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INTRODUCTION

THE OFFICE OF MENTAL HEALTH (OMH)

The Montgomery County Department of Health and Human Services’ Office of Mental Health (OMH) is embedded within the Office of Mental Health/Developmental Disabilities/Early Intervention (MH/DD/EI). In order to ensure that an array of community services are available and accessible to Montgomery County residents, OMH plans, funds, administers, and monitors services that are provided by private community agencies licensed by the Commonwealth of Pennsylvania. This mental health service system is designed to offer an individualized, comprehensive network of support for adults with severe and persistent psychiatric disabilities and children with social, emotional, and behavioral disorders an individualized, comprehensive network of support.

OMH partners with the Montgomery County Department of Health and Human Services’ Office of Managed Care Solutions (OMCS) in the implementation and oversight of HealthChoices, Pennsylvania’s Medicaid (also known Managed Care) program. The program provides mental health and drug/alcohol treatment services to residents eligible for Medical Assistance (MA). OMH and the managed care provider, Magellan Behavioral Health Services, manage the delivery of services to our eligible members. The oversight of this program is accomplished through an integrated approach with our Offices of Mental Health, Drug & Alcohol Programs, Developmental Disabilities, Children & Youth, Juvenile Probation, and other human service offices.

Many services are covered by private insurance, Medicaid, or Medicare. Others are funded in whole or in part by Montgomery County.

- **Office of Mental Health**: 610-278-3642
- **Magellan Behavioral Health**: (877) 769-9782
- **Guide to Behavioral Health Services for Children, Adolescents, and Families**
INTRODUCTION

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 mental illnesses, such as schizophrenia, bipolar disorder, and major depressive disorder. The experience of recovery is different for each person and 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 individuals to explore, learn, and practice wellness strategies that help them achieve their goals and dreams. To achieve that goal, the staff of the Montgomery County Office of Mental Health 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 that holistically support an individual’s recovery.

We have 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, crisis services, mobile supports, peer support, mutual aid groups, and employment and education support.

We remain committed to serving Montgomery County by promoting a vision of wellness, recovery, and resiliency and by providing the services to support the recovery of residents who experience mental health challenges.
GETTING STARTED

INSURANCE

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. The contact information for your insurance provider can be found on the back of your insurance card.

No Insurance

If you don’t have health insurance, you can apply for coverage at the PA Health Insurance Marketplace. Alternatively, you can apply for Medicaid and other benefits through the County Assistance Office (CAO)

- Pennie: 844-844-8040
- CAO: 610-270-3500

Help Accessing Insurance

If you need further assistance, ask for help from an Administrative Case Manager (ACM) at your local Community Behavioral Health Center (CBHC). See the following page for more details.
COMMUNITY BEHAVIORAL HEALTH CENTERS

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.

CORE CBHC SERVICES

Administrative Case Management (ACM)

ACMs, sometimes referred to as Service Case Managers, are the “front door” to all mental health services in Montgomery County, regardless of insurance or diagnosis. If you aren’t sure where to begin, contact the ACM at your local CBHC (see the following page).

Outpatient Treatment

Outpatient services consist of evaluation, diagnosis, and clinical treatment provided by mental health professionals and/or psychiatrists. See page 8.

Recovery Coaching (RC)

Recovery Coaching is an enhanced version of case management that emphasizes the principles of mental health recovery. See page 10.

Certified Peer Support (CPS)

A Certified Peer Specialist (CPS) is a self-identified current or former participant in behavioral health services who is trained to support others in their efforts to build lives in their communities that include meaningful relationships and activities. See page 10.

Career Centers

Career Centers are staffed by Employment/Education Specialists, many of whom are also CPSs. They provide interventions that help support you in getting and keeping a job or achieving your educational goals. See page 22.
COMMUNITY BEHAVIORAL HEALTH CENTERS

CBHC SERVICE AREAS

Abington Region (#464)
Central Behavioral Health
2500 Maryland Rd, Willow Grove
267-818-2220

Norristown Region (#465)
Central Behavioral Health
1100 Powell St, Norristown
610-277-4600

Western Region (#461)
Creative Health Services
11 Robinson St, Pottstown
610-326-2767

Lower Merion Region (#466)
Lower Merion Counseling & Mobile Services
850 W. Lancaster Ave, Ardmore
610-520-1510

Lansdale Region (#463)
Merakey
2506 N. Broad St, Colmar
215-716-9001

Franconia/Salford Region (#462)
St. Luke’s Penn Foundation
807 Lawn Ave, Sellersville
215-257-6551
TREATMENT SERVICES

Outpatient Services

The Office of Mental Health and its Montgomery County provider agency partners strive to offer treatment options that are most likely to support you in achieving the changes and results you seek. Outpatient services consist of evaluation, diagnosis, and clinical treatment provided by mental health professionals and psychiatrists, generally in a clinic setting.

- **Available at each CBHC**: see page 7
- If you’re looking for an outpatient service your CBHC doesn’t offer, ask their ACM to help you find an alternative. You may also call the number on the back of your insurance card, or **Magellan Behavioral Health**: 877-769-9782.

**Therapy**

All CBHCs offer therapy services. Therapy can be individual, group, and/or family therapy and is provided by mental health professionals, such as counselors and social workers. Therapy modalities may include the evidence-based practices on the following page.

**Medication Management**

Psychiatrists and Nurse Practitioners are available to prescribe and monitor psychiatric medication. Medication may come in pill or injection form, depending on needs and preferences.

**Intensive Outpatient Therapy (IOP)**

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 (EBP)

The federal Substance Abuse Mental Health Services Administration has created a list of evidence-based practices (EBP). The availability of these services may vary depending on provider agency staffing. All EBPs in this guide are denoted with (EBP).

(EBP) Cognitive Behavioral Therapy (CBT)

The most widely researched treatment, which focuses on changing an individual's thoughts (cognitive patterns) in order to change their behavior and emotional state. CBT is also available for children, adolescents, and their caregivers who have been exposed to trauma. Contact your local CBHC or see page 7.

(EBP) 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. Contact your local CBHC or see page 7.

(EBP) 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. Contact your local CBHC or see page 7.

(EBP) Assertive Community Treatment (ACT) Teams

Highly-intensive, community-based level of treatment for individuals who are not able to be supported by traditional outpatient services. See page 12.
COMMUNITY-BASED SERVICES

**Recovery Coaching (RC)**

Recovery Coaching (RC) is Montgomery County's *enhanced* version of case management that is infused with mental health recovery principles. RCs are trained professionals who focus on educating individuals in the skills necessary to increase self-sufficiency and move forward in recovery.

- **Available at each CBHC:** see page 7

**Case Management for Special Populations**

- Transition-Age Youth and Young Adults 14-26: see page 16
- Older Adults 60+: see page 17
- Criminal Justice Involvement: see page 18
- Homeless or At-Risk of Becoming Homeless: see page 27
- Deaf or Hard of Hearing: [PAHnters Deaf Services](#) in Glenside
  - 215-392-2425 (videophone), 215-884-9770 (phone), or PAHinfo@rhanet.org

**Certified Peer Support (CPS)**

CPS is a person-centered, recovery-focused service provided by a self-identified current or former participant in behavioral health services. CPSs 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.

- **Available at each CBHC:** see page 7
- [Salisbury Behavioral Health](#) in Horsham: 215-884-5566
- Transition-Age Peer Support: see page 16
COMMUNITY-BASED SERVICES

CLINICAL WELLNESS RECOVERY TEAMS (CWRT)

CWRT is an integrated healthcare management program for individuals with a serious mental illness who are looking to better understand and improve their behavioral and physical health conditions. The team is composed of Nurse Navigators and Behavioral Health Navigators that will help guide you on your healthcare journey.

- **Central Behavioral Health** in Norristown: 610-277-4600 x 250
- **HealthConnections** at Creative Health Services in Pottstown: 610-326-9250
- **Merakey** in Colmar: 215-716-9001

PSYCHIATRIC REHABILITATION

Mobile Psychiatric Rehabilitation (MPR)

MPR offers intensive 1-on-1 skill building and support. Individuals meet 3-9 hours per week to work towards their goals and experience a meaningful life in the community.

- **Starting Point** by Access Services in Fort Washington: 215-540-2150 x 1338

Intensive Psychiatric Rehabilitation (IPR)

IPR involves a 5-phase curriculum-based approach in which individuals set and achieve personal goals in their living, learning, working and social environments.

- **REACH** by St. Luke’s Penn Foundation in Sellersville: 267-404-5710

Psych Rehab 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.

COMMUNITY-BASED SERVICES

**(EBP) Assertive Community Treatment (ACT) Teams**

ACT Teams are a highly-intensive, community-based level of treatment for individuals who are not able to be supported by traditional outpatient services. ACT teams are an integrated, interdisciplinary group composed of mental health professionals, usually involving a psychiatrist, nurse(s), certified peer specialists, vocational/career specialists, drug & alcohol specialists, and a case manager.

- **Horizon House** in Norristown: 610-279-5050 x 139
- **St. Luke’s Penn Foundation** in Sellersville: 267-517-0020
- **St. Luke’s Penn Foundation FACT** (Forensic ACT) in Pottstown: 610-819-6000
PEER SERVICES

PEER SUPPORT

Certified Peer Specialist (CPS)
- Available at each CBHC: see page 7
- For more information on peer support, see page 10

Certified Recovery Specialist (CRS)
- See page 20.

WARM LINES

Peer support warm lines are answered by Certified Peer Specialists, while teen lines are answered by trained teen volunteers. Everyone answering has lived experience with mental health and is ready to provide an empathetic, listening ear. You may speak anonymously if you wish.

- Access Services has adult and teen talk and text lines available every day from 1-9pm.
  - Adults Call: 855-715-8255 or Text: 267-225-7785
  - Teens Call: 866-825-5856 or Text: 215-703-8411

RECOVERY LEARNING CENTER (RLC)

RLCs connect participants to natural community supports along with offering a warm and welcoming place to come to engage in the service system. Offering unique facility-based options, they are actively engaged in connecting people to resources and services in community environments. In all instances, the focus of these services will be driven by the service participant with an aim toward community integration and the use of existing community resources

- Pottstown RLC of Mental Health Partnerships: 267-507-3525
Mutual Aid Support Groups

**National Alliance on Mental Illness (NAMI) Groups** are free and virtual: (215) 361-7784

- **NAMI Connection Recovery Support Group**: a peer-led group for adults who have experienced symptoms of a mental health condition.
- **NAMI Family Support Group**: a peer-led group for any adult with a loved one who has experienced symptoms of a mental health condition.

**Creating Increased Connections (CIC) Groups** are free and offered in person and/or virtually. CIC is located in Bridgeport, PA and is a program of Resources for Human Development (RHD). Contact CIC at 484-681-9432.

- **Circle of Hope Groups**: a peer-to-peer group focused on helping those with mental health challenges have open and honest discussions that help to maintain recovery. There are 2 Circle of Hope Groups: Female Identity and Experiences & Male Identity and Experiences.
- **Live Another Day (Alternatives to Suicide) Group**: this group is a non-judgmental, confidential space for individuals to share their darkest thoughts without being assumed to have an illness or being assessed for involuntary interventions. Often, the key to moving toward something different is being able to openly explore these thoughts and feelings.
- **Behavioral Health Court (BHC) Groups**: Pathways and Recovery in Motion are groups offered exclusively to participants in BHC.—see page 19.

**Montgomery County Hearing Voices Network Groups** organized by CIC, are free and offered in person and/or virtually. CIC is located in Bridgeport, PA and is a program of Resources for Human Development (RHD). Contact CIC at 484-681-9432.

- **Taking Back Our Power**: Open to anyone with the experience of hearing voices or experiencing other sensory phenomena not shared by others (seeing, smelling, feeling, etc.). Group participants break through shame and stigma through sharing.
- **Young People’s Hearing Voices Group**: Follows the format above, but is geared towards teens and young adults.
PEER SERVICES

PEER-LED CLASSES

National Alliance on Mental Illness (NAMI) Classes are free and virtual: (215) 361-7784

- **(EBP) NAMI Family-to-Family Class:** an 8-week program that facilitates a better understanding of mental health conditions, increases coping skills, and supports participants in the class to become advocates for their family members. Taught by NAMI-trained family members.

- **NAMI Peer-to-Peer Class:** an 8-week program for adults with mental health conditions who are looking to better understand themselves and their recovery. Taught by trained leaders with lived experience.

- **NAMI Basics Class:** a 6-week educational program for parents, caregivers, and other family members who provide care for youth and young adults (under age 22) who are experiencing mental health symptoms. Taught by a trained team with lived experience raising a child with a mental health condition.

Creating Increased Connections (CIC) Classes are free and offered in person and/or virtually. CIC is located in Bridgeport, PA and is a program of Resources for Human Development (RHD). Contact CIC at 484-681-9432.

- **Voices Learning Community:** open to individuals who experience hearing voices, their friends/family members, and providers of services in the community such as mental health professionals/staff or medical professionals. It provides an opportunity to speak with and learn from individuals who have heard/currently hear voices and are living productive and fulfilling lives.

PEER-LED TRAININGS

Offered by Creating Increased Connections (CIC) located in Bridgeport, PA. CIC is a program of Resources for Human Development (RHD) Contact CIC at 484-681-9432.

- **(EBP) Wellness Recovery Action Plan** (WRAP) Seminars I and II
- **Hearing Voices Group Facilitation**
- **Intentional Peer Support (IPS)**
TRANSITION-AGE SERVICES

CASE MANAGEMENT

(EBP) Transition to Independence Process (TIP) at Central Behavioral Health in Norristown: 610-209-8590 or tip@centralbh.org

- The TIP model is an evidence-based practice that demonstrates improvement in real-life outcomes and futures planning for youth and young adults (ages 16-26). TIP works to engage and support young people in their own futures planning process across five transition domains: Educational Opportunities, Living Situation, Employment & Career, Community Life Functioning, and Personal Effectiveness & Wellbeing.

PEER SUPPORT

See page 10 for a full description.

- Transition-Age Peer Support (14-26 years) through Child and Family Focus in Hatboro: 215-957-9771
- Trail Guides (18-26 years) through Mental Health Partnerships in Norristown: 267-507-3496

WARM LINE

See page 13 for a full description.

- Access Services: Call 866-825-5856 or Text: 215-703-8411

RESIDENTIAL

See page 28 for a full description.

- YALE (Young Adult Learning Environment) CRR by Resources for Human Development in the Lower Merion Region: 610-527-3411 x 100
OLDER ADULT SERVICES

TREATMENT

**Senior Outreach Services (SOS)**

The SOS program supports older adults (60+) who are home-bound. A psychiatrist, therapist, and coordinator are all available to meet in the individual’s home to provide mental health treatment, link to supportive services, and help maintain community living.

- [Central Behavioral Health](#) in Norristown: 610-279-9270
- [Central Behavioral Health](#) in Abington: 610-279-9270

**Partial Hospitalization**

Partial hospitalization provides a structured program of outpatient psychiatric services as an alternative to inpatient care. Interventions are tailored to improve the individual’s behavioral health, restore resiliency, and prevent institutionalization.

- [OASIS](#) program (60+) at Central Behavioral Health in Norristown: 610-279-9270

**Case Management**

**Senior Intensive Support (SIS)**

SIS is a case management program for older adults (60+). In addition to traditional case management services (see page 10), SIS aims to enhance and prolong independent living so older adults may remain in the community of their choice.

- [Central Behavioral Health](#) in Norristown: 610-277-4600 x 249
- [Central Behavioral Health](#) in Abington: 267-818-2220
- [Creative Health Services](#) in Pottstown: 484-941-0500
CRIMINAL JUSTICE

Stepping Up Initiative

As part of the National Stepping Up Initiative, the Office of Mental Health (OMH) 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. OMH and the Montgomery County Correctional facility (MCCF) initiated a collaborative approach to address the needs of incarcerated individuals with a serious mental illness, a process which included Prime Care, Adult Probation, the Public Defenders Office, the District Attorney’s Office, and numerous community service providers. Our partnership has allowed for some exciting accomplishments, including Behavioral Health Court (BHC), Justice Related Services (JRS), Clinical Liaisons at the CBHCs, data sharing, peer support, education, and advocacy services.

Case Management

Justice Related Services (JRS) at Access Services in Fort Washington: 610-500-2111

- Justice Related Services (JRS) is Montgomery County’s forensic blended case management program for County residents involved in the criminal justice system. The JRS staff work towards diversion through collaboration with police and the courts as a primary goal. They also work in the jail to develop and support re-entry plans, as well as to assist in the assessment and planning process for individuals being supported in the community or considered for Behavioral Health Court.
Behavioral Health Court (BHC)

The BHC 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. BHC also works to find appropriate dispositions to criminal charges by considering the defendant’s mental illness and the seriousness of the offense.

- **BHC** in Norristown: 610-992-7449

BHC Support Groups

- **Creating Increased Connections** (CIC) of Resources for Human Development in Bridgeport offers free virtual groups specifically for individuals in BHC: 484-681-9432

- Pathways group for those currently involved in BHC.

- Recovery in Motion (RIM) group for those nearing completion of BHC.

Law Enforcement Training

Montgomery County provides a beginner and advanced three-day Crisis Intervention Specialist (CIS) school for police officers and other law enforcement/criminal justice personnel in order to provide strategies to effectively support individuals experiencing mental health crisis in the community.

- **CIS Training** at Montgomery County Emergency Services in Norristown: (610) 279-6100
SUBSTANCE USE SERVICES

ACCESSING TREATMENT

Please contact one of Montgomery County’s drug and alcohol case management offices for support accessing treatment:

- Creative Health Services in Pottstown: 610-327-1503
- Gaudenzia:
  - Norristown: 610-279-4262.
  - Willow Grove/Dresher 215-433-1634

PEER SUPPORT

Similar to Certified Peer Specialists (CPS), Certified Recovery Specialist (CRS) services are available for individuals struggling with substance use. All CRSs have lived experience with substance use recovery.

- Montgomery County Recovery Community Center by the Council of Southeastern PA PRO-ACT in Norristown: 215-429-1524
- Creative Health Services in Pottstown: 610-327-1503.
- Gaudenzia:
  - Norristown: 610-279-4262.
  - Willow Grove/Dresher 215-433-1634
SUBSTANCE USE SERVICES

Support Groups

Support groups are offered both virtually and in-person throughout the county. Group offerings are varied and include traditional Alcoholics Anonymous (AA) and Narcotics Anonymous (NA), as well as more specific offerings such as education and family support. To be connected to a substance use support group:

- Contact one of Montgomery County’s [drug and alcohol case management](#) offices
- Visit the county’s [support group webpage](#)
- Contact [Montgomery County Recovery Community Center](#) by the Council of Southeastern PA PRO-ACT in Norristown: 215-429-1524

Residential

See page 32 for more information on co-occurring residential programs.

- [PA Institute for Co-Occurring Recovery](#) (PICL) by Resources for Human Development in the Abington Region: 215-706-4330
- [Renaissance](#) by Resources for Human Development in the Lower Merion Region: 610-527-3411
EMPLOYMENT & EDUCATION

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 educational and/or career goals.

MAINTAINING BENEFITS WHILE EMPLOYED

Social Security

- Social Security Administration Redbook: Both SSI and SSDI have work incentives to encourage individuals receiving benefits to achieve their employment goals.

Medical Assistance

Pennsylvania has programs that allow individuals with a disability to maintain Medical Assistance insurance while employed, even if you make too much money to stay on cash benefits.

- Medical Assistance for Workers with Disabilities (MAWD): Contact your local County Assistance Office.
  - Norristown: 610-270-3500
  - Pottstown: 610-327-4280

(EBP) Career Centers

Each CBHC (except St. Luke’s Penn Foundation) has a Career Center staffed with Employment/Education Specialists, many of whom are Certified Peer Specialists. Their services provide evidence-based interventions that help support individuals in getting and keeping a job (“supported employment”) or achieving your individual educational goals (“supported education”).

- Available at each CBHC: see page 7
EMPLOYMENT & EDUCATION

ADDITIONAL EMPLOYMENT/EDUCATION PROGRAMS

Partnership on Work Enrichment and Readiness (POWER) at Montgomery County Community College in Blue Bell: 213-641-6425 or powerprogram@m3.edu

• The 14 week POWER program offers individuals diagnosed with a mental health condition the ability to connect to campus life and develop educational and career goals. Participants will gain skills in resume writing, interviewing, studying, time management, and much more.

Goodwill Employment Services in Fort Washington: (215) 653-7095

• This service helps individuals with employment preparation, job searching, job placement, and on-the-job coaching.

PA CareerLink in Norristown: 610-270-3429

• CareerLink provides job seekers with employment search capabilities including job trends, skills building, and occupational training. They also offer classes on topics including computer skills and resume building.

Office of Vocational Rehabilitation (OVR) in Norristown: 484-250-4340

• OVR provides vocational rehabilitation services to help persons with disabilities prepare for, obtain or maintain employment. They are able to provide diagnostic services, vocational evaluation, counseling, training, placement assistance, assistive technology, and more.
Crisis is not simply the moment when things become intolerable. Crises build over time, and often can be recognized and managed in advance.

**OPTIONS DURING A CRISIS**

**Before**

When you start to recognize the stressors that you’ve felt during previous crises, please contact any supports you are already connected to. These include clinical supports (such as a therapist) and community-based supports (such as a Recovery Coach/Case Manager, a Certified Peer Specialist, etc.). Other options include the following:

- **Warm Lines** for adults and teens by Access Services are available daily from 1-9pm.
  - **Adults Call:** 855-715-8255 or **Text:** 267-225-7785
  - **Teens Call:** 866-825-5856 or **Text:** 215-703-8411

**During**

If you or a loved one is in imminent danger, call 9-1-1. If you are connected to a service that has a 24/7 crisis line (such as a Recovery Coach), you may also contact them. Otherwise, call Mobile Crisis:

- **Mobile Crisis** by Access Services is open 24 hours a day, 7 days a week: 855-634-4673

**After**

If you are connected to any mental health services (such as a therapist or Recovery Coach), make sure they are part of your follow up care. In addition, Mobile Crisis would like to help you develop ways to help reduce future crisis situations and create a crisis plan as part of your (or your child’s, or your family’s) recovery and wellness goals.
CRISIS SERVICES

CRISIS SUPPORT

Mobile Crisis

Montgomery County Mobile Crisis provides not only immediate support for crisis situations, but also assistance with managing recurring or future crises. Support is available to anyone in Montgomery County (including children, teens, adults, and families). Mobile Crisis offers 24/7 telephone counseling as well as in-person support in the individual’s home or in the community. They provide assistance with developing strategies for reducing recurring crisis, support for drug/alcohol use or addiction, help coping with past traumatic experiences, finding emergency respite, and assistance connecting to local community resources.

- Mobile Crisis is open 24 hours a day, 7 days a week: 855-634-4673

Crisis Residential Programs (CRPs)

CRPs are house-like settings that serve as an alternative to inpatient care for individuals who are experiencing acute psychiatric crisis, but are not an immediate danger to themselves or others. Referrals for this service can happen in a variety of ways. Call Mobile Crisis to be connected to one of the following:

- Carol’s Place in Norristown: 610-279-6100
- Horizon House in Hatboro: 267-387-6399
- Elwyn McCabe Hall (Natale) in Elwyn: 610-891-2324
EMERGENCY SERVICES

Emergency situations that rise beyond the level of crisis, and cannot be managed in a community setting may, warrant treatment in a hospital. This occurs when someone presents a danger to him/herself or others and is referred to as “inpatient treatment”. Inpatient hospital services can be accessed through an emergency assessment that will determine whether an individual’s needs are intensive enough for acute inpatient treatment. Emergency inpatient treatment can be provided regardless of a person’s health insurance status.

**Voluntary vs. Involuntary Treatment**

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 or Crisis Talk Line) have been unsuccessful.

- **Mobile Crisis** is open 24 hours a day, 7 days a week: 855-634-4673

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 individual 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:

- Montgomery County Commitment Office (MCCO) Mental Health Delegates at Montgomery County Emergency Services (MCES) in Norristown: 610-279-6102
HOUSING SUPPORT RESOURCES

Individuals with mental health challenges often need extra assistance locating and maintaining housing in the community. Below are resources for housing support in Montgomery County.

ACCESSING HELP

**Your Way Home Call Center:** 2-1-1

- This information and referral line will direct you to the most appropriate support available to you, including possible diversionary resources and shelters. Please make sure to include any current supports you may have (such as a Recovery Coach) in the Your Way Home planning process.

CASE MANAGEMENT

**EBP** Critical Time Intervention (CTI) at Resources for Human Development in Norristown: 610-279-4240

- CTI’s primary initiative is to locate and connect people to adequate, affordable housing units, and provide support as they transition from a shelter or other setting to a new residence. Linkages to mental health services, collaboration with community providers, and the development of natural support systems are paramount and CTI can support clients with those goals. During this critical time, CTI monitors and assesses these supports to ensure their effectiveness in maintaining their new residence and breaking the cycle of homelessness.

ADVOCACY

**Housing Equality Center of PA:** 267-419-8918 or info@equalhousing.org

- The Housing Equality Center provides education and legal guidance on fair housing, tenant’s rights, service/emotional support animals, and much more.
RESIDENTIAL PROGRAMS

Residential programs offer a continuum of supportive services, ranging from secured treatment settings to supported living arrangements, many with 24 hour staffing or access to staff support on site as needed. The primary goal of these programs is to prepare residents with an array of skills, supports, and resources needed to maintain their own independent community housing in the future.

Residential programs are not meant to be alternative housing, but a place to build skills or re-learn skills to prepare for independent living. As such, most residential programs have at least one certified psychiatric rehabilitation staff and use a psychiatric rehabilitation approach to programming—see page 11 for more on psych rehab.

RESIDENTIAL REFERRALS

The first step in referring an individual to a residential program is to contact the Clinical Liaison at the individual’s nearest CBHC—see page 7. Clinical Liaisons are specially trained assess individuals in order to determine the type of residential placement that will best fit the individual’s needs. They will also help coordinate a treatment team of clinical and natural supports to help the individual create goals for skill-building that leads to independent living.
RESIDENTIAL PROGRAMS

COMMUNITY RESIDENTIAL REHABILITATION (CRR) SERVICES

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

Abington Region
Salisbury Behavioral Health CRR: 215-884-5566
• 15 residents, 9 male and 6 female

Lansdale Region
Hatfield House by Merakey in Colmar: 215-822-9181
• 10 residents, both male and female

Lower Merion Region
New Foundations by Resources for Human Development: 610-527-3411
• 7 male residents
YALE (Young Adult Learning Environment) by Resources for Human Development: 610-527-3411
• 8 young adult residents; 4 male and 4 female

Norristown Region
Circle Lodge CRR: 610-275-1280
• 24 residents, 12 male and 12 female
Positive Resolutions CRR by Resources for Human Development: 610-239-8500
• 5 male residents

Western Region
Creative Health CRR: 610-326-8712
• 12 residents, both male and female
RESIDENTIAL PROGRAMS

Supported Living Residences

Supported living residences offer support services and/or temporary housing assistance to individuals with mental health challenges. Generally, these are shared apartments in the community where an individual can stay on a time-limited, needs-driven basis as they prepare for transition to living independently in the community. Support services vary according to the individual's needs and preferences.

**Norristown Region**

Positive Resolutions by Resources for Human Development: 610-239-8500

- DeKalb St Residence: 6 residents, male or female, private rooms; moderate care
- 2 Fornance St Apartments: 2 bedrooms each, both male and female; weekly check-in only
- 4 Middleton Place Townhomes: 2 bedrooms each, both male and female (one townhome is reserved for young adults 18-24); weekly check-in only
- 1 DeKalb St Apartment: 1 bedroom, male or female; limited check-ins

**Western Region**

Creative Health Keim Street location: 610-326-8712

- 15 residents in an apartment building, both male and female; level of care based on individual need
RESIDENTIAL PROGRAMS

SUPPORTIVE CARE RESIDENCES: SPECIALIZED SUPPORTED RESIDENCES (SSL) & PERSONAL CARE HOMES (PCH)

SSL and licensed PCH residences are 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. They provide 24-hour staffing. Traditionally, these programs have served individuals who have a high level of daily needs.

Abington Region

Salisbury Behavioral Health: 610-973-0970
- 1075 PCH: 13 residents, both male and female
- 626 PCH: 9 residents, both male and female
- Gypsy Ln PCH: 4 female residents

Norristown Region

Merakey PCH: 610-585-3468
- 8 residents, both male and female

New Options by Resources for Human Development: 610-239-8500
- New Options I PCH: 12 residents, both male and female
- New Options II SSL: 6 male residents; full care

Positive Resolutions by Resources for Human Development: 610-239-8500
- Freedly St Full Care SSL: 3 female residents
- Freedly St Moderate Care SSL: 3 female residents
RESIDENTIAL PROGRAMS

CLINICAL TREATMENT RESIDENCES

Referrals for these residential programs must be made in close coordination with both the Clinical Liaison at the individual’s CBHC (see page ) and the Office of Mental Health.

All Inclusive Residence (AIR)

While the AIR program is licensed as a CRR, it also provides 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.

- Horizon House in the Norristown Region: (484) 392-7021

Long-Term Structured Residences (LTSR)

An LTSR is a highly structured, licensed, therapeutic residential mental health treatment facility. It is a secured setting with intensive, 24/7 staff support and a full array of clinical services offered on site. It is designed to serve adults who may be eligible for long term MH hospitalization, but who can receive the same level of care in a non-hospital setting.

- Creative Health Services in the Western Region: 484-941-0516

CO-OCCURRING/SUBSTANCE USE RESIDENCES

Modified Therapeutic Communities

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

- PA Institute for Co-Occurring Recovery (PICL) by Resources for Human Development in the Abington Region: 215-706-4330
- Renaissance by Resources for Human Development in the Lower Merion Region: 610-527-3411
GET INVOLVED

COMMUNITY GROUPS

Community Support Program at HopeWorx in Norristown: 610-270-2685

• 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. Meetings occur virtually once a month. Individuals that receive services, family members and provider staff all are welcome to attend!

Suicide Prevention Task Force at the Office of Mental Health in Norristown: 610-278-3642

• The mission of the SPTF is to develop and implement strategies to end suicide in Montgomery County. The SPTF is a collaborative effort of community members, providers, and Montgomery County Human Services. Meetings occur every other month, both in-person and virtually. Other SPTF events and trainings are scheduled periodically.

SATISFACTION TEAMS

The primary role of the Community and Family Satisfaction Teams is to provide the Office of Mental Health (OMH) with feedback from individuals who receive mental health services and their family members. CST & FST staff have all had experience receiving mental health services. CST and FST develop surveys and administer them via face-to-face interviews of individuals receiving mental health services in Montgomery County. This information is compiled in reports which are shared with OMH, service providers, and the people who were interviewed, in order to help facilitate positive improvements in the mental health system.

• CST at HopeWorx in Norristown: 610-270-3685
• FST at HopeWorx in Norristown: 484-672-1446
ADVOCACY SERVICES

SELF-ADVOCACY, COMPLAINTS, & GRIEVANCES

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. 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.

For Magellan-funded services, contact:

- Magellan Behavioral Health of Montgomery County: (877) 769-9782

For County-funded services, contact:

- Office of Mental Health: 610-278-3642

For general advocacy needs, including support from peers with lived experience, contact:

- AdvocacyWorx at HopeWorx in Norristown: 610-270-0375

LOCAL & STATE-LEVEL ADVOCACY

CSP Advocacy Subcommittee at HopeWorx in Norristown: 610-270-2685

- The CSP Advocacy Subcommittee meets monthly before the CSP Meeting (see page 33) to discuss and plan for action on local and state advocacy issues.

NAMI Smarts for Advocacy by the National Alliance on Mental Illness (NAMI) MontCo in Lansdale: 215-361-7784 or office@namimontcopa.org

- Provides advocacy training to successfully influence and educate legislators and other officials through storytelling, writing emails, and conducting meetings.
ADDITIONAL RESOURCES

THE DEPARTMENT OF HEALTH & HUMAN SERVICES

Office of Community Connections’ “Navicates”

Assists Montgomery County residents as a “front door” to County human services (for the “front door” to mental health services, see ACM on page 6). 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 Community Connections office.

- **Navicate Offices** in Lansdale, Norristown, Pottstown, and Willow Grove: 610-278-3522
- **TeleNavicate Services** are available via Zoom on major web browser platforms.

Office of Senior Services

Provides assistance to Montgomery County residents age 60 and over to help them remain as independent as possible in the community as they grow older.

- **Office of Senior Services** in Norristown: 610-278-3601
- **Adult Protective Services Hotline**: 800-734-2020

Office of Developmental Disabilities

Administrative office that oversees programs for children and adults diagnosed with intellectual disabilities, developmental disabilities, and autism.

- **Intake Coordinator** in Norristown: 610-278-5666

Office of Veterans Affairs

Provides information to Veterans, their dependents, and survivors regarding their rights and benefits they may be entitled to receive.

- **Office of Veterans Affairs** in Norristown: 610-213-4022

Office of Drug & Alcohol

See page 20.
ADDITIONAL RESOURCES

Disclaimer: The following 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 all licensed and do not all receive funding from the Montgomery County Department of Health & Human Services. 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 enrolling in a program.

RESOURCE HUBS

FindHelp.org

MontCo Padlet

FOOD

MontCo Anti-Hunger Network
- Includes a Google Map of local food cupboards

SHARE Food Program: 610-628-2000
- Provides a comprehensive list of local food resources

CADCOM in Norristown: 610-277-6363
- Offers in-person support signing up for Supplemental Nutrition (food stamps)

TRANSPORTATION

Suburban Transit (TransNet): 215-542-RIDE

Southeastern Pennsylvania Transportation Authority (SEPTA): 215-580-7800

HEALTHY LIVING

Departments of Parks, Trails, and Historic Sites

YMCA of Greater Philadelphia
The Montgomery County Office of Mental Health serves the community by fostering recovery and resiliency through leadership, commitment to quality improvement, and the planning and development of recovery-enhancing supports in partnership with our stakeholders.