



Georgia
COMPASS

Common Point of Access to Social Services

**Georgia's Common Point of
Access to Social Services**
WWW.COMPASS.GA.GOV

COMPASS Customer Benefits

1 **24/7 Availability** – Customers can submit a COMPASS application or change report at their convenience

2 **Self Sufficiency** – COMPASS reduces calls and visits to county offices

- Customers can check the status of their application at anytime
- Customers can access COMPASS help screens to view answers regarding application questions

3 **Customer Service** – Workers have quick access to application and change report information when contacted by a customer

4 **Near Real Time Submission** – Applications are submitted near real time; workers can begin processing applications faster than if a paper application is mailed

5 **Centralized Education** – Customers access a centralized location for obtaining information on various services (pre-screening)

COMPASS Release 1

Apply for Benefits



Food Stamps Online Application

Provides customers with the ability to apply online for Food Stamps

1 Self Registration – aids in completing the online application and creating a user account to access application status check

2 Verification Check List – aids in reduction of application processing time for caseworkers and customers

3 Electronic Signature – reduces paperwork for both customers and caseworkers

4 Application Search – reduces application investigation time for workers

COMPASS Release 1

Am I Eligible?



Enterprise Pre-Screening

Provides customers with the ability to identify services for which they may be potentially eligible

1 COMPASS screens with dynamic question scheduling provides customers with a comfortable means for data entry

2 **Potential Eligibility:**

Food Stamps	TANF	LIHEAP	WIC
Child Care	Medicaid	TEFAP	

3 **Referral Programs:**

Child Support Services	Mental Health Services
Substance Abuse Services	Ageing Services

COMPASS Release 1

Application Status Check



Application Status Check

Provides customers with the ability to check the status of Food Stamp applications submitted online

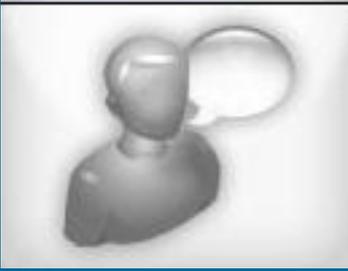
1 Real-time application status retrieved from the SUCCESS system and displayed to the COMPASS customer

2 Customers can access and print their completed application

3 If the application has not been submitted, customers can return to where they stopped filling out the application by clicking on the application number

COMPASS Release 2

Report My Changes



Report My Changes

Provides customers who are currently receiving Food Stamp benefits with the ability to report changes to their cases

1 Self Registration – aids customers in creating an account for reporting changes to their case

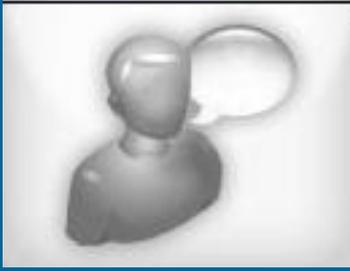
2 Pre-Populate Data – allows customers to view specific case data from the eligibility system which they can then report a change to

3 View Change Reports – allows customers to view their change reports submitted within the past 3 years

4 Worker Inbox – provides Online Services staff with the ability to manage, search for, view, and update the status of change reports which were submitted by customers through COMPASS

COMPASS Release 3-a

Report My Changes



Temporary Childcare Application (TCCA)

Temporary Child Care Assistance (TCCA) is time-limited childcare assistance program funded by Federal ARRA funds.

Qualifications

- Be a Georgia resident
- Be actively involved in either job readiness training, vocational training, technical school or college while unemployed or working part-time
- Have income that falls within the income guidelines (e.g., a family of four must earn \$ 42, 400 in annual income or less to qualify)
- Care for a child who is 12 years old or younger (or 17 years or younger if they have special needs)
- Select a licensed or registered child care provider

Upcoming Release 3 & 4

Am I Eligible?



COMPASS Enhancements

Online Medicaid application

Online TANF application

Online Childcare application

1 In 2010 Georgia residents will be able to go online to apply Medicaid, TANF and Childcare

2 In late 2011 Georgia residents will be able to complete their **Reviews** online

3 In 2011 Georgia residents will be able to utilize a “My Benefits component in Georgia COMPASS

Georgia COMPASS Outreach

Search the eRoom GA COMPASS - Common Po... x

https://compass.ga.gov/selfservice/



Georgia.gov > Agencies & Organizations > Department of Human Resources > DFCS > COMPASS

Welcome to COMPASS!

COMPASS is a quick and easy way for people in Georgia to get answers to questions about health and nutrition programs. Please click on a picture below to choose the tool you would like to use.

To avoid errors when using COMPASS, please do not use the Forward, Back or Stop buttons on your browser. Instead, click on the COMPASS pictures and links to move from page to page.

Please keep in mind that this website works best with Internet Explorer version 5.5 or higher. If you have trouble while using COMPASS, please call the Online Services hotline at 1-800-869-1150. [For answers to common questions, click here.](#)

Am I Eligible?	Apply for Benefits	Application Status Check	Report My Changes
			
Click on the picture to see if you might be eligible for Food Stamps, TANF, Medicaid, Child Care, WIC, Energy Assistance, TEFAP, Child Support Services, Mental Health & Substance Abuse Services, or Aging Services.	Click on the picture to apply online for Food Stamps.	Click on the picture to check the status of your Food Stamps application that you submitted online.	Click on the picture to report a change to your local agency.

Para ver este website en Español haga [clic aquí](#).

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start Google No... Na... Go... No... C:\... C:\... GA ... 9:29 AM

COMMon Point of Access to Social Services

Screen for potential eligibility by answering a limited number of questions

Apply for Food Stamps online by answering application related questions

Check the status of a previously submitted COMPASS application

Welcome to COMPASS!

COMPASS is a quick and easy way for people in Georgia to get answers to questions about health and nutrition programs. Please click on a picture below to choose the tool you would like to use.

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Am I Eligible?



Click on the picture to see if you might be eligible for Food Stamps, TANF, Medicaid, ChildCare, WIC, EnergyAssistance, TEFAP, Child Support Services, Mental Health & Substance Abuse Services, or Aging Services.

Apply for Benefits



Click on the picture to apply online for Food Stamps.

Application Status Check



Click on the picture to check the status of your Food Stamps application that you submitted online.

Report My Changes



Click on the picture to report a change to your local agency.

Report Changes to case online through COMPASS

Muy Pronto: Georgia COMPASS estará disponible en Español. [Si desea mas información acerca de Cupones de Alimentos, incluyendo la solicitud en Español, haga clic aquí.](#)

Selection of Services



Below are the services for which you can screen. You may select one or all of the services listed below. It is recommended that you screen for all services. Once you have checked off the services you would like to screen for, click on the 'Next' button below.

Please select the services for which you would like to screen:

- Screen for ALL services in COMPASS**
- Medicaid
- TANF
- Energy Assistance (LIHEAP)
- Aging Services
- Substance Abuse Services
- Food Stamp Benefits
- Child Care
- Women, Infant & Children (WIC)
- Emergency Food Assistance (TEFAP)
- Mental Health Services
- Child Support



Users can select to screen for all services or select specific services of interest

Clicking on a service will direct the user to an external site, providing more information on a particular service

Collect Screening Details

Household Information

- 1. Does your household reside in Georgia? Yes ▾
- 2. If yes, in what county does your household reside? < click here to choose > ▾
- 3. How many people are in the household? 1 ▾
- 4.* How old are the people in the household (check all that apply)?
 - 0 - 2 years 3 - 4 years
 - 5 - 12 years 13 - 16 years
 - 17 years 18 years
 - 19 - 54 years 55 -59 years
 - 60 - 64 years 65 years or greater

Additional Household Information

- 5. Is the household currently receiving any of the following: Medicaid, TANF, or Food Stamp Benefits? No ▾
- 6. Does anyone need assistance in establishing or enforcing an order for child support, paternity, or medical insurance? No ▾
- 7. Does anyone need more information regarding Medicare, Prescription Drugs or Health Insurance counseling? No ▾
- 8. Does anyone in your household have a mental illness or serious emotional disturbance, or would anyone in your household like more information about Mental Health Services? No ▾
- 9. Does anyone in your household have problems or issues because of substance abuse, or would anyone in your household like more information about substance abuse services? No ▾

Question will only display if the user chose to screen for Mental Health Services

Question will only display if the user chose to screen for Substance Abuse Services

Screening Results and Next Steps

Based on high level rules, the system alerts users to the services that they might be potentially eligible to receive

It looks like you may be able to get these services

Food Stamp Benefits

It looks like your household may be able to get between \$223.00 and \$323.00 to buy food each month.

Keep in mind that some people are not able to get Food Stamp benefits, including some people on strike, some immigrants without legal status, and some college students. In most cases, their children and other people in the home may still be able to get benefits.

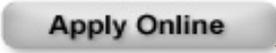
A special note for immigrants: getting Food Stamp benefits will not hurt your immigration status.

Next Steps

There are three ways you can apply for Food Stamp Benefits: you can apply online, you can visit your local DFCS county office, or you can apply by mail.

If you'd like to apply online through COMPASS, click the Apply Online button. Keep in mind that if you apply online for Food Stamps, you will still need to talk to a worker by phone or in person.

If you'd like to apply in person, visit your local DFCS county office to meet with a worker. [Click here to locate the County DFCS office closest to you.](#)



If you'd like to apply by mail, please download the [information sheet](#) and [application](#), fill it out, and mail it in to your local DFCS county office. After your application is filed, you or a member of your household must be interviewed by a staff person from DFCS by phone or in person. [Click here to locate the County DFCS office closest to you.](#)

Screening

The system will direct the user to the next steps in obtaining more information on a particular service

For Food Stamps, users can click on the Apply Online button and they will be redirected to the Apply for Benefits tool in COMPASS

Account Creation

Clicking on the Help button will dynamically display help for the page the user is currently accessing



Create An Account

Before you get started on your application, it's a good idea to create a secure account. This should take just a few minutes.

If you create an account, you can save your application and come back to it later. We will also save the information as you go along. If anything happens while you are working on your application, you won't lose all of the work that you did. If you did not create an account you will not be able to check the status of your application after you submit it.

Keep in mind that this is a secure website run by the Georgia Department of Human Resources. Your information will be kept private and secure.

Please click one of the buttons to tell us what you would like to do. Then click the Next button at the bottom of the page.

- Create an account** so you can save your application and come back to work on it later. You can also use this account to check the status of your application after you submit it.
- Log in** using your existing account. If you have an account and you don't log in now, you will not be able to come back to your application later.
- Start** your application without creating an account.

Creating an account will allow users to save their application and finish it at a later time

Progress and Navigation



The progress bar indicates the estimated progress through the application process



- Start
- People
- Liquid Assets**
- Job Income
- Other Income
- Housing Bills
- Other Bills
- Finish
- Submit

Liquid Assets
Next, please tell us about the people in your home who have liquid assets. By liquid assets, we mean things like cash you are saving at home, bank accounts, stocks, bonds, certificates of deposit, retirement accounts, trust funds, annuities, etc.

***Cash**
Please check the box for anyone who has cash.

No one

 Stephen  Jenny

***Savings Account**
Please check the box for anyone who has a savings account.

No one

 Stephen  Jenny

Questions are grouped logically into modules based on the information collected

Electronic Signature

Electronic Signature

If you have a legal guardian, he or she should sign below. If you have a power of attorney or an authorized representative, either you or that person may sign this application. If anyone else is helping you fill out the application, you should sign the application yourself.

I have agreed to submit this application for Food Stamps for myself and/or my family. By signing this application electronically, I certify under penalty of perjury and false swearing that my answers are true and accurate to the best of my knowledge, including information provided about the citizenship or alien status for each household member applying for benefits. I also certify that:

- I understand the questions and statements on this application.
- I have read and understand my Rights & Responsibilities in the box above.
- I understand the penalties for giving false information or breaking the rules.
- I understand that the agency may contact other persons or organizations to obtain needed proof of my eligibility and level of benefits.
- I understand that I am not required to report a reduction or loss of income, but that I may be able to get a higher Food Stamps benefit if I do. I understand that as long as I do not report this reduction or loss in income, my Food Stamps benefit will not increase.
- I understand that failure to report or verify any listed expenses will be seen as a statement by me that I do not want to receive a deduction for the unreported or unverified expenses.
- I understand I can be punished by law if I do not tell the complete truth.

I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.

* By checking this box and typing my name below, I am electronically signing my application.

* First Name :

Stephen

Middle Initial :

* Last Name :

Smith



To complete the Apply for Benefits process, users must electronically sign the application

Application Submission

Each application is assigned a unique tracking number

Keep track of your application

Your tracking number for this application is **9000040990**.

Be sure to write this number down or print this page for your records.

By law, you will get an answer about your application within 30 days. Keep in mind that it may take close to 30 days before you hear from your local agency by phone or mail.

If you have a question about the status of your application, contact the Online Services hotline number listed above. If you give Online Services your tracking number, it can help you get an answer more quickly. If you haven't heard back about an application you've submitted, please be sure to contact Online Services before submitting another online application.

Optional Survey

Click the Survey button to take a short survey about your online application process. It should take just a few minutes to complete the survey. Your answers will not be shared with your local agency or used to make a decision about your benefits.

Survey

Print Your Application

If you would like to print or save a copy of your application for your files, please click the Print My Application button. If you decide to print or save, please keep in mind that your application has your private, personal information in it.

Print My Application

Clicking the Print My Application button will load a PDF containing application information entered by the user

Application Status Check

Application Status Check

The status of your COMPASS application is listed below.

If you have already submitted your application, you can click on the Application Number to see your completed application.

If your application is in Incomplete status, you can click on the Application Number to continue working on your application.

Please note: Applications that are in 'Incomplete' status will be deleted after 30 days and you will have to start a new application.

If you have any questions, please contact the Online Services hotline at **1-800-869-1150**.

Application Number	Programs	Status
7000040475	Food Stamps	Incomplete



If the application has been submitted, clicking on the application number will load a PDF containing application information entered by the user
If the application is incomplete, the system will redirect the user to the Apply for Benefits page where the user previously left off

COMPASS Apply For Benefits Statistics

- 162,758 Total applications submitted
- 152,814 Food Stamp Applications
- 11,781 TCCA Applications

Applications submitted before, after,
and during business hours (9AM – 5PM)

10,736 – Before business hours

97,814 – During business hours

54,208 – After business hours

How easy was it to find your
way through the application?

Easy – 6,680

Medium – 1,123

Difficult – 53

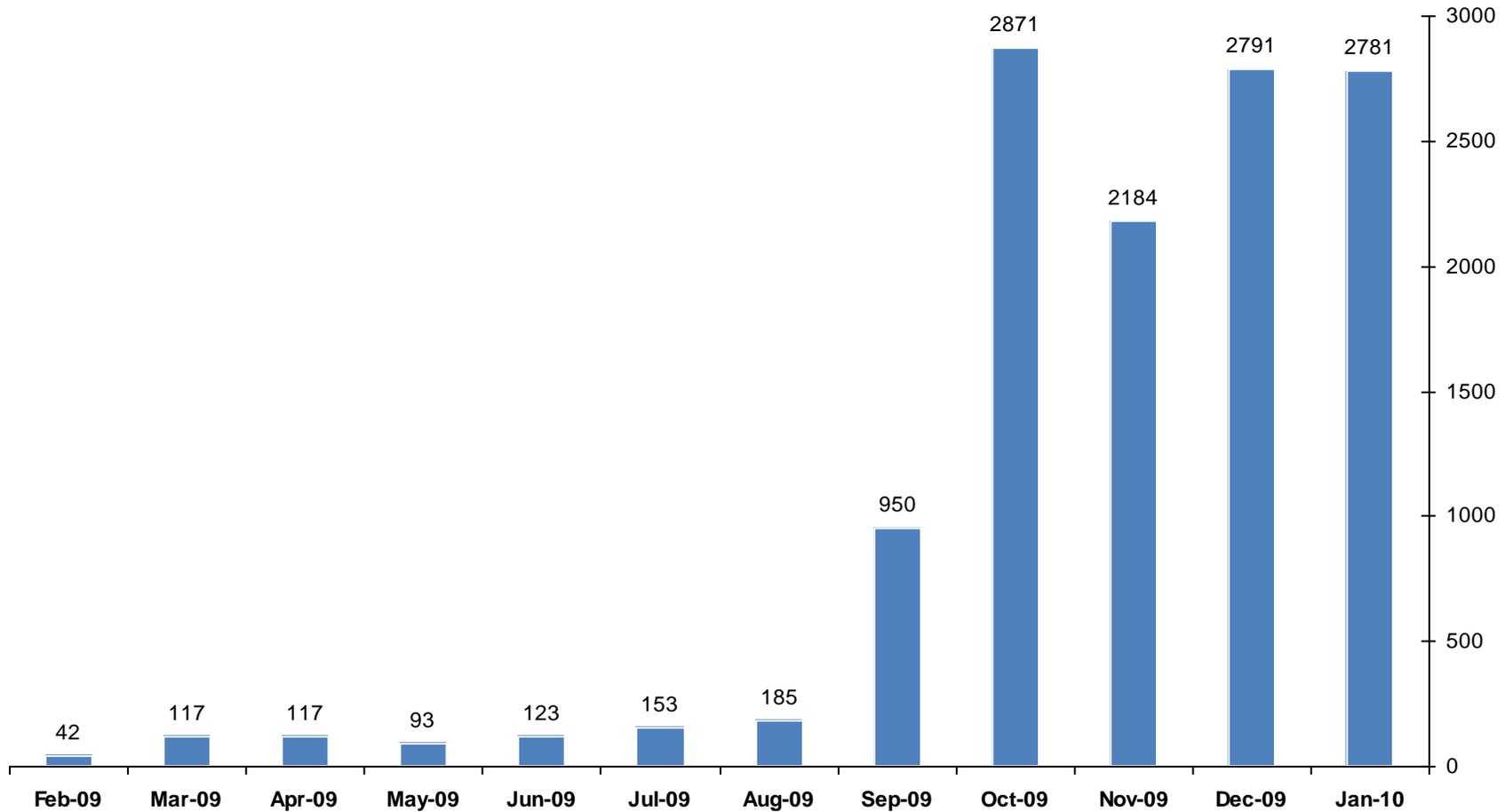
Total Surveys: 7,984

Was the application clear and
easy to use?

Yes – 7,609

No - 258

Total Number of Change Reports per Month as of 01/31/2010



Customer Survey Responses

COMPASS Application

“Very user friendly, easy to read, easy to navigate through.”

“Application was very easy. All you need to do is read carefully and you should have no problem.”

“I feel that you've done a wonderful job with this process and it couldn't be easier.”

“Nothing needs to be done. Thirty minutes is much better than having to go to the office for 3 to 4 hours.”

“It was perfect.”

Online Services

“The man there was extremely nice and provided all of the information that I needed.”

COMPASS CONTACT INFORMATION

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COMPASS Project Manager

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WWW.COMPASS.GA.GOV



Benefits Outreach Program

Atlanta Prosperity Campaign

An Initiative of the Atlanta Community Food Bank

Skye Thompson

Benefits Outreach Coordinator

State Outreach Plan



Atlanta
Prosperity
Campaign

- **Allows partners to get half back of every dollar spent on SNAP (food stamp) outreach.**
- **Can use reimbursement to expand program and conduct additional outreach.**
- **If you provide SNAP outreach to your clients you should apply to be a partner.**

Atlanta Prosperity Campaign Screening Model



The Benefits Outreach Program works with the community in two ways:

- 1. Agencies – Agency staff/volunteers are trained to use Georgia COMPASS and track number of clients served.**
- 2. Mobile Benefit Screening - A Mobile Benefit Screener, who works for the APC, goes out into the community to provide screening.**
(Including community centers, businesses, churches, health fairs, VITA sites, and non-profit agencies)

Atlanta Prosperity Campaign Screening Model



Georgia COMPASS

The APC uses Georgia COMPASS to provide benefit screening to clients. The Benefits Outreach Program is conducted year round and at select VITA locations during tax season.

- 1) Clients are prescreened
- 2) If eligible, we complete an online Food Stamp application, help fill out other applications, or provide information on how to apply

Atlanta Prosperity Campaign Screening Model



Atlanta
Prosperity
Campaign

Incorporating Benefit Screening into a VITA Site

Offer screening while people wait to have their taxes done. In addition to benefit screening, you can provide information on other services: what your location offers, partner non-profit services, financial and housing information, local 211 information

What's needed to conduct benefit screening?

- At least one benefit screener
- Computer, printer, internet access
- Private place to screen (set up like the tax preparer stations)

Who is the Benefit Screener?

- An employee at your location
- Volunteers

Year Round Screening



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Prosperity
Campaign

If you'd like to incorporate benefit screening into your agency year round, there are several options.

Low: provide COMPASS flyers to clients, allowing them to access resources on their own

Medium: have a station set up in your agency for clients to screen and apply on their own, also allowing them to ask for help if needed

High: train staff and/or volunteers to screen the clients who come into your agency

These models can also be used during VITA depending on the capacity and set up of your location.

Benefit Screening Marketing Flyers used to promote Georgia COMPASS



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Prosperity
Campaign

You can now apply for Food Stamps online in Georgia!



Just log on to <https://compass.ga.gov>

You can do the following things on the new COMPASS site:

Click on **“Am I Eligible?”**

This will allow you to determine what state benefits you may be eligible for and how to apply. These include: **Food Stamps, Medicaid, Temporary Assistance to Needy Families (TANF), energy assistance, Aging Services, Substance Abuse Services, Child Care, WIC, Child Support, Emergency Food Assistance, and Mental Health Services.**

Click on **“Apply for Benefits”**

This will allow you to complete a food stamps application online and submit the application to DFCS. Once you click this button, you will be given three options. To start a new application, select the first option and click next. You will be given another set of options regarding whether or not you want to set up an account. You *do not* have to create an account to apply for Food Stamps. If you do not, however, you cannot check the status of your application. **The best option is to create an account.** If you want to set up an account:

- Select the first option and click “next.”
- Create a username and password, along with choosing a secret question. Click “create account.”
- You will then log-in to complete the application.
- Read all instructions carefully, filling in as much information as you can. Don’t forget to submit your application at the end.

Click on **“Application Status Check”**

This will allow you to check the status of your food stamps application. You will need to provide the username and password you created at the beginning of the application process.

Use the space below to record your username and password information for your own personal use:

Username: _____ Password: _____

Usted Puede Solicitar Cupones de Comida en Georgia por internet!



Solo visite <https://compass.ga.gov>

Usted puede hacer lo siguiente en el nuevo sitio de COMPASS.

Haga clic en **“Am I Eligible?”** (“Soy Elegible?”)

Esto le permitirá determinar cuales beneficios usted puede ser elegible y cómo aplicar. Estos beneficios incluyen: Los Cupones de Comida, Medicaid, Dinero en Efectivo (TANF), ayuda de energía, Servicios a los Ancianos, Servicios para el Abuso de Sustancia, Guardería de Niños, WIC, Manutención de menor, Ayuda de Alimento de Emergencia, y Servicios de la Salud Mental.

Haga clic en **“Apply for Benefits”** (“Solicitar Beneficios”)

Esto le permitirá completar una aplicación de cupones de comida en línea y someter la aplicación a Departamento de Recursos Humanos (DFCS). Cuando usted hace clic en este botón, usted será dado tres opciones. Para comenzar una nueva aplicación, seleccione la primera opción y luego clic. Usted será dado otro conjunto de opciones con respecto a si o no usted quiere establecer una cuenta. Usted no tiene que crear una cuenta para solicitar Cupones de Comida. Si usted hace no, sin embargo, usted no puede verificar el estatus de su aplicación. La mejor opción es de crear una cuenta. Si usted quiere establecer una cuenta:

- **Selecciona la primera opción y aga clic en el botón "next"."**
- **Crea un nombre de uso y clave privada, junto con escoger una pregunta secreta. Haga clic en "create account".**
- **Usted entonces entrara para completar la aplicación.**
- **Lea todas las instrucciones con cuidado, llenando la información como usted pueda. No se olvide someterse su aplicación al fin.**

Haga clic en **“Application Status Check”** “Estatus de Aplicación”

Haga clic en "Cheque de Estatus de Aplicación" Esto le permitirá verificar el estatus de su aplicación de cupones de alimentos. Usted necesitará proporcionar el nombre de usuario y la clave que usted creó al principio del proceso de aplicación.

Utilice el espacio para registrar su información de nombre de usuario y clave privada para su uso personal:
Nombre de uso: _____ Clave: _____

Benefit Screening Marketing



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This VITA location offers:
BENEFIT SCREENING

Find out if you're eligible for:

- Food Stamps
- Medicaid
- WIC
- Subsidized Child Care
- TANF
- Energy Assistance



Atlanta
Prosperity
Campaign

Want to Increase Your Income?



The Atlanta Prosperity Campaign, in partnership with Central Outreach and Advocacy Center, can help connect you to benefits that can increase your income and help you start saving.

Come get screened for free to find out if you qualify for public benefits to help *supplement your income* and put money back in your pockets:

- Food Stamps
- Medicaid for Kids and Pregnant Women
- Energy Assistance
- WIC
- TANF
- PeachCare
- Subsidized Child Care Assistance

Screening will take place at:

Central Outreach and Advocacy Center
201 S. Washington Street, Atlanta, GA 30303

June 8, 2010
July 13, 2010
August 10, 2010
September 14, 2010

9 AM to 12:30 PM

Sample posters used to advertise Benefit Screening at the VITA and agency locations. These posters are customized to the location.

Useful Websites



Atlanta
Prosperity
Campaign

<https://compass.ga.gov>

www.atlantaprospersity.org

<http://dfcs.dhr.georgia.gov>

www.earnbenefits.org

www.peachcare.org



Atlanta
Prosperity
Campaign

Thank You!

Skye Thompson
Atlanta Prosperity Campaign
Benefits Outreach Coordinator
skye.thompson@acfb.org
678-538-9972



United Way of Metropolitan Atlanta 211

Need Help?

Want Help?

[We hear you.]

United Way 211 is a, confidential, bilingual service available 24/7. 2-1-1 can be reached by landline or cell phone.

In 1973, United Way of Metropolitan Atlanta began providing a telephone-based service of information and referral to professionals in the community.

- In 1973, the service was offered Monday thru Friday, from 9 a.m. to 5p.m.
- In 1992 United Way of Metropolitan Atlanta received a grant from the Whitehead Foundation for information and referral services. The service, now known as First Call for Help became available seven days a week, in English and Spanish.
- In 1996 First call for Help received a donation of phones computers from Virgil Williams, as well as the approval from the Public Service Commission to use the 2-1-1 number.
- June 12, 1997, marked the launching day of the first United Way 211 service.

United Way 211 provides telephone-based information and referral services that link callers to local health and human service agencies in a 13-county metropolitan area. As a result of started 2-1-1 in Metropolitan Atlanta, we now have over 242 2-1-1 call centers in 47 states including Puerto Rico, and additional call centers in the Canadian Provinces.

The 13-county service area includes: Butts, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Fulton, Gwinnett, and Henry, Paulding, and Rockdale Counties. Callers talk with trained referral agents who will ask for information about where the caller is located and what assistance they need. The referral agent then uses a specialized database to locate agencies that may be able to assist the caller. The database includes detailed information on over 6,500 services and programs throughout metro Atlanta. Sample calls include: food, medical care, child and elderly care counseling, emergency shelter, job training, substance abuse volunteer information, donating goods and much more.

United Way 2-1-1 is a free, confidential and bilingual (English/Spanish) service available 24 hours a day seven days a week. Through the service of the Language Line, United Way staff can assist callers in more than 140 different languages.

United Way 211 publishes several resource directories that can be downloaded for free, for the United Way of Metro Atlanta website at www.unitedwayatlanta.org

The directories include:

Critical Needs Guide: Assists people finding financial assistance, shelters, and basic needs.

Guide to Basic Resources: Assists service providers and others who work with people in need of shelter, food drug and/or alcohol treatment, jobs or job readiness.

How to Help Individuals with Mental Illness: Helps men and women with mental illness wherever you meet them such as: shelters, soup, kitchens, outreach offices, churches, restaurants, stores, and on the street.

Where to Turn Guide: Offers tips and resources to help during times of financial difficulty.

Resources for people with disabilities: This is a directory that contains information about organizations that may be useful to people with disabilities or those trying to assist them. In addition, it contains basic information about what is available to the individuals based on their circumstances such as SSI, SSDI, Medicaid, Medicare, and Veteran benefits.

Affordable Housing: This is a comprehensive housing listing of low-income: subsidized, non-subsidized, elderly, disabled, HIV, substance abuse, mental illness, shelters, and low cost motels/hotels available in the metro Atlanta area. This directory is available through a partnership with the Community Housing Resource Center and United Way of Metropolitan Atlanta.

Spanish directory of Information and Referrals: This is a complete listing created to assist the Hispanic community with identifying programs and services in the metro Atlanta area. The directory contains information (in Spanish) on services such as food pantries, shelters, substance abuse and mental health services.

Ex-Offender Information: This directory contains information about services available to ex-offenders and incarcerated individuals who are about to be released from jail. Services include housing/shelter, substance abuse services, employment, counseling, etc.

Metro Atlanta Resource Guide (formally known as Help Book): The Metro Atlanta Resource Guide 2008 is a selection from the United Way 2-1-1 database targeting homelessness, drug & alcohol, mental health, ex-offender, disabilities, and job/employment services. The Metro Atlanta Resource Guide lists more than 800 different agencies located in the metro Atlanta area and it also includes two indexes so that services can be easily found by agency name or by service term. You can also search the 2-1-1 database <http://211online.unitedwayatlanta.org/> for the most comprehensive list of programs and services in Georgia.

Drug and alcohol recovery program: Provides the homeless with the names, addresses and phone numbers of agencies that can help them overcome drug and alcohol addiction. Included in the guide are treatment centers, shelters, transitional housing, and a schedule of meetings that will be helpful in fighting addiction.

Job shops: Includes information about resources that help with job readiness, job search, job training and job placement resources.