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: January 2014
COMPLAINTS & GRIEVANCES

What Should I Do If I Have a Complaint?

If you are unhappy with a service provided through Magellan Behavioral Health, or disagree with a decision made by Magellan, you can file a complaint in one of several ways:

- Call Magellan at (877) 769-9782
- Send mail to Magellan at:
  Magellan Behavioral Health of Pennsylvania
  Attn: Customer Comment Coordinator
  105 Terry Drive, Suite 103
  Newtown, PA 18940
- Submit your complaint to Magellan online at:
  www.magellanhealth.com/member
  Click the link for “Help” and then select “Feedback.” Click “Complaints” and then “Contact Us.” Type your message and then click “Submit.”

If your concern is still not resolved, you can call the Montgomery County Department of Behavioral Health and Developmental Disabilities at: (610) 278-3642

What If My Service Is Not Funded Through Magellan?

If the service is not funded through Magellan, your first step should be to talk with the provider agency of that service. If that does not result in a positive outcome, you can also call the Montgomery County Department of Behavioral Health and Developmental Disabilities at: (610) 278-3642.

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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 serious mental illnesses such as schizophrenia, bipolar disorder, and major depressive disorder. The experience of recovery is different for each person and it is not synonymous with “cure.” Despite the presence of significant and ongoing symptoms, an individual in recovery can live a full and meaningful life by developing ways to maintain wellness. The goal of mental health services is to provide the support that enables someone to explore, learn, and practice wellness strategies that help the person achieve their goals and dreams.

To achieve that goal the Mental Health staff of the Montgomery County Department of Behavioral Health and Developmental Disabilities (BH/DD) have worked for years in partnership with stakeholders to ensure the development of an integrated, community-based, recovery-oriented system of care. Our shared vision is to work toward building a service system that excels at providing cutting-edge, evidenced-based practices (EBP) that holistically support an individual’s recovery. EBP is discussed further on pages 6-7, and all evidence-based services in this guide are denoted by the symbol ⭕.

BH/DD has developed a wide variety of mental health services in addition to the traditional supports of therapy and medication management. These services include, but are not limited to, mobile supports, peer support, self-help groups, and employment and education support.

The Department of BH/DD remains committed to serving Montgomery County by promoting a vision of wellness, recovery and resiliency and by providing the services to support the recovery journeys of Montgomery County residents who experience mental health challenges.

Transportation

Suburban Transit (TransNet)
(215) 542-RIDE

Southeastern Pennsylvania Transportation Authority (SEPTA)
(215) 580-7800 or http://www.septa.org

Useful Websites

Magellan Behavioral Health
http://www.magellanhealth.com/MBH

Social Security Office
http://www.ssa.gov

Montgomery County Parent & Infant Resource Guide
http://webapp.montcopa.org/hhsapps/pihdir.htm

The Montgomery County Foundation
http://www.infolinkpa.org

Montgomery County Resource Directory
http://www.abington.k12.pa.us/pupil/Montgomery_County_Resource_Directory.pdf
OTHER COMMUNITY RESOURCES

Food Cupboards

- **Catholic Social Services**
  353 E Johnson Highway, Norristown
  (610) 279-7372

- **Central Presbyterian Church**
  900 W. Airy St, Norristown
  (610) 275-2372

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Salvation Army Cupboard
137 King St, Pottstown
(610) 326-1621

GETTING STARTED

How Do I Find Help?

There are several ways for adults to access mental health services in Montgomery County:

**Private Insurance or Medical Assistance (MA)**

Insurance providers cover mental health services (e.g. therapy). You can start by contacting your insurance provider and finding out what services you might be entitled to receive through your coverage and what providers are in your insurance provider’s network.

**No Insurance**

If you don’t have insurance, 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 centers (CBHC) should be able to help. See pages 4-5 for the CBHC in your area.

**Alternative Programs**

If you need help with other issues (such as substance abuse), there are other County offices that can help. If you are seeking drug and/or alcohol treatment services, see page 28. Contact information for other county/state agencies can also be found there.
BEHAVIORAL HEALTH CENTERS

Where Do I Go For Help?

Community Behavioral Health Centers (CBHCs), sometimes called Core Providers or Base Service Units, are local community mental health agencies. There are six Community Behavioral Health Centers in Montgomery County which offer an array of behavioral health services. They provide:

- Assessment
- Recovery Coaching case management
- Administrative/Service case management
- Treatment (see page 6)
- Medication management

What is Recovery Coaching?

Recovery coaching is available at all CBHCs in Montgomery County. It is a collaborative process between the program participant and the recovery coach (case manager) that facilitates access to available resources and engagement in treatment and support services. Recovery coaches are trained professionals who focus on educating the participant in the skills necessary to increase self-sufficiency and move forward in recovery.

What About Treatment Services?

Treatment services, many of which are available at your local CBHC, include inpatient and outpatient services, as well as various forms of therapy (such as individual, group, family, and intensive outpatient). For more information about the treatment options which may be available to you, see page 6.

OTHER COMMUNITY RESOURCES

Disclaimer: The services, programs, and agencies listed in this section are intended as suggestions to supplement traditional mental health services. While these agencies may provide excellent services, they are not licensed by and do not receive funding from the Montgomery County Offices of Mental Health or Behavioral Health. Therefore, if you intend to access these services, please be sure to act as your own advocate and investigate the merit and appropriateness of each service and agency before enlisting in a program.

YMCA Locations

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Penn</td>
<td>2506 N. Broad Street, Colmar</td>
<td>(215) 368-9622</td>
</tr>
<tr>
<td>Pottstown (Women’s Center)</td>
<td>315 E. King Street, Pottstown</td>
<td>(610) 323-1888</td>
</tr>
<tr>
<td>Ambler</td>
<td>400 N Bethlehem Pike, Ambler</td>
<td>(215) 628-9950</td>
</tr>
<tr>
<td>Freedom Valley</td>
<td>2460 Blvd of the Generals, West Norriton</td>
<td>(610) 539-9190</td>
</tr>
<tr>
<td>Abington</td>
<td>1073 Old York Road, Abington</td>
<td>(215) 884-9622</td>
</tr>
<tr>
<td>Main Line</td>
<td>100 Saint Georges Road, Ardmore</td>
<td>(610) 649-0700</td>
</tr>
</tbody>
</table>

Food Assistance / Food Stamps

CADCOM

113 East Main Street, Norristown, PA 19401
(610) 277-6363
**OTHER COUNTY AGENCIES**

**Aging and Adult Services**
Provides assistance to older residents to help them remain as independent as possible while they age. Please call (610) 278-3601 for more information.

*Protective Services Hotline:* (800) 734-2020

**County Assistance Office (CAO)**
Provides assistance applying for state benefits, including Medical Assistance (MA), food stamps, welfare programs, and others. Contact one of the local offices for more information:
- **Norristown:** 1931 New Hope Street, (610) 270-3500
- **Pottstown:** 24 Robinson St, (610) 327-4280

**Office of Developmental Disabilities**
Administrative office that oversees programs for children and adults diagnosed with intellectual disabilities. Please contact the intake coordinator at (610) 278-5666 with any questions.

**Office of Drug & Alcohol Programs**
Provides treatment services for residents with substance abuse problems. Please contact one of the local case management offices for more information:
- **Abington Memorial Hospital—Creekwood Center:** 3941 Commerce Ave, Willow Grove, PA 19090, (215) 830-8966
- **Creative Health Services:** 11 Robinson St, Pottstown, PA 19464, (610) 327-1503
- **Gaudenzia:** 55 E. Marshall St, Norristown, PA 19401, (610) 279-4262

**Department of Veterans Affairs**
Provides information to veterans, their dependents, and survivors regarding their rights and benefits they may be entitled to receive. The department also maintains the county’s veteran grave registration records. Please contact (610) 278-3285 for more information.

**SERVICE AREAS**

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

- **Abington Memorial Hospital—Creekwood Center (#464):** 3941 Commerce Ave, Willow Grove, PA 19090 (215) 830-8966
- **Central Montgomery MH/MR Center (#465):** 1100 Powell St, Norristown, PA 19401 (610) 277-9420
- **Creative Health Services (#461):** 11 Robinson St, Pottstown, PA 19464 (610) 326-2767
- **Lower Merion Counseling Services (#466):** 7 E. Lancaster Ave, Ardmore, PA 19010 (610) 520-1510
- **Northwestern Human Services (#463):** 400 N. Broad St, Lansdale, PA 19446 (215) 855-0780
- **Penn Foundation (#462):** 807 Lawn Ave, Sellersville, PA 18960 (215) 257-6551
What Treatment Options Are Available to Me?

The Department of BH/DD and its Montgomery County provider agency partners strive to offer treatment options that are the most likely to help you achieve the changes and results you seek.

**Outpatient**

Outpatient services consist of evaluation, diagnosis, and clinical treatment provided by mental health professionals, generally within a clinic setting. Services may include individual, group, and family therapy as well as visits with a psychiatrist to monitor medication. Access these services by calling your local CBHC (page 5), your current mental health provider, or Magellan Behavioral Health at (877) 769-9782.

**Intensive outpatient therapy**

Some CBHCs offer Intensive Outpatient Programs (IOP), which provide intensive, therapeutic and rehabilitation services. Services may include but are not limited to individual and group therapy, activity-focused therapy, and psychiatric services such as evaluation, diagnosis and medication monitoring. Intensive outpatient generally is a community-based alternative for adults who, without this level of intervention and support, may require inpatient hospitalization.

**Evidence-based Practices**

The federal Substance Abuse Mental health Services Administration has created a list of EBP which can be accessed at www.nrepp.samhsa.gov. All evidence-based practices in this guide are denoted with the symbol [ ], including those listed on the next page:

CO-OCCURRING PROGRAMS

Montgomery County offers services for co-occurring mental health and drug & alcohol issues. If you have a primary mental health diagnosis and are also dealing with drug and/or alcohol issues, contact your local CBHC listed on page 5. If you have more intensive needs, you may be eligible for one of several residential programs for co-occurring diagnoses.

**Residential Programs for Co-Occurring Recovery**

**PA Institute for Community Living (PICL) | Renaissance (RHD)**

Willow Grove, PA 19090
(215) 706-4330
Bryn Mawr, PA
(610) 527-3411

**Advocacy and Peer Support for Addiction Recovery**

**PRO-ACT (PA Recovery Organization—Achieving Community Together)**

(215) 345-6644, or toll free: (800) 221-6333

A regional grassroots recovery support initiative that works to reduce the stigma of addiction and influence public opinion and policy regarding the value of recovery. Peer support and education programs are offered at each PRO-ACT location.

**PRO-ACT Families Program**

A program offered to families who have members suffering from addiction. Call (800) 221-6333 for more information.

**Dual Recovery Anonymous (DRA)**

DRA is a 12-step program for people with co-occurring challenges. Call Penn Foundation at (215) 257-6551 for more information.
Supported Living and Specialized Shared Housing Programs

**Creative Health**
Pottstown, (610) 326-8712
Apartment for 15 participants, both male and female. Staffed 20 hours per day. Activities scheduled on a daily and weekly basis.

**Hedwig House**
Abington, (215) 659-2453
Apartment for 2 participants. Staffing is as needed, with after-hours on-call capacity. Located in the same building as the clubhouse program. Accessible to staff and activities.

**New Options Annex (Resources for Human Development)**
Conshohocken, (610) 292-0225
Apartment located behind New Options for 3 male participants. Less intensive supports provided by New Options staff.

**New Options II (Resources for Human Development)**
Conshohocken, (610) 292-0225
House with 6 participants, both male and female, for 24-hour staffing. Specialized supported living program that is geared toward persons discharged from Norristown State Hospital. Referrals come through County Office.

**Penn Foundation**
Sellersville, (215) 453-5166
Apartment for 3 participants, both male and female. Staffed for 3-4 hours per week, with 24/7 back-up staff located on site. Serves both Montgomery and Bucks County residents. Weekly Cooking Club and special weekend activities. Alumni program for former residents.

**Salisbury Behavioral Health**
Glenside, (215) 884-5566
Highly individualized, apartment-style housing for 23 participants, both male and female.

**Cognitive Behavioral Therapy**
The most widely researched treatment, which focuses on changing an individual’s thoughts (cognitive patterns) in order to change his or her behavior and emotional state.

**Trauma Focused Cognitive Behavioral Therapy**
Treatment for children, adolescents and their caregivers who have been exposed to trauma. It includes sessions for caregivers and children both separate and together, and focuses on education, feelings management, sharing the experience, and increased coping.

**Dialectical Behavioral Therapy**
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.

**Seeking Safety**
Cognitive-based therapy which uses a clinician workbook and handouts for participants, individual or group approach. It focuses on individuals struggling with addictions and post-traumatic stress disorder.

**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.
**PEER SUPPORT SERVICES**

Person-centered, recovery-focused services which are provided by a self-identified current or former participant in behavioral health services known as a Certified Peer Specialist (CPS). CPS are trained and certified to support others in their efforts to build lives in their communities that include meaningful relationships and activities. Peer support services are intended to inspire hope in individuals that recovery is not only possible, but probable. The services are designed to promote empowerment, self-determination, understanding, coping skills, and resiliency through mentoring and service coordination.

**Peer Support Providers**

Peer support services are available at all of the Community Behavioral Health Centers (see pages 4-5), and additionally at the following locations:

**Salisbury Behavioral Health**
Glenside, PA 19038
(215) 884-5566

**Mental Health Association:**

**Community Support Connection**
Norristown: (267) 507-3490

**Norristown Recovery & Education Center**
Norristown: (267) 507-3510

**Pottstown Recovery & Education Center**
Pottstown: (267) 507-3525

**Trail Guides**
Norristown: (267) 507-3490

**Wellness Recovery Action Plan (WRAP) Trainings**

Two-day WRAP training groups and 8-week or 12-week training groups are available to help people learn how to build a WRAP, a personal wellness and recovery plan developed by Mary Ellen Copeland to help people become empowered in promoting their own recovery.

**Licensed Personal Care Homes (PCH) - House-style**

**New Options I (Resources for Human Development)**
Norristown, (610) 292-0225
Has 13 participants, both male and female.

**Salisbury Behavioral Health**
Glenside, (215) 884-5566
Has 9 participants, both male and female.

**Northwestern Human Services**
Fort Washington, (215) 641-4935
Has 8 participants, both male and female.

**Norristown Recovery & Education Center**
Norristown: (267) 507-3510

**Pottstown Recovery & Education Center**
Pottstown: (267) 507-3525

**Trail Guides**
Norristown: (267) 507-3490

**Licensed Personal Care Homes (PCH) - House-style**

**New Options I (Resources for Human Development)**
Norristown, (610) 292-0225
Has 13 participants, both male and female.

**Salisbury Behavioral Health**
Glenside, (215) 884-5566
Has 9 participants, both male and female.

**Northwestern Human Services**
Fort Washington, (215) 641-4935
Has 8 participants, both male and female.

**Norristown Recovery & Education Center**
Norristown: (267) 507-3510

**Pottstown Recovery & Education Center**
Pottstown: (267) 507-3525

**Trail Guides**
Norristown: (267) 507-3490

**Long-Term Structured Residence (LTSR)**

**Creative Health**
Collegeville, (610) 326-9250
Has 16 participants, both male and female. Requires mental health commitment prior to placement.

**All Inclusive Residence (AIR)**

**Horizon House**
Audubon, (484) 392-7021
Has 8 participants, both male and female. Treatment services provided on-site.
RESIDENTIAL PROGRAM DIRECTORY

**Full Care Community Residential Rehabilitation (CRR)**

- **Circle Lodge**
  Norristown, (610) 275-1280
  Apartments within a larger building for 24 participants, both male and female.

- **Hatfield House (Northwestern Human Services)**
  Colmar, (215) 822-9181
  House for 10 participants, both male and female.

- **Creative Health**
  Pottstown, (610) 326-8712
  Apartments within a larger building for 12 participants, both male and female.

- **Salisbury Behavioral Health**
  Willow Grove, (215) 884-5566
  House for 8 participants, both male and female.

- **New Foundations (Resources for Human Development)**
  Bryn Mawr, (610) 527-3411
  House for 10 male participants.

- **YALE Program (Resources for Human Development)**
  Bryn Mawr, (610) 527-3411
  House for 4 participants, both male and female.

**Moderate Care Community Residential Rehabilitation (CRR)**

- **Beginnings (Northwestern Human Services)**
  Oreland, (215) 565-0115
  Apartments for 12 participants, both male and female.

- **Cope House (Northwestern Human Services)**
  Lansdale, (215) 565-0115
  Apartments for 12 participants, both male and female.

WEAKLY PEER SUPPORT GROUPS

Peer support groups, also known as mutual aid groups, are available nearly every day throughout Montgomery County. For a list of support groups, check the Office of Mental Health’s section of the Montgomery County website at [www.montcopa.org](http://www.montcopa.org). You can also call (484) 681-9432 for more about Hearing Voices and WRAP; and (215) 361-7784 for NAMI.

- **Hearing Voices Network—Taking Back Our Power**
  This is a self-help/peer support group for those who live their lives with voices, visions and other extreme experiences. Group participants break through shame and stigma through sharing. They learn ways to reduce anxiety and distress, and make meaning of their life experiences.

- **WRAP Support Groups**
  Community WRAP support groups welcome individuals who want to support one another in living fulfilled lives using WRAP as a recovery and self-management tool.

- **Peer Support Whole Health and Resiliency**
  An initiative to improve physical, social, and life meaning in response to shorter life spans for people with behavioral health challenges. The program uses ten domains to create positive, measurable, achievable goals which are supported in a weekly support program.

- **National Alliance on Mental Illness (NAMI)**
  **NAMI Connection** is a weekly recovery support group for people living with mental illness in which people learn from each others’ experiences, share coping strategies, and offer each other encouragement and understanding.

  **Family-to-Family** helps educate and support families of individuals with mental health challenges.

  **Peer support groups for co-occurring recovery can be found on page 27.**
In addition to recovery coaching, peer support, and Adult Mobile Crisis Support (discussed on page 14-15), Montgomery County residents have access to a variety of other mobile support options, all of which are designed to support individuals in the most community-oriented way possible in order to achieve their recovery goals.

Mobile Psychiatric Rehabilitation (Psych Rehab)
Collaborative, person-directed services that promote recovery and community integration through a phased approach that focuses on the development of skills, personal support networks, and access to the resources necessary to be successful in all aspects of life. Mobile psychiatric rehabilitation is a new service under development in Montgomery County.

Assertive Community Treatment (ACT)
Highly-intensive, community-based level of treatment for individuals who are not able to be supported by traditional outpatient services. ACT teams are composed of an integrated, interdisciplinary group of mental health professionals, usually involving a psychiatrist, nurse(s), certified peer specialists, vocational/career specialists, drug & alcohol specialists, and a case manager. For more information contact Magellan Health Services at (877) 769-9782, Horizon House at (610) 279-5050, or Penn Foundation at (267) 404-5760.

Supported Living and Specialized Shared Housing Programs
Supported living and specialized shared housing programs offer support services and/or housing assistance to individuals with mental illness. Generally these are shared apartments in the community where a person can stay as long as he or she desires. Support services vary according to the individual’s needs and preferences. Some specialized programs have been designed to offer supports to individuals who are being discharged from Norristown State Hospital.

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

Long Term Structured Residence (LTSR)
An LTSR is a highly structured therapeutic residential mental health treatment facility which is licensed by the Pennsylvania Department of Public Welfare. It is a secured setting with intensive staff support and a full array of clinical services offered on site. It is designed to serve adults who are eligible for hospitalization but who can receive the same level of care in a non-hospital setting. Residents are admitted on either voluntary or involuntary commitments pursuant to the Mental Health Procedures Act.

All Inclusive Residence (AIR)
The AIR program is licensed as a CRR by the Pennsylvania Department of Public Welfare under title 55, chapter 5310. It provides all of the residential supports of a Full Care CRR in addition to a full array of clinical services on site. It is intended to be transitional with the goal of helping individuals develop skills to live more independently.
RESIDENTIAL PROGRAMS

Residential programs offer a continuum of supportive services, ranging from secured treatment settings to supported living arrangements. The primary goal of these programs is to prepare residents with the array of skills, supports, and resources needed to maintain their own independent community housing.

Full Care Community Residential Rehabilitation (CRR)
The full care CRR programs are a supervised licensed residential program 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 people moving on to more independent living arrangements.

Moderate Care Community Residential Rehabilitation (CRR)
The moderate care CRR programs are licensed residential programs designed to assist individuals in the areas of life skills training and social supports. Moderate care CRRs do not provide on site staffing 24-hours. Moderate care CRRs provide staffing as needed for the individuals served and vary from program to program.

Licensed Personal Care Home (PCH)
Personal care homes are licensed facilities that provide long-term specialized supports to individuals needing assistance in the areas of daily living skills, medication management, laundry, nutrition management, and meal preparation. PCHs provide 24-hour staffing. Traditionally these programs have served individuals who are being discharged from Norristown State Hospital, or who have a high level of daily needs.

Co-Occurring (Mental Health and Substance Use) Programs
See page 27 for more information about services for people with co-occurring challenges.

ADVOCACY SERVICES

When your needs are not being met, or you have a concern about the services you receive, Montgomery County encourages you to be an advocate for yourself, first and foremost. You know your own needs. If you are having a problem with the mental health services you receive, your first step should be to talk with the provider agency of those services. If the service is funded through Magellan Behavioral Health, you could also contact Magellan at (877) 769-9782.

Sometimes, though, self-advocacy can be difficult. In those situations, advocacy organizations can provide information, education, training, counseling, and mediating, in order to raise awareness of your concerns and ultimately help you achieve positive outcomes. They can assist you in expressing your own vision of the services you need and to make informed decisions about treatment and other matters in your life. In order to be successful, advocacy organizations rely on participation from you and the people who support you.

The mental health advocacy organizations that operate in Montgomery County include:

Community Advocates of Montgomery County
Norristown, PA 19401
(610) 270-0375

National Alliance on Mental Illness (NAMI)
Lansdale, PA 19446
(215) 361-7784
EMPLOYMENT/EDUCATION

What if I Need Help With a Job or College?

All mental health services are intended to support an individual’s recovery goals – including work and education. It is important to let your service providers know how they can support your career goals. For example, you may be concerned that you will look too nervous or that you won’t be able to get up on time or you don’t have the right kind of clothes to fit in. These are all concerns about which your service providers can help. Your therapist could help you develop tools to reduce your anxiety with work; your Certified Peer Specialist (see page 8) can connect you to a local WRAP group where you can figure out how to avoid sleeping in, your recovery coach could help you figure out where you can go to get work clothes without much cost.

Partnership on Work Enrichment and Readiness (POWER) Program

Participants can attend classes at Montgomery County Community College in Blue Bell, including: Career Self-Assessment, The College Experience, Effective Communication, Study Skills, Time Management, Computer Skills, and Balancing School, Work & Life. There is no cost to participants who complete and return a brief application. POWER’s Community Liaison can be reached at: (215) 517-7502.

Worried About Benefits?

Both SSI and SSDI have work incentives to help encourage individuals that are on benefits achieve their employment goals. Visit www.socialsecurity.gov/redbook for more information.

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This partnership with the criminal justice system has enabled all involved parties to come together regularly to address issues related to the support needs of individuals with SMI involved in the judicial system. Our partnership has allowed for some exciting accomplishments, including Behavioral Health Court, Justice Related Services (JRS), Forensic Coordinators at the community behavioral health centers, data sharing, peer support, education, and advocacy services.

Montgomery County offers specific supports that focus on your career goals, including work and schooling. These services are called Career Providers (sometimes called “job coaches”) and they provide interventions that help support you in getting and keeping a job (“supported employment”) or achieving your educational goals (“supported education”). If you have a mental health diagnosis and you want to work, you are eligible! For more information about various supports for career goals – including money for school, visit: [www.supportingemploymentmc.org](http://www.supportingemploymentmc.org)

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

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

**Hedwig House, Inc.**
Pottstown: (610) 326-9112
Lansdale: (215) 362-2887
Abington: (215) 659-2453
Norristown: (610) 279-4400

**Gateway Employment Resources, Inc.**
Limerick: (610) 489-9699

**Northwestern Human Services**
Lansdale: (215) 855-0780

**What Other Employment Services Are Available?**

**Office of Vocational Rehabilitation:** Provides vocational rehab services to help persons with disabilities prepare for, obtain or maintain employment. Call: (484) 250-4340.

**PA Careerlink:** Provides job seekers with employment search capabilities information on job trends, skills building, and occupational training. [http://www.montcoworks.org](http://www.montcoworks.org)
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.

Montgomery County Adult Mobile Crisis is here to help you.
Adult Mobile Crisis provides not only immediate support for crisis situations, but also assistance with managing recurring or future crises. Support is available 24 hours a day, 7 days a week at:

1-855-634-HOPE (4673)

What Are My Options?

Before a crisis...
When you start to recognize the stressors that you’ve felt during previous crises, please call Montgomery County’s peer support talk line at (855) 715-8255 or text (267) 225-PSTL (7785). It is available, free of charge, Monday through Friday, 3:00pm to 7:00pm.

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CLUBHOUSES

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Wellspring (Penn Foundation)
Sellersville: (215) 257-4760
TRANSITION AGE SERVICES

**Transitional Case Management**  
(610) 277-4600  
Transitional case management serves young adults (ages of 16 to 23) with mental health needs who are transitioning out of children’s services. It provides individualized support to young adults as they transition into adulthood and empowers them to seek needed support and services.

**HOPE Academy**  
(267) 477-1070  
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**  
(610) 292-9922  
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.

**Y.A.L.E.**  
(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.

Montgomery County Adult Mobile Crisis Support is provided by **Access Services**:  
*Phone: (215) 540-2150   Fax: (215) 540-2164*

**Services provided by Adult Mobile Crisis Support include:**

- 24 hour telephone counseling
- Services provided in the individual’s home
- Assistance with developing strategies for reducing recurring crisis
- Support for drug/alcohol use or addiction
- Help coping with past traumatic experiences
- Emergency respite
- Assistance with talking to doctors
- Peer support
- Assistance connecting to local community resources

**What If Mobile Crisis Supports Are Not Enough?**

Crisis Residential Services are short term residences for adults who are experiencing psychiatric crisis. If you support someone who requires emergency assistance due to imminent risk of harm to him/herself or others, please call Magellan Health Services at: **(877) 769-9782**. For TTY users, please call **(877) 769-9783**. The line is open 24 hours a day and seven days a week.

For information about emergency involuntary commitments (“302”), see page 16.
EMERGENCY SERVICES

Sometimes Crisis Services Are Not Enough

Emergencies are situations that rise beyond the level of crisis, when someone presents a danger to him/herself or others. If you or someone you support are in need of emergency services, please call the Montgomery County Emergency Services (MCES) hotline at:

(610) 279-6100

When psychiatric emergencies escalate into a serious and potentially life-threatening situation, and the person is unwilling to consent to treatment, Pennsylvania law empowers the Office of Mental Health to authorize treatment without their consent. This is called involuntary commitment, sometimes referred to as a “302 commitment.” Montgomery County is the only county in Pennsylvania with a centralized involuntary commitment location, provided solely by MCES for individuals age 18 and older.

When Can Someone Be Committed Involuntarily?

Involuntary commitment can occur when several conditions are met:

- Someone with a serious mental illness is behaving in a way that demonstrates a “clear and present danger” to him/herself or others, and
- He/she is observed by one or more witnesses who are willing to attest to what they have seen about the person. (Only observed behavior is sufficient evidence to have someone involuntarily committed. Threats, past history, and diagnoses are not enough.) The witness(es) must file a petition, truthfully stating in writing that they personally witnessed the behavior(s), and attend a hearing to testify about the information they provided. For more information about whether the petition process would be appropriate for a specific situation, please call (610) 279-6100.

HOUSING SUPPORTS

In the mental health system, there is a clear distinction between “residential programs” and “housing.” Residential programs usually involve more intensive levels of support and are described on pages 22-26 of this guide. Montgomery County also offers various housing options for eligible individuals who do not need intensive staffing supports.

What If I Am in Danger of Becoming Homeless?

Individuals who are homeless or in danger of becoming homeless should reach out to the Homeless Prevention Center at:

(877) 646-6306

This information and referral line will direct you to the most appropriate support available to you (including rental assistance and shelters).

For anyone receiving case management or recovery coaching, please make sure to contact your local case management office (CBHC). Contact information for all the case management offices in Montgomery County can be found on pages 4-5.

Other Resources

Contact information for food assistance / food stamps can be found on page 29, and a list of food cupboards can be found on page 30.
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EMPLOYMENT/EDUCATION

What if I Need Help With a Job or College?

All mental health services are intended to support an individual’s recovery goals – including work and education. It is important to let your service providers know how they can support your career goals. For example, you may be concerned that you will look too nervous or that you won’t be able to get up on time or you don’t have the right kind of clothes to fit in. These are all concerns about which your service providers can help. Your therapist could help you develop tools to reduce your anxiety with work; your Certified Peer Specialist (see page 8) can connect you to a local WRAP group where you can figure out how to avoid sleeping in, your recovery coach could help you figure out where you can go to get work clothes without much cost.

Partnership on Work Enrichment and Readiness (POWER) Program

Participants can attend classes at Montgomery County Community College in Blue Bell, including: Career Self-Assessment, The College Experience, Effective Communication, Study Skills, Time Management, Computer Skills, and Balancing School, Work & Life. There is no cost to participants who complete and return a brief application. POWER’s Community Liaison can be reached at: (215) 517-7502.

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RESIDENTIAL PROGRAMS

Residential programs offer a continuum of supportive services, ranging from secured treatment settings to supported living arrangements. The primary goal of these programs is to prepare residents with the array of skills, supports, and resources needed to maintain their own independent community housing.

**Full Care Community Residential Rehabilitation (CRR)**
The full care CRR programs are a supervised licensed residential program 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 people moving on to more independent living arrangements.

**Moderate Care Community Residential Rehabilitation (CRR)**
The moderate care CRR programs are licensed residential programs designed to assist individuals in the areas of life skills training and social supports. Moderate care CRRs do not provide on site staffing 24-hours. Moderate care CRRs provide staffing as needed for the individuals served and vary from program to program.

**Licensed Personal Care Home (PCH)**
Personal care homes are licensed facilities that provide long-term specialized supports to individuals needing assistance in the areas of daily living skills, medication management, laundry, nutrition management, and meal preparation. PCHs provide 24-hour staffing. Traditionally these programs have served individuals who are being discharged from Norristown State Hospital, or who have a high level of daily needs.

**Co-Occurring (Mental Health and Substance Use) Programs**
See page 27 for more information about services for people with co-occurring challenges.

ADVOCACY SERVICES

When your needs are not being met, or you have a concern about the services you receive, Montgomery County encourages you to be an advocate for yourself, first and foremost. You know your own needs. If you are having a problem with the mental health services you receive, your first step should be to talk with the provider agency of those services. If the service is funded through Magellan Behavioral Health, you could also contact Magellan at (877) 769-9782.

Sometimes, though, self-advocacy can be difficult. In those situations, advocacy organizations can provide information, education, training, counseling, and mediating, in order to raise awareness of your concerns and ultimately help you achieve positive outcomes. They can assist you in expressing your own vision of the services you need and to make informed decisions about treatment and other matters in your life. In order to be successful, advocacy organizations rely on participation from you and the people who support you.

The mental health advocacy organizations that operate in Montgomery County include:

**Community Advocates of Montgomery County**
Norristown, PA 19401
(610) 270-0375

**National Alliance on Mental Illness (NAMI)**
Lansdale, PA 19446
(215) 361-7784
OTHER MOBILE SUPPORTS

In addition to recovery coaching, peer support, and Adult Mobile Crisis Support (discussed on page 14-15), Montgomery County residents have access to a variety of other mobile support options, all of which are designed to support individuals in the most community-oriented way possible in order to achieve their recovery goals.

Mobile Psychiatric Rehabilitation (Psych Rehab)
Collaborative, person-directed services that promote recovery and community integration through a phased approach that focuses on the development of skills, personal support networks, and access to the resources necessary to be successful in all aspects of life. Mobile psychiatric rehabilitation is a new service under development in Montgomery County.

Assertive Community Treatment (ACT)
Highly-intensive, community-based level of treatment for individuals who are not able to be supported by traditional outpatient services. ACT teams are composed of an integrated, interdisciplinary group of mental health professionals, usually involving a psychiatrist, nurse(s), certified peer specialists, vocational/career specialists, drug & alcohol specialists, and a case manager. For more information contact Magellan Health Services at (877) 769-9782, Horizon House at (610) 279-5050, or Penn Foundation at (267) 404-5760.

Supported Living and Specialized Shared Housing Programs
Supported living and specialized shared housing programs offer support services and/or housing assistance to individuals with mental illness. Generally these are shared apartments in the community where a person can stay as long as he or she desires. Support services vary according to the individual's needs and preferences. Some specialized programs have been designed to offer supports to individuals who are being discharged from Norristown State Hospital.

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

Long Term Structured Residence (LTSR)
An LTSR is a highly structured therapeutic residential mental health treatment facility which is licensed by the Pennsylvania Department of Public Welfare. It is a secured setting with intensive staff support and a full array of clinical services offered on site. It is designed to serve adults who are eligible for hospitalization but who can receive the same level of care in a non-hospital setting. Residents are admitted on either voluntary or involuntary commitments pursuant to the Mental Health Procedures Act.

All Inclusive Residence (AIR)
The AIR program is licensed as a CRR by the Pennsylvania Department of Public Welfare under title 55, chapter 5310. It provides all of the residential supports of a Full Care CRR in addition to a full array of clinical services on site. It is intended to be transitional with the goal of helping individuals develop skills to live more independently.
RESIDENTIAL PROGRAM DIRECTORY

Full Care Community Residential Rehabilitation (CRR)

Circle Lodge
Norristown, (610) 275-1280
Apartments within a larger building for 24 participants, both male and female.

Creative Health
Pottstown, (610) 326-8712
Apartments within a larger building for 12 participants, both male and female.

Salisbury Behavioral Health
Willow Grove, (215) 884-5566
House for 8 participants, both male and female.

Hatfield House (Northwestern Human Services)
Colmar, (215) 822-9181
House for 10 participants, both male and female.

New Foundations (Resources for Human Development)
Bryn Mawr, (610) 527-3411
House for 10 male participants.

YALE Program (Resources for Human Development)
Bryn Mawr, (610) 527-3411
House for 4 participants, both male and female.

Moderate Care Community Residential Rehabilitation (CRR)

Beginnings (Northwestern Human Services)
Oreland, (215) 565-0115
Apartments for 12 participants, both male and female.

Cope House (Northwestern Human Services)
Lansdale, (215) 565-0115
Apartments for 12 participants, both male and female.

WEEKLY PEER SUPPORT GROUPS

Peer support groups, also known as mutual aid groups, are available nearly every day throughout Montgomery County. For a list of support groups, check the Office of Mental Health’s section of the Montgomery County website at www.montcopa.org. You can also call (484) 681-9432 for more about Hearing Voices and WRAP; and (215) 361-7784 for NAMI.

Hearing Voices Network—Taking Back Our Power
This is a self-help/peer support group for those who live their lives with voices, visions and other extreme experiences. Group participants break through shame and stigma through sharing. They learn ways to reduce anxiety and distress, and make meaning of their life experiences.

WRAP Support Groups
Community WRAP support groups welcome individuals who want to support one another in living fulfilled lives using WRAP as a recovery and self-management tool.

Peer Support Whole Health and Resiliency
An initiative to improve physical, social, and life meaning in response to shorter life spans for people with behavioral health challenges. The program uses ten domains to create positive, measurable, achievable goals which are supported in a weekly support program.

National Alliance on Mental Illness (NAMI)
NAMI Connection is a weekly recovery support group for people living with mental illness in which people learn from each others’ experiences, share coping strategies, and offer each other encouragement and understanding.

Family-to-Family helps educate and support families of individuals with mental health challenges.

Peer support groups for co-occurring recovery can be found on page 27.
PEER SUPPORT SERVICES

Person-centered, recovery-focused services which are provided by a self-identified current or former participant in behavioral health services known as a Certified Peer Specialist (CPS). CPS are trained and certified to support others in their efforts to build lives in their communities that include meaningful relationships and activities. Peer support services are intended to inspire hope in individuals that recovery is not only possible, but probable. The services are designed to promote empowerment, self-determination, understanding, coping skills, and resiliency through mentoring and service coordination.

Peer Support Providers

Peer support services are available at all of the Community Behavioral Health Centers (see pages 4-5), and additionally at the following locations:

Salisbury Behavioral Health
Glenside, PA 19038
(215) 884-5566

Mental Health Association:
Community Support Connection
Norristown: (267) 507-3490

Norristown Recovery & Education Center
Norristown: (267) 507-3510

Pottstown Recovery & Education Center
Pottstown: (267) 507-3525

Trail Guides
Norristown: (267) 507-3490

Wellness Recovery Action Plan (WRAP) Trainings

Two-day WRAP training groups and 8-week or 12-week training groups are available to help people learn how to build a WRAP, a personal wellness and recovery plan developed by Mary Ellen Copeland to help people become empowered in promoting their own recovery.

Licensed Personal Care Homes (PCH) - House-style

New Options I (Resources for Human Development)
Norristown, (610) 292-0225
Has 13 participants, both male and female.

Salisbury Behavioral Health
Glenside, (215) 884-5566
Has 9 participants, both male and female.

Northwestern Human Services
Fort Washington, (215) 641-4935
Has 8 participants, both male and female.

Long-Term Structured Residence (LTSR)

Creative Health
Collegeville, (610) 326-9250
Has 16 participants, both male and female. Requires mental health commitment prior to placement.

All Inclusive Residence (AIR)

Horizon House
Audubon, (484) 392-7021
Has 8 participants, both male and female. Treatment services provided on-site.
**RESIDENTIAL PROGRAM DIRECTORY**

**Supported Living and Specialized Shared Housing Programs**

**Creative Health**  
Pottstown, (610) 326-8712  
Apartment for 15 participants, both male and female. Staffed 20 hours per day. Activities scheduled on a daily and weekly basis.

**Hedwig House**  
Abington, (215) 659-2453  
Apartment for 2 participants. Staffing is as needed, with after-hours on-call capacity. Located in the same building as the clubhouse program. Accessible to staff and activities.

**New Options Annex (Resources for Human Development)**  
Conshohocken, (610) 292-0225  
Apartment located behind New Options for 3 male participants. Less intensive supports provided by New Options staff.

**New Options II (Resources for Human Development)**  
Conshohocken, (610) 292-0225  
House with 6 participants, both male and female, for 24-hour staffing. Specialized supported living program that is geared toward persons discharged from Norristown State Hospital. Referrals come through County Office.

**Penn Foundation**  
Sellersville, (215) 453-5166  
Apartment for 3 participants, both male and female. Staffed for 3-4 hours per week, with 24/7 back-up staff located on site. Serves both Montgomery and Bucks County residents. Weekly Cooking Club and special weekend activities. Alumni program for former residents.

**Salisbury Behavioral Health**  
Glenside, (215) 884-5566  
Highly individualized, apartment-style housing for 23 participants, both male and female.

**Behavioral Interventions**

**Cognitive Behavioral Therapy**  
The most widely researched treatment, which focuses on changing an individual’s thoughts (cognitive patterns) in order to change his or her behavior and emotional state.

**Trauma Focused Cognitive Behavioral Therapy**  
Treatment for children, adolescents and their caregivers who have been exposed to trauma. It includes sessions for caregivers and children both separate and together, and focuses on education, feelings management, sharing the experience, and increased coping.

**Dialectical Behavioral Therapy**  
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.

**Seeking Safety**  
Cognitive-based therapy which uses a clinician workbook and handouts for participants, individual or group approach. It focuses on individuals struggling with addictions and post-traumatic stress disorder.

**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.
TREATMENT SERVICES

What Treatment Options Are Available to Me?

The Department of BH/DD and its Montgomery County provider agency partners strive to offer treatment options that are the most likely to help you achieve the changes and results you seek.

Outpatient

Outpatient services consist of evaluation, diagnosis, and clinical treatment provided by mental health professionals, generally within a clinic setting. Services may include individual, group, and family therapy as well as visits with a psychiatrist to monitor medication. Access these services by calling your local CBHC (page 5), your current mental health provider, or Magellan Behavioral Health at (877) 769-9782.

Intensive outpatient therapy

Some CBHCs offer Intensive Outpatient Programs (IOP), which provide intensive, therapeutic and rehabilitation services. Services may include but are not limited to individual and group therapy, activity-focused therapy, and psychiatric services such as evaluation, diagnosis and medication monitoring. Intensive outpatient generally is a community-based alternative for adults who, without this level of intervention and support, may require inpatient hospitalization.

Evidence-based Practices

The federal Substance Abuse Mental health Services Administration has created a list of EBP which can be accessed at www.nrepp.samhsa.gov. All evidence-based practices in this guide are denoted with the symbol , including those listed on the next page:

CO-OCCURRING PROGRAMS

Montgomery County offers services for co-occurring mental health and drug & alcohol issues. If you have a primary mental health diagnosis and are also dealing with drug and/or alcohol issues, contact your local CBHC listed on page 5. If you have more intensive needs, you may be eligible for one of several residential programs for co-occurring diagnoses.

Residential Programs for Co-Occurring Recovery

**PA Institute for Community Living (PICL)**
Willow Grove, PA 19090
(215) 706-4330

**Renaissance (RHD)**
Bryn Mawr, PA
(610) 527-3411

Advocacy and Peer Support for Addiction Recovery

**PRO-ACT (PA Recovery Organization—Achieving Community Together)**
(215) 345-6644, or toll free: (800) 221-6333

A regional grassroots recovery support initiative that works to reduce the stigma of addiction and influence public opinion and policy regarding the value of recovery. Peer support and education programs are offered at each PRO-ACT location.

**PRO-ACT Families Program**
A program offered to families who have members suffering from addiction. Call (800) 221-6333 for more information.

**Dual Recovery Anonymous (DRA)**
DRA is a 12-step program for people with co-occurring challenges. Call Penn Foundation at (215) 257-6551 for more information.
OTHER COUNTY AGENCIES

Aging and Adult Services
Provides assistance to older residents to help them remain as independent as possible while they age. Please call (610) 278-3601 for more information.

Protective Services Hotline: (800) 734-2020

County Assistance Office (CAO)
Provides assistance applying for state benefits, including Medical Assistance (MA), food stamps, welfare programs, and others. Contact one of the local offices for more information:
Norristown: 1931 New Hope Street, (610) 270-3500
Pottstown: 24 Robinson St, (610) 327-4280

Office of Developmental Disabilities
Administrative office that oversees programs for children and adults diagnosed with intellectual disabilities. Please contact the intake coordinator at (610) 278-5666 with any questions.

Office of Drug & Alcohol Programs
Provides treatment services for residents with substance abuse problems. Please contact one of the local case management offices for more information:
Abington Memorial Hospital—Creekwood Center: 3941 Commerce Ave, Willow Grove, PA 19090, (215) 830-8966
Creative Health Services: 11 Robinson St, Pottstown PA 19464, (610) 327-1503
Gaudenzia: 55 E. Marshall St, Norristown, PA 19401, (610) 279-4262

Department of Veterans Affairs
Provides information to veterans, their dependents, and survivors regarding their rights and benefits they may be entitled to receive. The department also maintains the county’s veteran grave registration records. Please contact (610) 278-3285 for more information.

SERVICE AREAS

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

Abington Memorial Hospital—Creekwood Center (#464)
3941 Commerce Ave, Willow Grove, PA 19090
(215) 830-8966

Central Montgomery MH/MR Center (#465)
1100 Powell St, Norristown, PA 19401
(610) 277-9420

Creative Health Services (461)
11 Robinson St, Pottstown, PA 19464
(610) 326-2767

Lower Merion Counseling Services (#466)
7 E. Lancaster Ave, Ardmore, PA 19010
(610) 520-1510

Northwestern Human Services (#463)
400 N. Broad St, Lansdale, PA 19446
(215) 855-0780

Penn Foundation (#462)
807 Lawn Ave, Sellersville, PA 18960
(215) 257-6551
BEHAVIORAL HEALTH CENTERS

Where Do I Go For Help?

Community Behavioral Health Centers (CBHCs), sometimes called Core Providers or Base Service Units, are local community mental health agencies. There are six Community Behavioral Health Centers in Montgomery County which offer an array of behavioral health services. They provide:

- Assessment
- Recovery Coaching case management
- Administrative/Service case management
- Treatment (see page 6)
- Medication management

What is Recovery Coaching?

Recovery coaching is available at all CBHCs in Montgomery County. It is a collaborative process between the program participant and the recovery coach (case manager) that facilitates access to available resources and engagement in treatment and support services. Recovery coaches are trained professionals who focus on educating the participant in the skills necessary to increase self-sufficiency and move forward in recovery.

What About Treatment Services?

Treatment services, many of which are available at your local CBHC, include inpatient and outpatient services, as well as various forms of therapy (such as individual, group, family, and intensive outpatient). For more information about the treatment options which may be available to you, see page 6.

OTHER COMMUNITY RESOURCES

Disclaimer: The services, programs, and agencies listed in this section are intended as suggestions to supplement traditional mental health services. While these agencies may provide excellent services, they are not licensed by and do not receive funding from the Montgomery County Offices of Mental Health or Behavioral Health. Therefore, if you intend to access these services, please be sure to act as your own advocate and investigate the merit and appropriateness of each service and agency before enlisting in a program.

YMCA Locations

North Penn
2506 N. Broad Street, Colmar
(215) 368-9622

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

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

Freedom Valley
2460 Blvd of the Generals, West Norriton
(610) 539-9190

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

Main Line
100 Saint Georges Road, Ardmore
(610) 649-0700

Food Assistance / Food Stamps

CADCOM
113 East Main Street, Norristown, PA 19401
(610) 277-6363
Food Cupboards

- **Catholic Social Services**
  353 E Johnson Highway, Norristown
  (610) 279-7372

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

- **Salvation Army Cupboard**
  137 King St, Pottstown
  (610) 326-1621

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**GETTING STARTED**

How Do I Find Help?

There are several ways for adults to access mental health services in Montgomery County:

**Private Insurance or Medical Assistance (MA)**

Insurance providers cover mental health services (e.g., therapy). You can start by contacting your insurance provider and finding out what services you might be entitled to receive through your coverage and what providers are in your insurance provider’s network.

**No Insurance**

If you don’t have insurance, 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 centers (CBHC) should be able to help. See pages 4-5 for the CBHC in your area.

**Alternative Programs**

If you need help with other issues (such as substance abuse), there are other County offices that can help. If you are seeking drug and/or alcohol treatment services, see page 28. Contact information for other county/state agencies can also be found there.
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 serious mental illnesses such as schizophrenia, bipolar disorder, and major depressive disorder. The experience of recovery is different for each person and it is not synonymous with “cure.” Despite the presence of significant and ongoing symptoms, an individual in recovery can live a full and meaningful life by developing ways to maintain wellness. The goal of mental health services is to provide the support that enables someone to explore, learn, and practice wellness strategies that help the person achieve their goals and dreams.

To achieve that goal the Mental Health staff of the Montgomery County Department of Behavioral Health and Developmental Disabilities (BH/DD) have worked for years in partnership with stakeholders to ensure the development of an integrated, community-based, recovery-oriented system of care. Our shared vision is to work toward building a service system that excels at providing cutting-edge, evidenced-based practices (EBP) that holistically support an individual’s recovery. EBP is discussed further on pages 6-7, and all evidence-based services in this guide are denoted by the symbol 

BH/DD has developed a wide variety of mental health services in addition to the traditional supports of therapy and medication management. These services include, but are not limited to, mobile supports, peer support, self-help groups, and employment and education support.

The Department of BH/DD remains committed to serving Montgomery County by promoting a vision of wellness, recovery and resiliency and by providing the services to support the recovery journeys of Montgomery County residents who experience mental health challenges.

Transportation

Suburban Transit (TransNet)
(215) 542-RIDE
Southeastern Pennsylvania Transportation Authority (SEPTA)
(215) 580-7800 or http://www.septa.org

Useful Websites

Magellan Behavioral Health
http://www.magellanhealth.com/MBH

Social Security Office
http://www.ssa.gov

Montgomery County Parent & Infant Resource Guide
http://webapp.montcopa.org/hhsapps/pihdir.htm

The Montgomery County Foundation
http://www.infolinkpa.org

Montgomery County Resource Directory
http://www.abington.k12.pa.us/pupil/Montgomery_County_Resource_Directory.pdf
COMPLAINTS & GRIEVANCES

What Should I Do If I Have a Complaint?

If you are unhappy with a service provided through Magellan Behavioral Health, or disagree with a decision made by Magellan, you can file a complaint in one of several ways:

- Call Magellan at (877) 769-9782
- Send mail to Magellan at:
  Magellan Behavioral Health of Pennsylvania
  Attn: Customer Comment Coordinator
  105 Terry Drive, Suite 103
  Newtown, PA 18940
- Submit your complaint to Magellan online at:
  www.magellanhealth.com/member
  Click the link for “Help” and then select “Feedback.” Click “Complaints” and then “Contact Us.” Type your message and then click “Submit.”

If your concern is still not resolved, you can call the Montgomery County Department of Behavioral Health and Developmental Disabilities at: (610) 278-3642

What If My Service Is Not Funded Through Magellan?

If the service is not funded through Magellan, your first step should be to talk with the provider agency of that service. If that does not result in a positive outcome, you can also call the Montgomery County Department of Behavioral Health and Developmental Disabilities at: (610) 278-3642.

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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

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