



County Commissioners

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July 2009

OVERVIEW

BUCKS COUNTY MENTAL HEALTH DEPARTMENT
Division of Health and Human Services
**BUCKS COUNTY DEPARTMENT OF MENTAL HEALTH/
MENTAL RETARDATION**

**600 LOUIS DRIVE, SUITE 101
WARMINSTER, PA 18974-2846**

Phone: 215-442-0760

Fax: 215-442-1066

Website:

www.buckscounty.org/government/departments/HumanServices/MentalHealth/index.aspx

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- **VISION STATEMENT**

Bucks County will be a community of hope, acceptance and understanding and will become a State leader in accessing and delivering quality services that are consumer and family driven and are evidence based and/or based upon best practice.

- **MISSION STATEMENT**

In Bucks County, all individuals, including, older adults, adults with serious mental illness, youth in transition and every child and adolescent with serious emotional disturbance and those with addictive disease will have an opportunity for Recovery, Wellness and Resiliency.

- **VALUES**

Services are based on CSP and CASSP principles.

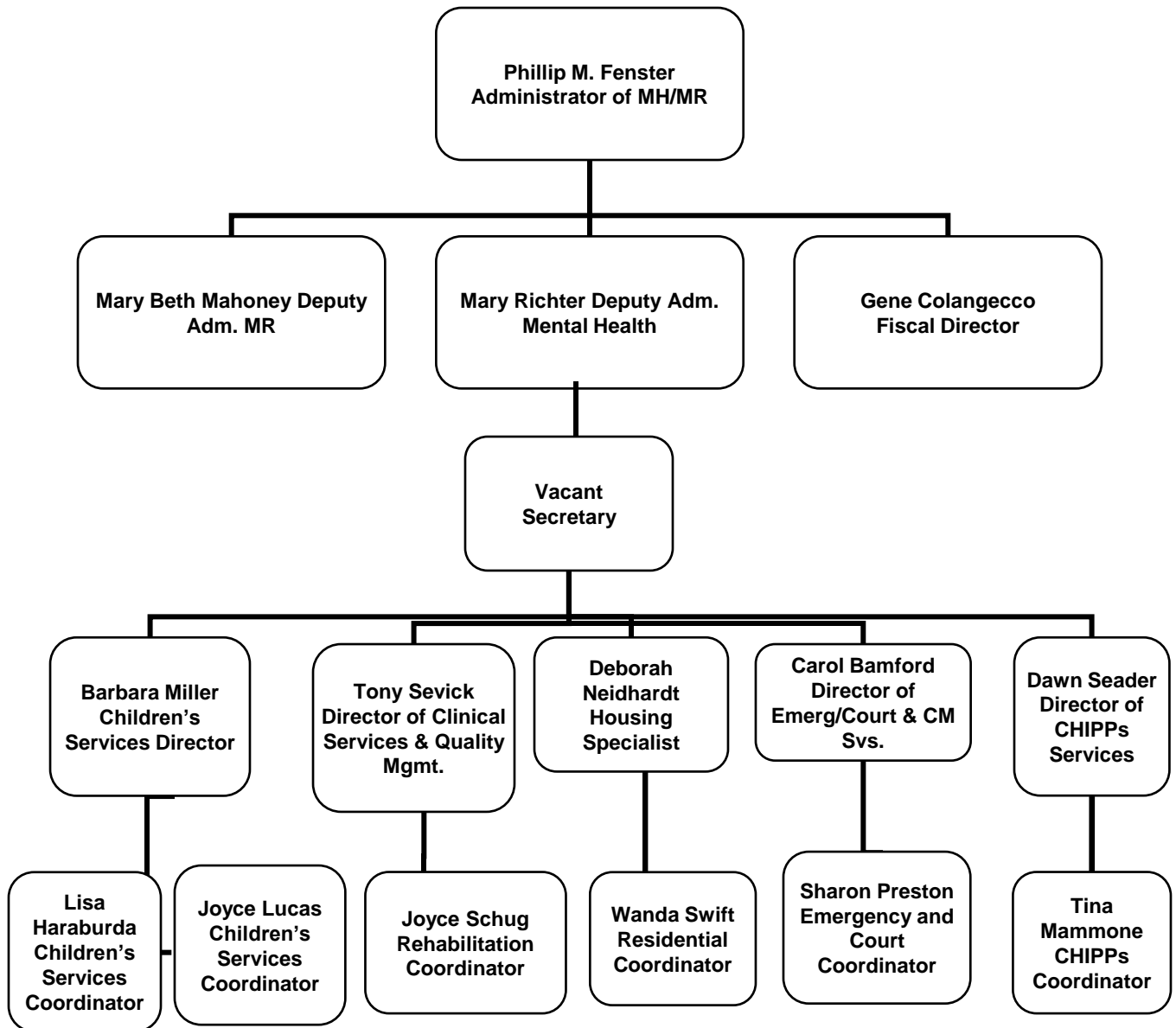
People will treat each other with dignity and respect.

Everyone will have the opportunity for:

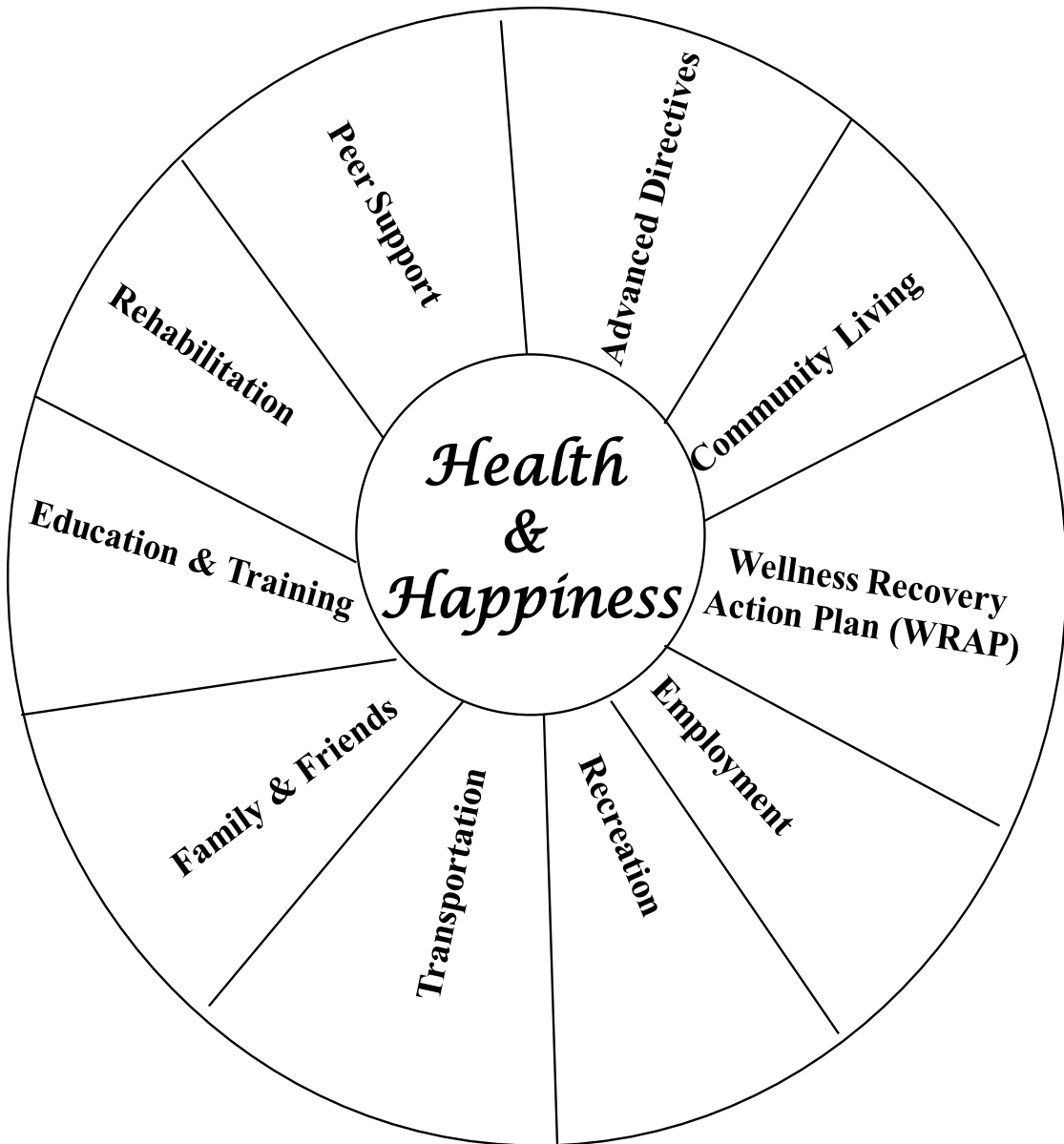
- Personal development
- Inclusion in the community
- Easy access to services and supports of his/her choice so as to realize an improved quality of life

ORGANIZATION CHART

Bucks County Department of MH/MR Mental Health Program



RECOVERY & RESILIENCY



The Journey of Recovery & Resiliency is unique and may share some common themes such as: Hope; Choice; Flexibility; Strengths; Spirituality; Friendships; Interests; and Meaningful Activities.

Community Support Program of Bucks County (CSP)

- CSP is consumer centered/consumer empowered. CSP is a coalition of people concerned about the range and quality of the public mental health services, basic life opportunities, level of community support and overall quality of life for persons with mental illness in Bucks County.
- Committee membership is comprised of persons with mental illness, family members and mental health professionals.
- CSP principles are as follows: Consumer Centered,
- Strengths-based, culturally competent, Accountable, Community based/Natural Supports, Flexible, Coordinated and Designed to Meet Special Needs.
- Committee membership is open to all those in the community who share the concerns listed above and wish to contribute to the groups' endeavors.
- Meetings are held the 3rd Wednesday of each month from 4:30 p.m. to 6:30 pm. Held at Lenape Valley Foundation, 500 North West Street, Doylestown in their meeting room.
- For more information or to confirm meeting location contact Joyce Schug, CSP Liaison at 215-442-0760.

Child & Adolescent Service System Program (CASSP)

- CASSP is an acronym for the Child and Adolescent Service System Program. CASSP helps children and adolescents with severe emotional disturbances gain access to needed services. These services are planned collaboratively with the child's or adolescent's family, the mental health system, the school district and other involved agencies.
- CASSP gives technical assistance to provider agencies on the continuum of mental health services for children and adolescents, supports best practice and assists in communication among all those who serve children in County. CASSP is committed to the belief that children and families are resilient.
- CASSP is based on a well-defined set of principles for mental health services for children and adolescents with or at risk of developing severe emotional disorders and their families. **These principals are as follows: Child-centered, Family-focused, Community-based, Multi-system, Culturally competent, Least restrictive/least intrusive.**
- For more information, contact Barbara Miller ext. 244, Lisa Haraburda ext. 249 or Joyce Lucas ext. 290 at the County MH/MR Office at 215-442-0760.

ADMINISTRATOR'S OFFICE

Phone: 215-442-0760

FAX: 215-442-1066

WEB SITE:

www.buckscounty.org/government/departments/HumanServices/MentalHealth/index.aspx

- * **MH/MR Administrator**
- * **Fiscal Department**
- * **Mental Retardation Department**
- * **Mental Health Department**
- * **Deputy Administrator for Mental Health**
- * **Director of Mental Health Clinical Services and Quality Management**
 - Supervises Rehabilitation Coordinator responsible for Vocational/Employment/Social Rehab/Consumer Drop-In/Community Support Program.
 - Administers monitors, develops and oversees adult mental health clinical services.
- * **Housing Specialist**
 - Monitors and coordinates the development of the countywide mental health housing and residential services.
- * **Children's Services Director**
 - Supervises two Children's Services Coordinators.
 - Administers monitors, develops and oversees children's mental health services. Consultation and technical assistance to County child serving systems with regard to children's mental health issues and collaboration.

ADMINISTRATOR'S OFFICE

Mental Health Department (Continued)

*** Director of Emergency and Court Services**

- Supervises Case Management Coordinator and Emergency & Court Coordinator.
- Monitors case management and crisis intervention services.
- Provides consultation & training to social service & community organizations with regard to Emergency & Court Services.
- Oversees the delegate system for the county.

*** Director of CHIPPs Services**

- Supervises CHIPPs Coordinator.
- Oversees and monitors admissions and discharges from Norristown State Hospital and continuity of care for persons admitted to inpatient hospital care.
- Member of the Southeast PA counties workgroup developing regional services for persons who either are or were receiving services at Norristown State Hospital.

Community Mental Health Service Providers

- The Community Mental Health Centers listed below are designated as Base Service Units (BSU) by the county and perform the intake function for county funded services. If a person has no other mental health care resource, such as private insurance, Medical Assistance, Medicare or Veterans Administration benefits, the BSU can do a liability. If eligible for services, as a result of a diagnosis of severe mental illness, services can be provided on a sliding scale according to ability to pay.
- Each of the Community Mental Health Centers delivers a wide range of mental health services to the community in addition to the BSU function that the BSU's provide for the Bucks County Department of Mental Health/Mental

Community Mental Health Service Providers

* **Base Service Units (BSU)**

Penn Foundation, 091, (Upper Bucks County)

- 807 Lawn Avenue, P.O. Box 32, Sellersville, PA 18960
- Phone: 215-257-6551
- Fax: 215-257-9347

Lenape Valley Foundation, 092, (Central Bucks County)

- 500 North West Street, Doylestown, PA 18901
- Phone: 215-345-5300
- Fax: 215-345-5347

Penndel Mental Health, 093, (Lower Bucks County)

- 1517 Durham Road, Penndel, PA 19047
- Phone: 215-752-1541
- Fax: 215-752-2848 or 7195
- Administrative Offices: 267-587-2300

* **Crisis Services**

Countywide toll free number 1-800-499-7455

- Upper Bucks County **Penn Foundation** - 215-257-6551
- (ask for the Crisis Worker)
- Central Bucks County **Lenape Valley Foundation**
- Phone: 215-345-2273
- Fax: 215-345-5347
- Lower Bucks County **Lenape Valley Foundation**
- Phone: 215-785-9765
- Fax: 215-245-5903

Community Mental Health Service Providers (Continued)

* Residential Services

- All Base Services Units (BSU)
{see telephone numbers on the previous page}

Co-Mans

- P.O. Box 7151, Penndel, PA 19047
- Phone: 215-750-7526
- Fax: 215-750-7445

Milestones

- 1075 Easton Road, Roslyn, PA 19001
- Phone: 215-884-5566
- Fax: 215-885-1746

NHS Human Services of Bucks County

- 400 North Broad Street, Lansdale, PA 19446
- Phone: 215-949-3230
- Fax: 215-245-5903

* Consumer Satisfaction

Voice and Vision, Inc. formally BC-CST, Inc.

- 600 Louis Drive, Ste. 106, Warminster, PA 18974
- Phone: 215-442-1599 OR Toll Free -1-800-734-5665
- Fax: 215-442-9710

Community Mental Health Service Providers (Continued)

*** Vocational/Employment Services**

Employment Technologies, Inc. (ETI)

301 Farm Lane, Doylestown, PA 18901

- Phone: 215-230-8818
- Fax: 215-230-9095

Associated Production Services (APS)

325 Andrews Road, Trevoise, PA 19053

- Phone: 215-364-0211
- Fax: 215-364-2865

Associated Production Services (APS)

100 Louise Drive, Ivyland, PA 18974

- Phone: 672-9505
- Fax: 215-672-9507

Goodwill Industries

1250 Virginia Drive, Ste. 130, Fort Washington, PA 19034

- Phone: 215-653-7095
- Fax: 215-653-0974

Community Mental Health Service Providers (Continued)

*** Psych Rehab and Drop-In Centers**

Wellspring Clubhouse

700 N. Main Street, Sellersville, PA 18960

– Phone: 215-257-4760

– Fax: 215-257-6629

Intensive Psychiatric Rehabilitation

807 Lawn Avenue, Sellersville, PA 18960

– Phone: 215-257-6551, extension 267

Being About Recovery Now (B.A.R.N.)

967 Newtown Road Warminster, PA 18974

– Phone: 215-957-2204

– Fax: 215-957-2208

Rainbow House

1272 Veterans Highway, Bristol, PA 19007

– Phone: 215-826-9760

– Fax: 215-826-9765

Community Mental Health Service Providers (Continued)

Consumer Run Services

o **Reach Out Foundation**

Pennsbury Plaza, 229 Plaza Blvd., Ste. 19, Morrisville, PA 19067

- Phone: 215-428-0404

o **Lenape Drop In Center**

- Phone: 215-957-2204, ext. 5908

o **Lower Bucks Consumer Club**

- Phone: 215-945-3700

Crisis and Emergency Services
Countywide Toll Free Number 1-800-499-7455

* **Penn Foundation/Upper Bucks:**

- Phone: 215-257-6551 {ask for the Crisis Worker}
- Services provided at Grand View Hospital Emergency Department.
- Available 24 hours a day, 7 days a week.

* **Lenape Valley Foundation/Central Bucks:**

- Phone: 215-345-2273
- Fax: 215-345-5347
- Services provided at Doylestown Hospital.
- Licensed by Office of Mental Health and Substance Abuse Services (OMHSAS).
- Available 24 hours a day, 7 days a week.

* **Lenape Valley Foundation/Lower Bucks County:**

- Phone: 215-785-9765
- Fax: 215-785-3662
- Services provided at The Health and Wellness Center on the Lower Bucks Hospital campus and at Lower Bucks Hospital Emergency Department.
- Licensed by the Office of Mental Health & Substance Abuse Services (OMHSAS).
- Available 24 hours a day, 7 days a week.
- Peer support available, Monday to Friday, hours vary.
- Mental Health Outpatient services also available at this site.

Clinical Services

* **Penn Foundation:**

– Phone: 215-257-6551

– Fax: 215-257-9347

o **Outpatient Therapy**

- Individual (includes adult, children and adolescents)
- Family
- Group
- Transitional Outpatient (TOP)

* **Lenape Valley Foundation:**

– Phone: 215-345-5300

o **Partial Hospitalization**

- o Adult Acute: Phone: 215-345-9470, Fax: 215-345-7145

o **Outpatient Therapy** (Handicapped accessible)

– Phone: 215-345-5300

– Fax: 215-345-5347

- Individual (includes adult, children and adolescents)
- Family
- Group
- Transitional Outpatient (TOP)

Clinical Services (Continued)

* **Penndel Mental Health Center:**

- Phone: 267-587-2300
- Fax: 267-587-2305
- o **Partial Hospitalization** (Handicapped accessible)
 - Adult Acute
- o **Outpatient Therapy:** (Handicapped accessible)
 - Phone: 267-587-2300, Fax: 267-587-2305
 - Individual (includes adult, children and adolescents)
 - Family
 - Group
 - Transitional Outpatient (TOP)

Case Management Services

* **Administrative Case Management**

- Specializes in system's needs such as housing, linkage to generic services and coordination of benefits.
- Time limited service.
- Priority populations are County funded consumers, consumers on court orders and consumers in the forensic system.

* **PATH Case Management**

- Services for persons who are homeless and have a mental illness.
- Serves Lower Bucks County.
- Includes linkages to mental health and other community services as well as temporary housing assistance.
- Administered through PennDel Mental Health Center.

* **Blended Case Management Services**

- This service is available at the 3 BSU's and at Northwestern Human Services.
- Services, eligibility and staff qualifications defined by regulation.
- Services based on individual strengths and needs assessment.
- Services are community based and recovery oriented.

Case Management Services (Continued)

* **Mental Health Technicians**

- Assists Intensive Case Managers when more intensive contact is not necessary.
- Available at the three county Base Service Units.
- Person must be involved with case management services at a Base Service Unit to be eligible for the service.

* **Community Treatment Team (CTT)**

- Serves individuals living in Lower Bucks County.
- 24 hours a day/7 days a week availability.
- Highly intensive service for individuals who have not benefited from traditional mental health services.
- Team consists of psychiatrist, coordinator, vocational specialist, D&A specialist, and a certified peer specialist person.
- Administered through PennDel Mental Health Center.

* **Supportive Community Outreach Team (SCOT)**

- Serves individuals living in Lower Bucks County
- 24 hours a day/7 days a week availability
- A team case management model that also includes nursing, psychiatric time and a certified peer specialist.
- Administered through Family Service Association of Bucks County

Case Management Services (Continued)

* **Forensic Services**

- Available through the Community Treatment Team (CTT) services for individual living in Lower Bucks County.
- Services authorized through Bucks County Adult Probation and Parole Department, and county MH/MR office.
- Intensive field therapy and case management services designed for persons with severe mental illness who have been incarcerated through the criminal justice system.

* **Assertive Community Treatment (ACT)**

- Serves individuals living in Central and Upper Bucks County.
- 24 hours a day/7 days a week availability.
- Highly intensive service for individuals who have not benefited from traditional mental health services.
- Team consists of team leader, psychiatrist, nursing, vocational specialist, D&A specialist and a certified peer specialist.
- Administered through Lenape Valley Foundation.
- Administered through Penn Foundation.

* **Family Community Resource Specialist**

- County-wide program.
- Provides ongoing support to families for whom both parent and child have behavioral health issues.
- Specializes in linkage and service coordination.

Case Management Agencies

* Penn Foundation – BSU 091

- **Administrative Case Management**
- **Blended Case Management**
- Phone: 215-257-2114
- Fax: 215-257-4716

* Forensic Assertive Community Treatment Team (FACT)

- Serves individuals with forensic history.
- Serves Upper Bucks County.

* Lenape Valley Foundation – BSU 092

- **Administrative Case Management Services**
- Phone: 215-345-5300
- Fax: 215-345-5347
- **Blended Case Management Services**
- Phone: 215-345-5300
- Fax: 267-885-0803

* Assertive Community Treatment (ACT)

- Phone: 215-343-7696
- Fax: 215-343-3819

Case Management Agencies (Continued)

* **Penndel Mental Health – BSU 093**

- **Administrative Case Management Services**
- Phone: 215-750-9643
- Fax: 215-750-9875
- **Note**: Covers Lower Bucks County

* **PATH Case Management (Services for the Homeless)**

- Phone: 215-750-9643
- Fax: 215-750-9875

- **Blended Case Management Services**
- Phone: 267-587-2345
- Fax: 267-587-2368

Case Management Agencies (Continued)

* **Community Treatment Team**

- Phone: 215-750-7060
- Fax: 215-750-7232

* **Family Community Resource Specialist**

- Phone: 215-757-8611
- Fax: 215-757-8699

* **L.I.F.E. Program (Living In Family Environments)**

- Phone: 215-750-7651
- Fax: 215-750-9310

* **Family Service Association of Bucks County**
SCOT Program

- Phone: 215-757-6916
- Fax: 215-757-2115

* **NHS Human Services of Bucks County**

- Phone: 215-949-3230
- Fax: 215-949-3197

Residential Services

* **Community Residential Rehabilitation Services (CRRS)**

o 3 levels

- **Intensive CRRS**
 - Staffed 24 hours a day with awake staff.
- **Maximum CRRS**
 - Staffed 24 hours a day, on-site staff overnight.
- **Moderate CRRS**
 - Staffed a minimum of 3 hours a day.

Residential Services (Continued)

*** Supported Living Program (SLP)**

- Long term permanent housing with support services.

*** MH/D&A Houses**

- 1 house for 8 males, 1 house for 8 females.
- Supported Living Program (SLP) with a rehabilitation component tailored to meet the needs of consumers with MH/D&A issues.

*** MH Adult Respite Care**

- Countywide program, 1 location.
- Central Bucks – 4 bedroom house.
- Available 24 hours a day, 7 days a week.
- 24 hours staffing.
- Residents must participate in programming during the day, either outside or within the residence.
- Handicapped accessible.
- Has the capacity to act as a diversion for people who do not meet the involuntary criteria for hospitalization.
- Serves as a step-down from inpatient hospitalization.
- Can be utilized as planned respite.

Residential Services (Continued)

* **Housing Support Services**

- **PATH** (Program Assistance in Transitioning from Homelessness)
 - Mental Health services combined with housing assistance for individuals with a mental illness who are homeless.
 - Program administered through PennDel Mental Health.

* ***Penn Foundation Alumni Program***

- (Call CRR phone number for information)
- Post CRR housing assistance services.
- **Supplemental Housing Supports**
 - Limited resources available for individuals to subsidize residential situations.
 - Must go through the BSUs to access funds.
 - County CHIPPs Director authorizes expenditures.

Residential Services (Continued)

* Housing Services Provided By:

- **Respite Care** (capacity 4 adults)
 - **Lenape Valley Foundation**
 - Phone: 215-345-7523 Central Bucks
 - Fax: 215-345-1303
 - Handicapped accessible.

- **Intensive CRRS** (capacity 14 adults)
 - **Penndel Mental Health**
 - Phone: 215-826-1720
 - Fax: 215-826-0984

Residential Services (Continued)

* **Maximum CRR** (capacity 35 adults)

- **Penn Foundation** (capacity 9 adults)

- Phone: 215-453-5166

- Fax: 215-257-6570

- **Lenape Valley Foundation** (capacity 14 adults)

- Phone: 215-345-8459

- Fax: 215-345-5347

- **NHS Human Services of Bucks County** (capacity 12 adults)

- Phone: 215-245-5673

- Fax: 215-245-5903

Residential Services (Continued)

* Moderate CRR (capacity 37 adults)

- Lenape Valley Foundation (capacity 14 adults)
 - Phone: 215-345-5098
 - Fax: 215-345-5347

- NHS Human Services of Bucks County
(capacity 6 adults)
 - Phone: 215-245-5673
 - Fax: 215-245-5903

- Co-Mans (capacity 17 individuals)
 - Phone: 215-750-7526
 - Fax: 215-750-7445
 - 6 are for young adults (age 18 to 25)

Residential Services (Continued)

- * **Supported Living** (capacity 138 adults)
 - **Penn Foundation** (capacity 9 adults)
 - Phone: 215-453-5166
 - Fax: 215-257-6570

 - **MH/D&A House** (capacity 16 adults)
 - Handicapped accessible; (1 male house, 1 female house)
 - Transitional housing.
 - Male House: Phone: 215-453-5191
 - Fax: 215-453-5192
 - Female House: Phone: 215-257-0895
 - Fax: 215-453-5186

 - **Lenape Valley Foundation**
(capacity 20 adults)
 - Phone: 215-345-5300 x 125
 - Fax: 215-345-5347

 - **Penndel Mental Health** (capacity 32 adults)
 - Phone: 215-826-1720
 - Fax: 215-826-0984

Residential Services (Continued)

- **NHS Human Services of Bucks County**
 - (capacity 21 adults)
 - Phone: 215-245-5673
 - Fax: 215-245-5903

- **Co-Mans** (capacity 27 adults)
 - 14 are handicapped accessible.
 - Phone: 215-750-7526
 - Fax: 215-750-7445

- **Milestones** (capacity 13 adults)
 - 4 are handicapped accessible
 - Phone: 215-884-5566
 - Fax: 215-885-1746

Social Rehabilitation Services

* Wellspring Clubhouse

- Phone: 215-257-4760
- Fax: 215-257-6629
- Website: wellspring@enter.net

Program is based on the successful model of rehabilitation developed by Fountain House in New York City. The program features core clubhouse values, such as the healing aspect of a welcoming and caring community; focus on individual strengths, abilities, and goals; and the “work-ordered” day, in which participants, called “members” are engaged in all aspects of the operation and decision making of the program through the work units.

- Work Units include: member services, administration, publications, kitchen, maintenance, education and employment.
- Transitional Employment, Supported Employment and Independent Employment programs available.
- Certified by the International Center for Clubhouse Development (ICCD).
- Open Monday through Friday from 8:30 a.m. to 4:00 p.m.
- 8 evenings or weekend activities/month, including a job club
- Serves Upper Bucks County
- Transportation available

Social Rehabilitation Services (Continued)

***Intensive Psychiatric Rehabilitation Program (IPR)**

807 Lawn Avenue, P.O. Box 32, Sellersville, PA 18960

- Phone: 215-257-6551 ext. 360
- o The philosophy of Intensive Psychiatric Rehabilitation Program is to assist individuals with serious and persistent mental illness and co-occurring substance abuse disorders in setting and achieving personal goals in either vocational/employment, education, or living environments. It is a strengths based program, which focuses on individual function skill development, enhancement, retention and transference to real life tasks and settings. The core elements of the Intensive Psychiatric Rehabilitation Program are rooted in the principles of Community Support Program and the Boston University Approach to Psychiatric Rehabilitation.

*** Rainbow House**

- Phone: 215-826-9760
- Fax: 215-826-9765
- Open 5 days a week from 8:00 a.m. to 4:00 p.m.
- Work Units include Clerical/Education, Kitchen and maintenance
- Psycho-Educational group discussions and Peer support activities
- Employment assistance
- Volunteer opportunities and community integration activities
- Serves all of Lower Bucks County
- Transportation available

Social Rehabilitation Services (Continued)

*** The B.A.R.N. (The Be About Recovery Now Center)**

- Phone: 215-957-2204 ext. 5901
- Fax: 215-957-2208

The Be About Recovery Now Center is the Lenape Valley Foundation's Psychiatric Rehabilitation program. The program runs 5 days and 1 evening a week. The daytime program hours are 9 a.m. to 3 p.m. The evening program's days schedule varies based on community happenings. Individuals choose the days attended and groups of interest. The program offers a wide variety of groups including: Health and wellness, exercise, education, computers, language, interpersonal skills, community living and support groups. Our Friday programming has a strong vocational focus. Groups change regularly to meet the ever-changing needs of individuals attending the program.

Social Rehabilitation Services (Continued)

*** Lenape Drop In Center**

- Phone: 215-957-2204, ext. 5908
- Fax: 215-957-2208

The Lenape Valley Foundation's Drop-In Center is run out of the same site as the Psychiatric Rehabilitation program. The Drop-In Center is open to all mental health consumers in Bucks County. The program is scheduled for two evenings a week: Friday and Sunday- 6 p.m. to 9 p.m. The Center focuses on socialization skills through varied activities, groups and trips. Activities occur both on-site and off-site of the B.A.R.N. The program is in the planning stages for start up of a monthly D&A support group as well as a Smoking Cessation support group.

Social Rehabilitation Services (Continued)

* **Lower Bucks Consumer Club**

This program formed in 1990 by NAMI family members and people struggling with mental illness. This program continues to welcome people who have experience with mental illness in a warm and friendly atmosphere of self-help and mutual support. The Club hosts Sunday dinners and various social and educational activities. Transportation is provided to the Club's events.

* **National Alliance on Mental Illness (NAMI)**

- Phone: 215-945-3700
- Sunday Dinner Social: United Christian Church, 8525 New Falls Road, Levittown, PA 19054. Call ahead.
- Sunday program is fully accessible. Transportation provided.

* **Reach Out Foundation of Bucks County**

Pennsbury Plaza, 229 Plaza Blvd., Suite 19
Morrisville, PA 19067

- Phone: 215-428-0404
- Fax: 215-428-2835
- E-mail: ROFBucks@verizon.net

Social Rehabilitation Services (Continued)

*** Reach Out Foundation of Bucks County**

(continued)

- Reach Out Foundation is a County-wide, Consumer Run Drop-in Center, whose members operate under the philosophy that consumers must take a leadership role in improving mental health services and consumers help themselves by helping others. Reach Out members provide peer support, education and advocacy.
- Reach Out actively provides education to the community on issues related to recovery, mental health and substance abuse.
- Call Kathy Sharp, Executive Director, at the number listed above for more information.
- Partially accessible
- Hours of Operations:
 - 10:00 a.m. to 6:00 p.m. Monday to Thursday
 - 9:00 a.m. to 1:30 p.m. Friday
 - 3:00 p.m. to 5:00 p.m. – Creative People in Recovery. Saturday
 - Social, 5-7pm
 - Drum Circle/Open Mic., Saturday 7-9pm. These activities will be held on alternate weeks

Social Rehabilitation Services (Continued)

* The Loss Project

Reflection Place located at Roosevelt Memorial Park, 701 Old Lincoln Highway, Trevoose, PA

- Phone: 215-428-0404
- E-mail: ROFBucks@verizon.net
 - This project is maintained by the Reach Out Foundation and together with the Roosevelt Memorial Park in Trevoose provides a
 - Reflection Place where the public can come to reflect and memorialize the years they and others had lost to mental illness and/or addiction.

Vocational Programs

Employment

* **Employment Technologies Inc. (ETI)**

- Phone: 215-230-8818
- Fax: 215-220-9095
- Must be referred through a Base Service Unit and must become registered with the Office of Vocational Rehabilitation.
- Supportive & supported employment for persons with serious mental illness.
- Provides personal job searches, job placements into competitive employment, on-the-job instruction, follow-up support services and tryouts/assessments in real community jobs.

* **Goodwill Industries (GES)**

- Phone: 215-653-7095
- Fax: 215-653-0974
- Must be referred through a Base Service Unit and must be registered with OVR
- Supportive and supported employment for persons with serious mental illness
- Provides assessment, job readiness skill training, benefits counseling, individualized job development, job placement, job coaching, support and follow-up services

Vocational Programs (Continued)

Workshops

* Associated Production Services (APS)

- Phone: 215-364-0211
- Fax: 215-364-2865
- Must be referred through a Base Service Unit
- Affirmative Industry and Sheltered Workshop
- 6 full-time slots
- Handicapped accessible

Children's Services

* **Family Based Mental Health Services**

- Contact Magellan Behavioral Health at 1-877-769-9784 Or phone the Children's Mental Health Department at 215-442-0760
- Countywide Services delivered for up to 32 weeks
- Team delivered service to child/adolescents and his/her families
- Services delivered in the community
- 24 hours on-call crisis support from professional staff
- Designed to reduce out-of-home placement either MH, D&A, C&Y and/or Juvenile Justice
- Designed to support family unification
- Services funded through Medical Assistance or Bucks County Department of Mental Health/Mental Retardation

Children's Services (Continued)

* **L.I.F.E. (Living in Family Environments)**

- Phone: 215-750-7651
- Fax: 215-750-9310
- Administered by PennDel Mental Health Center
- Countywide
- Designed to assist families whose children are multi-system involved
- Provides parent support, education, information and referral to assist families in obtaining appropriate services & supports
- Provides technical assistance to county public and private child serving systems
- Provides high level of administrative case management
- Develops and distributes a Quarterly Newsletter
- Resource library available to families and professionals
- Facilitates support groups for families at the L.I.F.E. CARES Center located at 152 Monroe Ave., PennDel, PA 19047

* **Student Assistance Program (SAP)**

- Service administered in conjunction with Drug & Alcohol through the Bucks County Council on Alcoholism and Drug Dependence at 1-800-221-6333
- Provides technical assistance and assessment services to students identified through school based SAP teams
- Each BSU has a mental health liaison(s) to the school districts in Bucks County.

Children's Services (Continued)

* Behavioral Health Rehabilitation Services/ Wraparound (Formerly EPSDT)

- Children's community based expanded Behavioral Health Rehabilitation Services (BHRS)
- Child must be on Medical Assistance through the County Assistance Office
- All BSUs provide BHRS services
- 1 adolescent girl CRR/Host Home, funded through Behavioral Health Rehabilitation Services (BHRS) and C&Y (when appropriate), administered by Penndel Mental Health for 4 females
- 2 male CRR/Host Homes funded through BHRS and C&Y (when appropriate), administered by Northwestern Human Services of Bucks County for 6 males
- **Contact Magellan Behavioral Health for information about these services at 1-877-769-9784**
- CRR/Host Homes are funded under the BHRS Cost Center

Children's Services (Continued)

*** School Based MH Services**

- MH services and case management provided to children & adolescents within the school setting (various funding sources and locations)
- For further information contact Barbara Miller or Lisa Haraburda at 215-442-0760.

*** CASSP/L.I.F.E. Trainings**

- Monthly trainings are held during the school year for parents and professionals in the child serving systems to provide relevant clinical and/or program/systems information
- Trainings incorporate CASSP Principles and enhance opportunities for networking and collaboration
- Call L.I.F.E. for current training schedule

*** Children's Family Support Services (FSS)**

- Pays for nontraditional services such as funding for community supports parent education, therapeutic activities, etc. Funds are limited.
- Requests must go through one of the three Bucks County BSU's and are approved by Barbara Miller, Children's Services Director.

*** Children's Residential Treatment Services**

- Children's mental health residential treatment facilities (RTFs) are funded through Medical Assistance and authorized by Magellan Health Services.
- Provide mental health treatment to children in a licensed residential setting for the period authorized.

Consumer and Family Satisfaction

* **Voice and Vision, Inc. formally BC-CST, Inc.**

- Measures and reports consumer satisfaction of adults, children/adolescents and family members who receive support from the Bucks County behavioral health system.
- Phone: 1-800-734-5665
- Fax: 215-442-9710
- E-mail: mailbox@voiceandvisioninc.org
- Website: www.voiceandvisoninc.org

- Information is gathered through face-to face interviews, telephone surveys, mailed questionnaires, focus groups and observations. Results are reported to consumers, families, providers, and appropriate county departments and managed care organizations. A plan of action is developed and implemented in order to improve people's quality of life and the quality of supports and services.
- Voice and Vision, Inc. formally BC-CST, Inc. is staffed by consumers and family members of people who have used behavioral health services.

SeniorReach

* SeniorReach

Engages adults age 60+ in Bucks County who are struggling with mental health and/or substance abuse issues that are untreated. Most older adults that SeniorReach serves are isolated from family, friends or community. Information and referral services are available. SeniorReach staff will assess each situation, and if appropriate, offer counseling to individuals in their homes.

- Phone: 215-757-6916 x 150 OR 215-348-0510 x 2203
- Services provided include information and referral (information and connection to other services that may be needed); assessment and plan of care (providing a comprehensive evaluation of social, emotional, physical and environmental concerns and help to develop a mutual plan to address them), counseling (based on individual needs and proceeds at the older adult's pace).
- Medication education and monitoring and psychiatric evaluation may also be provided.
- Supported by the Bucks County Area Agency on Aging, Bucks County Office of Mental Health and Mental Retardation and Family Service Association of Bucks County

Family and Peer Education and Support

* **NAMI Bucks Helpline 9:00 a.m. to 9:00 p.m.**

7 days a week: Phone: 1-866-399-6264

Website: www.Namibucks.org

Office Hours: 7:30 a.m. to 3:00 p.m.

* **National Alliance on Mental Illness (NAMI)**

o **Family to Family Support Group (Lower Bucks)**

- Phone: 1-866-399-6264 or 215-442-5637.
- Meeting location is at Crossing Community Church
- 80 Silver Lake Road, Newtown, PA 18940
- Meetings are on the 1st and 3rd Monday of each month from 7:30 p.m. to 9:00 p.m.
- Provides emotional support and insight into mental illness and coping skills for families and friends of persons with serious brain disorders.

* **National Alliance on Mental Illness (NAMI)**

o **Family to Family Support Group (Lower Bucks) -**

Phone: 1-866-399-NAMI

- Meeting location at Abington Memorial Hospital, 225 Newtown Road, Warminster, PA from 7:30 p.m. to 9:00 p.m.
- Meetings are on the 1st and 3rd Monday of each month. Focus is on sharing and caring

Family and Peer Education and Support (Continued)

* **National Alliance on Mental Illness (NAMI)-CAN** **(Children's and Adolescents Network)**

- Phone: 866-399-6264
- Meeting location at 600 Louis Drive, Suite 106, Warminster, PA beginning at 7:00 p.m.
- Meetings are on the 4th Thursday of each month
- Information offered and support given to family members of children and adolescents with Bi-Polar Disorder, Schizophrenia, Schizo-Affective Disorder, Major Depression, Obsessive Compulsive Disorder (OCD), Panic Disorder, Autism, Pervasive Development Disorder, Tourettes Syndrome, Anxiety Disorder and Attention Deficit/Hyperactivity Disorder (ADHD)
- Peer-to-Peer Classes

* **Family Psycho-Education**

- Free family education program is open to anyone who is caring for a mentally ill friend or relative. The 12-week NAMI Family-to-Family Education Program covers the basics of medications, treatments and problems associated with Schizophrenia, Bi-Polar Illness, Borderline Personality Disorder, Obsessive-Compulsive Disease, Chronic Anxiety and Major Depression.
- The course provides community services information and teaches skills in self-care and problem solving as well as listening and other communication techniques. Families of mid-teen to adult with serious brain disorders (mental illness) are encouraged to sign up. For information call 866-399-6264.

Double Trouble Groups located throughout Bucks County

(For persons with mental health and substance abuse challenges)

* **Lower Bucks County**

Schedules subject to change, please check with Reach Out for the most up-to-date schedule.

* **Reach Out Foundation**

- 229 Plaza Blvd., Suite #19, Morrisville, PA 19067
- Phone: 215-428-0404
- 2:00 p.m. to 3:00 p.m. Monday and Wednesday
- 7:00 p.m. to 8:00 p.m. Thursday

* **Penndel Mental Health Center** – Run by Reach Out Foundation

- 1517 Durham Road, Penndel, PA 19047
- Phone: 215-752-1541
- 7:00 p.m. to 8:00 p.m. Tuesday

Double Trouble Groups located throughout Bucks County (Continued)

(For persons with mental health and substance abuse issues)

* **LVF Lower Bucks Crisis Center** – Not Reach Out Foundation

- 501 Bath Road, Bristol, PA 19007
- Phone: 215-785-9765
- Community Room
- 6:00 p.m. to 8:00 p.m. Wednesday

* **Lower Bucks Hospital (patients only)** – Not Reach Out Foundation

- 501 Bath Road, Bristol, PA 19007
- 7:00 p.m. to 8:00 p.m. Friday
- Schedules subject to change, please check with Reach Out for the most up-to-date schedule

Central Bucks County

* **Abington Memorial Hospital (patients only)**

- 225 Newtown Road, Warminster, PA 18974
- Phone: 215-428-0404
- 6:00 p.m. to 7:00 p.m. Monday – Double Trouble
- 7:00 p.m. to 8:00 p.m. Monday - Bright Perspectives

Upper Bucks County

Dual Recovery Anonymous

* **Village of Hope** - Penn Foundation

- 807 Lawn Ave., Sellersville, PA 18960
- Phone: 215-257-0895 or 215-453-5191
- 6:00 p.m. to 7:00 p.m. Thursday

Important Numbers

- * Countywide Toll Free Crisis Number:
1-800-499-7455**
- * Bucks County Department of Mental
Health/Mental Retardation**
 - Phone: 215-442-0760
 - Fax: 215-442-1066
- * Magellan Behavioral Healthcare of PA, Inc.**
 - Phone: Hotline # 1-877-769-9784
 - TDD: 1-877-769-9785
- * Bucks County Behavioral Health System**
 - Phone: 215-773-9313
 - Fax: 215-773-9317
- * Bucks County Drug and Alcohol Commission,
Inc.**
 - Phone: 215-773-9313
 - Fax: 215-956-9939
 - Phone: 215-785-0837 if you have No Insurance

Important Numbers (Continued)

- * **HealthChoices Hotline**
 - Phone: 1-800-440-3989
- * **Hotline for People with Hearing Disabilities**
 - Phone: 1-800-618-4225
- * **National Alliance on Mental Illness of Bucks County (NAMI)**
 - Phone: 1-866-399-NAMI (6264)
 - Phone: 215-442-5637
- * **Bucks County Assistance Office**
 - Lower Bucks:** 215-781-3300
 - Fax: 215-781-3438
 - Central Bucks:** 215-443-3200
- * **SeniorReach**
 - Phone: 215-757-6916 extension 150
 - Phone: 215-348-0510 extension 2203
- * **National Alliance on Mental Illness of Bucks County (NAMI)**
 - Helpline – 1-866-399-NAMI or 215-442-5637 (Office)

Health and Human Services Call Center Resources

* **Healthy Kids Line**

- Health care coverage for children? Help finding a doctor for your children? Call: **1-800-986-KIDS**

* **Healthy Baby Line-1-800-986-BABY**

- Pregnant? For information about finding a doctor, breastfeeding, immunizations and tests for your baby.
- To connect children with special needs and their families with a wide variety of services. Call:

* **Special Kids Network Line -1-800-986-4550**

* **Long Term Care Line – 1-866-286-3636**

- For information about long term care services.

* **Adult Basic Line -1800-GO-BASIC**

- For healthcare coverage for adults (19-64) for primary care.

* **Lead Information Line -1-800-440-LEAD**

- If you are concerned about childhood lead poisoning or lead abatement.

Health and Human Services Call Center Resources (Continued)

- **Brain Injury Help Line 1-866-412-4755**
 - TTY: toll free 1-877-232-7640
 - To get referrals for services available to individuals with traumatic brain injury.

Trained specialists can answer the Help lines phones in English, Spanish and Russian. They are able to serve all the caller's needs in a single call. For example, families calling the Healthy Kids helpline for CHIP coverage can also receive information and referrals for a child who needs adaptive clothing as well as services for their aging parent and program information for a relative who experienced a recent brain injury.

In addition to providing information by phone, the Health and Human Services Call Center provides brochures, applications and renewal assistance for health care coverage and a searchable referral database for the residents of the Commonwealth of Pennsylvania, accessible at www.HelpinPA.state.pa.us. The Health and Human Services Call Center responds to callers on behalf of the Pennsylvania Departments of Health, Public Welfare, Aging and Insurance.

BUCKS COUNTY MAP

