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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.
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](http://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](http://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.
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.
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
**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 next page:
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.
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.
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.

**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.*
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

Central
Abington & Norristown: (610) 277-4600

Creative Health Services, Inc.
Pottstown: (610) 326-9250

Lower Merion Counseling Services
Bryn Mawr: (610) 520-1510

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 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.
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.
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.
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 empowering 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.**
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
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-montcopia.org
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 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.
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.
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.
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.
**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 “Navigate” for help, and be referred to a variety of resources based on their needs. Navigates 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](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**

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](http://montcopa.org/directory.aspx)
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

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

Pottstown (Women’s Center)
315 E. King Street, Pottstown
(610) 323-1888

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

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

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

**Calvary Assembly of God**  
7910 Washington Ln, Wyncote  
(215) 886-0404

**Central Presbyterian Church**  
900 W. Airy St, Norristown  
(610) 275-2732

**Mattie N. Dixon Community Cupboard**  
150 N Main St, Ambler  
(215) 628-3002

**Haws Ave Soup Kitchen**  
800 W Marshall St, Norristown  
(610) 275-1283

**Jenkintown United Methodist**  
328 Summit Ave, Jenkintown  
(215) 886-7250

**New Hope Baptist**  
204 E Oak St, Norristown  
(610) 275-5814

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

**Norristown Salvation Army Cupboard**  
533 Swede St, Norristown  
(610) 275-4183

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

**Shiloh Full Gospel Baptist Church**  
610 George St, Norristown  
(610) 270-9949

**Bethel AME Church**  
401 Beech St, Pottstown  
(610) 326-9171

**Siloam Baptist Church Soup Kitchen**  
1329 Willow St, Norristown  
(610) 275-8163

**Cluster Outreach Center**  
137 Walnut Street, Pottstown  
(610) 970-5995

**St. John's Episcopal Church Soup Kitchen**  
23 E. Airy St, Norristown  
(610) 272-4098

**Jerusalem Lutheran Church**  
311 2nd St, Schwenksville  
(610) 287-7104

**Positive Aging in Lower Merion (PALM)**  
117 Ardmore Ave, Ardmore  
(610) 642-9370

**The Open Door**  
350 Main St, Royersford  
(610) 948-7747

**Beth Sholom: Mitzvah Food Pantry**  
8231 Old York Road, Elkins Park  
(215) 887-1342

**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
  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

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