhddad.dhr.georgia.gov Click on “services”
DFCS Call Center	Need help with services? The DFCS Call Center receives, documents and investigates complaints from clients, their families or representatives regarding quality of services and violations of individual rights. Call 1-800-869-1150 or email advocate@dhr.state.ga.us .
Domestic Violence	800-334-2836 Crisis line and referral to resources Also can refer to County DFCS Office: http://dfcs.dhr.georgia.gov

Drug Treatment Need	Georgia Crisis and Access Line 800-715-4225 (24/7 speak to live person)
DUI Schools	Dept. of Driver Services http://www.dds.ga.gov/
Early Intervention – Babies Can’t Wait For children birth to 3 yrs. with developmental delays	Local Public Health Dept. http://health.state.ga.us/regional
Energy Assistance (Low Income Home Energy Assistance Program -- LIHEAP)	800-869-1150 (or email advocate@dhr.state.ga.us) – Statewide 404-657-3426 – Metro Atlanta
Fatherhood Programs	National Fatherhood Initiative http://www.fatherhood.org Georgia Fatherhood Program http://fatherhood.georgia.gov
Flu Shot	Local Public Health Dept. http://health.state.ga.us/regional
Food Assistance – Angel Food Ministries	888-819-3745
Food Banks	Community Action Agency for county of residence
Food Stamps – to apply	County DFCS Office http://dfcs.dhr.georgia.gov
Food Stamps – eligibility, complaints, member fraud	800-869-1150 (or email advocate@dhr.state.ga.us)
Food Stamps – lost debit (EBT) card, account balance	Try www.ebtaccount.jpmorgan.com If no computer access, call: 888-421-3281
Food Stamps – report changes in address, income or household size	404-463-0039 – Metro Atlanta 888-295-1769 – Outside Metro Atlanta
Foster Care -- complaint	County DFCS Office http://dfcs.dhr.georgia.gov
Foster Care – interest in becoming	877-210-KIDS

foster parent	
Health Care Resources – Ga. Partnership for Caring	800-982-4723
Health Care Complaint -- about service provider (program licensing issues)	404-657-5726 or 5728 – Metro Atlanta 800-878-6442 – Outside Metro Atlanta
Healthy Mothers, Healthy Babies	(404) 881-8038 or (800) 822-2539
HIPPA	(877) 267-2323
Housing	Dept. of Community Affairs http://www.dca.state.ga.us/
HUD – Housing and Urban Development (federal program)	http://www.hud.gov Housing Counseling & Referral 800-569-4287
Immunizations	Local Public Health Dept. http://health.state.ga.us/regional
Katie Beckett/Deeming Waiver – initial application and screening	County DFCS Office http://dfcs.dhr.georgia.gov
Katie Beckett/Deeming Waiver – delays in processing, denials, appeals	Dept. of Community Health 404-651-9982 TEFRAKatieBeckett@StatusMedicalReviews@dch.ga.gov
Lead Poisoning Prevention	Ga. Childhood Lead Poisoning Prevention 404-463-6580
Long Term Care Ombudsman (protection of residents in nursing homes or personal care homes)	888-454-LTCO (1-888-454-5826) or 866-55-AGING (866-552-4464) http://www.georgiaombudsman.org
Medicaid – applications (all regular programs)	County DFCS Office http://dfcs.dhr.georgia.gov Pregnancy Medicaid – Local Public Health Dept. http://health.state.ga.us/regional
Medicaid – Right from the Start (children birth through 18 yrs.)	800-809-7276

Medicaid – Complaints and Inquiries regarding eligibility issues	800-869-1150 (or email advocate@dhr.state.ga.us)
Medicaid – Complaints and Inquiries from service providers	Georgia Health Partnership 800-766-4456
Medicaid –member services/cards	800-282-4536
Medicaid Service Providers (and those interested in becoming a service provider)	www.ghp.georgia.gov 800-766-4456
Medicaid Waivers – Community Care Services Program (range of community-based services for eligible seniors and people with disabilities)	866-55-AGING (866-552-4464)
Medicaid Waivers – Independent Care Waiver (for adults with physical disabilities)	Ga. Medical Care Foundation 678-527-3674
Medicaid Waivers – Katie Beckett/Deeming Waiver -- application and initial eligibility screening	County DFCS Office http://dfcs.dhr.georgia.gov
Medicaid Waivers – Katie Beckett/Deeming Waiver – clinical eligibility, delays in processing, denials and appeals	Department of Community Health 404-651-9982 TEFRAKatieBeckett StatusMedicalReviews@dch.ga.gov
Medicaid Waivers – Mental Retardation Waiver Program for people with mental retardation and similar disabilities	Contact Intake and Evaluation for Developmental Disability Services for region of residence. See web page: http://mhddad.dhr.georgia.gov Click on “services”
Medicaid Waivers – Traumatic brain injury	Brain and Spinal Injury Trust Fund 888-233-5760
Medicare	800-MEDICARE
Medicare Part D (prescription)	866-55-AGING (866-552-4464) Select “GeorgiaCares” option
Mental Health Crisis	Georgia Crisis and Access Line 800-715-4225 (24/7 speak to live person)

Mental Health Services	Georgia Crisis and Access Line 800-715-4225 (24/7 speak to live person)
Mental Health Services – children	Same as above
Non Emergency Transportation To Medical appointments	Georgia Health Partnership 770-570-3373 or 866-211-0950
Nursing Home Complaint	404-657-5726 or 5728 – Metro Atlanta 800-878-6442 – outside Atlanta
PeachCare for Kids	877-427-3224 www.peachcare.org
Personal Care Home Complaint	404-657-5726 or 5728 – Metro Atlanta 800-878-6442 – outside Metro Atlanta
Prescription Assistance – Seniors	866-55-AGING (866-552-4464) Select “GeorgiaCares” option
Prescription Assistance Programs	Partnership for Prescription Assistance 888-477-2669
Social Security Social Security Disability -- apply	800-772-1213 www.ssa.gov
Social Security Disability -- status	Dept. of Labor 404-232-3926
Substance Abuse Services	Georgia Crisis and Access Line 800-715-4225 (24/7 speak to live person)
Suicide Crisis	Georgia Crisis and Access Line 800-715-4225 (24/7 speak to live person)
Temporary Assistance for Needy Families (TANF) – to apply	County DFCS Office http://dfcs.dhr.georgia.gov
TANF – eligibility, complaints, member fraud	800-869-1150 (or email advocate@dhr.state.ga.us)
TANF – lost EBT card or check balance	First try www.ebtaccount.jpmorgan.com

	If no computer access: 888-421-3281
Transportation – non emergency transportation to medical appts.	Georgia Health Partnership 770-570-3373 or 886-211-0950
Vaccines for Children	(404) 657-5013 or (800) 848-3868
Vital Records (Birth and Death Records)	404-679-4702, 4703, 4704
WIC Program – Women, Infants and Children (vouchers for supplemental nutritious foods)	County Health Department http://health.state.ga.us/regional