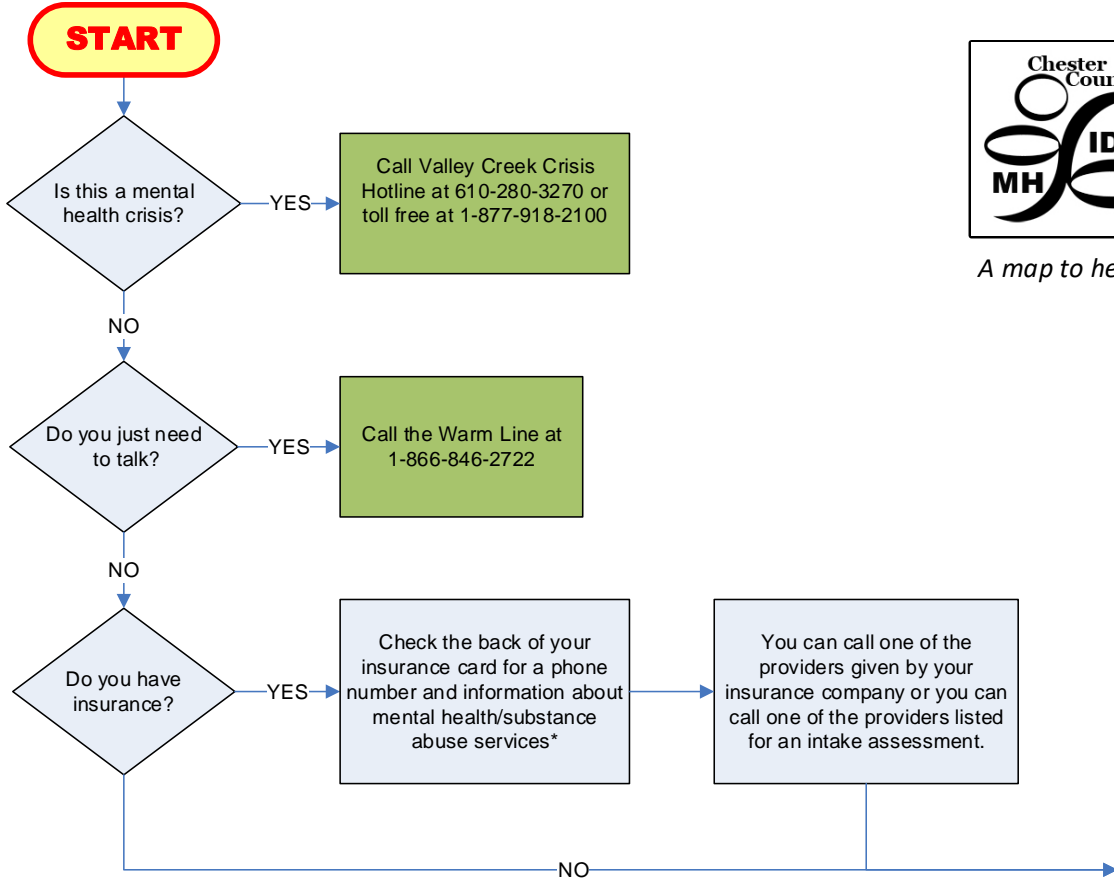




A map to help you navigate mental health services for people 18 or older.



Adult Mental Health Service Providers

1. Creative Health Services – Pottstown – 484-941-0500
Phoenixville – 610-933-1223
2. Fellowship Health Resources – Phoenixville – 610-415-9301
3. Holcomb Behavioral Health – Exton – 610-363-1488
Kennett Square – 610-388-7400
4. Human Services, Inc.
Thorndale – 610-873-1010
Oxford – 610-998-1807
Coatesville – 610-380-9982

Need more information?
Additional tips, tools and information about specific services are available in the Supplement.

Delays or difficulties?
Contact Community Care if you have Medical Assistance (1-866-622-4228); if not contact Chester County Mental Health (610-344-6265)

*Chester County Medicaid/CCBH Provider Directory:
<http://www.ccbh.com/pdfs/HCMembers/providerDirectory/Chester.pdf>

*Medicare Directory:
<http://www.medicare.gov/physiciancompare/search.html>

Check <http://www.referweb.net/chesco/> for additional resources in Chester County.

Maps of other Chester County systems can be found at <http://chesco.org/DocumentCenter/View/19237>

PLEASE NOTE: This information could change. Updated versions are available at <http://chesco.org/DocumentCenter/View/19240>

Chester County Adult Mental Health Services

A Guide and Supplement to Service Map

Introduction:

If you or a loved one has received a mental health diagnosis, you may be feeling worried, afraid and emotionally exhausted. Unfortunately, this is also when you need to learn and navigate a whole new world — the mental health system. It can be confusing and overwhelming. But help is available, and you aren't alone! Mental health challenges are common and treatable.

Chester County offers many treatment options and levels of mental healthcare for adults. New and specialized therapies, best practices, and progressive programs are available. Local advocates and supportive services can offer comfort, advice and encouragement. The information provided here will help you find what you need to feel better.

As you explore the service Map, remember that you will want to be an informed consumer. Just as we're asked to participate in our recovery process with physical healthcare, we must engage in the mental health recovery process. Learn all you can, ask questions, and advocate for yourself or your loved one. There is reason to hope; people do get better every day.

Emergency Services: Anyone who is experiencing a mental health emergency should call Chester County's Crisis Intervention Service at **610-280-3270** or toll free at **877-918-2100**. Free telephone, mobile and walk-in counseling is available to all Chester County residents regardless of income or insurance, 24 hours a day, 7 days a week.

Important to know:

- ◆ **Seek Help Promptly**— Like many physical health conditions, mental health conditions are easier to treat, and have a better chance for full recovery if treated *promptly*. Anyone who is struggling with mental health and emotional wellbeing should not wait.
- ◆ **Talk Therapy**— The benefits of talking with a therapist or counselor have been researched, and are often part of a treatment plan. This type of treatment relies on developing a trusting and comfortable relationship with the mental health professional. Sometimes it takes time, and it's not uncommon to try a few therapists before finding the "right fit." Try not to be discouraged if this happens; it's a necessary part of the process. It will be worth the effort in the end.
- ◆ **Find Support**— While receiving mental health treatment, individuals should not forget their '*natural supports*,' or the relationships that occur naturally in one's every-day life. These may include family, friends, co-workers and neighbors. They may also include church groups, gardening clubs or the YMCA exercise class.
- ◆ **Help for Veterans**— Veterans may obtain services through county service providers. They may also contact the VA Medical Center in Coatesville at 1-800-290-6172 or go to www.coatesville.va.gov.
- ◆ **Mental Health Court**— Chester County does have a mental health court. More information on page 4 of his guide.
- ◆ **Individual Rights**— Similar to people with other illnesses, people with mental illnesses have the right to choose treatment providers, make decisions about treatment, and even refuse treatment, except for in very specific situations. Self-direction and personal empowerment are key concepts to recovery, even though this may, at times, be frustrating to concerned loved ones.
- ◆ **Get The Facts**— There is a lot of information about mental health on the internet, but not everything you read is based in fact. It's important to know and utilize reliable web sites when searching for information. A list of these can be found at www.chesco/mhidd. Click on the tab for resources and links.

Chester County Adult Mental Health Services - Guide Continued

WHAT TO EXPECT when you call a Chester County core mental health provider listed on the map:

- Begin by asking for an **intake assessment**. This may result in a diagnosis and lead to treatment recommendations.
- Service providers are expected to offer an appointment within 7 days, or sooner.
- Service providers are required to offer bilingual services.
- If you have no insurance, service providers will assist you with applying for Medical Assistance.
- Service providers may inquire about your county residency, as this impacts your Medical Assistance coverage.
- You may be asked if you have medical assistance or information on insurance coverage. Please have your relevant information on hand, and ask questions if you are unsure about any information you are given.

Explanation of Mental Health Treatment Services:

1. **Medication Management** — Following an initial psychiatric evaluation, any prescribed medications are monitored by a psychiatrist, a medical doctor (M.D.) specializing in treating the brain. (Just as a cardiologist is a medical doctor specializing in treating the heart.) Because psychiatrist appointments are not intended to provide therapy, they last about 15 minutes each month to focus on how the medications are working. Medication management is provided along with other therapeutic services.
2. **Outpatient Therapy** — This includes counseling sessions provided by trained professionals (psychologists, social workers or professional counselors) on a regular basis. Sessions may be for individuals, families, or for other types of groups. Specialized treatment may be prescribed, depending on a person's diagnosis. These include:
 - ⇒ **Cognitive Behavioral Therapy (CBT)** - aims to change a person's thinking to be more adaptive and healthy
 - ⇒ **Dialectical Behavioral Therapy (DBT)** - comprehensive therapy that teaches coping skills
 - ⇒ **Evidence-Based Trauma Treatments** - specifically designed therapies for children, men and women
3. **Mental Health Case Management** — A case manager may be assigned to help obtain and coordinate services and supports, including helping with benefits applications, arranging for housing, or supported employment, and assuring the services are delivered as planned.
4. **Psychiatric Rehabilitation** — There are different types of rehabilitation programs to provide support or help to build skills, according to individual needs. Programs include activities to promote symptom management, social skills, personal adjustment, job skills, and independent living skills for one to function well in the community with minimal professional help. Individuals should ask about rehabilitation options.
5. **Assertive Community Treatment Team (ACT)** — Provided only when the need is indicated, this comprehensive and intensive 24-hour a day treatment utilizes a team of clinicians. ACT may encompass mental health, substance abuse and rehabilitative services.
6. **Co-occurring Treatment** — Treatment for individuals who abuse or are addicted to alcohol or other drugs and have a diagnosed mental illness.
7. **Acute Care Partial Hospitalization** — This structured day program provides intensive support in an out-patient setting. Intended to be a short-term treatment, program participation is usually 1 to 2 weeks.
8. **Crisis Residential Treatment** — A treatment option available to uninsured individuals and those who are covered by Medical Assistance, this is a short-term (up to 10 days) voluntary, unsecured residential care to help individuals stabilize symptoms and avoid hospitalization.

Chester County Adult Mental Health Services - Guide Continued

9. **Inpatient Hospitalization** — There are several psychiatric hospitals in the region that provide secure settings for individuals with acute symptoms and/or needing to stabilize medications, as well as those who may be at risk of harm to themselves or others. The average in-patient hospitalization stay is 10 -14 days.
10. **Mental Health Emergency** — Crisis Intervention is a free, 24/7 service on page 1 of this guide.
11. **Mental Health Warm Line**— Free service when one needs to talk to a trained person, but it is not a crisis. Call **1-866-846-2722**.
12. **Common Ground** — A web application developed by renown mental health advocate, Patricia Deegan. PhD. Available for use at providers to help people prepare to meet with psychiatrists and arrive at the best decisions for their treatment and recovery.

Explanation of Community Services, NOTE: *To Access these, you must have a referral from your provider.*

1. **Supported Living** — There are different levels of housing support services which may include teaching life skills, so individuals may live as independently as possible. Ask your service provider for more information.
 - ⇒ **Community Residential Rehabilitation (CRR)** - 24/7 group home settings
 - ⇒ **Supported Living** — skill building services provided in a person's home
 - ⇒ **Mental Health Emergency Shelter** — 24/7 short-term housing & supports; the goal is to find permanent housing
2. **Supported Employment** — This service provides pre and post job support, including assistance with resume writing, interviewing skills, job seeking, and on-the-job support, as well as assistance maintaining welfare benefits while working. Contact Carelink Career Services at 610-429-1702, ext. 102, or ask your service provider.
3. **Peer Support** — Certified Peer Specialists are people in recovery who have been trained to use their experiences to help others using mental health services. They have “walked the walk” and can offer connections and hope. Service providers on the map can provide more information about peer support services.

Explanation of Community Supports: *These are supportive resources in the community.*

4. **Community Support Program** — CSP is part of a state-wide coalition of mental health consumers, family members, professionals, and community members. Call 610-344-6265, ask for the Mental Health office for info.
5. **Compeer** — This is an affiliate of the national non-profit that matches persons with mental illnesses in one-to-one friendships with caring, trained community volunteers. It is a program of the Mental Health Association. Contact Compeer at 610-436-4445 or www.compeer.mhasp.org/chester-home.
6. **Mental Health First Aid** — This is a free public education class designed to teach anyone how to help someone developing a mental health problem or crisis. Participants become certified MHFA-ers in 8 hours. Class schedules are posted at www.chesco.org/mhidd.
7. **WRAP (Wellness Recovery Action Plan)** — A wellness tool developed by renown mental health advocate, writer, and person in recovery, Mary Ellen Copeland, PhD. WRAP trainings are occasionally offered locally. For more information on how to develop this type of plan, go to www.copelandcenter.com.

Chester County Adult Mental Health Services - Guide Continued

Explanation of Other Systems:

- 1. Other Human Service Departments** — Chester County's **System of Care** is a philosophy of how care should be delivered. It maximizes resources to help individuals and families. The **System of Care** includes The Department of Mental Health/Intellectual and Developmental Disabilities, as well as the departments listed below:
 - ⇒ **Department of Aging** — This department provides home and community based protection, advocacy, information and assistance services to people aged 60 and over (and their families) so they can have choices about how they want to live with dignity and respect, lead independent and active lives, and be free from abuse and neglect.
 - ⇒ **Children, Youth and Families** — This department intervenes to provide services that can't be provided by the family, friends or the community. It utilizes high quality, comprehensive social services that strengthen the family's ability to provide for the safety and well-being of each child.
 - ⇒ **Department of Drug and Alcohol Services** — This department plans, implements, and monitors local addictions prevention, intervention, and treatment services.
 - ⇒ **Chester County Youth Center** — The center provides five specialized programs for Chester County youths who are receiving services from the Chester County Juvenile Probation Department, the Chester County Department of Children, Youth and Families, and the Chester County Court of Common Pleas. Services are electronic home monitoring, evening reporting center, non-secure shelter, respite care, and secure detention.

If you receive services from Human Service Departments in addition to mental health, your care may be coordinated to increase positive outcomes. A single plan of care involves a representative from each service a person is utilizing, as well as at least one representative family member, friend, or others who may offer support. Chester County's System of Care is a team approach that focuses on individual and family strengths, promotes self-sufficiency and personal responsibility. Single plans of care also consider cultural differences.

If you think a single plan of care would benefit you or your loved one, ask your provider!

- 2. Community Care Behavioral Health** — This is the behavioral health HealthChoices program for Chester County. HealthChoices is the name of Pennsylvania's mandatory managed care programs for Medical Assistance recipients. Visit the Community Care Behavioral Health website for more information. www.ccbh.org
- 3. Mental Health Court**— This is a collaboration with the Departments of Mental Health and Criminal Justice to assist adult residents with serious mental illness who have arrested for criminal charges, yet do not pose a risk to public safety. The objective is to have the arrested person pursue intensive mental health services instead of facing prosecution. Call 610-344-6290 or 6265.
- 4. Chester County Assistance Office** — Residents of Pennsylvania can seek assistance and a range of services for themselves and their families. You should not call the office. Go to the website www.compass.state.pa.us for information and to apply online. Please note: You will need your social security number, proof of all income for your household in the past 30 days, and any other relevant information.