

The Bell of Hope



MENTAL
HEALTH
ASSOCIATION
OF SOUTHEASTERN PENNSYLVANIA



PARTICIPANT HANDBOOK

Mental Health Association of Southeastern Pennsylvania

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THANK YOU FOR ENROLLING WITH THE MENTAL HEALTH ASSOCIATION OF SOUTHEASTERN PENNSYLVANIA (MHASP)

... an organization dedicated to helping individuals with mental health conditions direct their own recovery journeys, and preparing family members to play supportive roles.

Our work is guided by the following beliefs:

- Persons with serious mental health conditions can and do recover. Children, youth, adults, family members and communities have the capacity for resilience and recovery.
- Creating an environment of hope is the first step on a successful recovery journey.
- Recovery is different for each person but is possible for all.
- Recovery occurs in the community and with connections to natural supports.
- The active involvement of individuals with mental health conditions and of family members is essential for system transformation and successful outcomes.

Throughout our organization, individuals in recovery and family members serve in leadership positions as employees, volunteers, and members of our board of directors. Our belief in individuals' potential to recover and in family members' ability to provide support is based on the lived experience of many of our employees and volunteers.

We recognize that the persons best able to shape their own futures are those who come through our doors seeking help: you and other service participants. Now that you have enrolled in an MHASP service, our employees, volunteers, and other participants will help you identify your goals and work to achieve them.

Again, welcome to MHASP, an organization dedicated to the belief that a better future is possible and to nurturing opportunities for you to find and hold on to hope.

Warm regards,

Bill Dinwiddie,

President & CEO



The Mental Health Association of Southeastern Pennsylvania (MHASP) is a nonprofit organization that develops, supports and promotes innovative education and advocacy services. MHASP serves adults, children and youth affected by mental health challenges as well as parents and family members.

VISION

Individuals challenged by mental health conditions are empowered to direct their recovery journeys, and family members are prepared to play supportive roles, as members of informed and inclusive communities.

MISSION

To promote groundbreaking ideas and create opportunities for resilience and recovery by applying the knowledge learned from the people we support, employ and engage in transformative partnerships.

VALUES

These values—which are offered to staff, volunteers and participants—are applicable to everyone.

We value **Hope**, the belief that a better future is achievable. By fostering hope, we promote success and resilience.

We value **Self-Determination**—the exercise of free will—to encourage the independent expression of ideas and control over one’s own life.

We value a **Holistic Focus**, which represents the interrelatedness of all human needs. By recognizing the connection among physical, mental and spiritual needs, we nurture growth and creativity.

We value **Support**—the nonjudgmental sharing of knowledge, experience and assistance among peers and colleagues—as a basis for promoting personal and professional development and achievement.

We value **Cultural Awareness**—understanding and honoring a person’s deeply held values, beliefs and practices—as a foundation for building enriching and complementary relationships.

We value **Personal Responsibility**—that each of us is accountable for our actions, that each of us is responsible for pursuing his or her purpose in life—as vital for overcoming challenges and achieving personal and professional goals.

We value **Empowerment**—the process of helping individuals increase their capacity to make choices and to transform those choices into desired outcomes—as necessary for helping individuals gain the self-confidence required for self-actualization and leadership.

We value **Respect**—the unconditional regard for the inherent worth of all individuals—as necessary for developing, maintaining and enhancing effective personal and professional relationships.

We value a **Strengths-Based** perspective, which presumes that everyone has resilience and talents, and which acknowledges individuals’ unique ideas and experiences. By focusing on strengths, we cultivate hope.

We value **Education and Learning**—the lifelong pursuit of knowledge and experiences—for their own sake and for enhancing personal and professional development.

YOUR INITIAL MEETING

We will:

1. Inform you about the services we offer and ask you what you want to be involved in. We will also give you information on where to find other mental health services/substance abuse services within the system of care.
2. Give you information on how to access those services outside MHASP, and what to do in the event of an emergency.
3. Give you information regarding your right to, and the process to, file a complaint or grievance when you are not satisfied with the services you are receiving, whether these services are provided by MHASP or [elsewhere](#) within your county mental health system.

MHASP ENCOURAGES THE INVOLVEMENT OF FAMILY AND FRIENDS

MHASP staff will ask you to identify people who are important to you, whom you count on for support and who may assist you in your recovery process, if you so choose. Examples of potentially supportive people are:

- Immediate family members (parents, children, spouses/partners, brothers/sisters)
- Relatives (grandparents, cousins, uncles, aunts, nieces/nephews, etc.)
- Friends and romantic relationships (boyfriends/girlfriends/significant others)
- Roommates; coworkers; classmates; support group members, AA or NA sponsors or members
- Minister, rabbi, priest, imam, lama, or other spiritual leader
- Physicians, physical therapists, chiropractors, and other healthcare workers
- Therapists and case workers (Welfare, Social Security, protective services, etc.), administrators or supervisors of programs that you attend, probation officers, etc.
- Employers
- Landlords
- Teachers

PARTICIPANT RIGHTS

As a participant in MHASP services, you have the right to:

1. Receive accurate, easily understood information that may help you to make more informed health care decisions;
2. Not be discriminated against on the basis of age; race; ethnicity; color; national origin; marital status; disability; religion; genetic information; economic status; actual or perceived sexual orientation, perceived gender identity, and/or gender expression; and/or source of payment;
3. Be treated with dignity, respect, fairness, consideration, and equality; and to be free from abuse, neglect and/or mistreatment;
4. Participate in your recovery service planning process;
5. Manage your own personal financial affairs (unless you have been informed by the Social Security Administration that you need a representative payee);
6. Have access to emergency services;
7. Request a change of staff members from your individual service team;
8. Retain all civil rights and liberties;
9. Practice the religion or faith of your choice; and
10. Confidentiality. Participants have the right to communicate with MHASP staff members in confidence and to have their health information kept confidential.

If you receive services from Homeward Bound, you have these additional rights:

- a. Receiving or sending mail without interference of staff or other participants.

Restriction of Rights

The only time your rights can be restricted is when a licensed professional has determined that you may be a danger to yourself or others. If this should occur, you have the right to be “assisted by any advocate of your choice in the assertion of your rights and to see a lawyer in private at any time,” according to the Mental Health Procedures Act (§ 5100.53. Bill of rights for patients).

Participant Responsibilities

MHASP believes in you and therefore encourages you to assume as much responsibility as possible. We believe that greater participation in your services increases the likelihood of your achieving the outcomes you may wish to accomplish. These responsibilities include but are not limited to:

- Taking an active part in the development of your service planning.
- Telling staff what you want and need from your services.
- Sharing information with staff that is relevant to your services.
- Telling staff if you are not satisfied with services or feel you have been treated unfairly. (See also pages 9-10 for complaint and grievance procedures.)

We encourage behavior that is respectful to all individuals and that protects the confidentiality of their individually identifiable information.

IF YOUR ABILITY TO SPEAK ENGLISH IS LIMITED...

It is our responsibility to ensure that all participants have meaningful and equal access to services. This responsibility encompasses the most basic of human needs: the need for communication and understanding. In order to ensure effective communication, service staff will make every effort to ensure communication and understanding for those participants and/or their immediate families who are identified as having Limited English Proficiency (LEP).

In addition, the public office spaces have been equipped with universal symbols for bathrooms and exits.

Once participants or their family members have been identified as needing translation or interpretive services, service staff will contact the corresponding appropriate agency to identify translators/interpreters.

FREEDOM OF CHOICE/SERVICE

MHASP provides a wide array of services. When you enroll in our services, we will support your personal development. If MHASP is unable to provide all the services you require, we will assist you in reviewing the services provided by your area service providers. If you wish to exercise your right to seek services elsewhere, designated staff will help you identify and access any such services. Your signature on the Approval to Receive Services form, which you will receive upon enrollment, indicates that the above procedures have been explained to you. Your signature on this form also indicates that the MHASP staff members you are working with have informed you about your local county website and have given you information about services available in your county. If you do not have access to a computer, the MHASP staff members will print out the relevant information for you.

FEDERAL LAWS PROTECTING PERSONS WITH DISABILITIES

Americans with Disabilities Act (1990)

... prohibits discrimination against persons diagnosed with disabilities. Disabilities are defined as “mental or physical impairments which substantially limit one or more basic life activities.”

Rehabilitation Act (1973)

... prohibits discrimination on the basis of “handicap” and requires employers and educational programs to make reasonable accommodations to meet the needs of persons with disabilities.

NOTICE OF PRIVACY PRACTICES

YOU HAVE THE RIGHT:

To talk to us, knowing that what you tell us will be kept private.

To choose how we can use your information. This includes your authorization of, or your refusal to authorize, the use of your information for marketing purposes.

To choose the people, if any, to whom we send your information and what information, if any, we can send.

To look at your record and ask for a copy.

To ask to make changes (amendments) in your record.

To get a list of people or organizations that we sent your information to.

To stop an authorization that said we could release your information.

We will contact you if a breach of your data has occurred.

If you feel that any of your privacy rights have been violated, you may file a Privacy Complaint with the Mental Health Association of Southeastern Pennsylvania (MHASP) by contacting the Quality Improvement & Compliance Director (267-507-3947). If you are not satisfied with the results, you may contact and give information to the U.S. Department of Health and Human Services Office for Civil Rights. (Contact information is on page 10.) Although we encourage you to contact MHASP first, you are not required to do so. Instead, you can immediately contact the Office for Civil Rights.

A copy of the Privacy Notice is posted at the services site. To request a copy of the Privacy Notice, which explains these rights in detail, ask a staff member or contact the Quality Improvement and Compliance Director at 267-507-3947.



Complaint, Grievance and Appeal Process: *What if I am not satisfied with the services?*

MHASP staff are dedicated to providing the most exceptional supports for people who choose our services. However, even with our best efforts, sometimes people may not be pleased with some aspects of the services. When this happens, you can ask us for support to file your complaint. MHASP staff members will provide helpful supports so that you can complete the process.

1. We suggest that you first discuss your concern directly with the service staff, especially the supervisor/manager of the service. Sometimes things can be resolved at a “local level” more easily than you think.
2. If you are not satisfied with the outcome of the complaint, you can file a grievance with the MHASP administration (see below for details), with your insurance provider, with the state or county behavioral health offices or with the state or U.S. government.
3. You DO NOT have to bring your complaint to MHASP first. You may take your complaint directly to your insurance provider, to the state or local behavioral health office or to the state or federal government if you wish.

IF YOU WANT TO FILE A COMPLAINT

You are encouraged to first speak directly with the MHASP staff or manager involved, to resolve the complaint informally. If you are not satisfied with the results, please call the MHASP Compliance Hotline—866-762-5456—and report your complaint. Please leave a telephone number so that we can get back to you.

You can submit your complaint in writing to the director of the MHASP division under which the service operates (please see pages 19-21 for a list of all the divisions and the services that operate under them), the MHASP Quality Improvement and Compliance Department, or a trusted staff member, who will then forward it to the Quality Improvement and Compliance Department at 1211 Chestnut St., Philadelphia, PA 19107, 267-507-3947. You will receive a response within 10 days.

If you are not satisfied with the outcome, you may appeal the decision to other authorities (listed on page 10).



WHERE TO APPEAL

If you are not satisfied with the outcome of your complaint or grievance processes, you have the right to appeal any decision to a higher authority.

You are NOT required to report issues to MHASP before seeking supports from these authorities. You may contact them at any time if you choose to do so.

**Mental Health Association of Southeastern PA
1211 Chestnut Street, 11th floor
Philadelphia, PA 19107-4122**

**Commonwealth of Pennsylvania
Department of Public Welfare
Bureau of Equal Opportunity
Southeastern Regional Office
801 Market Street, Suite 5034
Philadelphia, PA 19107
Regional Manager
(215) 560-2230**

**Department of Public Welfare
Bureau of Equal Opportunity
Room 223, Health & Welfare Building
P.O. Box 2675
Harrisburg, PA 17105**

**U.S. Dept. of Health & Human Services
Office for Civil Rights
Suite 372, Public Ledger Building
150 South Independence Mall West
Philadelphia, PA 19106-9111**

**PA Human Relations Commission
Philadelphia Regional Office
110 N. 8th Street, Suite 501
Philadelphia, PA 19107**

Mental Health Association of Southeastern Pennsylvania **Discharge Bill of Rights For Peer Support Services**

If I am discharged from any Mental Health Association of Southeastern Pennsylvania (MHASP) service(s), I have the right to obtain a new referral/recommendation that is completed by a practitioner of healing arts at any time should my circumstances change and I wish to return to the service(s).

If I am discharged and submit a new referral/recommendation form, my paperwork will be reviewed to determine if I am eligible for MHASP services and, if eligible, I will be added to the intake list or waiting list.

If I am discharged and no longer eligible for services, a letter will be sent within 30 days of my referral/recommendation, outlining why I will not be accepted back into the MHASP services.

If I am discharged from a service operated by MHASP for any of the reasons listed below, I may not be considered for re-admission into the service:

- If I behave in a physically threatening or sexually aggressive manner towards staff or other participants, I may be asked to leave the service for a specific period of time.
- If I am enrolled in another Certified Peer Specialist service.
- If I am found to be ineligible/inappropriate for services based on criteria set by the Department of Public Welfare (DPW).
- If I “age out”—that is, if I become too old—determined by my county of residence.



WHAT IS WRAP?

WELLNESS RECOVERY ACTION PLAN

WRAP® is a self-management and recovery system developed by Mary Ellen Copeland with a group of other individuals who had mental health difficulties and who were struggling to incorporate a wellness “tool box” and strategies into their lives. WRAP is designed to:

- Decrease and prevent intrusive or troubling feelings and behaviors.
- Increase personal empowerment.
- Improve quality of life.
- Assist people in achieving their own life goals and dreams.

WRAP is a structured system to monitor uncomfortable and distressing feelings and behaviors and, through planned responses, to reduce, modify or eliminate them. It also includes plans for responses from others when you cannot make decisions, take care of yourself or keep yourself safe.

Who could use WRAP:

- Anyone who wants to create positive changes in the way they feel, or increase their enjoyment in life.
- Anyone who is experiencing anything that interferes with their quality of life, such as deep sadness, arthritis, hearing voices, diabetes, or “burnout,” for example.

The person who experiences symptoms is the one who develops their personal WRAP. The person may choose to have supporters and health care professionals help them create their WRAP.

The **WRAP** system was developed by people who had been dealing with a variety of psychiatric symptoms for many years and who were working hard to feel better and get on with their lives. Mary Ellen Copeland has shared it with people with other illnesses and they, too, believe that it can be easily adapted for use with other conditions.

What People Are Saying about WRAP:

“Recovery & WRAP have changed my life.”

“It helps me feel prepared.”

“I feel better more often and I’m able to improve the overall quality of my life.”

“I’ve gone from being totally disabled to being able to live a full and rich life. I am so grateful.”

“Everything has improved at our organization. People are recovering and moving forward with their lives. Our work is so much more fulfilling.”

“Finally, something I can do to help myself.”

“I used to spend months, even years, in the hospital. Now I have a bad afternoon or a bad day. And it’s all because I use WRAP.”

“WRAP for me is about personal responsibility. I can just let my ‘symptoms’ take over my life. Or I can take personal responsibility, use my WRAP, and do what I need to do to take care of myself and feel better.”

“In the years that I have been using WRAP, everything has changed in my life. I used to spend all my time just sitting around, watching TV and smoking. Now I hardly ever watch TV, I’ve given up smoking, I’ve gone back to school and I have a real job. And I have a wonderful partner. I never thought life could be this good.”

“This has changed my life completely. I used to think of myself as this ‘mentally ill’ person. Now I am a person who knows how to take care of myself and help myself in difficult time. If I am feeling badly or having a hard time, I take action. And there are so many simple, safe things I can do.”

“The word ‘crisis’ has a different meaning for me now. I used to think it was a crisis when I felt really anxious and upset. I thought I needed to go into the hospital or get my medications increased. Now a crisis is when everything is so bad I need others to take over for me. And I don’t have [crises] anymore, because now I know how to take care of myself.”

MHASP SERVICES

ADVOCACY is a fundamental part of the mission of the Mental Health Association of Southeastern Pennsylvania and among its greatest strengths. The principal mission of the Advocacy Division is to identify and address systems gaps and create positive systems change through direct advocacy; proactive and reactive policy initiatives; appropriately focused criticisms, grievance, and protest; and grassroots organizing. The Advocacy Division strives to be culturally and logistically sensitive, life-stage appropriate and inclusive. It works to help people gain access to services and community resources, including housing, employment, education, family inclusion, spirituality, and wellness. It endeavors to improve the justice system and to help people with behavioral health conditions lessen their justice system involvement.

The Advocacy Division includes a team of advocates who directly educate and assist individuals with service delivery complaints and grievances and navigating benefit systems, protect participant rights in inpatient and outpatient settings, make linkages to community resources, teach/guide participants to educate their peer groups and the public about mental health conditions, and assist participants to fully engage in democratic processes.

Advocacy Division activities include benefits access; Norristown State Hospital institutional advocacy; participant citizenship; Einstein/Belmont Ombudsman; older adult, youth and housing systems advocacy; and mental health and related policy and systems advocacy. Specific activities include:

- Serving on boards and task forces
- Community organizing
- Political education
- Policy and systems research and analysis
- Assistance acquiring benefits
- Grievance and appeal process
- Referrals to community resources
- Legal referral services
- Training and technical assistance
- Internal advocacy
- Protecting the rights of individuals being treated at Norristown State Hospital
- Self-advocacy and systems advocacy training
- Helping individuals with their transition from inpatient or forensic services to the community

For more information, call 267-507-3816.

INFORMATION AND REFERRAL

Eligibility Requirement: none. Responds to questions from callers seeking information about services or other behavioral health issues. Call 215-751-1800.

MHASP SERVICES (CONTINUED)

TARGETED CASE MANAGEMENT SERVICES

Targeted Case Management is the professional practice in which service recipients are partners, to the greatest extent possible, in assessing their needs; defining desired outcomes; obtaining services, treatments and supports; and preventing and managing crises. Our services work to improve the quality of life of individuals with mental health conditions who are homeless and, in Philadelphia, individuals who are currently receiving services and require assistance in coordinating these services, and individuals who are being released from prisons and jails.

ACCESS Case Management: Eligibility Requirements: Residents of Philadelphia County who are 18+ with severe mental health conditions and long-term homelessness. Intake Requirements: A referral from the Department of Behavioral Health. Call 267-507-3950.

SHARE/Forensics Targeted Case Management: Eligibility Requirements: Residents of Philadelphia County who are 18+ with severe mental health conditions. Intake Requirements: A referral from the Department of Behavioral Health. Call 267-507-3950.

Airport Outreach: Eligibility Requirements: Adults 18+ with severe mental health conditions, long-term homelessness and addiction issues. This service, located at Philadelphia International Airport, works to improve the quality of life of individuals with long-term homelessness. Call 267-507-3950.

RESIDENTIAL SERVICES

MHASP offers a range of recovery-oriented residential services, from transitional to permanent housing, in Montgomery and Philadelphia counties. Tenants are offered the opportunity to obtain skills for community living. While partnering with staff—some of whom are individuals in recovery with a behavioral health diagnosis—participants receive assistance in seeking permanent housing and obtaining employment and/or public benefits.

Halfway There: Eligibility Requirements: Referred from Montgomery County Coordinated Homeless Outreach Center “CHOC”. Intake Requirements: Proof of homelessness, Call 267-507-3510.

Homeward Bound CRR (Community Residential Rehabilitation services): A 24-hour facility that assists adults with mental health conditions and/or a dual diagnosis of a mental health condition and substance abuse issues to live successfully in the community. Eligibility Requirements: Adults 18+ in need of housing. Referrals from the Philadelphia Department of Behavioral Health only.

Connect To Permanency: Eligibility Requirements: Residents of Delaware County who are 18+, with mental health conditions and long-term homelessness. Intake Requirements: Referral through outreach or case manager. Intake completed upon proof of homelessness. Call 267-507-3850.

HOMELESS OUTREACH

Outreach response workers in Delaware County, many of whom have experienced homelessness first-hand, build trusting relationships that enable individuals who are homeless to accept placement in appropriate settings, where they may obtain opportunities to recover their lives. The outreach teams attempt to establish a rapport that gradually leads to acceptance and openness to seeking help. Outreach teams conduct street outreach at times when people are most in need, with additional hours of service delivery during summer and winter weather emergencies.

Connect and Connect-by-Night: Call 267-507-3850.

MHASP SERVICES (CONTINUED)

REPRESENTATIVE PAYEE SERVICES

The Representative Payee (RP) Financial Services provide bill-paying and fund-distribution services to participants with mental health challenges who need support handling their finances, and help participants develop the budgeting and money management skills required for personal budget management. MHASP receives funding from Philadelphia, Montgomery, Delaware and Chester counties to provide this service.

Eligibility Requirement: Adults 18+ who receive benefits income (Social Security, Welfare, etc.) and are unable to manage finances. Intake Procedure: Proof of income and referral by case manager are required. Intake is completed upon acceptance. Call 215-751-1800.

INSTITUTE FOR RECOVERY AND COMMUNITY INTEGRATION (IRCI)

IRCI offers educational workshops, mental health recovery and community integration education groups, WRAP trainings (for an explanation of WRAP, see page 21), Certified Peer Specialist training and certification, and technical assistance. Call 267-507-3803.



MHASP SERVICES (CONTINUED)

PEER SUPPORT SERVICES

Peer support teams are freestanding peer support services open to adults who have a behavioral health or co-occurring mental health and substance abuse diagnosis. The Certified Peer Specialists on the peer support teams assist the service participants in finding their own paths; this leads to independent, fulfilling, and productive lives in the community. Peer support is usually delivered by a Certified Peer Specialist who has lived experience of a mental health condition and/or a substance abuse diagnosis and is dedicated to promoting and modeling recovery values.

Consumer Recovery Investment Funds (CRIF) Self-Directed Care is a two-year pilot program that is studying the role that self-direction plays in the recovery of individuals living with severe mental health conditions. CRIF SDC, which provides services to eligible participants in Delaware County, couples traditional Medicaid-reimbursable peer support services with an emphasis on participants' budgeting for other Medicaid-reimbursable services as well as non-traditional items or services. Call 267-507-3881.

Peer ACTION is a mobile peer-to-peer support program that partners with doctors and behavioral health staff in medical clinics in Philadelphia to provide holistic and integrated support to people in recovery. This support is open to Philadelphia residents 18 or older who receive care from partnering clinics. The Certified Peer Specialists on the Peer ACTION team help service participants find their own paths; this leads to independent, fulfilling, and productive lives in the community. For more information about referrals or eligibility, call 267-507-3480.

Peer AHEAD (Access to Housing through peer-delivered Engagement, Assistance, and Direction) consists of recovery coaches who are Certified Peer Specialists. These recovery coaches serve as positive role models for participants with behavioral health challenges and provide support to these participants as they work towards and achieve their self-determined goals. Peer support services that are administered through the Peer AHEAD program will be an accessible bridge to permanent housing for over 100 of the most vulnerable Philadelphians who are homeless by integrating two evidence-based practices: Peer Support and Critical Time Intervention (CTI). Eligibility requirement: Referrals for participants who are in safe havens are screened by the Philadelphia Department of Behavioral Health. Project H.O.M.E. makes referrals from the Hub of Hope. Peer staff members provide outreach to homeless participants.

Peer Net is a freestanding peer support program in Philadelphia and Bucks counties. Eligibility Requirements: Residents of Philadelphia or Bucks County who are 18 + and who are eligible for Medical Assistance and meet the Pennsylvania Office of Mental Health and Substance Abuse Services Adult Priority Group* diagnosis. Recommendations must be approved by a practitioner of the healing arts. Call in Philadelphia 267-507-3473; in Bucks County 267-507-3990.

Trail Guides provides culturally competent guidance to young adults, 18 to 23, with mental health challenges. The program helps them make choices that will lead to an independent, productive, and fulfilling life. Program participants demonstrate increased self-esteem, positive attitudes and healthy behaviors that reduce the use of mental health crisis services and hospitalizations and result in the use of more efficient and cost-effective mental health services and natural community supports. The program reduces participation in criminal activity, violence, and drug and alcohol use; and increases knowledge of career opportunities through participation in educational and occupational activities. Eligibility Requirement: Montgomery County residents who are 18 + ,who are eligible for Medical Assistance and who meet the Pennsylvania Office of Mental Health and Substance Abuse Services Adult Priority Group* diagnosis. Recommendations must be approved by a practitioner of the healing arts. Call 610-292-9922, Ext. 108.

*In order to be in the Adult Priority Group, a person: must meet the federal definition of serious mental illness; must be age 18+, (or age 22+ if in Special Education); must have a diagnosis of schizophrenia, major affective disorder, psychotic disorder NOS or borderline personality disorder (DSM-IV or its successor documents as designated by the American Psychiatric Association, diagnostic codes 295.xx, 296.xx, 298.9x, or 301.83); and must meet at least one of the following criteria: A. (Treatment History), B. (Functioning Level) or C. (Coexisting Condition or Circumstance). Details of the requirements under A., B., and C. are outlined in OMHSAS Bulletin OMH-94-04, available at <http://www.papeersupportcoalition.org/education/OMH-94-04.pdf>. You can also request a copy from your service provider.

MHASP SERVICES (CONTINUED)

RECOVERY AND EDUCATION CENTERS

MHASP's Recovery and Education Centers have evolved from its drop-in centers: places where individuals coming out of hospitals or feeling isolated in the community could go to meet others like themselves and socialize, network, and help each other work toward recovery. (MHASP was the first agency in Pennsylvania to create drop-in centers, a radical idea at the time.)

MHASP's Recovery and Education Centers provide a welcoming environment for adults with mental health conditions, and offer culturally competent services and activities that promote recovery and community integration through advocacy, peer support and education. Located in Bucks, Delaware, Montgomery and Philadelphia counties, these Centers actively engage in connecting individuals to resources—such as WRAP (Wellness Recovery Action Plan)—and services in community environments. These services are driven by the participant, with an aim toward community integration and the use of existing community resources.

Eligibility Requirement: Adults 18+ with mental health conditions seeking socialization and community integration.

A New Life (Philadelphia): Call 215-243-0903.

Project SHARE (Delaware County): Call 610-532-6336.

Norristown Recovery and Education Center (Montgomery County): Call 267-507-3510.

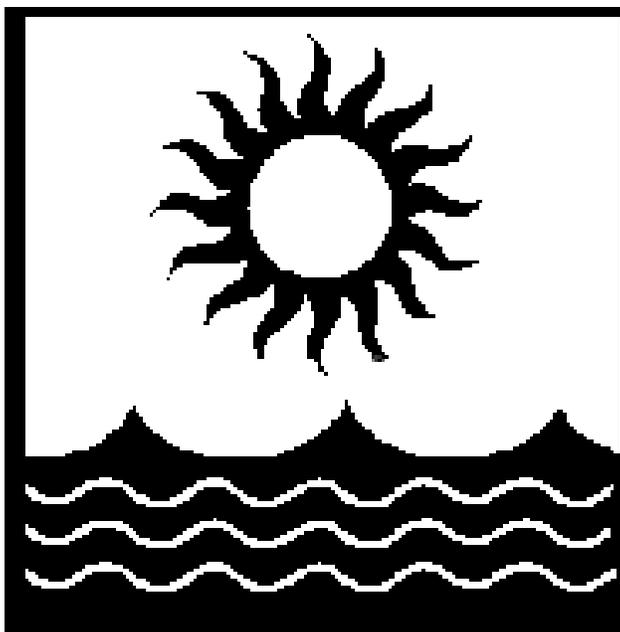
The Well (Philadelphia): Call 267-507-3470.

Pottstown Recovery and Education Center (Montgomery County): Call 267-507-3520.

Community Support Connection, Montgomery County: Eligibility Requirements: Montgomery County residents who are 18+ with a dual diagnosis of a mental health condition and substance abuse disorder, not eligible for HealthChoices, who meet requirements but are unable to access peer support services at another location. Intake Requirements: A referral through another provider (peer specialist, social worker, therapist, etc.). Intake completed by Peer Service Support, Montgomery County, 610-292-9922 Ext. 116.

Norristown State Hospital Peer Support

Norristown State Hospital Peer Support represents MHASP in various coalitions, engages in community organizing and advocacy campaigns, engages in voter registration, and helps participants engage in self-advocacy and systems advocacy. Call 610-313-5401.



MHASP SERVICES (CONTINUED)

FAMILY AND YOUTH DIVISION

Children's Crisis Response Center Advocacy Project (CRCAP) provides on-site support, referrals and direct advocacy for Philadelphia families/caregivers of children and youth admitted to the Philadelphia Children's Crisis Response Center at Germantown Hospital. Call 215-951-8835.

Family Empowerment Satisfaction Team (FEST): The Family Empowerment Satisfaction Teams (FEST) in Delaware and Montgomery counties ask parents/caregivers of children and youth about their experience with behavioral health services, with the goal of making services more family- and youth-driven. Using the collective feedback about what worked and what can be improved, FEST advocates with counties, providers, and managed care organizations to help create services and supports that meet the needs of youth and their families. Delaware County: Call 267-507-3870; Montgomery County: Call 267-507-3495.

Family Mentor and Advocacy Network of Montgomery County: Family Mentor and Advocacy Network (*formerly PIN of Montgomery County*) offers families and youth advocacy using the advocates' own personal experiences to inspire hope and provide support to others who are facing similar challenges. It offers advocacy in family mentoring and systems advocacy, including navigating the public child systems: behavioral health, child welfare, juvenile justice and education. The Family Mentor and Advocacy Network also creates support groups of mutual interests. Call 267-507-3487 (family advocate) or 267-507-3486 (program manager).

Parenting Plus: A 10- to 12-week workshop in Philadelphia County that provides parenting skills education to parents with a mental health challenge so they can cope and interact effectively with their children in ways that promote their own recovery and dignity while also enhancing the safety and well-being of their children. The curriculum educates participants about the three major developmental stages of childhood and addresses other topics such as anger management, self-care and wellness, and parenting from a distance. Parents are also encouraged to openly discuss their mental health condition with their children and to build a comfort level that enables them to talk about their mental health issues in age-appropriate ways that contribute to understanding and trust in the parent-child relationship. Call 267-507-3872.

Parents Involved Network (PIN): PIN provides information, support, and referrals for parents/caregivers to help them become the best advocates for their children. Parent advocates who have been through the experience themselves support families whose children have behavioral health challenges. PIN also advocates locally and statewide, influencing policy issues affecting children and youth who have emotional or behavioral health challenges. Services are located in Delaware, Philadelphia and Montgomery counties. (PIN of Montgomery County is now the Family Mentor and Advocacy Network, listed above; call 267-507-3487.) Delaware County: Call 267-507-3870 (*Spanish available*). Philadelphia: Call 267-507-3860 (*Spanish and Cambodian available*).

Training and Education Center (TEC): TEC provides sensitivity and skill-building training and education services for service providers and family members of adults with mental health conditions. For family members, services currently consist of family consultation, family skill-building workshops, and educational family support groups, including one for adult daughters/sons and siblings of individuals with mental health disorders. Call 267-507-3863.

**MENTAL HEALTH ASSOCIATION OF SOUTHEASTERN PENNSYLVANIA
SERVICES AND ADMINISTRATION**

Mental Health Association of Southeastern Pennsylvania

President and CEO

Advocacy Division

Chief Advocacy Officer, 267-507-3844

- ◆ Consumer Recovery Investment Funds Self-Directed Care (CRIF SDG)

Division Director, 267-507-3816

- ◆ Consumer Advocacy
- ◆ Benefit Specialist
- ◆ Information and Referral
- ◆ CPS Practicum
- ◆ Older Adults Systems Advocacy
 - ◇ Successful Aging Taskforce
- ◆ Ombudsman Program at Einstein
- ◆ Housing Systems Advocacy

National Mental Health Consumers' Self-Help Clearinghouse

Executive Director, 267-507-3844

Service Operations

Director, 267-507-3841

Bucks County Services Division

Division Director, 267-507-3995

- ◆ PeerNet – Certified Peer Specialist Program

Case Management/Homeless Services Division

Division Director, 267-507-3965

- ◆ Philadelphia Homeless Outreach Services – Hub of Hope
- ◆ Airport Outreach Services
- ◆ Case Management Services
 - ◇ ACCESS – Targeted Case Management (case management for individuals who are homeless)
 - ◇ SHARE/Forensics Targeted Case Management
 - ◇ Peer AHEAD – SAMSHA-funded peer support homeless outreach team

Delaware/Chester County Services Division

Division Director, 267-507-3898

- ◆ Connect (homeless services)
 - ◇ Connect
 - ◇ Connect-by-Night (CBN)
 - ◇ Connect-to-Permanency (CTP)
 - ◇ PATH peer outreach
- ◆ Homeward Bound (transitional residence) – Philadelphia
- ◆ Delaware County Project SHARE – Recovery and Education Center
- ◆ Chester County Compeer

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For more information the Mental Health Association of Southeastern Pennsylvania,
please visit our website:

www.mhasp.org

MENTAL HEALTH ASSOCIATION OF SOUTHEASTERN PENNSYLVANIA SERVICES AND ADMINISTRATION (continued)

Family and Youth Division

Division Director, 267-507-3836

- ◆ Children's Crisis Response Center Advocacy Project (CRC-AP)
- ◆ Family Empowerment Satisfaction Team (FEST)
 - ◇ Delaware County
 - ◇ Montgomery County
- ◆ Parenting Plus
- ◆ Family Mentor and Advocacy Network – Montgomery County
- ◆ Parents Involved Network (PIN)
 - ◇ Delaware County
 - ◇ Philadelphia County
- ◆ Training and Education Center (TEC)

Montgomery County Services Division

Division Director, 267-507-3995

- ◆ Community Support Connections – Montgomery County (peer support for people with co-occurring challenges)
- ◆ Trail Guides (peer support for young adults with mental health conditions)
- ◆ Halfway There (housing and support services)
- ◆ Montgomery County – Recovery and Education Center
- ◆ Pottstown – Recovery and Education Center

National Training and Technical Assistance Division

Division Director, 267-507-3885

- ◆ I CAN (Involved Consumer Action Network) in Pennsylvania (statewide advocacy)
- ◆ Institute for Recovery and Community Integration – National Recovery Training Center
- ◆ Recovery Transformation Initiative

Philadelphia Peer Services Division

Division Director, 267-507-3931

- ◆ Peer Resource Centers
 - ◇ A New Life – Recovery and Education Center (West Philadelphia)
 - ◇ Norristown State Hospital Peer Support Services
- ◆ The WELL – Recovery and Education Center
- ◆ PeerNet – Certified Peer Specialist Program
- ◆ Peer ACTION – peer support services for people diagnosed with a behavioral health condition in partnership with five health centers
- ◆ Warm Line

Facilities

Director, 267-507-3833

Fiscal

Chief Financial Officer, 267-507-3831

- ◆ Financial Administration
- ◆ Representative Payee Program

Human Resources

Director, 267-507-3834

- ◆ Human Resources Administration
- ◆ Training and Program Support Services

Information Technology

Director, 267-507-3922

Quality Improvement & Compliance

Director, 267-507-3947