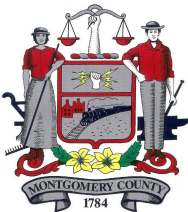
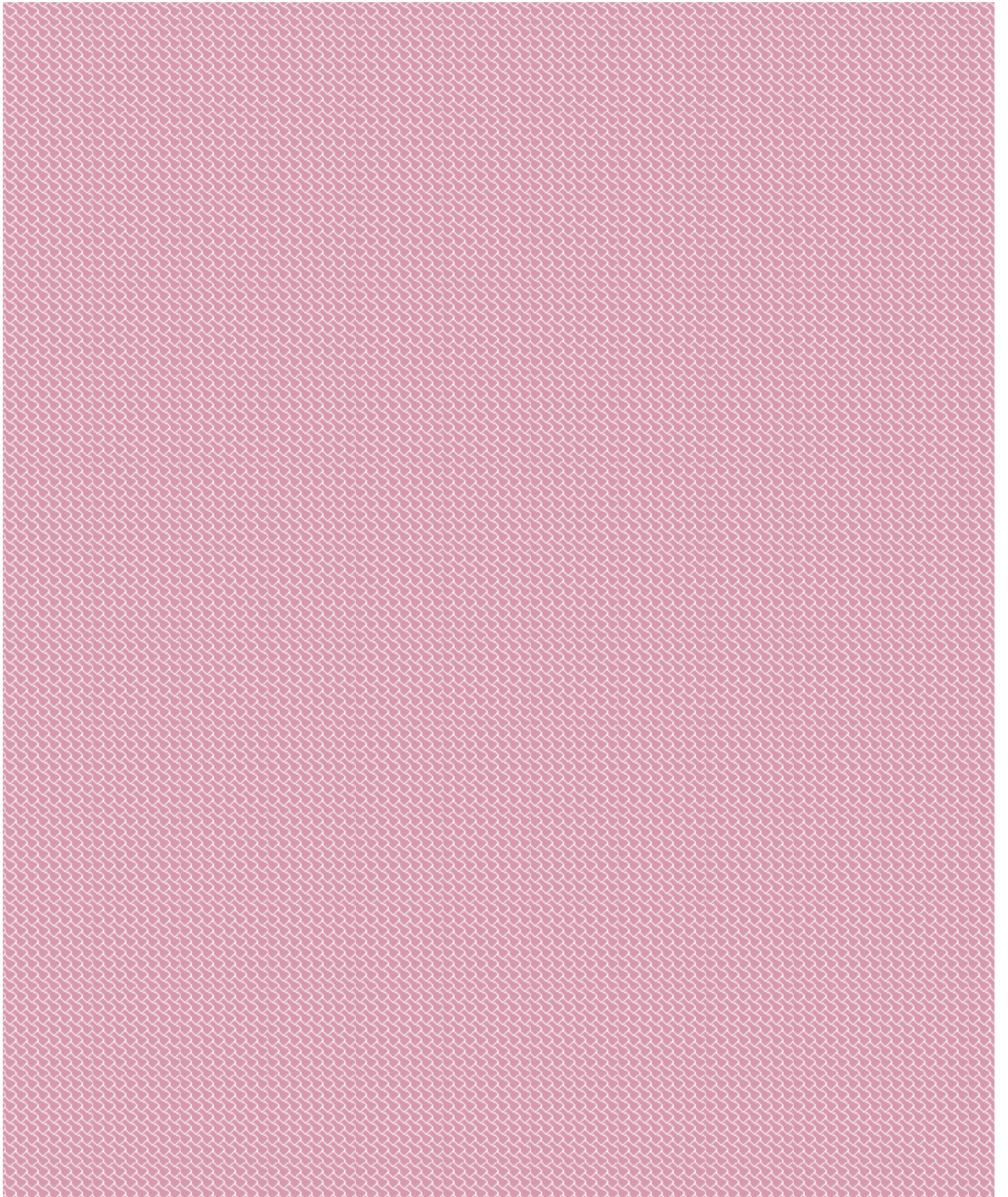




# Montgomery County Children's Community-Based Behavioral Health Services Guide





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# INTRODUCTION



The Montgomery County Department of Behavioral Health and Developmental Disabilities helps make community services available to people living in the county. It plans, funds and monitors services for agencies in the community. These agencies are licensed in Pennsylvania.

The Montgomery County Behavioral Health system partners with Magellan Behavioral Health of Pennsylvania to provide a behavioral health care program. The purpose of this program is to support youth who need help with social, emotional, behavioral, and drug and alcohol challenges.

The Children's Behavioral Health Service System in Montgomery County is guided by the Child and Adolescent Services System Program (CASSP) and System of Care (SOC) philosophies and practices of resiliency. The concept of resiliency prompts strengths based approaches to build self-esteem and life success. Montgomery County is committed to the development of an integrated system of care that empowers youth, families, and all systems to be responsible and accountable for outcomes that lead to the fulfillment of hopes and dreams.

This guide is for children and families in Montgomery County. It contains information about the behavioral health services available throughout the county. It also contains a list of local organizations that can help you get connected, navigate services, and help find the support you need.

# GETTING STARTED

## Medical Assistance

Children who have been diagnosed with developmental disabilities, emotional disorders, behavioral disorders, and/or medical conditions, are eligible for health insurance through Medical Assistance (MA). MA provides important funding for behavioral health services, medicines, and medical care.

When children with a disability apply for MA, their parents' income is not considered to determine eligibility. Many children with a disability can also apply for Supplemental Security Income (SSI), which is based on a parent's income.

You can inquire about applying for Medical Assistance (MA) at the Montgomery County Assistance Office (CAO), in any of several ways:

- **By phone:** (610) 270-3500
- **In person:** 1931 Hope Street, Norristown, PA
- **Online:** [www.compass.state.pa.us](http://www.compass.state.pa.us)

If you need further assistance contacting the CAO, someone at your local community behavioral health center (CBHC) should be able to help. See page 5 for the CBHC in your area.

# ACCESS TO CARE

## Behavioral Health Treatment

You can start treatment after your child has been approved to receive Medical Assistance. A child who is 14 years or older may request treatment or set up an appointment directly without permission from a parent. Treatment can be started by contacting one of the following:

**Extended Assessment Services (EAS)** These services produce a complete evaluation of your child and can identify problematic behaviors. EAS also helps to provide information for service planning. This can happen through on-site observations, review of records, and interviews with caregivers and other identified supports.

The following providers can be contacted for EAS services:

**Child and Family Focus**  
(215) 957-9771

**Creative Health Services** (610) 326-2767

**Central Behavioral Health**  
(610) 272-4922

**Indian Creek Foundation** (267)  
203-1500 ext. 141

Or **Contact Magellan** at **1 (877) 769-9782** or at **[www.MagellanofPA.com](http://www.MagellanofPA.com)**.

**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, blended case management, administrative/service case management, treatment, 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. See map on page 5.

# CBHC SERVICE AREAS

The six local community behavioral health centers cover different parts of Montgomery County:

## Western Region (#461)

### Creative Health Services

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

## Franconia/Salford Region (#462) Penn Foundation

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

## Lansdale Region (#463)

### NHS Human Services

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

## Norristown Region (#465)

### Central Behavioral Health

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

## Lower Merion Region (#466)

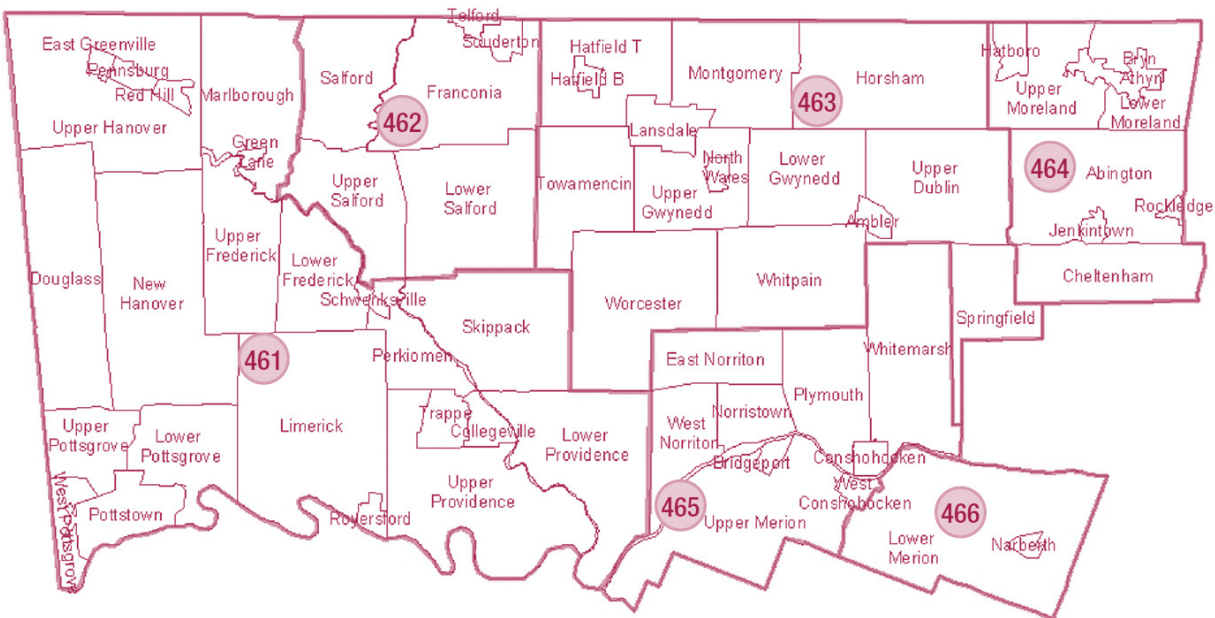
### Lower Merion Counseling Services

7 E. Lancaster Ave, Ardmore, PA 19010  
(610) 520-1510

## Abington Region (#464)

### Child and Family Focus

2935 Byberry Rd, Ste 108  
Hatboro, PA 19040  
(215) 957-9771



# BEHAVIORAL HEALTH TREATMENT SERVICES

## ***Administrative Case Management Services (ACM)***

ACM is a short-term program available at the Community Behavioral Health Centers located across the County. ACM provides assistance to link families and youth to MA and other services and supports.

## ***Blended Case Management Services (BCM)***

BCM is a community based service that partners with children and their families to maximize their potential for independent community living, improve educational/vocational status, increase social support networks, and reduce psychiatric hospitalizations. This is done through ongoing assessment of needs and subsequent assistance with linkage to resources within the community.

Who can receive services: Children and adolescents through age 21 who need assistance navigating the mental health system and assistance linking to resources in the community, including, but not limited to, benefits/entitlements, treatment options, special education, and opportunities for increased social connection.

Who delivers services: Bachelor's level staff who are knowledgeable in community resources and coordination of care.

What is the frequency of services: BCM Service level of care is based upon the needed frequency of contact for assistance and support. This can be either Intensive Case Management (ICM) with contact occurring a minimum of every 14 days, or Resource Coordination (RC) with contact occurring a minimum of every 30 days. The level of care changes fluidly in accordance with the level of need.

Length of services: BCM services are driven by the stated needs/desires of the child and family, and varies, with a typical child receiving services for approximately 18-24 months.





## ***Transition to Independence (TIP)***

TIP is an empirically supported model developed to work with young people experiencing emotional and/or behavioral difficulties. TIP works to 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 Well-Being. TIP is person-centered, strives to build a network of support for the transition aged youth, is non-stigmatizing, encourages the youth to be confident and self-sufficient, encourages personal choice and social responsibility, and maintains a focus on outcomes.

Who can receive services: Young people ages 16-26 with emotional and/or behavioral struggles, who have psychiatric diagnosis, medical assistance, and who are interested in becoming more independent and in control of their own future.

Who delivers services: Each young person will be paired with a TIP Facilitator. TIP Facilitators have a bachelor's degree in human service or a related field and are well-trained in the TIP model. Young people involved with TIP also have access to a Peer Support Specialist.

What is the frequency of services: TIP Facilitators meet with the young person in the home or community. Each TIP Facilitator will work with a caseload of young people ~~time~~ to allow for multiple contacts with the young person each week. Frequency of meetings will depend on the young person's goals and wants, with a minimum of meeting every other week. TIP Facilitators will work to be flexible and accommodating to individual's needs and schedules.

Length of services: There is no minimum or maximum time limit for being involved with TIP. The time frame depends on the young person's goals and wants.

# BEHAVIORAL HEALTH TREATMENT SERVICES

## ***Outpatient Therapy***

Outpatient therapy is typically the entry way into mental health services. It includes individual, family and group therapy delivered in an office setting.

Who can receive services: Children and adults of all ages participate in outpatient therapy. It can be used to address mental health and/or substance abuse issues.

Who delivers services: Master's/Doctorate level clinicians provide the treatment using a variety of techniques and approaches such as Cognitive Behavioral Therapy (CBT), Trauma-Focused CBT, Play Therapy, Structural Family Therapy and many others.

What is the frequency of services: Sessions typically occur once per week for one hour.


Length of services: People attend outpatient therapy from a few sessions to a few years depending on the person's recovery.

## ***Behavioral Health Rehabilitation Services (BHRS)***

BHRS is a combination of services and supports that are delivered in the home and community setting. It is typically recommended for children and adolescents whose behaviors are too severe to be addressed in typical outpatient therapy. It is behaviorally focused.

Who can receive services: Children and adolescents from birth through age 21 are eligible for BHRS. The services need to be prescribed by a psychologist or psychiatrist and agreed to by an interagency team as the best way to address the behavioral health needs of the child.

Who delivers services: Behavior Specialist Consultants (BSC), Mobile Therapists (MT), and/or Therapeutic Support Staff (TSS) deliver BHRS. BSC and MT providers are master's or doctoral level staff and TSS providers are bachelor's level staff.



What is the frequency of services: Services can be prescribed to occur daily to weekly depending on the needs of each child. Each prescription is youth specific.

Length of services: Children/adolescents receive BHRS from 4 months to a few years.

### ***Family Based Services (FBS)***

FBS is a service provided in the home and community, utilized for children at risk of out of home placement due to their mental health issues or who have recently returned from an out of home placement. It is based on a Structural Family Therapy approach and combines individual therapy, family therapy, and case management services.

Who can receive services: FBS services are utilized for children and adolescents up to age 21 who are at risk of out of home placement due to their mental health issues or upon returning to the home.

Who delivers services: FBS are provided by a team consisting of a master's level clinician and a BA level staff. The team provided individual therapy, family therapy, case management, and crisis support. While the clinicians use a variety of techniques and approaches, Structural Family Therapy and Ecosystemic Therapy are the basis of their interventions.

What is the frequency of services: Services are dependent on the needs of the family. Typically, sessions will occur twice per week in the home, in addition to any crisis supports needed and case management activities.

Length of services: FBS is provided for a maximum of 8 months

# BEHAVIORAL HEALTH TREATMENT SERVICES

## ***Multisystemic Therapy (MST)***

MST is an evidence based treatment for youth between the ages of 11 and 18 with a mental health diagnosis and involved with/at risk for involvement with Juvenile Justice System. MST addresses the multidimensional nature of behavioral problems. Treatment focuses on those factors in each youth's social network that are contributing to his or her antisocial behavior. The primary goals of MST programs are to decrease rates of antisocial behavior and other clinical problems, improve functioning (e.g., family relations, school performance), and reduce the use of out of home placements such as incarceration, residential treatment and hospitalization. The ultimate goal of MST is to empower families to build a healthier environment through the mobilization of existing child, family, and community resources.

Who can receive services: Youth between the ages of 12-17 involved with, or at risk for involvement with the Juvenile Justice System, A diagnosis of Conduct Disorder, Intermittent Explosive Disorder, Oppositional Defiant Disorder and/or other antisocial related issues and behaviors are required for participation.

Who delivers services: A master's level clinician performs individual and family therapy, as well as provides crisis support as needed. The clinician must complete the required training program for MST.

What is the frequency of services: Services are provided in the home and community, typically between 5-9 hours per week depending on the needs of the youth and family.

Length of services: MST works with families for 3-6 months.



### ***Partial Hospital Services (PHP)***

PHP services are short-term intensive behavioral health services for youth experiencing severe distress.

Who can receive services: Children and youth between the ages of 3 and 21 that are experiencing severe distress. A recommendation for PHP services must be given by a psychiatrist.

Who delivers services: Mental health counselors and workers deliver individual, family, and group therapy. There is also a psychiatrist on staff.

What is the frequency of services: Services are provided Monday through Friday for 3-6 hours.

Length of services: Time limited as prescribed by a psychiatrist. Service length can be 1 week to a few months.

# 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.

## Access Services Children's Mobile Crisis is here to help you.

This program has a crisis hotline in Montgomery County for children and adolescents up to 18 years of age. It helps children and families in crisis situations. The program also has resources to help them in the future. **Call 1 (888) HELP-414.** This is available 24 hours a day and seven days a week.

### *Services provided by Children's Mobile Crisis Support include:*

- 24 hour telephone counseling
- Services provided in the youth's home
- Assistance with developing strategies for reducing recurring crisis
- Assistance connecting to local community resources

**1 (888) HELP-414**

# DRUG AND ALCOHOL SERVICES

**Preventon Services** are primarily offered through an educational classroom setting, featuring Evidence Based Programs for students, Kindergarten through 12th grade. These classes focus on interpersonal tools, self-esteem, decision making skills and social pressures. Community programs are available to address the latest concerns and issues surrounding substance abuse in an effort to assist families with a loved ones addiction.

**Intervention Services** of six hours in counseling sessions are offered to all Montgomery County residents with concerns regarding their own drug and alcohol use, or to discuss a family member's substance use. TEEN INTERVENE, an Evidence Based Program is also offered for youth who have begun to experiment with alcohol, and is facilitated in three sessions.

**Student Assistance Program** A team of administrators and staff from each school building meet weekly to discuss students struggling academically as well as socially who may appear as high risk for substance abuse or mental health concerns. Following a specific protocol, the team members determine resources available within the school system that could assist and support the student or, when these efforts are exhausted, will finally refer the student for a formal assessment.

All of these services are available through the following locations:

**Aldersgate Youth Service Bureau**

42 North York Road  
Willow Grove, PA 19090  
(215) 657-4545

**Creative Health Services**

11 Robinson Street  
Pottstown, PA 19464  
(610) 327-1503

**Carson Valley Children's Aid**

1314 DeKalb Street  
Norristown, PA 19401  
(215) 362-8422

**Northwestern Human Services**

2506 North Broad Street – Suite 201  
Colmar, PA 18915  
(215) 716-9001

# HELPFUL COUNTY RESOURCES

## *Office of Developmental Disabilities*

The office oversees and develops services for people with intellectual disabilities. You must have the following to be able to get these services:

- An psychological evaluation and a full-scale IQ score of 70 or below.
- Proof of significant impairment in at least two skills areas.
- Developmental disability that happened before the person's 22nd birthday.

This office serves children, adults and families, makes sure quality services are provided, and promotes choice, partnership and community understanding. Please contact the intake coordinator at **(610) 278-5666** if you have any questions.

## *Early Intervention Services*

These services are provided to infants and toddlers from birth to three years of age. They are also provided to families.

They help children with developmental delays and at-risk children get to their full potential. These services are also for children who may need time-limited services to ensure full potential. Anyone can make a referral by calling **(610) 277-71 76** A coordinator will schedule a first evaluation with the family.

Preschool services are provided by the Montgomery County Intermediate Unit for children three to five years of age. These services are available if there are worries about a child's development. Referrals can be made directly to the office at **(610) 539-8550**.



# YOUTH & FAMILY SUPPORT SERVICES

## ***Teen Talk Line***

Call **1 (866) 825-5856** or text **(215) 703-8411**.

This is a warm line. It is for youth to talk about things with someone their own age. It is operated by Access Services. There are no topics that are off limits. Calls are private. You do not have to give your name. The warm line helps youth never feel alone. It gives them someone always ready to listen. If a youth is experiencing a crisis, he or she will be connected to the Crisis Hotline for assistance.

## ***Family Mentor***

Call **(267) 507-3486** or the toll-free voicemail at **1 (800) 688-4226 x3486** or **x3487**.

This is a group of parents and others interested in children's mental health issues. It links the systems that serve children. It is run by parents. It is state- wide. This helps parents and other family members by providing support, information, referrals, and links to other parents and organizations.

Family Mentor is run by the Mental Health Association of Southeastern Pennsylvania.

## ***High Fidelity Family Teams (HiFi)***

HiFi utilizes a national model to bring change to the lives of families with children with complex needs. It is a family-driven planning process that puts families and youth in charge of their own plans, by partnering with them to use their voice, strengths, and supports to build teams that keep children in their homes with fewer professionals and more community supports. Contact Child and Family Focus at **1 (866) 240-3010** for more information about this program.

# YOUTH & FAMILY SUPPORT SERVICES

## ***NAMI Montgomery County, PA***

Call **(215) 361-7784** or email **NAMI-MontCoPA@verizon.net**.

This is a part of the National Alliance on Mental Illness (NAMI). NAMI is made up of volunteers. It has about 200,000 members. It offers many classes for parents and caregivers.

**NAMI Basics Program.** This is a 6-week course for parents. It is also open to other caregivers of children and adolescents living with mental illness. It is run by trained parents and caregivers. They have gone through similar experiences with their own child. This program provides learning and tips for families. It is offered free of charge.

**NAMI Family-to-Family Education Program.** This is a 12-week course for families and caregivers of individuals with mental illness. It is offered free of charge.

This group offers many other services. Details can also be found at [www.nami-montco.org](http://www.nami-montco.org).

## ***Respite***

This is a placement for a child for a short period of time. The child is placed in a trained foster home for a weekend. It allows a child and family to have a break from each other. It helps to keep the family safe and stable. It is often used to help with a crisis. Respite can also prevent sending the child to a hospital.

These services provide care in a positive setting for children. These children could have any of the following: mental health concerns, serious emotional problems, behavioral problems.

Montgomery County offers planned and emergency respite. Hourly and overnight options are available through Access Services at **(215) 540-2150**. Contact your local community behavioral health center (CBHC) (see map on page 5) to find out more about this service.

# TRANSITION-AGED YOUTH SERVICES

## ***Transition to Independence Program (TIP)***

Call **(610) 277-4600**.

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.

## ***HOPE Academy***

Call **(484) 802-0919**.

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.

## ***Trail Guides***

Call **(267) 507-3496**.

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.

# TRANSITION-AGED YOUTH SERVICES

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

Call **(610) 527-3411**.

YALE (Young Adult Learning Environment) is a full care community rehabilitation residence (CRR) providing 24/7 support to assist young adults (ages 18-22) in gaining independent living skills.

## ***MY LIFE***

Magellan Youth Leaders Inspiring Future Empowerment (MY LIFE) is a youth leadership group made up of youth between ages 13 and 23. These youth have experience with mental health, substance abuse, juvenile justice, and/or foster care.

It was founded in Arizona in 2008. The group focuses on important issues affecting youth through regular meetings, special events, presentations, and performances.


MY LIFE is helping to improve mental health, substance abuse, foster care and juvenile justice systems. It gives youth the chance to become leaders in their communities. Magellan has partnered with Montgomery County to offer MY LIFE groups.

Who can join MY LIFE?

MY LIFE groups and activities are open to any youth who is between the ages of 13 and 23 years old. Has experience with mental health, substance abuse and/or foster care-related issues. MY LIFE welcomes youth with these issues. MY LIFE also welcomes youth who have a family member or friend with them. No application is needed to join this group. Any youth who attends a meeting or an event is considered a member.

Why join MY LIFE?

MY LIFE is a group where youth can feel supported, make friends, have fun, show off their talents, and learn about topics that are important to them.



MY LIFE gives youth a chance to build confidence, positive social supports, and leadership skills.

MY LIFE helps youth use their experiences to help others. It helps them improve the programs and systems that serve young people.

For more information on MY LIFE, please see [www.Facebook.com/MYLIFEyouth](https://www.facebook.com/MYLIFEyouth) or [www.MagellanoPA.com](http://www.MagellanoPA.com).

# 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 **1 (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:

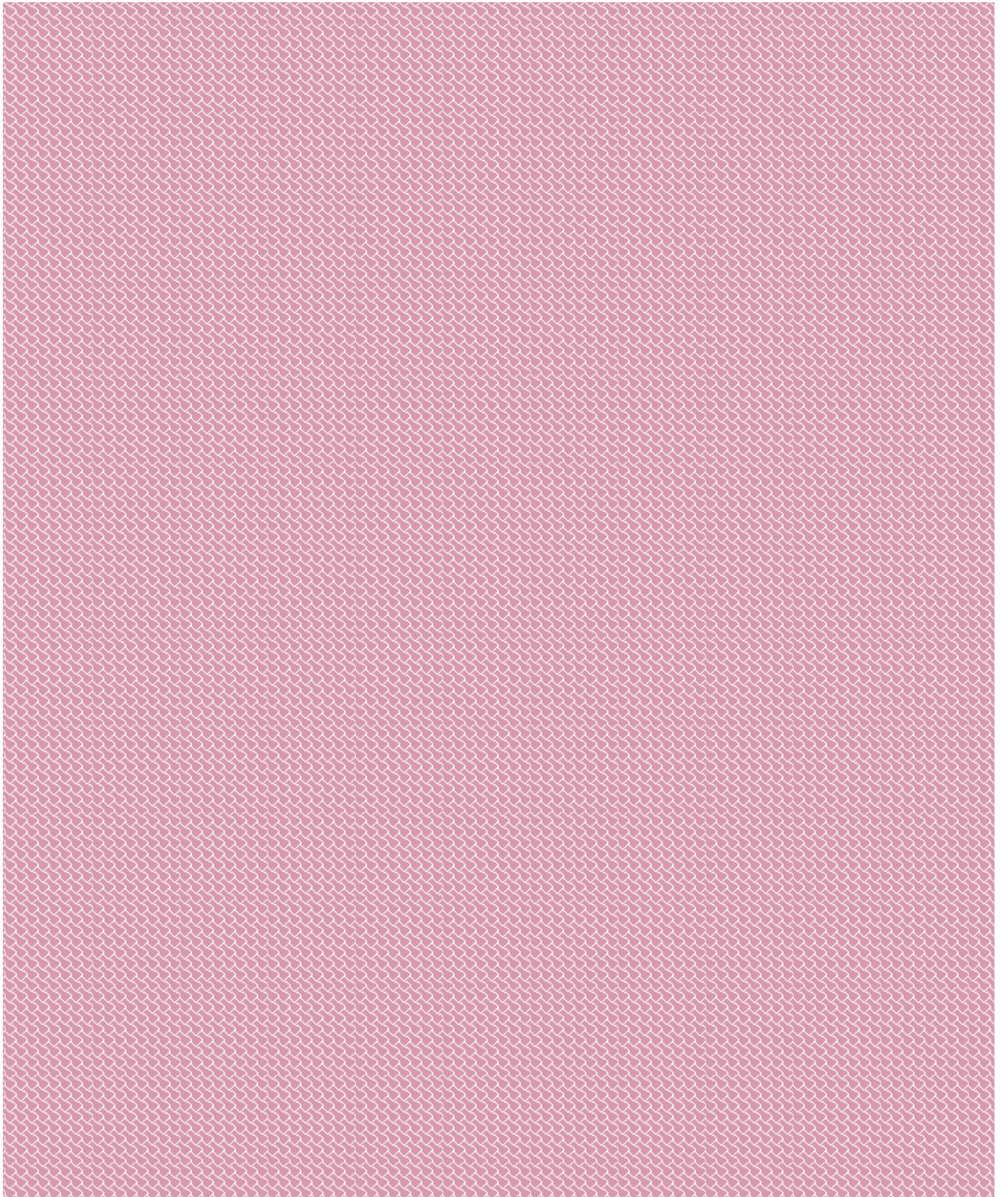
**[www.magellanhealth.com/member](http://www.magellanhealth.com/member)**

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.*

Montgomery County Department of Behavioral Health & Developmental Disabilities  
1430 DeKalb Street  
Norristown, PA 19404-0311  
Phone: (610) 278-3642 Fax: (610) 278-3683

*Updated: May 2016*