



COVID-19 Resource Guide for Aging and Disabled Adults

(As of May 2020)

Mental Health Services

- **Department of Behavioral Health & Developmental Disabilities'** Georgia COVID-19 Emotional Support Line: 1-866-399-8938. It provides 24/7 free and confidential assistance to callers needing emotional support or resource information as a result of the COVID-19 pandemic. The Emotional Support Line is staffed by volunteers, including mental health professionals and others who have received training in crisis counseling. Visit <https://dbhdd.georgia.gov/covid-19> for more information.
- **Mental Health America of Georgia**
2250 N. Druid Hills Rd., NE, Ste. 275, Atlanta, GA 30329
Call 770-741-1481, or visit www.mhageorgia.org.
- **Georgia Crisis & Access Line (GCAL)** provides immediate access to routine or crisis services. Call 1-800-715-4225. GCAL is available 24 hours a day, 7 days a week and 365 days a year to help you or someone you care for in a crisis. Visit <https://www.georgiacollaborative.com/providers/georgia-crisis-and-access-line-gcal/> for more information.
- The **Substance Abuse and Mental Health Services Administration's (SAMHSA)** Disaster Distress Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. For the Disaster Distress Helpline, call 1-800-985-5990 or text *TalkWithUs* to 66746. Visit <https://www.samhsa.gov/find-help/disaster-distress-helpline> for more information.
- **Crisis Text Line** provides free, text-based crisis counseling support 24/7 to anyone who texts *MHA* to 741741. Visit <https://www.crisistextline.org/> for more information.
- **Peer2Peer Warm Line** provides Georgians the opportunity to receive peer support over the phone 24 hours a day. Contact the Peer2Peer Warm Line by calling 1-888-945-1414 or locally at 404-371-1414. Visit www.peer2peer.center for more information.

Caregiver Services

- The **Alzheimer's Association** offers a 24-hour hotline for caregivers who need support, including tips for dementia care. Call 1-800-272-3900. Visit <https://www.alz.org/alzheimers-dementia/coronavirus-covid-19> for more information.
- **Family Caregiver Alliance** supports and sustains the work of caregivers nationwide who care for adult loved ones with chronic, disabling health conditions.
415-434-3388 or 1-800-445-8106, or visit www.caregiver.org.
FCA's Family Care Navigator helps caregivers locate support services state-by state: www.caregiver.org/family-care-navigator
- **Administration for Community Living** provides caregiver support groups, respite providers, and other caregiving services. Visit www.acl.gov for more information.
- **ARCH National Respite Network and Resource Center** assists and promotes the development of quality respite and crisis care programs; helps families locate respite and crisis care services in their communities; and serves as a strong voice for respite in all forums. The ARCH National Respite Network includes *the National Respite Locator*, a service to help caregivers and professionals locate respite services in their community, the *National Respite Coalition*, a service that advocates for preserving and promoting respite in policy and programs at the national, state, and local levels, and the *Lifespan Respite Technical Assistance Center* which is funded by the *Administration for Community Living* in the US Department of Health and Human Services. Visit <https://archrespite.org/Covid-19-Respite-Resources> for more information.

- **Atlanta Regional Commission** can assist caregivers by offering information about resources and services for older persons and individuals with disabilities. Call 404-463-3333, or visit <https://www.empowerline.org/> for more information.

Reporting Scams and Fraud

- **Report Coronavirus Scams to:**
 - Local law enforcement agencies
 - Federal Trade Commission: <https://www.ftccomplaintassistant.gov/#crnt&panel1-1>
 - FBI's Internet Crime Complaint Center: <https://www.ic3.gov/complaint/default.aspx/>
 - The U.S. Department of Justice's National Elder Fraud Hotline at 1-833-FRAUD-11 (1-833-372-8311) from 6:00 AM – 11:00 PM (EST)
- For requests to donate money to a nonprofit for charitable causes such as fighting the coronavirus, research the organization through an independent charity rating service such as Charity Navigator. Visit <https://www.charitynavigator.org/index.cfm?bay=content.view&cpid=7779#group-470> for more information.

Social Security

- Due to COVID-19, local Social Security offices will only offer phone service to the public. Visit <https://www.ssa.gov/coronavirus/> to stay up to date on SSA's response to COVID-19. You can subscribe to receive alerts when SSA adds or changes information on the page, or call 1-800-772-1213 to use SSA's [automated phone services](#) or speak to a representative. You can also use the [field office locator](#) to find your local SSA office. These offices are not currently open to the public but they are still receiving mail.

Information and Assistance

- The **Georgia Dept. of Public Health** works to prevent disease, injury and disability, to promote health, and to prepare for and respond to disasters. Visit <https://dph.georgia.gov/novelcoronavirus> for more information. If you believe you are experiencing symptoms of COVID-19, call the Georgia COVID-19 hotline: 1-844-442-2681. If you believe that you have been exposed to COVID-19, please contact your primary care doctor or an urgent care clinic. Please do not show up unannounced at an emergency room or health care facility.
- **National Council on Aging's** "Coronavirus: What Older Adults Need to Know" page: <https://www.ncoa.org/blog/coronavirus-what-older-adults-need-to-know/>. For food assistance, visit the National Council on Aging's food blog at: <https://www.ncoa.org/blog/where-to-get-food-help-now/> for more information.
- **Georgia Council on Aging** provides a list of the stores in Georgia that are adjusting their store hours to accommodate people over the age of 60. To access the list, visit [Gcoa.org/covid19-senior-shopping-hours-ga](https://gcoa.org/covid19-senior-shopping-hours-ga) for more information.
- **Eldercare Locator** is a public service of the U.S. Administration on Aging, detailing services for older adults and their families. Visit <https://eldercare.acl.gov/Public/Index.aspx/> or call 1-800-677-1116 for more information.
- **211** is a vital service run by United Way that connects people to expert and caring help in their local area, such as assistance finding food, paying for housing bills, accessing free childcare, or other essential services. Visit <http://211.org/> or dial 211 for more information.
- The **Disability Integration Project** at **Atlanta Legal Aid Society** is still open during this crisis. While they are not taking any office walk-in visits, they are taking new applications for services. Please call the intake line at 404-377-0707 if you are having trouble with any of the following:
 - Have you been terminated from Medicaid or have your Medicaid services been terminated/reduced?
 - Are you having trouble with your Medicaid waiver (NOW/COMP, SOURCE, CCSP, ICWP or GAPP)?
 - Has your day program closed?
 - Is your aide no longer showing up or coming for fewer hours?
 - Have you been told your services cannot begin at this time?
 - Have you been discharged from a mental hospital without a place to go?
 - Do you need help getting mental health services in the community?
 - Are you having trouble getting your child ABA therapy or other services through Medicaid?
 - Does your child have an IEP or a 504 plan that is not being followed through online education?

- **Atlanta Beats COVID (ABC)** provides supplies (masks, gowns, face shields) that are made by volunteer makers and are being donated free of cost. For more information, visit <https://www.atlantabeatscovid.com/contact> and fill out the request form. All free donated PPE are provided without liability or warranty, and a waiver must be completed before orders are filled.
- The **USDA Food and Nutrition Service**, which runs SNAP, has given states options to make it easier for families to get SNAP during the coronavirus pandemic, including not requiring a face-to-face interview, and temporarily raising SNAP benefit amounts. For more information, contact SNAP Customer Contact Center Toll-Free at 1-877-423-4746.
- **Meals on Wheels** operates in virtually every community through a network of more than 5,000 independently-run local programs. They are all committed to supporting their senior neighbors to live healthier and more nourished lives in their own homes. Visit <https://www.mealsonwheelsamerica.org/find-meals> or call 1-888-998-6325 for more information.

Social Connections

- The Smithsonian's National Museum of Asian Art is offering free 30-minute online meditations four times each week led by DC-based meditation teachers. The classes are Mondays and Fridays from 12:15 to 12:45 PM, and Tuesdays and Thursdays from 12:15 to 12:45 PM. Zoom session link: <https://zoom.us/j/3405656016>.
- The YMCA is offering free access to fitness videos for active (or yet to be active) older adults. Visit <https://ymca360.org/on-demand#/category/14> for more information.
- Visit <https://www.familymattershc.com/introducing-seniors-to-video-chatting/> for a guide on introducing seniors to video chatting.

About DARA

The DeKalb At-Risk Adult Multidisciplinary Team (DARA MDT) is a multi-agency, multi-partnered group assembled to assess, investigate, prosecute, and review abuse cases involving elder persons, disabled adults, and residents of long-term care facilities. DARA was founded in January 2020 by DeKalb County District Attorney Sherry Boston under O.C.G.A. § 30-5-11. MDT members work in collaboration to address systematic issues, review cases, and holistically address the needs of vulnerable adults in the local community.