

# Frequently Asked Questions

**1. Q. A grandparent who is applying for GRG enhanced services is neither disabled nor over 60 but her/his spouse meets this criteria. Can s/he apply or should the grandparent who meets the eligibility criteria apply?**

A. The applicant needs to be the individual who meets the eligibility criteria for GRG enhanced services.

**2. Q. Can I receive the GRG Crisis Intervention Payment (CRISP) for a different grandchild if I have previously received this payment for one of my grandchildren?**

A. Yes. If another grandchild comes into the home and there are expenses that meet the eligibility criteria for the Crisis Intervention Payment (CRISP) then you would be eligible to receive it again.

**3. Q. If I am a grandparent 60 + years or disabled receiving TANF or a relative subsidy check do I qualify for the GRG monthly subsidy payment?**

A. You would qualify for the GRG monthly subsidy payment if you were receiving TANF. You would not be eligible for the GRG monthly subsidy payment if you were receiving a relative care subsidy check.

**4. Q. If I apply and qualify for the GRG Crisis Intervention Payment (CRISP), how long will it take for me to get this assistance?**

A. Case Managers are to approve or deny these applications no later than 10 days from the date of application.

**5. Q. If I apply and qualify for the GRG Monthly Subsidy Payment (MSP), how long will it take for me to get this assistance?**

A. Case Managers are to approve or deny these applications no later than 45 days from the date of application.

**6. Q. I am a grandparent under 60 years old and I am not disabled, are there services that I qualify for?**

A. Please see the DHS list of services available to assist grandparents that are raising their grandchildren.

**7. Q. Does a grandparent have to be 60 years or older to be eligible to attend a support group?**

A. No. A grandparent may be of ANY age to attend a support group though the Division of Aging Services, Area Agencies on Aging.

**8. Q. How would I find a support group?**

A. To locate a support group in your area, you may contact your local AAA or the Division of Aging Services at 1-866-552-4464. You may also find your Area Agency on Aging information on the web at <http://aging.dhs.georgia.gov>.

**9. Q. How could I find out more information about my legal relationship with my grandchild?**

A. Depending on the county in which you reside, Georgia Legal Services Program Kinship Care Project or the Grandparent Project of Atlanta Legal Aid Society may provide legal assistance to grandparents on issues such as custody, adoption, Living Wills, and housing.

- **Georgia Senior Legal Aide Hotline- Relative Caregiver Hotline** is a statewide toll free hotline that may receive calls from grandparents statewide.  
Monday- Friday from 9:00 am – 3:00 pm  
1-888-257-9519.

**10. Q. What types of services does the Department of Behavioral Health and Developmental Disabilities provide?**

A. The Department of Behavioral Health and Developmental Disabilities provides treatment and support services to people with mental illnesses and addictive diseases, and support to people with mental retardation and related developmental disabilities. The Office of Community Mental Health serves people ages 4 and older.

**11. Q. What do I do if I need help for Mental Health, Addictive Diseases and Developmental Disorders?**

A. Call the Georgia Crisis and Access Line, 1-800-715-4225, toll-free 24 hours a day, 7 days a week from anywhere in Georgia. This hotline connects callers with a trained, professional counselor who can help you get the services needed for you or someone you know that is in emotional distress or a suicidal crisis, or who has other problems with mental health, drugs or alcohol.

**12. Q. Where are the Mental Health services located?**

A. To locate treatment or support for individuals with mental illness, substance abuse disorders or developmental disabilities, visit [myGCAL.com](http://myGCAL.com) or you can call the Georgia Crisis and Access Line, 1-800-715-4225, toll-free 24 hours a day, 7 days a week from anywhere in Georgia to locate an office.

**13. Q. How would I pay for Mental Health services?**

A. Inability to pay for services should not be a barrier to receiving services. If you are receiving assistance from Medicaid, Medicaid will be billed for the services. A sliding fee scale is used to determine payment for persons not served by Medicaid.

**14. Q. Will grandparents have to pay an application fee for child support services when raising grandchildren?**

A. The application fee for services is waived for grandparents raising grandchildren if they are 60+ years of age or disabled, or receive TANF and/or Medicaid benefits for their grandchildren.

**15. Q. I am a grandparent and the whereabouts of my grandchildren's parents is unknown. Are there any services provided that can assist me with determining their location?**

A. Yes, the Office of Child Support Services has services available to GRG but we ask that you have some background information regarding the parents such as date of birth, SS#, last known address, etc.)

**16. Q. Is direct deposit available for those grandparents who have transportation problems and cannot make it to the bank regularly?**

A. Direct deposit and debit cards are available to a grandparent who has a child support case. Debit cards are usually sent to the grandparent by U.S. Mail and must be activated as any other credit card would be.

**17. Q. My grandchildren's father pays current child support but their mother does not. May I apply against one parent as opposed to both mother and father?**

A. A grandparent has the opportunity to decide which parent they are making application for unless the grandparent receives TANF and/or Medicaid. If either of these services is received, both parents must be held accountable for current support.

**18. Q. How long am I able to receive child support payments for a grandchild in my care?**

A. A grandparent may receive current child support until a minor child reaches the age of majority, usually 18 years of age; 20 years of age in some courts.

**19. Q. Can I apply for child support services without having to come into a local child support office?**

A. Yes. An application for services can be made online via any computer with Internet access using <http://dcss.dhs.georgia.gov>.