



Georgia  
Department of  
Behavioral Health  
& Developmental  
Disabilities

## Frequently Asked Questions (FAQs)

### my GCAL Text/Chat Information for Users

#### What is GCAL?

The Georgia Crisis & Access Line (GCAL) is a free and confidential crisis and access line funded by the Georgia Department of Behavioral Health and Developmental Disabilities that has been operating since 2006. Until now, GCAL has only been able to respond to the needs of people in Georgia on the phone. This is the first time the GCAL service has been available through text and chat.

#### What is the my GCAL app?

The app is simply a connection to the Georgia Crisis & Access Line. It allows young people in Georgia to choose how they want to reach out to us either through text, chat, or phone call and helps you reach out without having to remember any long phone numbers or websites.



#### How do I use Text/Chat?

You can download the **My GCAL** app through Google Play for android systems or the App Store for iOS systems. You can also use the app to call GCAL if you would rather talk to someone by phone.



#### Can GCAL be accessed without the app?

GCAL is always available by phone without using the app.



#### What information is needed from my me when they use the app?

You will be asked to tell the GCAL staff member what you want to talk about. You will also be asked to provide your name, phone number, school name, and home zip code. But, if you do not want to provide that information, it is okay. We ask for that information because it can help us support you - especially if you are in a crisis.

### **What kinds of things can I discuss with the GCAL staff?**

We are here to listen when you need us. Many people contact us about sadness, or being anxious or stressed out. We also talk to many people who struggle with substance use, grief, family issues, or trouble with friends. If it seems like a crisis to you, it is a crisis to the caring people here who are trained to help. We also get a lot of contacts about self-harm or suicide, so please don't be afraid to tell us what is bothering you most. We talk about difficult things every day, and this service is designed to help you talk about things that may be very hard to talk about. We believe that talking can make a difference!

### **Will anyone know what we talk about during my text or chat?**

No, your information is private. However, if there is a concern about you or someone close to you being in danger, we will work with you to get the help needed to keep you and your loved ones safe.

### **What if my concern or problem is more serious?**

The GCAL staff member that is texting, chatting, or talking with you on the phone will talk with you about getting others to help you. Others who can help may be parents or guardians, school counselors, officers, emergency medical services, or mental health professionals that can come to you in a crisis.

