Navigating Mental Health Services in Montgomery County

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MENTAL HEALTH SERVICES

Recovery & Resiliency
WHAT IS A COMMONWEALTH AND WHY DOES THAT MATTER?

- Since the 17th century, the definition of “commonwealth” has expanded from its original sense of “public welfare” to mean “a state in which the supreme power is vested in the people; a republic or democratic state.”

- How this all shakes out in PA, is that a great deal of the planning and decision-making power sits with the counties, rather than in Harrisburg.

- What does that mean for you? County mental health systems have the potential to be very different. So it is important to invest energy in learning about how things work specifically in Montgomery County. Additionally, as a service provider you will see that much of your guidance and oversight comes out of the County Office of Mental Health.
Community Living through Mental Health Services

- Employment/Education Supports
- Employment/Education
- Health Connections
- Health
- Resources (Wellness Tools) for Acute needs
- Spirituality and Religion
- Hobbies, Interests, Activities
- Housing
- Residential Support
- AIR
- LTSR
- CRR
- Supportive Care Residences
- Capital Projects
- Mobile Crisis
- Respite
- CRP
- Hospital
- Extended Acute
- Stipends/Rental Assistance
- Master Leasing
- Roommate Matching Activities
- Hearing Voices
- WRAP
- Advocates
- Family Support Groups
- Peer Support
- Justice Related Services
- Mobile Psych Rehab
- Recovery Coaching
- CTI
- Alumni Supports
- Therapy
- Psychiatrist
- Social Rehab
- IOP
- Site Based Supports
- Mobile Supports
- Civic Involvement
- Volunteering
- Mutual Aid/Self Help
- Relationships
- Family
- Friends
- Co-workers
- Classmates
- Neighbors

Key:
- Green: Mental Health Funded Supports
- Black: Community Living
- Red: Natural Supports
MENTAL HEALTH: TYPES OF SERVICES

- Case Management/Recovery Coaching
- Treatment Services
- Peer Support
- Employment/Education Services
- Transition Age Youth Services
- Psychiatric Rehabilitation
- Crisis & Emergency Services
- Housing Supports & Homelessness
- Advocacy Services
- Criminal Justices
- Residential Services
- Co-Occurring

See resource guide, “Roadmap to Recovery”, for more information.
RESOURCES

WHERE CAN PEOPLE GO FOR INFORMATION?
Every insurance card (for physical health and behavioral health), has a customer service/member services/inquiries number. Ask the representative about the type of support you’re looking for and find out what may be available in the area.
The Office of Mental Health contracts with Community Behavioral Health Centers (CBHC). Each CBHC has Administrative Case Management (ACM) for intake into the county system. The ACM at each provider functions as the “front door” to the public mental health system.

*****Contact the office location in your area for detailed information about the services and supports available through the Montgomery County Programs.*****
COMMUNITY BEHAVIORAL HEALTH CENTERS

464: Abington Area- Child and Family Focus (Children)
2935 Byberry Road, Hatboro PA 19040
(215)-957-9771

464: Abington Area- Central Behavioral Health (Adults)
2500 Maryland Rd, Willow Grove PA 19090
(267) 818-2220

465: Norristown Area- Central Behavioral Health (Children & Adults)
1100 Powell St, Norristown, PA 19401
(610) 277-9420

461: Western Area- Creative Health Services (Children & Adults)
11 Robinson St, Pottstown, PA 19464
(610) 326-2767

466: Lower Merion Area- Lower Merion Counseling Services (Children & Adults)
7 E. Lancaster Ave, Ardmore, PA 19010
(610) 520-1510

463: Lansdale Area- NHS Human Services (Children & Adults)
400 N. Broad St, Lansdale, PA 19446
(215) 368-2022

462: Franconia/Salford Area- Penn Foundation (Children & Adults)
807 Lawn Ave, Sellersville, PA 18960
(215) 257-6551
REFERRING TO OTHER COUNTY FUNDED/SUPPORTED PROGRAMS

• Such as: Trail Guides, H.O.P.E. Academy, P.R.E.P., Goodwill, ACCESS Services (Starting Point), and more.

• Call them.

• That’s it.

• That simple.

• Some programs may be large enough to employ an Intake Coordinator, for others you’ll speak directly to a Program Director.

• IMPORTANT: Once you know what the referral process is, be thorough and follow-through. Never assume a fax was received... call and check. Never let an unanswered referral sit, call and check on the status, and elevate to a supervisor if necessary.
MENTAL HEALTH - CRISIS SERVICES

Before a crisis...
Peer Support Talk Line
• Call (855) 715-8255
• Text (267) 225-PSTL (7785).
Available free of charge, Monday through Friday, 3:00pm to 7:00pm.

During a crisis...
Access Mobile Crisis
• Call (855) 634-HOPE (4673)
The line is open 24 hours per day, 7 days per week.

**For more information see the “Suicide Crisis and Prevention Resource Guide”.
The hard truth: Most programs to assist with rental subsidies are closed or have long wait lists.

Don’t let this discourage you from doing your research if a person you know would benefit from that type of support, as new programs/funding becomes available all the time...

But be prepared to work other strategies to secure and maintain their own housing: budgeting, finding a roommate, grocery shopping, discount furniture, finding a job, utility assistance, reading a lease, and interacting with landlords to name a few.
What If Someone Is Homeless?

- Individuals who are homeless or in danger of becoming homeless should reach out to Your Way Home at:

  (877)-646-6306

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

- For anyone receiving case management or recovery coaching, please make sure to contact their local case management office.
TYPES OF FUNDING

PRIVATE PAY, PRIVATE INSURANCE, MEDICARE, MEDICAID/MEDICAL ASSISTANCE (HEALTHCHOICES), COUNTY FUNDING
Does the person have insurance?

Yes

Medical Assistance
- Children: Call Magellan at 1-877-769-9782 to locate a provider in network or visit MagellanofPA.com
- Adults: Contact the number on back of insurance card to locate provider in network

Private Insurance
- Contact the CBHC for your area of the county. There is county funding or they can assist in applying for MA.

No

Contact the CBHC for your area of the county.

OR visit www.compass.state.pa.us
HEALTHCHOICES

• **How to apply**

  • **Online:** [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

  • **By mail:** Paper application available at local CAO or [www.healthchoicespa.com](http://www.healthchoicespa.com)

  • **By phone:** 1-866-550-4355 or TTY 1-877-202-3021

  • **In person:** Local CAOs
    - Norristown District: 1931 New Hope Street, Norristown, 1-877-398-5571
    - Pottstown District: 24 Robinson Street, Pottstown, 1-800-641-3940

[www.healthchoicespa.com](http://www.healthchoicespa.com)
MEDICAL ASSISTANCE FOR WORKERS WITH DISABILITIES (MAWD)

• For people with disabilities, finding a job or returning to work can be a challenge. For a long time one of the biggest obstacles to working was health care coverage. Earning too much money meant risking losing health care benefits. However, there is an option: Medical Assistance for Workers with Disabilities (MAWD).

• MAWD lets Pennsylvanians with disabilities take a fulfilling job, earn more money and still keep their full medical coverage. With MAWD you can keep Medical Assistance while you work, even if your earnings increase above the limits for other Medical Assistance programs. Now you do not have to choose between a job and your health.
MAWD

• **How to apply?**
  • You can apply for benefits online in a quick, easy and secure way using COMPASS.
  • Contact your local county assistance office (CAO) or caseworker to apply, or to find out more about how MAWD can help.
  • Call the Department of Human Services HelpLine at (800) 692-7462 for more information. TTY/TTD users can call (800) 451-5886.

• **Eligibility**
  • To be eligible for MAWD, you must:
  • Be at least 16 years of age but less than 65
  • Be employed and receiving compensation
  • Have a disability that meets the Social Security Administration's standards
  • Have countable income below 250 percent of the Federal Poverty Income Guidelines
  • Have $10,000 or less in countable resources (resident property and one automobile are not countable assets)
COUNTY FUNDING

• Some programs are funded through the County Mental Health budget.

• Frequently, County funded slots are used to allow providers to begin serving a participant while their insurance status is pending.

• Liability determinations: An individual may have to pay a sliding-scale fee to access a County-funded service.
Private organizations, other government offices, and charitable groups also fund many of the services available.
PRIVATE PAY

Some therapists, psychologists, and psychiatrists are private-pay only and will not show up on a list of covered providers from an insurance company.
### Norristown Office
**Human Services Center**
1st Floor
1430 DeKalb Street
Norristown, PA 19401
Ph. 610-278-3522

### Lansdale Office
421 West Main Street
Lansdale, PA 19446
Ph. 267-263-0048

### Pottstown Office
364 King Street
Pottstown, PA 19464
Ph. 610-970-2979

### Willow Grove Office
Courthouse Annex
102 N. York Road
Willow Grove, PA 19090
Ph. 215-784-5482

### Pennsburg/East Greenville:
**The Open Link**
425 Penn Street
Pennsburg, PA 18073
Tuesdays 8am-4pm
610-970-2979

**The Center at the Open Link**
517 Jefferson Street
East Greenville, PA 18041
Thursdays 8am-4pm
610-970-2979

### Souderton:
**Keystone Opportunity Center**
104 Main Street
Souderton, PA 18963
Wednesdays 9am-4pm
267-263-0048

### Lower Merion:
**Narberth Community Food Bank**
201 Sabine Avenue
Narberth, PA 19072
Tuesdays 9am-2pm
610-278-3522

### Ambler:
**Mattie N. Dixon Community Cupboard**
150 North Main Street
Ambler, PA 19002
Wednesdays 9am-12pm
215-784-5482