CHESTER COUNTY'S
ADULT MENTAL HEALTH SERVICES
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**Notes:**
TIPS FOR ACCESSING SERVICES

Call your insurance company
This is the best place to start. Check the number for behavioral health services on back of your insurance card to learn about your mental or behavioral health benefits.

Utilize your Employee Assistance Program (EAP)
If your employer offers an EAP, be sure to use it! The EAP can take some of the work out of an already stressful situation.

Do a search on the Psychology Today website.
Psychology Today (psychologytoday.com) has a great feature that allows you to not only search for therapists in your area, but also filter the results by insurance accepted and by the therapist’s specialty.

Call the county's Department of Mental Health / Intellectual and Developmental Disabilities
We are here for you! Our office is happy to provide information and guidance.
Contact us at 610-344-6640.
CHESTER COUNTY'S CORE MENTAL HEALTH PROVIDERS

Not sure where to start or what services you may need? You may start by calling one of the providers listed below.

The office of mental health does not provide direct care. We contract with the local agencies listed here to provide services and resources for eligible individuals and families. The agencies listed here are points of entry for public mental health services.

**Creative Health Services 11**
Robinson Street, Pottstown (484) 941-0500

**Fellowship Health Resources**
1041 West Bridge Street, Suite #5 Phoenixville (610) 415-9301

**Holcomb Behavioral Health** 467
Creamery Way, Exton (610) 363-1488
920 E Baltimore Pike, Kennett Square (610) 388-7400

**Human Services Inc.**
50 James Buchanan Drive, Thorndale (610) 873-1010
How to Access Adult Mental Health Services in Chester County

START

Is this a mental health crisis?

YES → Call VALLEY CREEK CRISIS 610-280-3270

NO

Do you just need to talk?

YES → Call the Warm Line 866-846-2722

NO

Do you have insurance?

YES → Check the back of your insurance card for a phone number

OR

Contact any of Chester County's Core Mental Health Providers listed on page 4
Chester County Warm Line

While a hotline is designed for those in an immediate crisis, a warmline provides early intervention and emotional support that can prevent a crisis. You can call a warmline simply to talk and get support.

A warmline is also unique in that it is staffed by peers who have had their own personal mental health experiences. Staff/volunteers understand what the callers are going through and can identify with the challenges. Sometimes people don’t need full intervention—they need some support and encouragement to help them through their day. By speaking to a peer, they can take pieces of another person’s experience and use it in their own recovery journey.

In Chester County, Certified Peer Specialists at Valley Creek Crisis operate the warmline 7 days per week.

Services are available:
Monday - Friday, 2:00-8:00 PM
Saturday - Sunday, 12:00-6:00 PM

For more information:
• Visit the Holcomb Behavioral Health Systems tab at chimes.org/about/chimes-family

Call: 866-846-2722
Peer Support Services

Available to Chester County residents aged 18 years and older.

Peer Support is a non-clinical service for individuals with a serious mental illness or emotional disorder.

The service is staffed by Certified Peer Specialists (CPS). A CPS is a well-trained, highly qualified individual who has their own lived experience with mental health challenges.

A Certified Peer Specialist offers the unique perspective of someone who knows that resilience is achievable and that recovery is possible.

For more information, call any of Chester County's Core Mental Health Providers.

What is a Certified Peer Specialist?
A Certified Peer Specialist (CPS) is an individual who is in recovery from mental illness and has been employed to assist others in their recovery journey. To become a CPS, one must complete the CPS training and be credentialed through the Pennsylvania Certification Board.
Perhaps the most well-known mental health service.

Outpatient services can look like:

- **Initial intake and evaluation**
  - Presenting problems are discussed
  - An initial mental health diagnosis may be provided as well as a course for treatment

- **Psychiatric evaluation**
  - Presenting problems are discussed with a medical doctor or nurse practitioner
  - The provider may recommend medication

- **Medication management**
  - After an initial evaluation, the practitioner will see clients to monitor progress and effectiveness of medication
  - Most medication checks are about 15 minutes in length

- **Talk therapy**
  - The process of working through thoughts, beliefs, behaviors, and emotions
  - While mostly occurring individually between therapist and client, services may be provided as group, family, or couples therapy
Service Providers may include:

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<tr>
<th>Psychatrist</th>
<th>Licensed Professional Counselors</th>
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<td>Nurse Practitioners</td>
<td>Licensed Clinical Social Workers</td>
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<td>Psychologists</td>
<td>Masters Level Therapists</td>
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It can take a few tries to find a service provider who meets your needs.

**Don't give up.**

Time spent in therapy can be life changing.

To get started:

- Call the number on the back of your insurance card to verify in-network providers
- Contact any of Chester County's Core Mental Health Providers
It can be difficult to know where to start or who to turn to for support when navigating life with a mental health condition. Blended Case Management provides individualized support to consumers in need of resource coordination. Blended Case Managers can work with consumers in the home, in the community, and in office settings. A Blended Case Manager can help keep you and your thoughts organized on your road to recovery by supporting with:

- education
- basic needs
- healthcare
- and more

Service Qualification:

- Resident of Chester County
- 18 years of age or older
- Mental/behavioral health diagnosis
- Identifiable goals and demonstrated need for the service

To learn more:

- Contact a Core Mental Health Provider

  Please note that Creative Health's BCM services are only available to residents of Montgomery County
On My Way

About 3 out of 100 people experience psychosis in their life. In Chester County, compassionate, personalized support is available for those experiencing a first episode of psychosis. Early intervention for those with psychosis can serve as a critical support.

Facilitated through a team approach, "On My Way" is a program for youth and young adults (15-30) who have recently experienced their First Episode of Psychosis (FEP).

The FEP Team offers young people an array of services, including:

- low-dose medication management
- case management
- individual and group therapy
- peer support services
- family education
- supported education and employment

Anyone can make a referral for "On My Way."

For more information, call Child and Family Focus: (610) 732-8683
The goal of psychiatric rehabilitation is to assist individuals experiencing serious mental illness to return to an optimal level of functioning and achieve their life goals in environments of their choice, across their lifespan.

This is accomplished through a comprehensive, recovery oriented approach to rehabilitation that focuses on the areas of living, learning, working, and socializing.
In Chester County, eligible residents may participate in Psychiatric Rehabilitation services in one of three ways:

1. **Site Based:**
   Staff members assist individuals in a wide variety of skill development, including social skills, health and wellness, education, and employment at a program site.

2. **Mobile:**
   Mobile Psych Rehab services are designed to bring recovery-based interventions to consumers in their home and community. The mobile nature of MPR allows consumers to receive the interventions within the context of where they are experiencing the need for supports.

3. **Clubhouse:**
   Clubhouse members volunteer their time at a Clubhouse program. In so doing, members are exposed to opportunities to become integral components of the program and the local community. This therapeutic community supports each person to develop skills at their own pace through everyday business interactions.
CareLink Career Services

Employment is a normalizing experience in most people’s lives and one that is especially elusive to people with mental illness. CareLink’s Career Services programs provides individualized employment, education, and training services to promote self-worth, the development of natural supports, and community integration. Job placement in itself is not the goal. Teaching people to help themselves by expanding their existing skills is the key to success.

For more information, call CareLink:
(610) 595-5369

Handi-Crafters

Handi-Crafters offers one of the largest employment and disability focused support service programs in Southeast Pennsylvania. Each year, over 400 individuals access rewarding employment opportunities in the community and in the Skill Development Center. Goals are achieved through partnerships with great employers and the acquisition of work contracts with businesses to provide employment opportunities on-site and in the community.

For more information, call Handi-Crafters:
(610) 384-6990
What are Supportive Living Services?

Supportive Living Services are skill building services to support an individual in living as independently as possible in the setting of their choice. These services vary in frequency and duration based on a person's need and interest.

The goal of Supportive Living Services is to provide individuals with skill building services in the following areas:

- medication management
- hygiene
- social relationships
- transportation navigation
- employment assistance
- budgeting

Who qualifies for Supportive Living Services?

Applicants must meet the following criteria:

- 18 years or older
- Serious and Persistent Mental Illness (SPMI)
- Resident of Chester County
- Identified as part of a Priority Population

Applications are reviewed and tracked by the Mental Health Housing Options Team
Frequently Asked Questions

Q: Is Supportive Living considered housing?
A: No. Supportive Living is a skill building program in a residential setting.

Q: Is Supportive Living permanent?
A: No. Supportive Living is not permanent housing. Goals of the program include skill building and community participation in order to transition to independent living.

Q: What is an SPMI?
A: SPMI stands for Serious Persistent Mental Illness. An SPMI is a group of severe mental health disorders as defined by the Diagnostic and Statistical Manual (DSM). The DSM is used by mental health professionals to diagnose clients.

Q: What is MHOT?
A: MHOT stands for the Mental Health Housing Options Team. The team includes representation from Chester County's Office of MH/IDD, Chester County's Department of Human Services, Chester County Drug and Alcohol, Community Care Behavioral Health, and other stakeholders as needed.

Q: How does one apply for Supportive Living?
A: A consumer must be actively engaged in mental health treatment to apply for Supportive Living. The consumer and treatment team collaborate on the application. The treatment team submits the referral to MHOT.

For more information or to make a referral, please discuss with your mental health service provider or the Chester County Department of MH/IDD which oversees the centralized application process.
Representative Payee Services

Managing money and finances can be a difficult task when you're feeling unwell. Representative Payee Services can help. Representative Payee Services are provided via a person or an organization. The Representative Payee provides support to individuals who find it difficult to manage their own money. Services may involve

• bill paying
• fund distribution
• support with budgeting skills
• education around money management

To learn more:

• Call the Independent Monitoring Corporation at (610) 594-0290

Compeer

We all long to have friendships. Sometimes our mental health makes finding or forming friendships difficult. The goal of Chester County's Compeer program is to pair qualified volunteers with individuals experiencing isolation and loneliness due to their mental health. These one-to-one relationships foster community participation and integration. The relationships also help break down stigma related to mental illness.

To learn more:

• Contact Compeer Chester County at (610) 436-4445
Hospitalization and Crisis

What is a mental health crisis?

• A mental health crisis is a situation in which a person's thoughts, feelings, or behaviors can put them in danger of harming themselves or others
• A mental health crisis can happen to anyone
• A mental health crisis can happen anywhere

If a person is in imminent danger call 911. Unsure of what to do? Call Valley Creek Crisis at 610-280-3270

Most individuals in crisis will not need hospitalization. However, hospitalization is sometimes necessary for safety. Hospitalization may occur voluntarily and, in some cases, involuntarily.

Involuntary hospitalization is sometimes called a 302, as defined by the Mental Health Procedures Act of 1976. The Mental Health Procedures Act safeguards against coercive practices while supporting the rights of those in crisis.

An individual must meet specific criteria to qualify for a 302 evaluation.
Hospitalization and Crisis

Psychiatric support should always take place in the least restrictive setting.
If a person is unable to maintain safety in their home or community, Chester County has options.
For more information, contact Valley Creek Crisis.

Adult Crisis Residential Treatment
- Voluntary, short-term behavioral health in a residential setting for adults who are in acute psychiatric crisis but are able to remain in the community.
- Services include psychiatry, individual and group therapy, and linkage to supports in the community.

Acute Inpatient Hospitalization
- Short-term inpatient psychiatric hospitalization intended to support individuals in stabilization of behaviors and/or emotion.
- Individual therapy, group therapy, medication management, and family therapy are facilitated on site.

If a person is in imminent danger call 911.
Unsure of what to do? Call Valley Creek Crisis at 610-280-3270
Stepping Up is a national initiative to reduce the number of people with mental illness in jails.

Chester County adopted the initiative in 2015 with a signed resolution by the Chester County Commissioners.

Since 2015, Chester County has been recognized as an Innovator County by the Stepping Up Initiative. The County has created additional positions to support and divert people with mental illness in jails.

As part of the Stepping Up Initiative, Chester County regularly facilitates the Crisis Intervention Team Training.

Crisis Intervention Team Training, or the Memphis Model, is a national model customized for Chester County.

CIT Training in Chester County
- is a 40 hour comprehensive, week-long training.
- has trained 200 law enforcement, probation, state trooper, and correctional officers.
- was expanded to train 911 dispatchers and EMTs.

To learn more about Mental Illness and Chester County's specialized Courts, please visit PUT HERE chesco.org/mhidd
Are you looking for additional ways to support yourself and your community?
Chester County offers several opportunities for education and training.

**Mental Health First Aid Classes**
- These full-day classes teach the skills needed to recognize risk factors and warning signs for mental health and addiction concerns, as well as strategies to offer support to someone, and help connect them with the appropriate care.
- Two types of Mental Health Training classes are offered – classes for adults to work with adults, and classes for adults to work with youth (age 12-18).

**Question, Persuade, Refer Training (QPR)**
- QPR is a nationally recognized suicide prevention training. Just as people trained in CPR and the Heimlich Maneuver help save thousands of lives each year, people trained in QPR (Question, Persuade, Refer) learn how to recognize the warning signs of a suicidal crisis and how to question, persuade, and refer someone to help.

**Accessing the Systems Trainings**
- Free half-day workshops that offer a basic overview of services for children and adults.
- Participants hear from various system partners including MH/IDD, the Department of Drug and Alcohol Services, Community Care Behavioral Health, and more...

To register or learn more about these trainings, please visit the "trainings" tab at chesco.org/mhidd
Chester County's Recovery Oriented System of Care philosophy ensures individuals receive care that is:

Self-Directed
Individualized
Holistic
Strengths-Based
Supported by Peers
Driven by Respect