



# **A GUIDE TO BEHAVIORAL HEALTH SERVICES FOR CHILDREN, ADOLESCENTS, & FAMILIES**

*Montgomery County, PA*



Montgomery County  
Department of  
Health and Human Services



System  
of Care  
MONTGOMERY COUNTY

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# INTRODUCTION

The Montgomery County Department of Health and Human Services Office of Mental Health/Developmental Disabilities/Early Intervention (OMH) helps make community services available to children, adolescents, and adults living in the county. It plans, funds, and monitors services for agencies in the community. These agencies are licensed in Pennsylvania.

OMH partners with the Montgomery County Health and Human Services Department Office of Managed Care Solutions (OMCS) and Magellan Behavioral Health of Pennsylvania (MBH) to provide the behavioral health care program. The purpose of this program is to support children and adolescents who need help with social, emotional, behavioral, and drug and alcohol challenges.

The Montgomery County children's mental health service and treatment system is guided by Trauma-Informed Care Best Practices, the Child and Adolescent Services System Program (CASSP), and System of Care (SOC) philosophies and practices of resiliency. The concept of resiliency prompts strengths based approaches to build self-esteem and life success. The OMH is committed to the development of an integrated system of care that empowers youth, families, and all systems to be responsible and accountable for outcomes that lead to the fulfillment of hopes and dreams. The OMH is also dedicated to focusing on the promotion of mental wellness, prevention, and reducing the stigma sometimes associated with mental health issues.

# GETTING STARTED

## Medical Assistance

Children who have been diagnosed with developmental disabilities, emotional disorders, behavioral disorders, and/or medical conditions, are eligible for health insurance through Medical Assistance (MA). MA provides important funding for behavioral health services, medicines, and medical care.

When children with a disability apply for MA, their parents' income is not considered to determine eligibility. Many children with a disability can also apply for Supplemental Security Income (SSI), which is based on a parent's income.

Information for obtaining Medical Assistance (MA) can be obtained at the Montgomery County Assistance Office, in several ways:

- **By phone:** (610) 270-3500
- **In person:** 1931 New Hope Street, Norristown, PA 19401
- **Online:** [www.compass.state.pa.us](http://www.compass.state.pa.us)

After submitting an application, the County Assistance Office contacts individuals for an interview. This may be done in person or over the phone. The office will then review the application. Individuals will receive a letter in the mail if their child is eligible for MA and the effective date.

If further assistance is needed in applying for MA or if families have questions regarding children with private or commercial insurance through a parent's employer, an Administrative Case Manager at a local Community Behavioral Health Center (CBHC) can help. Please see page 5 for a list of local CBHCs.

# ACCESS TO CARE

## Mental Health Support and Treatment Services

Support Services listed in this guide can be accessed regardless of a child's insurance status. Treatment services listed in this guide can be started after a child has been approved to receive Medical Assistance. A child who is 14 years or older may request treatment or schedule an appointment directly without permission from a parent. Treatment can begin by visiting a Community Behavioral Health Center or by contacting Magellan Behavioral Health (MBH).

**Community Behavioral Health Centers** (CBHCs), sometimes called Core Providers or Base Service Units, are local community mental health agencies. There are six Community Behavioral Health Centers in Montgomery County that offer an array of behavioral health services. They provide assessment, blended case management, administrative case management, treatment, and medication management, among other services. Individuals completely new to the system should call their local CBHC and *ask to speak to an administrative case manager (ACM)*. An ACM's job is to help with connections to the right services to help meet individuals' needs. See map on page 5.

# CBHC SERVICE AREAS

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

## Western Region (#461)

### Creative Health Services

11 Robinson St., Pottstown, PA 19464  
(484) 941-0500

## Franconia/Salford Region (#462)

### Penn Foundation

807 Lawn Ave., Sellersville, PA 18960  
(215) 257-6551

## Lansdale Region (#463)

### Merakey (formerly NHS)

400 N. Broad St., Lansdale, PA 19446  
(215) 368-2022

## Abington Region (#464)

### Child and Family Focus

304 Easton Rd., Willow Grove, PA 19090  
(267) 818-6190

## Norristown Region (#465)

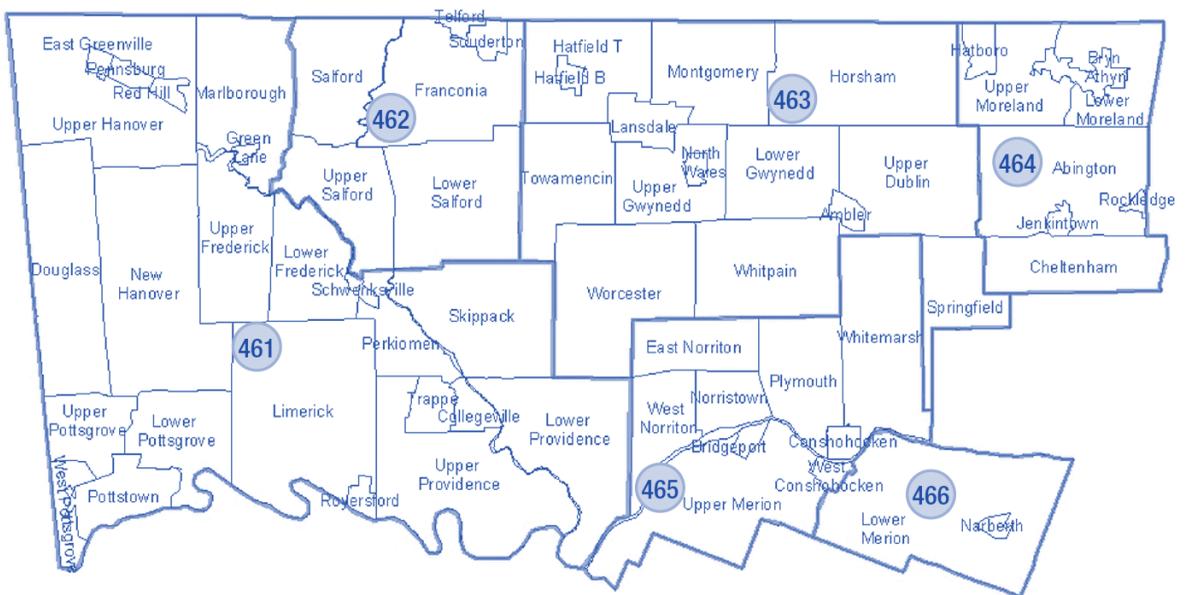
### Central Behavioral Health

1100 Powell St., Norristown, PA 19401  
(610) 272-3042

## Lower Merion Region (#466)

### Lower Merion Counseling Services

7 E. Lancaster Ave., Ardmore, PA 19010  
(610) 520-1510



# TREATMENT & SUPPORT SERVICES

## Case Management Services

### ***Administrative Case Management Services (ACM)***

ACM is a short-term service available at the Community Behavioral Health Centers located across the County. ACM provides assistance to link families and youth to MA and other services and supports.

### ***Blended Case Management Services (BCM)***

BCM is a community-based service that partners with children and their families to maximize their potential for independent community living, improve educational/vocational status, increase social support networks, and reduce psychiatric hospitalizations. This is done through ongoing assessment of needs and subsequent assistance with linkage to resources within the community.

**Who can receive services?** Children and adolescents through age 21 who need assistance navigating the mental health system and assistance linking to resources in the community, including, but not limited to, benefits/entitlements, treatment options, special education, and opportunities for increased social connection.

**Who delivers services?** Bachelor's level staff who are knowledgeable in community resources and coordination of care.

**What is the frequency of services?** BCM Service level of care is based upon the needed frequency of contact for assistance and support. This can be either Intensive Case Management (ICM) with contact occurring a minimum of every 14 days, or Resource Coordination (RC) with contact occurring a minimum of every 30 days. The level of care changes fluidly in accordance with the level of need.

**Length of services:** BCM services are driven by the stated needs/desires of



the child and family, and varies, with a typical child receiving services for approximately 18-24 months.

## Community-Based Services

### *Outpatient Therapy*

Outpatient therapy is typically the entry way into mental health services. It includes individual, family and group therapy delivered in an office setting typically one time per week.

**Who can receive services?** Children and adults of all ages participate in outpatient therapy. It can be used to address mental health and/or substance abuse issues.

**Who delivers services?** Master's/Doctoral level clinicians provide the treatment using a variety of techniques and approaches such as Cognitive Behavioral Therapy (CBT), Trauma-Focused CBT, Play Therapy, Structural Family Therapy and many others.

**What is the frequency of services?** Sessions typically occur once per week for one hour.

**Length of services:** People attend outpatient therapy from a few sessions to a few years depending on the person's recovery journey.

### *Intensive Behavioral Health Services (IBHS)*

IBHS is a combination of services and supports that are delivered in the home and community setting. It is typically recommended for children and adolescents whose behaviors are too severe to be addressed in typical outpatient therapy. It is behaviorally focused. Included in the IBHS array of services is Applied Behavioral Analysis Services (ABA). A former service known as Behavioral Health Rehabilitative Services (BHRS) will transition to IBHS throughout 2020



and will expire on January 17, 2021.

**Who can receive services?** Children and adolescents from birth through age 21 are eligible for IBHS. The services are initiated by obtaining a Written Order from a MA-enrolled practitioner with Ordering/Referring/Prescribing capability. Within one year of the Written Order, an assessment must be completed by an IBHS provider to determine the best way to address the behavioral health needs of the child.

**Who delivers services?** IBHS providers may offer Individual, Group, or ABA services. Behavior Consultants (BC), Mobile Therapists (MT), and/or Behavioral Health Technicians (BHT) deliver IBHS. BC and MT providers are master's or doctoral level clinicians and BHT staff have training in behavioral health provision. Staff assigned to youth receiving ABA services have completed additional training requirements.

**What is the frequency of services?** Services can be prescribed to occur daily to weekly depending on the needs of each child. Each prescription is youth specific.

**Length of services:** The anticipated length of treatment for children/adolescents receiving IBHS is from 4 months to a few years. Treatment authorizations are issued in maximum of six month increments.

### ***Summer Therapeutic Activities Program (STAP)***

STAP is an interactive therapeutic environment that provides qualified clinical staff to work with each child on behavioral goals and social skills in a recreational setting. Specialized therapies include art, music, movement and horticulture.

**Who can receive services?** STAP is designed for children with an Autism diagnosis ages 5-14.



**Who delivers services?** Master's level clinicians facilitate the group programming and develop individualized treatment plans for each child. Therapeutic Aides with bachelor level or Associates level education are also an integral part of the team, assisting the lead clinicians with implementation of evidenced based curriculum and lesson plans.

**What is the frequency of services?** Program runs five days a week, for three hours per day.

**Length of services:** Six weeks during July and August.

**Provider:** Indian Creek Foundation. For more information, contact the STAP Coordinator at (267) 203-1500 extension 13.

### ***Therapeutic After School Program (TASP)***

TASP is an interactive therapeutic environment that provides qualified clinical staff to work with each child on social skills and behavioral goals in a recreational setting. TASP offers psychoeducational lessons created from evidence based materials. Children in the program are provided with opportunities to practice the skills and strategies they learn at Indian Creek Foundation and in the community.

**Who can receive services?** Children and adolescents between the ages of 5 and 14.

**Who delivers services?** Master's level clinicians facilitate the group programming and develop individualized treatment plans for each child. Therapeutic Aides with a bachelor's degree or associate level education are also an integral part of the team, assisting the lead clinicians with implementation of evidenced based curriculum and lesson plans.

**What is the frequency of services?** During the school year (September –



June), services are provided either Monday, Wednesday, and Friday or Tuesday and Thursday, for 3 hours/day.

**Length of services:** Typical length of services is approximately 10 months.

**Provider:** Indian Creek Foundation. For more information, contact the TASP Coordinator at (267) 203-1500 extension 139.

### ***Family Based Services (FBS)***

FBS is a service provided in the home and community, utilized for children at risk of out-of-home placement due to their mental health issues or who have recently returned from an out-of-home placement. It is based on an Ecosystemic Structural Family Therapy (ESFT) approach and combines individual therapy, family therapy, and case management services. The pillars of this model emphasize attunement/attachment between caregiver and child, enhancing the co-caregiver alliance and executive functioning within the system, and also supporting emotional regulation within the system.

**Who can receive services?** FBS services are utilized for children and adolescents up to age 21 who are at risk of out-of-home placement due to their mental health issues or upon returning to the home.

**Who delivers services?** FBS are provided by a team consisting of a master's level clinician and a bachelor's level staff. The team provides individual therapy, family therapy, case management, and crisis support. While the clinicians use a variety of techniques and approaches, Ecosystemic Structural Family Therapy is the basis of their interventions.

**What is the frequency of services?** Services are dependent on the needs of the family. Typically, sessions will occur twice per week in the home, in addition to any crisis supports needed and case management activities.

**Length of services?** FBS is provided for a maximum of 8 months



## ***Multisystemic Therapy (MST)***

MST is a family and home-based treatment that strives to change how youth function in their natural settings- home, school and neighborhood- in ways that promote positive social behavior while decreasing antisocial behavior including substance use. The primary goals of MST are to: (a) reduce youth criminal activity; (b) reduce antisocial behavior including substance abuse; and (c) achieve these outcomes at a cost savings by decreasing rates of incarceration and out-of- home placement.

**Who can receive services?** Youth between the ages of 11-18 involved with, or at risk for involvement with the Juvenile Justice System, a diagnosis of Conduct Disorder, Intermittent Explosive Disorder, Oppositional Defiant Disorder, and/or other antisocial related issues and behaviors are required for participation.

**Who delivers services?** A master's level clinician performs individual and family therapy, as well as provides crisis support as needed. The clinician must complete the required training program for MST.

**What is the frequency of services?** Services are provided in the home and community, typically between 5-9 hours per week depending on the needs of the youth and family.

**Length of services:** MST works with families for 3-6 months.

## ***Partial Hospital Services (PHP)***

PHP services are short-term intensive behavioral health services for youth experiencing severe distress.

**Who can receive services?** Children and youth between the ages of 5 and 21 who are experiencing severe distress. A recommendation for PHP services must be given by a psychiatrist.



**Who delivers services?** Master's and doctoral level clinicians and mental health workers who hold a bachelor's degree deliver individual, family, and group therapy. A psychiatrist oversees all treatment.

**What is the frequency of services?** Services are provided Monday through Friday for 3-6 hours.

**Length of services?** Time limited as prescribed by a psychiatrist. Service length can be 1 week to a few months.

## ***Respite***

Respite is a placement for a child for a short period. It allows a child and family to have a break from each other. It helps to keep the family safe and stable. It is often used to help with a crisis. Respite can also prevent sending the child to a hospital. These services provide care in a positive setting for children. Eligible children could have any of the following: mental health concerns, serious emotional problems, behavioral problems.

**Who can receive services?** Children and adolescents up to age 21.

**Who delivers services?** Trained foster parents.

**What is the frequency of services?** Hourly and overnight options are available.

**Length of services:** A few months to a few years of planned respite and/or on an as needed basis during emergencies.

**Provider:** Access Services (215) 540-2150 or contact your local community behavioral health center (CBHC) (see map on page 5) to learn more about this service.



## ***Inpatient Services***

Inpatient Services are 24/7 hospital-based treatment services. It is support for children and adolescents experiencing emotional or behavioral crisis that cannot be managed safely in the community.

**Who can receive services?** Children and adolescents up to age 21.

**Who delivers services?** Master's and bachelor's level mental health, social work and nursing staff under the supervision of a psychiatrist deliver individual, group, and family therapy. The psychiatrist delivers medication management.

**What is the frequency of services?** This is a hospitalized level of care. Services are 24 hours, seven days a week.

**Length of services:** Length of service is based upon medical necessity criteria with stays lasting on average a few weeks.

## ***Psychiatric Residential Treatment Facility (pRTF/RTF)***

RTF services are intensive diagnostic and therapeutic behavioral health services. This service is for youth who have exhausted community-based services and their needs are greater than can be managed in the community setting.

**Who can receive service?** Children and adolescents up to age 21.

**Who delivers services?** Master's and bachelor's level mental health, social work and nursing staff under the supervision of a psychiatrist deliver individual, group, and family therapy. The psychiatrist delivers medication management.

**What is the frequency of services?** Individual, family and group therapy



are delivered as needed.

**Length of services:** Length of service is based upon medical necessity criteria with stays lasting a few months to a year.

## ***Community Residential Rehabilitation Host Home (CRR Host Home)***

CRR Host Home programs are family dwellings that provide 24-hour living arrangements and mental health treatment for children and adolescents whose psychiatric and/or behavioral health needs are such that they cannot be treated effectively within their own home, but can benefit from treatment in a natural home like environment within a community.

**Who can receive service?** Children and adolescents up to age 21.

**Who delivers services?** The treatment staff in a CRR Host Home includes host parents, therapists, case managers and support staff. Therapists are Master's prepared mental health clinicians. The home case manager must have a bachelor's degree and 2 years' experience working with youth who have behavioral health disorders. Host parents are highly trained in practices of therapeutic foster care and management of emotional and behavioral health needs. Host families must meet requirements put forth by both the Pennsylvania Office of Children Youth and Families and the Office of Mental Health and Substance Use.

**What is the frequency of services?** Individual and family therapy occur weekly with any additional clinical supports provided as needed.

**Length of services:** Length of service is based upon medical necessity criteria with stays lasting a few months to a year.

# TRANSITION-AGED YOUTH SERVICES

## ***Transition to Independence (TIP)***

TIP is an empirically supported model developed to work with young people experiencing emotional and/or behavioral difficulties. TIP works to support young people in their own futures planning process across five transition domains: Educational Opportunities, Living Situation, Employment and Career, Community Life Functioning, and Personal Effectiveness and Well-Being.

**Who can receive services?** Young people ages 16-26 with emotional and/or behavioral struggles, who have psychiatric diagnosis, medical assistance, and who are interested in becoming more independent and in control of their own future.

**Who delivers services?** Each young person will be paired with a TIP Facilitator. TIP Facilitators have a bachelor's degree in human service or a related field and are well-trained in the TIP model. Young people involved with TIP also have access to a Peer Support Specialist.

**What is the frequency of services?** TIP Facilitators meet with the young person in the home or community. Each TIP Facilitator will work with a caseload of young people at a time to allow for multiple contacts with the young person each week. Frequency of meetings will depend on the young person's goals and wants, with a minimum of meeting every other week. TIP Facilitators will work to be flexible and accommodating to the individual's needs and schedules.

**Length of services:** There is no minimum or maximum time limit for being involved with TIP. The time frame depends on the young person's goals and wants.

**Provider:** Central Behavioral Health (610) 272-3042.

## ***Transitional Age Youth Peer Support (TAY CPS)***



TAY CPS employs Certified Peer Specialists who are individuals with lived experience that are trained to share their own stories of recovery and resiliency. They engage and inspire Transition Age Youth to plan for what is important to them in their everyday life.

**Who can receive services?** Adolescents and young adults aged 14-26.

**Who delivers services?** Certified Peer Specialists.

**What is the frequency of services?** 1-2 hours per week.

**Length of services:** A few months to a few years.

**Provider:** Child and Family Focus (215) 957-9771.

### ***Transition Age Youth (TAY) Program***

The Transition Age Youth Program provides a community based opportunity for youth to build upon their strengths and develop essential skills for transition to young adulthood. TAY offers psychoeducational programs on topics including pre-vocational skills, dating, relationships, bullying, safe use of social media, wellness and more. In addition to on-campus psychoeducation, participants will participate in community enrichment activities such as volunteerism, socialization with a network of peers, exercise, cooking and more.

**Who can receive services?** Youth ages 15- 18 diagnosed with an Autism Spectrum Disorder.

**Who delivers services?** Master's level clinicians facilitate the group programming and develop individualized treatment plans for each child. Therapeutic Aides with bachelor's level or associate level education are also an integral part of the team, assisting the lead clinicians with implementation of evidenced based curriculum and lesson plans.

**What is the frequency of services?** During the school year (September –



June), the program is available Monday through Thursday (either a two (2) day track or three (3) day track) from 3:00 PM to 6:30 PM.

**Length of services:** Typical length of service is approximately 10 months.

**Provider:** Indian Creek Foundation. For more information, contact the TAY Supervisor at (267) 203-1500 extension 328.

### ***Trail Guides***

Trail Guides is a peer-mentoring program for young adults with a mental health or emotional disturbance diagnosis residing in Montgomery County. The program helps young people choose paths that lead to productive lives and avoid more serious behavioral and mental health challenges.

**Who can receive services?** Young adults ages 18-26.

**Who delivers services?** Certified Peer Specialists.

**What is the frequency of services?** 3-4+ hours per week.

**Length of services:** A few months to a few years.

**Provider:** Mental Health Partnerships (267) 507-3496.

### ***New Foundations/Y.A.L.E. (Young Adult Learning Environment)***

YALE is a full care community rehabilitation residence (CRR) providing 24/7 support to assist young adults in gaining independent living skills. YALE offers a skills-based, psychiatric rehabilitation (Psych Rehab) focused day program on site, three days a week. Psych Rehab helps individuals in recovery develop skills to be utilized in the community to improve overall wellbeing. YALE also offers alternative therapies such as weekly animal-assisted therapy groups and individual and group opportunities with the program occupational therapist.



**Who can receive services?** Young adults ages 18-23.

**Who delivers services?** Certified Psychiatric Practitioners and residential staff trained in Psych Rehab.

**What is the frequency of services?** This is a residential program where individuals live 24 hours, 7 days a week.

**Length of services:** A few months to a few years.

**Provider:** Resources for Human Development (610) 527-3411 extension 100.

## ***MY LIFE***

Magellan Youth Leaders Inspiring Future Empowerment (MY LIFE) is a youth leadership group made up of youth between ages 13 and 23. These youth have experience with mental health, substance abuse, juvenile justice, and/or foster care. The group focuses on important issues affecting youth through regular meetings, special events, presentations, and performances. MY LIFE is helping to improve mental health, substance abuse, foster care and juvenile justice systems. It gives youth the chance to become leaders in their communities. Magellan has partnered with Central Behavioral Health in Montgomery County to offer MY LIFE groups.

### *Why join MY LIFE?*

MY LIFE is a group where youth can feel supported, make friends, have fun, show off their talents, and learn about topics that are important to them.

MY LIFE gives youth a chance to build confidence, positive social supports, and leadership skills.

MY LIFE helps youth use their experiences to help others. It helps them improve the programs and systems that serve young people.

# CRISIS INTERVENTION SERVICES

## What Does Crisis Look Like?

Crisis is not simply the moment when things become intolerable. Crises build over time, and often can be recognized and managed in advance.

**Access Services Mobile Crisis is here to help you.**

The crisis hotline in Montgomery County is for children, adolescents, and adults. The Mobile Crisis team can be deployed to homes, schools, or the community. This service also offers resources to help in the future. This service is available 24 hours a day and seven days a week.

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

- ◇ 24-hour telephone counseling
- ◇ Services provided in the youth's home
- ◇ Assistance with developing strategies for reducing recurring crisis
- ◇ Assistance connecting to local community resources

***1 (855) 634 HOPE***

***1 (855) 634 4673***

# HEALTH & HUMAN SERVICES RESOURCES

## Drug & Alcohol

**Prevention Services** are primarily offered through an educational classroom setting, featuring evidence based programs for students, Kindergarten through 12th grade. These classes focus on interpersonal tools, self-esteem, decision making skills, and social pressures. Community programs are available to address the latest concerns and issues surrounding substance abuse in an effort to assist families with a loved ones addiction.

**Intervention Services** that include six hours in counseling sessions are offered to all Montgomery County residents with concerns regarding their own drug and alcohol use, or to discuss a family member's substance use. Teen Intervene, an Evidence Based Program is also offered for youth who have begun to experiment with alcohol, and is facilitated in three sessions. Marijuana Brief Intervention is an additional evidence-based intervention program targeting adolescent marijuana use. This program can be tailored to the individual participant needs through a one-session, four-session or six-session format. Sessions address: preparing for change; strategies for change; managing withdrawal; problem solving and relapse prevention.

## Drug & Alcohol and Mental Health

### **Student Assistance Program (SAP)**

A team of administrators and staff from each school building meet weekly to discuss students struggling academically as well as socially who may appear as high risk for substance use or mental health concerns. Following a specific protocol, the team members determine resources available within the school system that could assist and support the student or, when these efforts are exhausted, will finally refer the student for a formal screening. Provider partner agencies assist school SAP teams with screenings, recommendations, and



referrals.

Prevention, Intervention, and SAP services are available through the following providers per school district:

**Aldersgate Youth Service Bureau**  
(215) 657-4545

Abington School District  
Cheltenham School District  
School District of Jenkintown  
Lower Moreland School District  
School District of Upper Moreland  
School District of Springfield Township  
Wissahickon School District

**Carson Valley Children's Aid**  
(215) 233-1960; extension 305

Colonial School District  
Lower Merion School District  
Methacton School District  
Norristown Area School District  
Upper Merion Area School District

**Creative Health Services**  
(610) 327-1503

Perkiomen Valley School District  
Pottsgrove School District  
Pottstown School District  
Spring-Ford Area School District  
Upper Perkiomen School District

**Merakey** (*formerly NHS*)  
(215) 368-2022

Hatboro-Horsham School District  
North Penn School District  
Souderton Area School District  
School District of Upper Dublin



## Developmental Disabilities

The office oversees and develops services for people with intellectual disabilities. The following is required:

- ◇ An psychological evaluation and a full-scale IQ score of 70 or below.
- ◇ Proof of significant impairment in at least two skills areas.
- ◇ Developmental disability that happened before the person's 22nd birthday.

This office serves children, adults and families, ensures quality services are provided, and promotes choice, partnership and community understanding. Please contact the Intake Coordinator at **(610) 278-5666** if you have any questions.

## Early Intervention Services

### *Birth-3 Years Old*

These services are provided to infants and toddlers from birth to three years of age. They help children with developmental delays and at-risk children get to their full potential. These services are also for children who may need time-limited services to ensure full potential. Anyone can make a referral by calling **(610) 277-7176** or **EIContacts@montcopa.org**. A coordinator will schedule a first evaluation with the family.

### *3-5 Years Old*

Preschool services are provided by the Montgomery County Intermediate Unit (MCIU) for children three to five years of age. These services are available if there are worries about a child's development. Referrals can be made directly to

# YOUTH & FAMILY SUPPORT SERVICES

## ***Teen Talk Line***

Call 1 (866) 825-5856 or text (215) 703-8411.

This is a warm line. A warm line is an alternative to a crisis line that is run by other teens with appropriate adult supervision. It is for youth to talk about things with someone their own age. It is operated by Access Services. There are no topics that are off limits. Calls are private. You do not have to give your name. The warm line helps youth never feel alone. It gives youth someone always ready to listen. If a youth is experiencing a crisis, he or she will be connected to the Crisis Hotline for assistance.

## ***Family Mentor***

Call (267) 850-5677.

This is a group of parents and others interested in children's mental health issues. It links the systems that serve children. It is run by parents and others interested in children's mental health issues. Family Mentor helps parents and other family members by providing support, information, referrals, and links to other parents and organizations. Family Mentor is provided by Mental Health Partnerships.

## ***High Fidelity Family Teams (HiFi)***

HiFi utilizes a national model to bring change to the lives of families with children with complex needs. It is a family-driven planning process that puts families and youth in charge of their own plans, by partnering with them to use their voice, strengths, and supports to build teams that keep children in their homes with fewer professionals and more community supports.

**Who can receive services?** Children and adolescents through age 21.



**Who delivers services?** HiFi is delivered by the following individuals as a part of a team: Facilitator who guides the HiFi process and teaches the family how to self-advocate and build upon natural supports; Family Support Partner (FSP) who is a parent who has gone through similar struggles with their own family and as a result, has knowledge of the various systems and is able to provide support to other parents to help them find their voice; and a Youth Support Partner (YSP) who is a young adult who has overcome his/her own life challenges as a youth and as a result, has knowledge of the various systems and is able to provide support to other youth to help them find their voice.

**What is the frequency of services?** HiFi services are delivered up to a few hours per week.

**Length of services:** A few months to a couple years.

**Provider:** Child and Family Focus 1 (866) 240-3010

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

### ***Montgomery County, PA***

Call **(215) 361-7784**.

The Montgomery County PA Affiliate is the local voice of National Alliance on Mental Illness (NAMI). Our mission is to improve the lives of individuals and families affected by mental illness through recovery focused support, education, and advocacy. Individuals and families benefit from the opportunity to connect with community resources, participate in programming, and gain understanding of mental illness through community awareness and advocacy events. All NAMI Montgomery County PA programming is free to the community.

# COMPLAINTS & GRIEVANCES

## What Should I Do If I Have a Complaint with Services funded through Magellan Behavioral Health?

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

**Phone:** Call Magellan at **1 (877) 769-9782**.

**Online:** Submit your complaint to Magellan online at [www.magellanhealth.com/member](http://www.magellanhealth.com/member)

- ◇ Click the link for “Help”
- ◇ Select “Feedback.”
- ◇ Click “Complaints”
- ◇ Select “Contact Us.”
- ◇ Type your message
- ◇ Click “Send.”

**Mail:** Send mail to Magellan at:

Magellan Behavioral Health of Pennsylvania

Attn: Customer Comment Coordinator

105 Terry Drive, Suite 103, Newtown, PA 18940

If your concern is still not resolved, you can call the Montgomery County Department of Health and Human Services Office of Mental Health/Developmental Disabilities/Early Intervention at **(610) 278-3642**.



## What If My Service Is Not Funded Through Magellan?

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



Montgomery County Department of Health and Human Services  
Office of Mental Health/Developmental Disabilities/Early Intervention  
1430 DeKalb Street  
Norristown, PA 19404-0311  
Phone: (610) 278-3642  
[www.montcopa.org/hhs](http://www.montcopa.org/hhs)

