



# ROADMAP TO RECOVERY

## Adult Mental Health Services Guide



MONTGOMERY COUNTY

**MENTAL HEALTH & BEHAVIORAL HEALTH**




# TABLE OF CONTENTS

<b>Introduction.....</b>	<b>2</b>	<b>Advocacy Services.....</b>	<b>19</b>
A Vision of Recovery.....	2	<b>Criminal Justice.....</b>	<b>20</b>
Getting Started.....	3	Behavioral Health Court.....	21
<b>Community Behavioral Health Centers</b>	<b>4</b>	Justice Related Services.....	21
Recovery Coaching / Case Mgmt.....	4	<b>Residential Services.....</b>	<b>22</b>
Service Area Map.....	5	<b>Mental Health and Substance Use..</b>	<b>27</b>
<b>Treatment Services.....</b>	<b>6</b>	Residential Programs.....	27
Evidence-based practices.....	7	Advocacy & Peer Support.....	27
<b>Peer Support.....</b>	<b>8</b>	<b>Other County Agencies.....</b>	<b>28</b>
Weekly Peer Support Groups.....	9	Aging & Adult Services.....	28
<b>Employment/Education Services.....</b>	<b>10</b>	County Assistance Office.....	28
POWER Program.....	10	Developmental Disabilities.....	28
Career Providers.....	11	Drug & Alcohol Programs.....	28
<b>Transition Age Services.....</b>	<b>12</b>	Veterans Affairs.....	28
<b>Psychiatric Rehabilitation.....</b>	<b>13</b>	<b>Other Community Resources.....</b>	<b>30</b>
<b>Crisis &amp; Emergency Services.....</b>	<b>14</b>	YMCA/YWCA Locations.....	30
Adult Mobile Crisis Support.....	14	Food Assistance.....	30
Emergency Services.....	16	Transportation.....	30
Involuntary Commitments.....	16	Food Cupboards.....	31
<b>Housing Supports &amp; Homelessness.....</b>	<b>17</b>	<b>Complaints &amp; Grievances.....</b>	<b>32</b>
<b>Ways to Have Your Voice Heard.....</b>	<b>18</b>		

# A VISION OF RECOVERY

At the foundation of the mental health service system in Montgomery County is the belief that people can and do recover from serious mental illnesses such as schizophrenia, bipolar disorder, and major depressive disorder. The experience of recovery is different for each person and it is not synonymous with “cure.” Despite the presence of significant and ongoing symptoms, an individual in recovery can live a full and meaningful life by developing ways to maintain wellness. The goal of mental health services is to provide the support that enables someone to explore, learn, and practice wellness strategies that help the person achieve their goals and dreams.

To achieve that goal the Mental Health staff of the Montgomery County Department of Behavioral Health and Developmental Disabilities (BH/DD) have worked for years in partnership with stakeholders to ensure the development of an integrated, community-based, recovery-oriented system of care. Our shared vision is to work toward building a service system that excels at providing cutting-edge, evidenced-based practices (EBP) that holistically support an individual’s recovery. EBP is discussed further on pages 6-7, and all evidence-based services in this guide are denoted by the symbol .

BH/DD has developed a wide variety of mental health services in addition to the traditional supports of therapy and medication management. These services include, but are not limited to, mobile supports, peer support, self-help groups, and employment and education support.

The Department of BH/DD remains committed to serving Montgomery County by promoting a vision of wellness, recovery and resiliency and by providing the services to support the recovery journeys of Montgomery County residents who experience mental health challenges.

# GETTING STARTED

## How Do I Find Help?

There are several ways for adults to access services in Montgomery County:

### *Private Insurance or Medical Assistance (MA)*

Insurance providers cover mental health services (e.g. therapy, peer support). You can start by contacting your insurance provider and finding out what services you might be entitled to receive through your coverage and what providers are in your insurance provider's network.

### *No Insurance*

If you don't have **health insurance**, you can apply for coverage at PA Health Insurance Marketplace (Exchange) at [healthcare.gov](https://healthcare.gov).

You can apply for **Medicaid, CHIP, food stamps, and other benefits** at the Montgomery County Assistance Office (CAO) at:

**1931 New Hope Street, Norristown, PA (610) 270-3500**

**[www.compass.state.pa.us](https://www.compass.state.pa.us)**

If you need further assistance, someone at your local community behavioral health centers (CBHC) should be able to help. See pages 4-5 for the CBHC in your area.

### *Alternative Programs*

If you need help with other issues (such as substance abuse), there are other County offices that can help. If you are seeking drug and/or alcohol treatment services, see page 28. Contact information for other county/state agencies can also be found there.

# BEHAVIORAL HEALTH CENTERS

## Where Do I Go For Help?

**Community Behavioral Health Centers (CBHCs)**, sometimes called Core Providers or Base Service Units, are local community mental health agencies. There are six Community Behavioral Health Centers in Montgomery County which offer an array of behavioral health services. They provide assessment, recovery coaching, administrative/service case management, treatment (see page 6), and medication management, among other services.

If you are completely new to the system, call the CBHC in your area and **ask to speak to an administrative case manager**. This person's job is to help you connect to the right services to help meet your needs.

## What is Recovery Coaching?

Recovery coaching is available at all CBHCs in Montgomery County. It is a collaborative process between the program participant and the recovery coach (case manager) that facilitates access to available resources and engagement in treatment and support services. Recovery coaches are trained professionals who focus on educating the participant in the skills necessary to increase self-sufficiency and move forward in recovery.

## What About Treatment Services?

Treatment services, many of which are available at your local CBHC, include various forms of therapy (such as individual, group, family, and intensive outpatient). For more information about the treatment options which may be available to you, see page 6.



# SERVICE AREAS

The six local community behavioral health centers serve adults in different parts of Montgomery County:

## Abington Region (#464)

### Central Behavioral Health

2500 Maryland Rd, Willow Grove, PA 19090  
(267) 818-2220

## Norristown Region (#465)

### Central Behavioral Health

1100 Powell St, Norristown, PA 19401  
(610) 277-4600

## Western Region (#461)

### Creative Health Services

11 Robinson St, Pottstown, PA 19464  
(610) 326-2767

## Lower Merion Region (#466)

### Lower Merion Counseling Services

850 W. Lancaster Ave, Bryn Mawr, PA 19010  
(610) 520-1510

## Lansdale Region (#463)

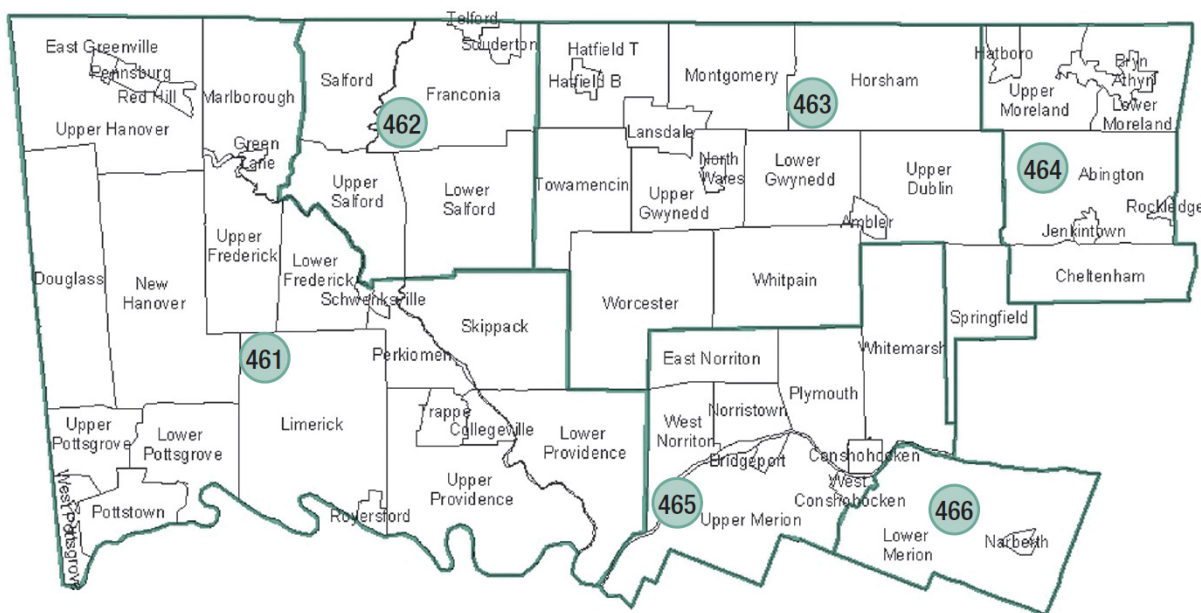
### NHS Human Services

400 N. Broad St, Lansdale, PA 19446  
(215) 368-2022

## Franconia/Salford Region (#462)

### Penn Foundation

807 Lawn Ave, Sellersville, PA 18960  
(215) 257-6551



# TREATMENT SERVICES

## What Treatment Options Are Available to Me?

The Department of BH/DD and its Montgomery County provider agency partners strive to offer treatment options that are the most likely to help you achieve the changes and results you seek.


### *Outpatient*

Outpatient services consist of evaluation, diagnosis, and clinical treatment provided by mental health professionals, generally within a clinic setting. Services may include individual, group, and family therapy as well as visits with a psychiatrist to monitor medication. Access these services by calling your local CBHC (page 5), your current mental health provider, or Magellan Behavioral Health at **(877) 769-9782**, or your private insurance provider.

### *Intensive outpatient therapy*

Some CBHCs offer Intensive Outpatient Programs (IOP), which provide intensive, therapeutic and rehabilitation services. Services may include but are not limited to individual and group therapy, activity-focused therapy, and psychiatric services such as evaluation, diagnosis and medication monitoring. Intensive outpatient generally is a community-based alternative for adults who, without this level of intervention and support, may require inpatient hospitalization.

## Evidence-based Practices

The federal Substance Abuse Mental health Services Administration has created a list of EBP which can be accessed at [www.nrepp.samhsa.gov](http://www.nrepp.samhsa.gov). All evidence-based practices in this guide are denoted with the symbol , including those listed on the





## ***Cognitive Behavioral Therapy (CBT)***

The most widely researched treatment, which focuses on changing an individual's thoughts (cognitive patterns) in order to change his or her behavior and emotional state. Also available for children, adolescents, and their caregivers who have been exposed to trauma.

## ***Dialectical Behavioral Therapy (DBT)***

Individual and group practice that focuses on decreasing self-injurious and other self-destructive behaviors by increasing ability to regulate emotions. It uses cognitive behavioral therapy approaches and mindfulness practices to increase stress tolerance.

## ***Trauma Recovery Empowerment Model (TREM)***

Single-sex groups for men and women who have experienced short and long term consequences of interpersonal violence. Groups empower through increased knowledge, skill, and supports.

## ***Assertive Community Treatment (ACT)***

Highly-intensive, community-based level of treatment for individuals who are not able to be supported by traditional outpatient services. ACT teams are composed of an integrated, interdisciplinary group of mental health professionals, usually involving a psychiatrist, nurse(s), certified peer specialists, vocational/career specialists, drug & alcohol specialists, and a case manager. For more information contact Magellan Health Services at **(877) 769-9782**, Horizon House at **(610) 279-5050**, or Penn Foundation at **(267) 404-5760**.

# PEER SUPPORT SERVICES

Person-centered, recovery-focused services which are provided by a self-identified current or former participant in behavioral health services known as a Certified Peer Specialist (CPS). CPS are trained and certified to support others in their efforts to build lives in their communities that include meaningful relationships and activities. Peer support services are intended to inspire hope in individuals that recovery is not only possible, but probable. The services are designed to promote empowerment, self-determination, understanding, coping skills, and resiliency through mentoring and service coordination.

## Peer Support Providers

Peer support services are available at all of the **Community Behavioral Health Centers** (see pages 4-5), and additionally at the following locations:

### ***Mental Health Association:***

#### **Norristown Recovery & Education Center**

Norristown: (267) 507-3510

#### **Pottstown Recovery & Education Center**

Pottstown: (267) 507-3525

#### **Trail Guides**

Norristown: (267) 507-3496

### ***Penn Psych Center***

Collegeville, PA 19426

(610) 489-3333

### ***Salisbury Behavioral Health***

Horsham, PA 19044

(215) 884-5566

## **Wellness Recovery Action Plan (WRAP) Trainings**

Two-day WRAP training groups and 8-week or 12-week training groups are available to help people learn how to build a WRAP, a personal wellness and recovery plan developed by Mary Ellen Copeland to help people become empowered in promoting their own recovery.

# WEEKLY PEER SUPPORT GROUPS

Peer support groups, also known as mutual aid groups, are available nearly every day throughout Montgomery County. For a list of support groups, check the Office of Mental Health's section of the Montgomery County website at [www.montcopa.org](http://www.montcopa.org).

## *Hearing Voices Network—Taking Back Our Power*

(484) 681-9432

This is a self-help/peer support group for those who live their lives with voices, visions and other extreme experiences. Group participants break through shame and stigma through sharing. They learn ways to reduce anxiety and distress, and make meaning of their life experiences.

## *WRAP Support Groups*

(484) 681-9432

Community WRAP support groups welcome individuals who want to support one another in living fulfilled lives using WRAP as a recovery and self- management tool.

## *National Alliance on Mental Illness (NAMI)*

(215) 361-7784

**NAMI Connection** is a weekly recovery support group for people living with mental illness in which people learn from each others' experiences, share coping strategies, and offer each other encouragement and understanding.

**Family-to-Family** helps educate and support families of individuals with mental health challenges.

*Peer support groups for co-occurring recovery can be found on page 27.*

# EMPLOYMENT/EDUCATION

## What if I Need Help With a Job or College?

All mental health services are intended to support an individual's recovery goals – including work and education. It is important to let your service providers know how they can support your career goals. For example, you may be concerned that you will look too nervous or that you won't be able to get up on time or you don't have the right kind of clothes to fit in. These are all concerns about which your service providers can help. Your therapist could help you develop tools to reduce your anxiety with work; your **Certified Peer Specialist** (see page 8) can connect you to a local WRAP group where you can figure out how to avoid sleeping in, your recovery coach could help you figure out where you can go to get work clothes without much cost.

## *Partnership on Work Enrichment and Readiness (POWER) Program*

Participants can attend classes at Montgomery County Community College in Blue Bell, including: Career Self-Assessment, The College Experience, Effective Communication, Study Skills, Time Management, Computer Skills, and Balancing School, Work & Life. There is no cost to participants who complete and return a brief application. POWER's Community Liaison can be reached at: **(215) 517-7502**.

## Worried About Benefits?

Both SSI and SSDI have work incentives to help encourage individuals that are on benefits achieve their employment goals. Visit [www.socialsecurity.gov/redbook](http://www.socialsecurity.gov/redbook) for more information.

In addition, Pennsylvania has a program that allows individuals with a disability to obtain Medical Assistance insurance even if you make too much money to stay on cash benefits. To learn more about Medical Assistance for Workers with Disabilities (MAWD) visit a local county assistance office, or view information on DPW's website.

## Career Providers

Montgomery County offers specific supports that focus on your career goals, including work and schooling. These services are called *Career Providers* (sometimes called “job coaches”) and they provide interventions that help support you in getting and keeping a job (“supported employment”) or achieving your educational goals (“supported education”). If you have a mental health diagnosis and you want to work, **you are eligible!** For more information about various supports for career goals – including money for school, visit: [www.supportingemploymentmc.org](http://www.supportingemploymentmc.org)

### *Central*

Abington & Norristown: (610) 277-4600

### *Lower Merion Counseling Services*

Bryn Mawr: (610) 520-1510

### *Creative Health Services, Inc.*

Pottstown: (610) 326-9250

### *NHS Human Services*

Lansdale: (215) 855-0780

### *Goodwill Employment Services*

Fort Washington: (215) 653-7095

## What Other Employment Services Are Available?

***Office of Vocational Rehabilitation:*** Provides vocational rehab services to help persons with disabilities prepare for, obtain or maintain employment. Call: **(484) 250-4340.**

***PA Careerlink:*** Provides job seekers with employment search capabilities information on job trends, skills building, and occupational training. <http://www.montcoworks.org>

# TRANSITION AGE SERVICES

## *Transition to Independence Process (TIP)*

The TIP model is an evidence-supported practice that demonstrates improvement in real-life outcomes and futures planning for youth and young adults (ages 16-25). TIP works to engage and support young people in their own futures planning process across five transition domains: Educational Opportunities, Living Situation, Employment and Career, Community Life Functioning, and Personal Effectiveness and Wellbeing. For more information, call Central at **(610) 277-4600**.

## **HOPE Academy**

The HOPE Academy program assists young adults (ages 18 to 30) with serious and persistent mental illness and/or co-occurring substance abuse disorders. This objective is met through a five-phase curriculum-based approach in which participants set and achieve personal goals in their living, learning, working and social environments. For more information, call **(267) 477-1070**.

## *Trail Guides*

Trail Guides is a peer mentoring program for young adults (ages 18 to 26) with a severe mental health diagnosis residing in Montgomery County . The program helps young people choose paths that lead to productive lives and avoid more serious behavioral challenges. For more information, call the Mental Health Association at **(267) 507-3496**.

## **Y.A.L.E.**

YALE (Young Adult Learning Environment) is a full care transitional rehabilitative residence (TRR) providing 24/7 support to assist young adults (ages 18-22) in gaining independent living skills. For more information, call Resources for Human Development at **(610) 527-3411**.



# PSYCHIATRIC REHABILITATION

## *Mobile Psychiatric Rehabilitation—Starting Point (Access Services)*

A personalized mobile service offering intensive 1-on-1 skill building and support to people wherever they are. Through collaborative partnerships, people are helped for three to nine hours per week to meet their own goals and experience a meaningful life in the community. For more information contact Access Services/Starting Point at **(215) 540-2150, ext 286**.

## *Wellspring Clubhouse*

The clubhouse is a community site-based model of psychiatric rehabilitation in which participants are considered *members*, not “consumers.” Clubhouses provide their members with social, educational, and vocational experiences, including opportunities to work with staff as colleagues in the daily operations of the clubhouse. Montgomery County’s clubhouse, Wellspring, is operated by Penn Foundation in Sellersville and can be reached at **(215) 257-4760**.

## *PREP*

PREP, a psychiatric rehabilitation-informed program operated by Hedwig House, is a mobile service available throughout Montgomery County. It focuses on skill development based on an individual’s chosen personal goals in living, working, learning, and social domains. Services are community- and site-based and provided individually or in groups. For more information, please call **(267) 992-1652**.

## *HOPE Academy*

See opposite page (p. 12) for more information.

# CRISIS SERVICES

## What Does Crisis Look Like?

Crisis is not simply the moment when things become intolerable. Crises build over time, and often can be recognized and managed in advance.

## Montgomery County Adult Mobile Crisis is here to help you.

Adult Mobile Crisis provides not only immediate support for crisis situations, but also assistance with managing recurring or future crises. Support is available 24 hours a day, 7 days a week at:

**1 855 634 HOPE (4673)**

## What Are My Options?

### *Before a crisis...*

When you start to recognize the stressors that you've felt during previous crises, please call Montgomery County's peer support talk line at **(855) 715-8255** or text **(267) 225-PSTL (7785)**. It is available, free of charge, Monday through Friday, 3:00pm to 7:00pm.

### *During a crisis...*

When you are experiencing a crisis, Adult Mobile Crisis is available to help. Just call **(855) 634-HOPE (4673)**. If you or someone you know is in imminent danger of harming him/herself or others, please call **911**.

### *After a crisis...*

Adult Mobile Crisis would like to help you develop ways to help reduce future crisis situations and create a crisis plan as part of your recovery and wellness goals.



### *Services provided by Adult Mobile Crisis Support include:*

- 24 hour telephone counseling
- Services provided in the individual's home
- Assistance with developing strategies for reducing recurring crisis
- Support for drug/alcohol use or addiction
- Help coping with past traumatic experiences
- Emergency respite
- Assistance with talking to doctors
- Peer support
- Assistance connecting to local community resources

### *Services are also available for families with children:*

Montgomery County Children's Crisis Support Program is available 24 hours a day, 7 days a week at **1-888-HELP-414**.

## **What If Mobile Crisis Supports Are Not Enough?**

**Crisis Residential Services** are short term residences for adults who are experiencing psychiatric crisis. Referrals for this service can happen through a variety of ways. If you or someone you support may need crisis residential services, please contact Adult Mobile Crisis.

For information about **emergency involuntary commitments ("302")**, see page 16.

# EMERGENCY SERVICES

Emergencies are situations that rise beyond the level of crisis, when someone presents a danger to him/herself or others. If you or someone you support are in need of emergency services, please call the Montgomery County Emergency Services (MCES) crisis hotline at:

(610) 279-6100

An emergency examination will be conducted to determine whether someone's needs are intensive enough for acute inpatient treatment, and can be provided regardless of the person's health insurance status.

## Voluntary vs. Involuntary Treatment

Individuals in crisis are encouraged to consent to treatment; this is called a **voluntary commitment** and is often referred to as "signing in as a 201."

When psychiatric emergencies escalate into a serious and potentially life-threatening situation, and the person is *unwilling* to consent to treatment, the law empowers the Office of Mental Health to authorize treatment without the individual's consent. This is called **involuntary commitment**, sometimes referred to as a "302." The process requires that a witness file a petition, and attend a hearing to testify about the information they provided. For more information or support with the petition process, please call **(610) 279-6100** and ask to speak to one of the mental health delegates.

**Involuntary commitment is a serious step that temporarily suspends a person's rights in favor of their safety. It should be viewed as a last resort and only pursued after other options (such as Mobile Crisis) have been unsuccessful. Mobile Crisis can be reached at 1-855-634-4673.**

# HOUSING SUPPORTS

In the mental health system, there is a clear distinction between “residential programs” and “housing.” Residential programs usually involve more intensive levels of support and are described on pages 22-26 of this guide. Montgomery County also offers various housing options for eligible individuals who do not need intensive staffing supports.

## What If I Am in Danger of Becoming Homeless?

Individuals who are homeless or in danger of becoming homeless should reach out to the **Your Way Home Call Center** at:

**(877) 646-6306**

This information and referral line will direct you to the most appropriate support available to you (including rental assistance and shelters).

For anyone receiving case management or recovery coaching, please make sure to contact your local case management office (CBHC). Contact information for all the case management offices in Montgomery County can be found on pages 4-5.

## Other Resources

Contact information for **food assistance / food stamps** can be found on page 29, and a list of **food cupboards** can be found on page 30.

# WAYS TO HAVE YOUR VOICE HEARD

## *Community Support Program (CSP)*

The purpose of CSP is to have stakeholder involvement in the Montgomery County mental health planning process and to provide education to stakeholders about changes to the mental health system. Feedback from CSP is an important element in facilitating changes within the mental health system. Individuals that receive services, family members and provider staff all are welcome to attend to provide feedback about the mental health system. Meetings occur on the third Thursday of every month at the Norristown Public Library. <http://www.montcocsp.org>

## *Consumer Satisfaction Team (CST)*

The primary role of the Consumer Satisfaction Team is to provide the Montgomery County Department of Behavioral Health with feedback from adults who receive mental health services. Its staff have all had experience receiving mental health services. CST develops surveys and administer them via face-to-face interviews. This information is compiled in reports which are shared with the Department, service providers, and the people who were interviewed, in order to help facilitate positive improvements in the mental health system. For more information, please contact CST at (610) 270-3685 or <http://www.hopeworxinc.org>

## *Community Advisory Council*

Montgomery County is committed to utilizing input from a broad spectrum of stakeholders. The Council is one mechanism to obtain stakeholder feedback to inform both the Block Grant planning process as well as other new initiatives. This allows for Montgomery County to collaboratively work to enhance the provision of services. Individuals that receive services from any of the human service offices, or their family members, are appointed through an application process to the Community Advisory Council. For an application: <http://www.montcopa.org/documentcenter/view/8439>



# ADVOCACY SERVICES

When your needs are not being met, or you have a concern about the services you receive, Montgomery County encourages you to be an advocate for yourself, first and foremost. You know your own needs. If you are having a problem with the mental health services you receive, your first step should be to talk with the provider agency of those services. If the service is funded through Magellan Behavioral Health, you could also contact Magellan at **(877) 769-9782**.

Sometimes, though, self-advocacy can be difficult. In those situations, advocacy organizations can provide information, education, training, counseling, and mediating, in order to raise awareness of your concerns and ultimately help you achieve positive outcomes. They can assist you in expressing your own vision of the services you need and to make informed decisions about treatment and other matters in your life. In order to be successful, advocacy organizations rely on participation from you and the people who support you.

The mental health advocacy organizations that operate in Montgomery County include:

## ***Community Advocates of Montgomery County***

Norristown, PA 19401

(610) 270-0375

<http://www.hopeworxinc.org>

## ***National Alliance on Mental Illness (NAMI)***

Lansdale, PA 19446

(215) 361-7784

<http://www.nami-montcopa.org>

# CRIMINAL JUSTICE

The Office of Mental Health has developed a partnership with the criminal justice system to reach a unified goal of appropriately diverting individuals with serious mental illness from correctional institutions. When diversion is not possible, there is a process in place to explore treatment and support services, beginning during incarceration and continuing after release into community services.

In 2006, the Department of Behavioral Health/Developmental Disabilities and the Montgomery County Correctional facility (MCCF) initiated a collaborative approach to address the needs of incarcerated individuals with a serious mental illness. This effort involved a process which included MCCF, Correctional Medical Care, BH/DD, Adult Probation, the Public Defenders Office, the District Attorney's Office and numerous community service providers. The goals are centered on identifying people with serious mental illness, developing person centered plans with them and assisting with their community transitions. The result has been increased interaction between MCCF staff and community providers. It also has brought about better support planning for incarcerated individuals with better outcomes for people transitioning to the community.

This partnership with the criminal justice system has enabled all involved parties to come together regularly to address issues related to the support needs of individuals with SMI involved in the judicial system. Our partnership has allowed for some exciting accomplishments, including Behavioral Health Court, Justice Related Services (JRS), Forensic Coordinators at the community behavioral health centers, data sharing, peer support, education, and advocacy services.



## ***Justice Related Services***

(610) 279-6100

Montgomery County Emergency Services (MCES) has a long-standing history of forensic services, now known as Justice Related Services. The JRS case management staff work toward diversion through collaboration with police and the courts. They also work in the jail to develop and support re-entry plans, and also to assist in the assessment and planning process for individuals being supported in the community or considered for Behavioral Health Court.

## ***Behavioral Health Court***

(610) 992-7733

The Behavioral Health Court was established to more effectively address the needs of individuals with serious mental illness cycling through the court and prison system. The court represents a collaboration between the Court, Office of the Public Defender, Office of the District Attorney, Office of Adult Probation, Office of Mental Health, Montgomery County Correctional Facility, and community-based providers. Its mission is to enhance public safety and reduce recidivism of criminal defendants with serious mental illness by connecting them with community treatment services and supports. It also works to find appropriate dispositions to criminal charges by considering the defendant's mental illness and the seriousness of the offense.

## ***Law Enforcement Training***

(610) 279-6100

MCES provides a three-day Crisis Intervention Specialist (CIS) school for police officers and other law enforcement/criminal justice personnel, to provide strategies for effectively working with individuals experiencing mental health crises.

# RESIDENTIAL PROGRAMS

Residential programs offer a continuum of supportive services, ranging from secured treatment settings to supported living arrangements. The primary goal of these programs is to prepare residents with the array of skills, supports, and resources needed to maintain their own independent community housing.

## **Full Care Transitional Rehabilitative Residence (TRR)**

The full care TRR programs are a supervised licensed residential program designed to assist the individual in the development of daily living skills and social supports. Full care TRRs provide 24-hour staffing. These programs are time-limited and intended to be transitional, with people moving on to more independent living arrangements.

## **All Inclusive Residence (AIR)**

The AIR program is licensed as a TRR by the Pennsylvania Department of Public Welfare under title 55, chapter 5310. It provides all of the residential supports of a Full Care TRR in addition to a full array of clinical services on site. It is intended to be transitional with the goal of helping individuals develop skills to live more independently.

## **Licensed Personal Care Home (PCH)**

Personal care homes are licensed facilities that provide long-term specialized supports to individuals needing assistance in the areas of daily living skills, medication management, laundry, nutrition management, and meal preparation. PCHs provide 24-hour staffing. Traditionally these programs have served individuals who have a high level of daily needs.

## **Co-Occurring (Mental Health and Substance Use) Programs**

See page 27 for more information about services for people with co-occurring challenges.



## **Supported Living and Specialized Shared Housing Programs**

Supported living and specialized shared housing programs offer support services and/or housing assistance to individuals with mental illness. Generally these are shared apartments in the community where a person can stay as long as he or she desires. Support services vary according to the individual's needs and preferences. Some specialized programs have been designed to offer supports to individuals who are being discharged from Norristown State Hospital.

## **Modified Therapeutic Community**

Highly structured residential program for individuals who are recovering from both mental illness and substance abuse issues. The program based on peer-community philosophy that assists residents in moving through treatment stages.

## **Long Term Structured Residence (LTSR)**

An LTSR is a highly structured therapeutic residential mental health treatment facility which is licensed by the Pennsylvania Department of Public Welfare. It is a secured setting with intensive staff support and a full array of clinical services offered on site. It is designed to serve adults who are eligible for hospitalization but who can receive the same level of care in a non-hospital setting. Residents are admitted on either voluntary or involuntary commitments pursuant to the Mental Health Procedures Act.

## **Crisis Residential Program**

House-like setting that serves as an alternative to inpatient care for individuals who are experiencing acute psychiatric crisis but are not an immediate danger to themselves or others. At times used as a step-down from an inpatient hospital setting.

# RESIDENTIAL PROGRAM DIRECTORY

## Full Care Transitional Rehabilitative Residence (TRR)

### *Circle Lodge*

Norristown, (610) 275-1280

Apartments within a larger building for 24 participants, both male and female.

### *Creative Health*

Pottstown, (610) 326-8712

Apartments within a larger building for 12 participants, both male and female.

### *Salisbury Behavioral Health*

Willow Grove, (215) 884-5566

House for 8 participants, both male and female.

### *New Foundations (Resources for Human Development)*

Bryn Mawr, (610) 527-3411

House for 7 male participants.

### *Hatfield House (NHS Human Services)*

Colmar, (215) 822-9181

House for 10 participants, both male and female.

### *Positive Resolutions*

Norristown, (610) 239-8500

Multi-site program with varied levels of care, for both men and women.

### *YALE Program (Resources for Human Development)*

Bryn Mawr, (610) 527-3411

House for 8 participants; 4 male and 4 female.

## All Inclusive Residence (AIR)

### *Horizon House*

East Norriton, (484) 392-7021

Has 8 participants, both male and female. Treatment services provided on-site.



## Licensed Personal Care Homes (PCH) - House-style

### *New Options I (Resources for Human Development)*

Norristown, (610) 292-0225

Has 13 participants, both male and female.

### *NHS Human Services*

Fort Washington, (215) 641-4935

Has 8 participants, both male and female.

### *Salisbury Behavioral Health*

Glenside, (215) 884-5566

Has 9 participants, both male and female.

Glenside/Gypsy Lane, (215) 885-2908

Has 4 female participants.

Roslyn, (215) 884-0142

Has 13 participants, both male and female.

## Long-Term Structured Residence (LTSR)

### *Creative Health*

Pottstown, (610) 326-9250

Has 16 participants, both male and female. Requires approval of the County office prior to placement.

## Crisis Residential Program

### *MCES*

Norristown, (610) 279-6100

Has 8 participants, both male and female. Located on the grounds of Norristown State Hospital.

### *Horizon House*

A new program coming soon to the Horsham area.

# RESIDENTIAL PROGRAM DIRECTORY

## Supported Living and Specialized Shared Housing Programs

### *Creative Health*

Pottstown, (610) 326-8712

Apartment for 15 participants, both male and female. Staffed 20 hours per day. Activities scheduled on a daily and weekly basis.

### *Friendship Manor (Carelink)*

Pottstown, (610) 327-1886

Regional program for 9 participants (of which four are Montgomery County residents), both male and female.

### *New Options II (Resources for Human Development)*

Conshohocken, (610) 292-0225

House with 6 participants, both male and female, for 24-hour staffing. Specialized supported living program that is geared toward persons discharged from Norristown State Hospital. Referrals come through County Office.

### *Penn Foundation*

Sellersville, (215) 453-5166

Apartment for 3 participants, both male and female. Staffed for 3-4 hours per week, with 24/7 back-up staff located on site. Serves both Montgomery and Bucks County residents. Weekly Cooking Club and special weekend activities. Alumni program for former residents.

### *Salisbury Behavioral Health*

Glenside, (215) 884-5566

Highly individualized, apartment-style housing for 23 participants, both male and female.

### *Wellsprings (Resources for Human Development)*

Bryn Mawr, (610) 525-1416

Independent apartment living, with supports provided through Recovery Coaching. The program serves both men and women.

# MENTAL HEALTH & SUBSTANCE USE

Montgomery County offers services for co-occurring mental health and drug & alcohol issues. If you have a primary mental health diagnosis and are also dealing with drug and/or alcohol issues, **contact your local CBHC listed on page 5**. If you have more intensive needs, you may be eligible for one of several residential programs for co-occurring diagnoses.

## Programs for Co-Occurring Recovery

### *PA Institute for Community Living (PICL)*

Willow Grove, PA 19090, (215) 706-4330

### *Renaissance (RHD)*

Bryn Mawr, PA, (610) 527-3411

### *Acute Co-Occurring Disorders Program*

Eagleville Hospital, (800) 255-2019

## Advocacy and Peer Support for Addiction Recovery

### *PRO-ACT (PA Recovery Organization—Achieving Community Together)*

(215) 345-6644, or toll free: (800) 221-6333

A regional grassroots recovery support initiative that works to reduce the stigma of addiction and influence public opinion and policy regarding the value of recovery. Peer support and education programs are offered at each PRO-ACT location.

### *PRO-ACT Families Program*

A program offered to families who have members suffering from addiction. Call **(800) 221-6333** for more information.

### *Dual Recovery Anonymous (DRA)*

DRA is a 12-step program for people with co-occurring challenges. Call Penn Foundation at **(215) 257-6551** for more information.

# OTHER COUNTY AGENCIES

## *Community Connections*

Assists residents as a “front door” to County human services. Any resident who has a human service question can ask a Community Connections “Navicate” for help, and be referred to a variety of resources based on their needs. Navicates can be reached at any of the right Community Connections offices.

There are nine Community Connections offices throughout the County, including in Ambler, East Greenville, Lansdale, Lower Merion, Norristown, Pennsburg, Pottstown, Souderton, and Willow Grove. For more information about the program, office locations, and hours, please visit <http://montcopa.org/1585/Community-Connections>.

## *Aging and Adult Services*

Provides assistance to older residents to help them remain as independent as possible while they age. Please call **(610) 278-3601** for more information.

***Protective Services Hotline:*** (800) 734-2020

## *Office of Developmental Disabilities*

Administrative office that oversees programs for children and adults diagnosed with intellectual disabilities. Please contact the intake coordinator at **(610) 278-5666** with any questions.

## *Montgomery County Parent & Infant Resource Guide*

<http://www.montcopa.org/1134/Parent-Infant-Resource-Guide>

## *Office of Drug & Alcohol Programs*

Provides treatment services for residents with substance abuse problems. Please contact one of the local case management offices for more information:

**Creative Health Services:** 11 Robinson St, Pottstown PA 19464, (610) 327-1503

**Gaudenzia:** 55 E. Marshall St, Norristown, PA 19401, (610) 279-4262

2500 Maryland Ave, Suite 309, Willow Grove, PA (215) 667-8022

**Penn Foundation (*outpatient only*):** 807 Lawn Ave, Sellersville, PA 18960 (215) 257-6551

Six-hour County-funded intervention counseling services, provided at no cost to the participant, are offered to Montgomery County residents at the following locations:

**Aldersgate Youth Service Bureau:** 42 N. York Rd, Willow Grove, PA, (215) 657-4545

**Carson Valley Children's Aid:** 1314 Dekalb St, Norristown, PA 19404, (215) 362-8422, x220

**Creative Health Services:** 11 Robinson St, Pottstown PA 19464, (610) 327-1503

**NHS:** 2506 N. Broad St, Colmar, PA 18915, (215) 716-9010

## *Department of Veterans Affairs*

Provides information to veterans, their dependents, and survivors regarding their rights and benefits they may be entitled to receive. The department also maintains the county's veteran grave registration records. Please contact **(610) 278-3285** for more information.

## *Department of Parks, Trails, & Historic Sites*

Offers opportunities for residents and visitors to enjoy various natural resources, participate in educational and recreational opportunities, and appreciate the County's historic past. Contact (610) 278-3555 for more information.

A list of Montgomery County departments is available at <http://montcopa.org/directory.aspx>

# OTHER COMMUNITY RESOURCES

**Disclaimer:** *The services, programs, and agencies listed in this section are intended as suggestions to supplement traditional mental health services. While these agencies may provide excellent services, they are **not licensed by and do not receive funding from the Montgomery County Offices of Mental Health or Behavioral Health.** Therefore, if you intend to access these services, please be sure to act as your own advocate and investigate the merit and appropriateness of each service and agency before enlisting in a program.*

## YMCA Locations

### *North Penn*

2506 N. Broad Street, Colmar  
(215) 368-9622

### *Pottstown (Women's Center)*

315 E. King Street, Pottstown  
(610) 323-1888

### *Ambler*

400 N Bethlehem Pike, Ambler  
(215) 628-9950

### *Freedom Valley*

2460 Blvd of the Generals, West Norriton  
(610) 539-0900

### *Abington*

1073 Old York Road, Abington  
(215) 884-9622

### *Main Line*

100 Saint Georges Road, Ardmore  
(610) 649-0700

## Food Assistance / Food Stamps

### *CADCOM*

113 East Main Street, Norristown, PA 19401 (610) 277-6363

## Transportation

### *Suburban Transit (TransNet)*

(215) 542-RIDE

### *Southeastern Pennsylvania Transportation Authority (SEPTA)*

(215) 580-7800 or <http://www.septa.org>



## Food Cupboards

### *Catholic Social Services*

353 E Johnson Highway, Norristown  
(610) 279-7372

### *Central Presbyterian Church*

900 W. Airy St, Norristown  
(610) 275-2732

### *Haws Ave Soup Kitchen*

800 W Marshall St, Norristown  
(610) 275-1283

### *New Hope Baptist*

204 E Oak St, Norristown  
(610) 275-5814

### *Norristown Salvation Army Cupboard*

533 Swede St, Norristown  
(610) 275-4183

### *Shiloh Full Gospel Baptist Church*

610 George St, Norristown  
(610) 270-9949

### *Siloam Baptist Church Soup Kitchen*

1329 Willow St, Norristown  
(610) 275-8163

### *St. John's Episcopal Church Soup Kitchen*

23 E. Airy St, Norristown  
(610) 272-4098

### *Positive Aging in Lower Merion (PALM)*

117 Ardmore Ave, Ardmore  
(610) 642-9370

### *Beth Sholom: Mitzvah Food Pantry*

8231 Old York Road, Elkins Park  
(215) 887-1342

### *Calvary Assembly of God*

7910 Washington Ln, Wyncote  
(215) 886-0404

### *Mattie N. Dixon Community*

*Cupboard* 150 N Main St, Ambler  
(215) 628-3002

### *Jenkintown United Methodist*

328 Summit Ave, Jenkintown  
(215) 886-7250

### *North Hills Food Cupboard*

212 Girard Ave, North Hills  
(215) 572-9185

### *Willow Grove SDA Church*

1556 Fairview Ave, Willow Grove  
(215) 657-8364

### *Bethel AME Church*

401 Beech St, Pottstown  
(610) 326-9171

### *Cluster Outreach Center*

137 Walnut Street, Pottstown  
(610) 970-5995

### *Jerusalem Lutheran Church*

311 2nd St, Schwenksville  
(610) 287-7104

### *The Open Door*

350 Main St, Royersford  
(610) 948-7747

### *Salvation Army Cupboard*

137 King St, Pottstown  
(610) 326-1621

# COMPLAINTS & GRIEVANCES

## What Should I Do If I Have a Complaint?

If you are unhappy with a service provided through Magellan Behavioral Health, or disagree with a decision made by Magellan, you can file a complaint in one of several ways:

- Call Magellan at **(877) 769-9782**
- Send mail to Magellan at:

**Magellan Behavioral Health of Pennsylvania**  
**Attn: Customer Comment Coordinator**  
**105 Terry Drive, Suite 103**  
**Newtown, PA 18940**

- Submit your complaint to Magellan online at:

**[www.magellanhealth.com/member](http://www.magellanhealth.com/member)**

Click the link for “Help” and then select “Feedback.” Click “Complaints” and then “Contact Us.” Type your message and then click “Submit.”

If your concern is still not resolved, you can call the Montgomery County Department of Behavioral Health and Developmental Disabilities at: **(610) 278-3642**

## What If My Service Is Not Funded Through Magellan?

If the service is not funded through Magellan, your first step should be to talk with the provider agency of that service. If that does not result in a positive outcome, you can also call the Montgomery County Department of Behavioral Health and Developmental Disabilities at: **(610) 278-3642**.



*The Montgomery County Offices of Mental Health and Behavioral Health serve the community by fostering recovery and resiliency through leadership, commitment to quality improvement, and planning and development of recovery enhancing supports in partnership with our stakeholders.*

**For additional copies, please contact:**

Montgomery County Department of Behavioral Health & Developmental Disabilities

1430 DeKalb Street

Norristown, PA 19404-0311

Phone: (610) 278-3642 Fax: (610) 278-3683

Web: <http://www.montcopa.org/1219/MentalBehavioral-Health>

*Updated: April 2016*



**MONTGOMERY COUNTY**

**MENTAL HEALTH & BEHAVIORAL HEALTH**