



PA 2-1-1

CONNECTING PEOPLE WITH THE HELP THEY NEED

PA 2-1-1 Southwest is a FREE resource and information hub that connects people with community, health and disaster services in 11 counties through a free, 24/7 confidential phone service and online.

NEED HELP?

2-1-1 is here to help you.

Online

<http://pa211sw.org>

Phone

Dial 2-1-1

Or 888-553-5778

Or 7-1-1 if you are hearing impaired.

E-mail

info@pa211sw.org

Children Youth & Families Liaison

Mobile Phone

<https://pa211sw-mobile.communityos.org/zf/profile/search>

ACT 53

Allegheny County Department of Human Services (Office of Behavioral Health/Bureau of Drug and Alcohol Services) has multiple systems in place to offer help and guidance to teens that are using drugs and alcohol.

ACT 53 addresses the commitment of minors into drug and alcohol treatment against their will.

The purpose of ACT 53 is to intervene with a child and his/her drug and alcohol use before he/she is adjudicated delinquent or dependent through the court. This process allows court intervention without the child obtaining a criminal record.

The parent or legal guardian is the responsible party for initiating the process.

ELIGIBILITY (all requirements must be met)

- Child is between the ages of 12 and 17 years of age
- Child has a drug/alcohol problem
- Child/guardian lives in Allegheny County
- Child is unwilling to participate in a treatment program

ACT 53 Office can be reached at 412-350-3952

More info on ACT 53 at the Allegheny County Department of Human Services website....

www.alleghenycounty.us

*Select Departments

*Select Human Services/Behavioral Health

*Select Drug and Alcohol Services

*Choose "Involuntary Commitment of Minors..."

ACT 53 OVERVIEW

Allegheny County has multiple systems in place to offer help and guidance to teens, their families and friends. The health and welfare of children and teens has always been a top priority in Allegheny County. The implementation of ACT 53 in 1998 was a new way to offer help to parents of teens who are struggling with drug and alcohol problems. ACT 53 of 1997 addresses the involuntary commitment of minors into drug and alcohol treatment against their will.

ACT 53 is a groundbreaking law in the state of Pennsylvania. Previous to the enactment of ACT 53 in 1998, there was no method for parents to convince teenagers to receive help for drug and alcohol problems, unless the teens were willing to attend treatment. Only teenagers who had been declared either delinquent or dependent through Juvenile Court could be ordered to receive drug and alcohol treatment against their will. Luckily the legislators in Pennsylvania recognized this "gap" in our system and offered parents an alternative to delinquency or dependency for their teenagers. ACT 53 has bridged this "gap" in our systems and is providing treatment services to many teenagers who would have previously fallen through the proverbial crack.

Each county was assigned the task of setting up its own policy and procedures to implement ACT 53. Allegheny County established a very successful ACT 53 procedure due to an excellent collaboration between Allegheny County Juvenile Court and Allegheny County Department of Human Services, Drug and Alcohol Services Unit. If a parent/legal guardian feels that their child has a drug or alcohol problem, and the child is unwilling to participate in a treatment program, the parent/legal guardian is to contact the County Drug and Alcohol Services Unit. The parent/legal guardian must be a resident of Allegheny County and the child must be between the ages of 12 and 17. An adolescent care manager will screen the case for its appropriateness and then guide the parent/legal guardian through the ACT 53 process.

The ACT 53 process takes anywhere from two weeks to four weeks to complete. The parent/legal guardian will be responsible to attend two court hearings. The first one will be to petition the judge to hear their case and the second court hearing will be the presentation of the parents' case and the placement decision for the minor.

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A drug and alcohol professional before the second hearing will complete a comprehensive assessment. The assessment, the parents/legal guardian's case, and the child's "side of the story" will all be presented to the court at the second hearing. The child will be assigned legal representation by the court. The parents/legal guardians are permitted to have legal representation, but the law does not require it. The judge will hear both sides of the case, and the drug and alcohol assessment and recommendation. He/She will render a decision for treatment or not based on the evidence presented to the court.

If the child is found in need of treatment, a court order will be written and arrangements will be made for the child's treatment to begin as soon as possible. The law states that the parent/legal guardian is financially responsible to find funding for this child's treatment, whether it is public or private funds. The court accepts no financial liability or custody for this child.

The success of this program is evident in three unique areas. First, we are able to offer treatment services to teenagers who are unable or unwilling to ask for help. Second, the majority of these teens are headed for "the system", becoming either delinquent or dependent. Using the ACT 53 process allows parents and professionals to help these kids before they reach that point. Third, Allegheny County has implemented one of the only successful ACT 53 processes in the state of Pennsylvania. The staffs involved are very committed to the process and the goals with which it was put into place. The parental relief found when they know their children are safe in treatment and the success of the teens themselves reflect why this law was enacted, why it is important, and why we must continue to support its processes.

If you would like more information concerning the ACT 53 law, policies or procedures, please contact the Allegheny County Drug and Alcohol Services Unit at 412-350-3952.



Afterhours Referrals to DAS

Chartiers (Adults 18+)

- Call facility directly at 412-257-9340. Chartiers staff will page on call supervisor to review admission request if there are beds available.
- Chartiers prefers to receive a psych eval completed in the last 6 months, however if not available, mbr could still be accepted and this will be completed after adm.

Turtle Creek Valley (Adult 18+)

- Call facility directly at 412-462-9901. TCV staff will page on call supervisor to review admission request if there are beds available. * Susan Crist (Program Director)
- TCV will review if member has had a recent physical exam, ask if a current psychiatric evaluation is available, and review member's current mental status. If Physical Exam and Psych Eval are not available, these are not barriers for acceptance.

Family Services of Western Pennsylvania (Adult 18+ and Adolescent ages 12-17)

Adult Admissions (18+)

- Call facility directly at 724-224-7586. FSWPA staff will page on call supervisor to review admission request if there are beds available. *Kim Lindquist (Program Director)
- FSWPA will review if member has had a recent physical exam, ask if a current psychiatric evaluation is available, and review member's current mental status. If Physical Exam and Psych Eval are not available, these are not barriers for acceptance.

Adolescent (ages 12 to 17) Admissions

- Call facility directly at 724-212-7496 (unit: extension 4)
- FSWPA will review if member has had a recent physical exam, ask if a current psychiatric evaluation is available, and review member's current mental status. If Physical Exam and Psych Eval are not available, these are not barriers for acceptance.
- Children and adolescent will need to be accompanied to admission with a parent or guardian.

Mercy Behavioral Health (Adult 18+ and Children ages 6-17)

Adult Admissions (18+)

- Call facility directly at 412-246-2991 or 1-877-637-2924 and request to make a DAS referral.
- Mbrs need to be transported directly to the DAS/CRC for a DAS evaluation/assessment. After the assessment the mbr will have to sign an ROI to get the psychiatric evaluation, etc.

Children and Adolescents (ages 6-17) Admissions

- Call facility directly at 412-697-3418
- Referral source would need to complete and fax the referral form.
- Children and adolescent will need to be accompanied to admission with a parent or guardian.

MARS Home for Youth (MHY) Referral (Children and Adolescent ages 9-17)

-Call facility directly at: Daylight number is Erika in admissions 724-625-3141 Ex. 252 or admissionsinfo@mhy-mars.org. After hours on-call 724-321-6898.

-Referral form will need to be completed. The form can be found here

http://www.mhyfamilyservices.org/DAS_Program.asp. The form can be faxed or emailed to the information on the bottom of the form once completed. A Psychiatric eval is preferred but not required.

-Parent or Guardian must accompany to the admission. Admission is voluntary for those over 14-adolescent must be in agreement.

Men's Emergency Shelters


















For other homeless services, contact

1-866-730-2368

Monday - Friday, 8 am - 7 pm

alleghenylink@alleghenycounty.us
















 Shelter	 To request a bed	 Evening/weekend intake	 Contact	 Bus routes	 Curfew once enrolled	 Wheelchair accessible?
LIGHT OF LIFE 10 East North Avenue Northside, 15212	Show up at 6:30 pm in the Light of Life Chapel. New guests offered a bed after roll call, if openings	Weekends during day	412-803-4120	8, 11, 12, 13, 15, 16, 17, 54	7:30 pm	
PLEASANT VALLEY 1601 Brighton Road Northside, 15212	Call from 10 to 11 am to request a bed. Arrive from 3 to 4 pm to complete intake.	Only in emergencies	412-323-1163	13, 15, 16	7:30 pm (exceptions for employment)	
EAST END COOPERATIVE MINISTRY 6140 Station Street East Liberty, 15206	Call (preferred) or walk-in for vacancies Monday through Thursday 7 am to 6 pm, Friday 7 am to 2 pm	No	412-345-7150	71B, 71C, 74, 77, 82, 86, 88, 89	7:00 pm (exceptions for employment)	
MCKEESPORT DOWNTOWN HOUSING and Severe Weather Emergency Shelter 523 Sinclair Street McKeesport, PA 15132	Call or visit for vacancies and intake Monday through Thursday 9 am to 1 pm. For SWES - when open, walk-in 6 pm for meal, stay till 8 am following day	11/15 - 3/15 only, during severe weather (below 25° or heavy freezing precipitation)	412-664-9168	55, 56, 59, 60, 61C, P7	None	
Men's emergency shelters for specific populations						
Young adults, 18 - 24 years FAMILY LINKS 1601 Fifth Avenue Uptown, 15219	Contact shelter to schedule an intake appointment.	Yes	412-924-0500	61A, 61B, 61C, 61D, 67, 69, 71A, 71B, 71C, 71D	10 pm Sunday through Thursday 11 pm	

Domestic violence shelters are listed on the back.

Domestic violence shelters

Alle-Kiski Hope Center: 1-888-299-4673
Center for Victims: 1-866-644-2882
Women's Center and Shelter: 412-687-8005

Women's Emergency Shelters

		 Shelter	 To request a bed	 Evening/weekend intake	 Contact	 Bus routes	 Curfew once enrolled	 Wheelchair accessible?
BETHLEHEM HAVEN 905 Watson Street Uptown, 15219			Call for vacancies and to schedule intake.	5 pm to 10 pm weeknights Weekends when possible	412-391-1348 ext. 250	61A, 61B, 61C, 61D, 65, 67, 69, 71A, 71B, 71C, 71D	10:00 pm (exceptions for special circumstances)	✓
EAST END COOPERATIVE MINISTRY 6140 Station Street East Liberty, 15206			Call (preferred) or walk-in for vacancies Monday through Thursday 7 am to 6 pm and Friday 7 am to 2 pm	No	412-345-7150	71B, 71C, 74, 77, 82, 86, 88, 89	7:00 pm (exceptions for employment)	✓
MCKEESPORT DOWNTOWN HOUSING and Severe Weather Emergency Shelter 523 Sinclair Street McKeesport, PA 15132			Call or visit for vacancies and intake Monday through Thursday 9 am to 1 pm. For SWES – when open, walk-in 6 pm for meal, stay till 8 am following day	11/15 – 3/15 only, during severe weather (below 25° or heavy freezing precipitation)	412-664-9168	55, 56, 59, 60, 61C, P7	None	✓
Women's emergency shelters for specific populations								
Pregnant women only	GENESIS OF PITTSBURGH 185 Dakota Avenue Bellevue, 15202	Call for vacancies and to schedule intake.	Only in emergencies	412-766-2693	13	8 pm Sunday through Thursday 10 pm Friday and Saturday	✗	
Veterans' only	PROJECT JOURNEY 2934 Smallman St. Strip District, 15201	Call or walk-in for vacancies and intake. Or visit www.neverforgetvets.org to do intake on-line.	As needed	412-481-8200 x 216	54, 86, 87, 88, 91	None	✗	
Young adults, 18 – 24 years	FAMILY LINKS 1601 Fifth Avenue Uptown, 15219	Contact shelter to schedule an intake appointment.	Yes	412-924-0500	61A, 61B, 61C, 61D, 67, 69, 71A, 71B, 71C, 71D	10 pm Sunday through Thursday 11 pm Friday and Saturday	✓	

*Veterans may also contact the National Call Center for Homeless Veterans at 1-877-424-3838 and the VA Pittsburgh Healthcare System at 412-328-0697.

ANCLILARY SERVICES FOR ADULT MENTAL HEALTH

Service Coordination (SC)/*Acute ⁽¹⁾	Certified Peer Specialist (CPS) ⁽²⁾	Administrative Case Management: (Forensic and Hospital Liaisons) ⁽³⁾	Justice Related Services ⁽⁴⁾	Psychiatric Rehabilitation ⁽⁵⁾	Supported Employment ⁽⁶⁾	Social Rehabilitation ⁽⁷⁾	Peer Run Services ⁽⁸⁾	Other Supports ⁽⁹⁾
<p>Charters* Family Services of W. PA (FSWPA)* Milestone Centers Mon Yough Community Services (MYCS) Pittsburgh Mercy* Stanton Clinic Turtle Creek Valley (TCV)* Western Psychiatric Institute and Clinic (WPIC)* PAHtrners- Salisbury BH (deaf)</p>	<p>FSWPA Milestone Centers MYCS Peer Support and Advocacy Network (PSAN) Pittsburgh Mercy</p>	<p>Charters FSWPA Milestone Centers MYCS Pittsburgh Mercy Stanton Clinic TCV WPIC</p>	<p>Human Services Administration Organization (HSAO) Other Resources: Drug Court Mental Health Court Veterans Court DUI Court</p>	<p>FSWPA MYCS Pittsburgh Mercy WPIC Clubhouses: Howard Levin Clubhouse- Jewish Residential Services (JRS) Penn Avenue Clubhouse- Pittsburgh Mercy</p>	<p>Achieva FSWPA Goodwill Industries Life sWork Milestone Centers People's Oakland Pittsburgh Mercy TCV</p>	<p>Charters Community Human Services (CHS) FSWPA Milestone Centers People's Oakland Pittsburgh Mercy MYCS Stanton Clinic TCV</p>	<p>PSAN- warm line, warm and friendly program Drop-In Centers: Chain of Hope- Milestone Centers Olive Branch- FSWPA New Horizons – PSAN Wellsprings- MBH Turtle Creek Valley</p>	<p>Community Support Plan (CSP) / Acute Community Support Plan (ACSP) Disposition Meetings County Integrated Service Planning</p>
<p>Description of Services: Criteria are condensed and generalized</p>								
<p>1. Service Coordination (SC): Individual has a diagnosis of Schizophrenia, Mood Disorder or any other Axis I diagnosis in the DSM V, has had contact with crisis services, inpatient, police, ER visits and has a GAF of 60 or below. Service is community based and works with individuals to assess, plan and link to resources to meet basic needs. If individual does not meet eligibility criteria and could benefit from service, a waiver can be discussed with county monitors. * Acute SC: Member must have CCBH eligibility, but can also have commercial or Medicare coverage in addition to CCBHQ, CCBH Care Managers assign to members with at least 1 inpatient readmission within 30 days who are at risk for readmission; multiple risk factors; co-occurring SUD; lack of engagement with traditional case management services; unstable housing; lack of social supports; Member cannot have a current SC, ECSC, or ACT/CTT (unless he/she is in the process of transitioning to these services)</p>								
<p>2. Certified Peer Specialists (CPS): Community based service performed by a person who has received or is receiving MH/SUD services. CPS is trained and certified to assist with community integration and recovery. Focus on engagement and providing helpful information about recovery, wellness and linkage to resources.</p>								
<p>3. Administrative Case Management (ACM): Typical ACM services are office-based, fairly informal and tend to be on an add-needed basis. Forensic Liaison: Support for individuals with mental illness and/or substance use disorders and who are involved with the criminal justice system. Provide support during and following court proceedings and during and following incarceration. Promote successful transition back into the community and reduce re-incarceration by providing access to treatment, supports and recovery-oriented programs. Hospital Liaison: Support for individuals who are inpatient at the various hospitals throughout Allegheny and other surrounding counties- in the event all beds are filled in AC. Will provide case management and disposition planning in collaboration with the inpatient provider, individual and community providers.</p>								
<p>4. Justice Related Services (JRS): An array of supports designed to work with the jail, district courts and community providers to assist individuals with MH and SUD who encounter the criminal justice system. Diversion Services: Provide coverage from jail intake and coordinate services for individuals released from jail prior to preliminary hearing; develop and present service plans to District Courts. County Support Services: Provides service coordination from the point of formal arraignment to the time of sentencing. Develop and present service plans (which include treatment and other supportive services) and work with County jail, Court of Common Pleas and Service Coordination Units and other community providers to ensure transition into the community. State Support Services: Provides service coordination for individuals with MH referred from Department of Corrections at the expiration of a maximum prison sentence for up to 90 days after release from a State Correctional Institution. Services can include contingency for food, clothing and transportation and linking to community providers and services.</p>								
<p>5. Psychiatric Rehabilitation: Services can be site-based, clubhouse or mobile. Individual must have a MH diagnosis that interferes with at least one domain: educational, social, vocational, self-maintenance or relative to the person's ethnic/cultural environment. Services are collaborative, person directed and individualized. The focus is to develop skills and access resources needed to increase their capacity to be successful and satisfied in the living, working, learning, and social environments of their choice.</p>								
<p>6. Supported Employment: Program assists individuals 18 years and older with serious mental illness find employment. Once employment is obtained, the supported employment program continues to provide support to the person as long as it is needed.</p>								
<p>7. Social Rehabilitation: Program designed to assist with social skills and support. Individuals have the opportunity to interact with others, develop leisure skills and participate in activities that can enhance socialization, increase independence, assist in managing symptoms and promote community awareness.</p>								
<p>8. Peer Run Services: Mental health programs where the staff uses information, skills and resources they have gained in their recovery to help others. Peer services are based on principles of empowerment, choice, mutual help and recovery. Drop- In Center: is a central place for self-help, advocacy, education and socialization. Generally provides an opportunity for socializing and networking.</p>								
<p>9. CSP/ACSP: Comprehensive support and resource planning process that is driven by a blending of the consumers, families, and treatment/service coordination teams preferences. Through this process specific recommendations for services that are holistic in nature are developed based upon the needs and wishes of the consumer. Prior to the closure of Mayview State Hospital the CSP process was used. ACSP is now used for planning for consumers who are currently inpatient have had multiple hospitalization and though which previously tried supports have been unsuccessful. Community Integration Team (CIT) follow these individuals. Disposition Meetings: A meeting with the patient, inpatient treatment team, representative from Allegheny County, community provider(s) and Community Care (as appropriate) to discuss and coordinate discharge planning for the inpatient unit. This meeting will only be initiated once a consumer has been inpatient for 2 weeks by the inpatient social worker. County Integrated Service Planning: Designed for individuals/families with a high level of need that is not addressed by a particular provider's services. A team of representatives from the County Department of Human Services and the individual meet to brainstorm about solutions which may or may not currently exist through a specific DHS unit. <i>Referrals are sent to Allegheny County DHS.</i></p>								

Applying for Medical Assistance Using the Mental Health Loophole

- ❖ Apply for social security income (SSI). To apply over the phone, call 1-800-772-1213. Tell the caseworker that you have a child with a disability and that you will need the rejection letter sent to you. This letter is used to prove eligibility for MA.
- ❖ Write the following on the top of the form and highlight it in yellow marker: “MA LOOPHOLE FOR A DISABLED CHILD 355.4”
- ❖ Fill out the Medical Assistance form completely (form PA600CH). It should be completed as if the only person in your household who is applying is the child.
- ❖ You need to list your income on the form. Under a new regulation, parental income must be listed, even though it is NOT considered when making a determination of the eligibility of the child (provided the child meets the disability requirements).

Information needed to complete the Mail-In Application for Medicaid for Children with Disabilities

- ❖ Documentation of your child’s disability-as comprehensive as you can provide. Please note that both medical and school records are appropriate to provide, and should emphasize how your child’s functioning is limited by her condition. While letters written by school or medical staff may help explain the nature of your child’s disability, letters and verification of diagnoses alone are generally insufficient to establish eligibility. Be sure to provide actual medical and school records such as a psychological evaluation, test scores, and Individualized Education Plans (IEPS).
- ❖ Copy of Photo ID for each adult in the household.
- ❖ Copy of Social Security Card for everyone in the household.
- ❖ Copy of Birth Certificate for everyone in the household.
- ❖ Proof of income, both earned and unearned, for each person living in the home, such as:
 - At least one month’s worth of your most recent pay stubs for every job for each employed individual
 - For self-employment, copy of your most recent year’s profit/loss statement from income tax return
 - Stubs from child support checks
 - Award letters from SSI, SSD, or other benefits, pensions, unemployment, worker’s comp, etc.
- ❖ Copies of all health insurance cards (front and back) if any.
- ❖ Copy of auto insurance cards.

Guide for Underinsured or Uninsured?

Underinsured or Uninsured? A Guide to Health Care Resources in Allegheny County (Allegheny County Health Department)

www.achd.net

Easiest Way to Navigate the Mental Health System

Contact an Administrative Service Coordinator (ASC), **SEE LIST BELOW**.

An ASC can assess the consumers mental health needs, help search, and/or link to appropriate services. All Mental Health Services are **VOLUNTARY**. A parent or child over 14 years of age may contact an ASC of their choice to begin the process.

Insurance is **NOT** necessary to access this service.

<p>Allegheny Children's Initiative Jeannette Smith 2304 Jane Street Pittsburgh, PA 15203 Phone: 412-390-2609 Fax: 412-431-8124</p>	<p>Chartiers Valley MH/MR Melissa Zirwas 437 Railroad Street Bridgeville, PA 15017 Phone: 412-221-3302 Fax: 412-257-2008</p>
<p>Family Links Haley Dillman 2644 Banksville Road Pittsburgh, PA 15216 Phone: 412-389-0821 Fax: 412-343-8249</p>	<p>Wesley Family Services Jamie Husar 414 Corbet Street Tarentum, PA 15084 Phone: 724-335-9883 Ext. 5517 Fax: 724-230-2778</p>
<p>HSAO Kelly DiNapoli 2801 Custer Avenue Pittsburgh, PA 15227 Phone: 412-884-4500 Fax: 412-885-3900</p>	<p>Mercy Behavioral Health Nancy Reed 1200 Reedsdale Street Pittsburgh, PA 15233 Phone: 412-320-2374 Fax: 412-320-2376</p>
<p>Milestone Centers Jill Litman 712 South Avenue Pittsburgh, PA 15221 Phone: 412-243-3400 Ext. 205 Fax: 412-731-2684</p>	<p>Mon Yough Amber Kennedy 500 Walnut Street McKeesport, PA 15132 Phone: 412-675-8226 Fax: 412-675-8484</p>
<p>Pressley Ridge Jeff Rader 530 Marshall Avenue Pittsburgh, PA 15214 Phone: 1-888-777-0820 Fax: 412-442-4420</p>	<p>Staunton Clinic Mark Oros 111 Hazel Lane Sewickley, PA 15143 Phone: 412-749-7770 Fax: 412-749-7765</p>
<p>Turtle Creek Valley Kimberly Vogel 723 Braddock Avenue Braddock, PA 15104 Phone: 412-351-0222 Ext. 4413 Fax: 412-351-0180</p>	<p>Western Psychiatric Institute and Clinic Bradley Hlavach Champion Commons Building, Bldg. #2 5231 Penn Avenue, 2nd Floor Pittsburgh, PA 15224 Phone: 412-204-9047 Fax: 412-204-9069</p>

Easiest Way to Navigate Intellectual Disability System

Contact the Office of Intellectual Disability Intake Number at **412 253-1250**.

Crisis Network

Call: **RE:SOLVE** at **1-888-796-8226** to de-escalate a Mental Health Crisis or assess the need for psychiatric hospitalization.

Department of Human Services

Community Information & Referral Packet



Last updated in September 2018
Allegheny County Department of Human Services
Community Information & Referral Packet – 412-350-7093 or 412-350-2441
Any suggestions/corrections are welcome
One Smithfield Street, Suite 400, Pittsburgh, PA 15222
www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx

About Community Information & Referral Packet

This resource guide was created by the Allegheny County Department of Human Services (DHS) to assist human service professionals in finding referrals for the individuals and families they serve. It is the sincere hope of those who gathered this information, that this is a helpful tool.

The information in this packet is in no way meant to be a comprehensive guide to every service throughout Allegheny County. Inclusion in this packet does not necessarily represent endorsement of an organization or its program, nor does exclusion represent lack of endorsement.

Additional Resource Tools

The **Community Information & Referral Packet** has gone through a number of changes in past years. Some of the information from previous packets can be found in the guides below.

www.achd.net/uuguide

Allegheny County Underinsured/Uninsured Resource Directory

www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx

Drugs/Alcohol, Drugs/Alcohol Support Groups, Dual Diagnosis, Mental Health, Mental Health for Children & Adolescents

Where to Call – directory of main numbers for mental health and substance use disorder service providers

Community Resources for People with Disabilities is a resource guide detailing local and national resource information for those with any disability.

www.familyresourceguide.org/index.aspx

The Family Resource Guide provides resources for children birth to 21 with developmental delays, disabilities and special healthcare needs in and around Allegheny County.

www.Pa211sw.org

United Way – PA 211 Southwest – An extensive directory of health and human services in our region.

Dial 2-1-1 or 888-553-5778 or 7-1-1 if hearing impaired

E-mail: info@pa211sw.org

Director's Action Line (DAL) 1-800-862-6783

Addresses concerns, complaints, comments or questions about any service provided by DHS or a DHS contracted provider; or a DHS staff person or staff of a DHS-contracted provider, the DAL is here to help.

Allegheny Link 1-866-730-2368

Provides information on services available to help

- older adults
- people with disabilities
- individuals who are homeless or at risk of becoming homeless
- parents of young children who are interested in discovering home visiting supports

For questions about this guide or to make suggestions or changes, please contact:

Gail Mitchell, Administrative Assistant, 412-350-7093, Gail.Mitchell@alleghenycounty.us

Samantha Murphy, Resource Services Manager, 412-350-2441, Samantha.Murphy@alleghenycounty.us

The information furnished in this resource guide is not meant to be comprehensive listing of every service throughout Allegheny County. Information listed about agencies or programs may or may not be directly associated with Allegheny County Department of Human Services contracts. Inclusion of these guides/links does not necessarily represent endorsement of the organization or its program nor does exclusion represent lack of endorsement.

Please visit the following link for information about other human service topics:
www.alleghenycounty.us/human-services/index.aspx

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ANGELS' PLACE

N. Side 2615 Norwood Avenue, Pittsburgh, PA 15214, 412-321-4447
 Swissvale 2538 Woodstock Avenue, Pittsburgh, PA 15218, 412-271-BABY (2229)

www.angelsplacepgh.org

Angel's Place provides comprehensive services to low-income single parents who are full-time students in high school or post-secondary school. They provide free child care, tutoring, support groups, counseling, and informal classes in parenting skills. Their goal is to support and enable these parents to complete their educations, break the welfare cycle, and provide for their families. Child care centers are located in the North Side and Swissvale.

To be eligible for assistance through Angel's Place, you must be a single parent (unmarried, separated, divorced) and meet low-income requirements based upon federal guidelines. You must be enrolled as a full-time student while maintaining passing grades of a C or better. You will be required to contribute two hours of service to Angel's Place per week and to attend a weekly parenting class.

CHILD CARE INFORMATION SERVICES, YWCA OF GREATER PITTSBURGH

305 Wood Street, Pittsburgh, PA 15222
 412-261-CARE (2273) or 1-800-392-3131

www.ywcapgh.org/Child-Care-Information-Services

Child Care Information Services (CCIS) is committed to: improving the quality of child care, providing referral service to parents from every economic level in order to help parents make informed child care choices, providing subsidy to eligible parents to the extent possible given funding constraints, and enhancing the system of child care in Allegheny County whenever possible.

Parents can call CCIS for information on the different types of child care available, how to choose child care that meets their needs, community resources, financial assistance for child care and referrals to child care providers in the geographic area of their choice. Each caller receives information on choosing quality child care that will aid them in their search.

Child Care and Development Block Grant (CCDBG): This program is state and federally funded and comes to CCIS through the Commonwealth of Pennsylvania, Department of Public Welfare. Every family who calls us for child care referrals or information is told about this program. To qualify, the caretaker and live-in companion/spouse of the child(ren) needing care must be working or enrolling in a job-related training program at least three days, twenty hours per week and the family's gross monthly income must meet income guidelines. For parents receiving cash assistance through the County Assistance Office (CAO), they must be participating in a CAO approved activity.

After a family is determined eligible, they are assigned a fee based on their income and family size. This fee is payable directly to the child care provider upon enrollment under the subsidy program. Parents may choose any child care provider that is currently under contract or willing to obtain a contract with CCIS to be subsidized. Any legal child care provider may participate in this "parent-choice" program.

CHILD'S WAY® - A PROGRAM OF THE CHILDREN'S HOME & LEMIEUX FAMILY CENTER

5324 Penn Avenue, Pittsburgh, PA 15224, 412-441-4884

www.childrenshomepgh.org/childs-way

Child's Way® is a day care center for children with special medical needs who may also be technology independent. Daily care by registered nurses incorporates therapeutic play with nursing care, individualized to meet the needs of each child; 1-3 ratio of staff to children. The center is an alternative to home health care for children ages birth to 21 years. Child's Way is a pediatric extended care program licensed by the PA Dept. of Health and the PA Dept. of Welfare. Child's Way participates with Child Care Information Services. For more information, contact Child's Way or Child Care Information Services (CCIS).

JEREMIAH'S PLACE, PITTSBURGH

6435 Frankstown Avenue, Pittsburgh, PA 15206, 412-924-0726

www.jeremiahspg.org

Jeremiah's place provides emergency care of children ages 0-6 for a few hours or a few days based on the needs of the family. The primary focus is to keep children safe and to provide a safe and supportive solution for families in need. Emergency child care needs can include: hospitalization, funeral, homelessness, domestic violence, military deployment, job interview, unsafe child care, emergency respite.

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COMMUNICATIONS TELEPHONE • INTERNET

There are telephone and message options available to help maintain contact with human service agencies and resources, family and friends and for effective job search.

For information directly from the Public Utility Commission, visit this site:
www.puc.state.pa.us/Telecom/pdf/Lifeline%20Brochure-StayConnected.pdf

TELEPHONE SERVICES

Since 1984, the federal Lifeline programs have helped people get and keep telephone service. Lifeline has two landline programs, one cell phone program. Eligibility is re-certified annually and expires any time the household income rises above the limit or is no longer in the other qualifying federal program.

Terms vary by state, and these terms may be for PA only.

- Choose either Landline or Cell Phone. A household cannot participate in both.
- Choose to income-qualify by either Program Participation, or by submitting Proof of Income.

VERIZON LIFELINE SERVICE www.lifelinesupport.org

1-800-837-4966 or 1-888-641-8722

Helps low-income customers get or keep their residential telephone service. Lifeline Service provides a credit on the telephone bill every month, and a 50% discount on the Line Connection Charge. When combined with the Link Up America Program, new customers who apply for Lifeline Service **will not** pay a Line Connection Charge.

VERIZON UNIVERSAL TELEPHONE ASSISTANCE PROGRAM (UTAP) 1-800-837-4966

Helps low-income customers who are served by Verizon to pay their basic telephone charges in time of crisis. To be eligible for UTAP money, you must already be a Lifeline customer, or be a Lifeline applicant who needs to have basic service charges paid before getting Lifeline Service.

Qualify for any Lifeline service in PA either **BY PROGRAM PARTICIPATION** or **BY INCOME**

- **To Qualify based on Program Participation, must already be receiving:**
 - Federal Public Housing Assistance or Section 8
 - Food Stamps and / or Medicaid and / or TANF welfare cash
 - Low Income Home Energy Assistance Program (LIHEAP I or LIHEAP 2 / Crisis)
 - National School Lunch (free program only)
 - Supplemental Security Income / SSI
 - State Blind Pension
- **To Qualify by Income, meet income limits and documentation requirements below:**
 - Income limits: "To be eligible for service, maximum gross income at 135% of FPIG" Federal Poverty Income Guidelines (FPIG). <https://aspe.hhs.gov/poverty-guidelines>

For documentation, submit any of the followings: (a) Four (4) months of consecutive pay stubs (b) a letter from your employer (c) last year's income tax return (d) W-2 form.

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SAFELINK WIRELESS - FREE CELL PHONE www.safelinkwireless.com 1-800-723-3546.

SafeLink Wireless includes a free cell phone and free service, with up to 250 free minutes per month, depending upon which one of three plan options you choose. You must have a valid United States Postal Address in order to ship your free phone. PO Boxes cannot be accepted. No one else in your household may receive landline or cell phone Lifeline Assistance. You may purchase retail TracFone prepaid cards for more minutes.

If you qualify by already participating in certain federal assistance programs, SafeLink does the verification. If you're income-eligible, you must fax or mail copies of documents that prove your income. Fax to 1-866-902-5756; Mail to PO Box 220009, Milwaukie, OR 97269-0009. If you apply online to income-qualify, include a downloaded copy of your application with your proof-of-income documents.

ASSURANCE WIRELESS www.assurancewireless.com/lifeline-services/states/pennsylvania-lifeline-free-government-phone-service Assurance provides a free cell phone and 250 voice minutes per month to eligible consumers.

INTERNET

COMCAST INTERNET ESSENTIALS for LOW-INCOME ALLEGHENY COUNTY RESIDENTS

Comcast is offering qualifying Allegheny County residents low-cost internet access. The program, called Internet Essentials, offers high-speed internet access for \$9.95 a month and a voucher for \$150 to buy a small, netbook-style computer.

HOW TO QUALIFY

To qualify for \$9.95 a month Internet service and a low-cost computer, your household must meet all of the following criteria:

- Be located where Comcast offers Internet service
- Have at least one child receiving free school lunches through the National School Lunch program
- Have not subscribed to Comcast Internet service within the last 90 days
- Not have an overdue Comcast bill or unreturned equipment.

HOW TO APPLY

- Call 1-855-846-8376 or visit www.internetessentials.com for an application.
- Comcast will mail you an application. Complete and return it, along with lunch program documents from your child's school.
- Comcast will notify you within 7-10 days by mail about the status of your application.

HOW TO GET CONNECTED

Once you are approved, Comcast will mail you a welcome package with everything you need to set up your Internet service and receive free Internet training. If you chose to purchase a low-cost computer, your welcome package will provide details.

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www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx



Crisis Hotlines

**Allegheny County
Information/Referral/Emergency Services (IRES)**
412-350-4457 24-Hour service
for help with MH/MR/D&A emergencies.
www.alleghenycounty.us/Human-Services/About/Contact/Emergency-Contacts.aspx



resolve Crisis Network

1-888-7-YOU-CAN or 1-888-796-8226
Answers 24 hours per day for emergency
mental health counseling and access to
mobile mental
health assistance, walk-in service available.
www.upmc.com/services/behavioral-health/pages/resolve-crisis-network.aspx

24-Hour Hotlines to Reporting of Child Abuse and Neglect in Pennsylvania

ChildLine- 1-800-932-0313
Allegheny County DHS Office of Children,
Youth and Families (CYF) - 412-473-2000
More details about child protective services:
www.alleghenycounty.us/Human-Services/About/Contact/Child-Abuse.aspx

Area Agency on Aging Protective Services
412-350-6905 or 1-800-344-4319
Or 1-800-490-8505

24-Hour hotline to report abuse, exploitation and
neglect of older adults. Also assists with issues
involving self-neglect and abandonment.
www.alleghenycounty.us/Human-Services/About/Contact/Older-Adult-Abuse.aspx

Pittsburgh Action Against Rape (PAAR)

1-866-363-7273
24-Hour crisis intervention, counseling
and advocacy for victims of sexual
assault.
www.paar.net

Center for Victims Hotline
412-482-3240
1-866-644-2882

24-Hour support and crisis intervention, advocacy
and counseling for individuals, communities,
schools and the workplace.
www.centerforvictims.org

Domestic Violence

Alle-Kiski HOPE Center
1-888-299-HOPE or 1-888-299-4673
www.akhopecenter.org

Crisis Center North
412-364-5556
Or 1-866-782-0911
www.crisiscenternorth.org

**Woman's Center and Shelter of
Greater Pittsburgh** - 412-687-8005
www.wcpittsburgh.org

United Way 211 Southwest
2-1-1 or toll free 1-888-553-5778
Hearing Impaired 7-1-1
Information & referral services
providing problem solving and
referrals to over 8500
health and human services.
<http://pa211sw.org/>



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EARLY LEARNING - CHILDREN'S DEVELOPMENTAL NEEDS

	Located	Serves
Allegheny Intermediate Unit Project DART 475 East Waterfront Drive, Homestead, PA 15120 <i>Serves eligible children ages 3-5 who are experiencing developmental delays or disabilities.-Free screenings</i>	(412) 394-5904 Homestead www.aiu3.net/DART	Allegheny Co.
The Alliance for Infants and Toddlers The Hough Bldg., 2801 Custer Avenue Pittsburgh, PA 15227 <i>Early intervention services to families with children ages birth-3 with developmental concerns</i>	(412) 885-6000 Carrick www.afit.org	Allegheny Co.
ACHIEVA Child Development & Milestones 711 Bingham Street, Pittsburgh, PA 15203 <i>Therapeutic services for children birth to 3 yrs. Old who have developmental disabilities or delays.</i>	(412) 995-5000 Southside Flats 1-888-272-7229 www.achieva.info	Allegheny Co. Washington Co. Westmoreland Co.
Children's Hospital of Pittsburgh Child Development Unit 3420 Fifth Avenue, Pittsburgh, PA 15213 <i>Diagnosis, consultation and therapy to children ages birth-18 with developmental and/or behavioral disorders</i>	(412) 692-5560 Oakland www.chp.edu	No Restrictions
Early Learning Institute 2510 Baldwick Road Pittsburgh, PA 15205-4904 <i>Comprehensive early intervention services to infants, toddlers and pre-school children and their families.</i>	(412) 922-8322 Crafton www.earlylearninginstitute.org	Allegheny Co.
EasterSeals Western & Central Pennsylvania 875 Greentree Road-Ste 150 Pittsburgh, PA 15220 <i>Preschool speech, language & Hearing screening program is available to preschools and daycares.</i>	(412) 281-7244 Downtown www.easterseals.com	Alleg, Greene, Washington, Westmoreland
Family Resources of Western PA 1425 Forbes Avenue Pittsburgh, PA 15219 <i>Therapeutic services for preschool children.</i>	(412) 363-1702 Uptown www.familyresourcesofpa.org	No Restrictions
Allegheny Link <i>The Allegheny Link can connect young parents who are pregnant or have children under the age of 6 to home visiting programs to support a healthy pregnancy, promote positive development, prepare for school and work on personal goals.</i>	(866) 730-2368 www.alleghenycounty.us/Human-Services.aspx	Allegheny Co.
Laughlin Children's Center 424 Frederick Avenue Sewickley, PA 15143 <i>Works on academic, psychology, speech, offers a variety of services to help children from pre-school to high school.</i>	(412) 741-4087 Sewickley www.laughlincenter.org	No Restrictions
Office of Child Development 400 N. Lexington St. Lower level 104 Pittsburgh, PA 15208 <i>Facilitates and develops partnerships to improve the lives of children and families</i>	(412) 383-4447 Homewood www.oed.pitt.edu	Allegheny Co.
Allegheny County Childhood Education Hotline For more information call <i>Early Childhood Education Programs & support for families with children birth-3 years old, early education 3-5 yrs.</i>	(866) 214-KIDS (5437)	Allegheny Co & City of Pgh

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PLEA 733 South Avenue Pittsburgh, PA 15221 <i>School/partial hospitalization, wraparound services, respite care; for those with behavioral & developmental needs</i>	(412) 243-3464 www.plea-agency.org	Wilkinsburg	Allegheny Co.
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Matilda Theiss Child Development Center 373 Burrows Street Pittsburgh, PA 15213 <i>Mental health programming to address children with special needs related to emotional and behavioral disturbances, prenatal drug and alcohol exposure, a parent's mental illness diagnosis</i>	(412) 383-1575	Oakland	Allegheny Co.
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EMPLOYMENT

		Located	Serves
Achieva 711 Bingham Street Pittsburgh, PA 15203 <i>Employment supports for persons with disabilities</i>	(412) 995-5000 (888) 272-7229 www.achieva.info	Southside	Allegheny Co. Beaver Co. Westmoreland
AHEDD 900 Sarah Street, Suite 202 Pittsburgh, PA 15203 <i>Employment assistance and benefits counseling for youth and adults with disabilities within the business community.</i>	(866) 902-4333 (412) 381-3313 www.ahedd.org	Southside	No Restrictions
Braddock Employment/Training Center 849 Braddock Avenue, Braddock, PA 15104 <i>One stop shop to assist in job searching, GED prep, counseling, resume help, on-site child care</i>	(412) 273-6450 www.braddockemployment.com	Braddock	No Restrictions
PA Unemployment Compensation Duquesne Call Center <i>All unemployment compensation claims must be entered by phone or online</i>	(888) 313-7284 www.state.pa.us/		statewide
Goodwill of SW PA 118 52nd Street Pittsburgh, PA 15201 <i>Education/training/job search/job coach for persons with disabilities, participants of welfare employment initiatives</i>	(412) 481-9005 www.goodwillswpa.org	Lawrenceville	no restrictions
Life's Work of Western PA 1323 Forbes Avenue Pittsburgh, PA 15219 <i>Helps youth and young adults w/ disabilities and barriers to employment to achieve productive employment</i>	(412) 471-2600 www.lifesworkwpa.org/	Downtown	Western PA
Online Job Search & Career Information Tools <i>CareerOneStop site is a single point of entry to access resources in the US Dept. of Labor's suite of electronic tools</i>	www.careeronestop.org www.dol.gov		
PA CareerLink Pittsburgh/Allegheny County Wood Street Commons 304 Wood Street, Pittsburgh, PA 15219 <i>One stop shop to assist in job searching, job search workshops computer classes , counselors, training/education job search program if eligible, resume help</i>	(412) 552-7100 http://careerlinkpittsburgh.com/		No restrictions (unemployed or employed)
PA CareerLink East/Allegheny County 2040 Ardmore Boulevard Pittsburgh, PA 15221 <i>One stop shop to assist in job searching, job search workshops computer classes , counselors, training/education job search program if eligible, resume help</i>	(412) 436-2225 http://careerlinkpittsburgh.com/		No restrictions (unemployed or employed)
PA CareerLink Alle-Kiski 1150 5th Avenue New Kensington, PA 15068 <i>One stop shop to assist in job searching, job search workshops computer classes , counselors, training/education job search program if eligible, resume help</i>	(724) 334-8600 http://careerlinkpittsburgh.com/		No restrictions (unemployed or employed)

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PA Office of Vocational Rehabilitation (OVR) 531 Penn Avenue Pittsburgh, PA 15222 Blind and Visual Services Available <i>Job readiness/coach/search/retention, education/training, assistance</i>	(412) 392-4950 www.jobgateway.pa.gov	Downtown	Western PA
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People's Oakland 3433 Bates Street, Pittsburgh, PA 15213 <i>Premier recovery and wellness center for people living with serious wellness and co-occurring disorders. Programs include nutrition, fitness, employment, education, peer support and social & recreational activities.</i>	(412) 683-7140 www.peoplesoakland.org	Oakland	Allegheny Co.
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Three Rivers Center for Independent Living 900 Rebecca Avenue Pittsburgh, PA 15221 <i>For employment, independent living skills training, peer support</i>	(412) 371-7700 www.trcil.org	Wilkinsburg	Western Pa
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Ticket to Work Program Social Security Administration <i>Comprehensive website provides trainings, events and related topics to manage employment if you should decide to work.</i>	(866) 968-7842 www.yourtickettowork.ssa.gov		
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U.S. Equal Employment Opportunity Commission (EEOC) <i>EEOC has the authority to investigate charges of discrimination against employes.</i>	(800) 669-4000 www.eeoc.gov		
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Volunteers of America Southwestern PA-1650 Main Street Pittsburgh, PA 15215 <i>Offering a variety of volunteering opportunities in communities in the Commonwealth of P</i>	(412) 782-5344 www.voapa.org		Allegheny Co.
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Employment / Labor-related Special Topics

Maintaining safe and healthy working conditions for employers and employees:

- Occupational Safety & Health Administration (OSHA), Pittsburgh office: 412-395-4903
www.osha.gov

Minimum wage, overtime pay, recordkeeping, child labor and special employment,

- Family and Medical Leave Act (FMLA); US Dept. of Labor - Wage & Hour Division, 1-866-487-9243
Pittsburgh District Office: 412-395-4996
www.dol.gov/whd

Discrimination information and claims for job applicants and employees:

- City of Pittsburgh Commission on Human Relations, 412-255-2600
www.city.pittsburgh.pa.us/chr
- PA Human Relations Commission Pittsburgh Office: 412-565-5395
www.phrc.state.pa.us
- Federal laws: Equal Employment Opportunity Commission (EEOC) Pittsburgh Office, 412-395-5902
www.eeoc.gov

Working with a disability:

- Ticket to Work and many work incentives for SSDI and/or SSI: www.ssa.gov
- Medical Assistance for Workers with Disability/MAWD: www.dpw.state.pa.us
- Benefits counseling at AHEDD (see above)

Pennsylvania Department of Human Services

www.dhs.pa.gov

The Pennsylvania Department of Human Services is comprised of the following seven offices: Office of Child Development and Early Learning, Office of Children, Youth and Families, Office of Developmental Programs, Office of Income Maintenance, Office of Long Term Living, Office of Medical Assistance Programs and the Office of Mental Health and Substance Abuse Services. The department administers services that provide care and support to Pennsylvania's most vulnerable citizens.

The Commonwealth of Pennsylvania now has an online application for social services like cash assistance, food stamps, medical assistance, Medicare, Medicaid and more.

www.COMPASS.state.pa.us

<p style="text-align: center;">STATEWIDE OFFICE County Assistance 877-395-8939 301 Fifth Avenue, Piatt Place Suite 470 Pittsburgh, PA 15222 <u>LIHEAP (cash) 412-562-0330</u></p> <p style="text-align: center;">Institution-Related Eligibility 301 Fifth Avenue, Piatt Place Suite 420 (IRED) Pittsburgh, PA 15222 412-565-5604</p>	<p style="text-align: center;">DISTRICT OFFICES located at Warner Center</p> <p style="text-align: center;">Three Rivers District 332 Fifth Avenue 2nd Floor Pittsburgh, PA 15222 412-565-7755</p> <p style="text-align: center;">Liberty District 332 Fifth Ave. 3rd Floor Pittsburgh PA 15222 412-565-2652</p> <p style="text-align: center;">Southern District 332 Fifth Avenue #: 230 Pittsburgh, PA 15222 412-565-2232</p>	<p style="text-align: center;">Greater Pittsburgh East 5947 Penn Avenue, 2nd Floor Pittsburgh, PA 15206-3844 412-645-7400 or 7401</p> <p style="text-align: center;">Southeast District 220 Sixth Street McKeesport, PA 15132 412-664-6800 or 6801</p> <p style="text-align: center;">Alle-Kiski District 909 Industrial Boulevard New Kensington, PA 15068 724-339-6800</p>
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Food Stamp Screening Programs

Provide outreach and assistance by phone to help people who may be unsure if they qualify for food stamps.

Urban League of Pittsburgh, Food Stamp Outreach and Enrollment Program
1-866-395-FOOD (3663)

www.ulpgh.org/programs/housing/hunger-services

Greater Pittsburgh Community Food Bank, Food Stamp Outreach Coordinator
412-460-3663 Ext. 220

www.pittsburghfoodbank.org/what-we-do/resources-to-people/snap

Just Harvest, Food Stamp Participation Assistance
412-431-8960 Ext. 602

<http://justharvest.org/get-help/snap-food-stamps>

US SOCIAL SECURITY ADMINISTRATION

1-800-772-1213, www.ssa.gov

Main Office (Downtown)
921 Penn Avenue, Pittsburgh, PA 15222

Mt. Lebanon Branch
650 Washington Road, #120, Pittsburgh, PA 15228

East Liberty Branch
6117 Station Street, Pittsburgh, PA 15206

McKeesport Branch
540 5th Avenue, McKeesport PA 15132

Monroeville Branch
400 Oxford Drive, #210, Monroeville, PA 15146

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Family Support Centers are based on the philosophy that the most effective way to ensure the healthy development and growth of young children is by supporting the families and communities in which they live.

Family Support Centers are designed to increase the strength and stability of families, to increase parents' confidence in their parenting abilities and to offer children a stable and supportive family environment. These centers offer the opportunity for families to receive intensive, comprehensive, and culturally relevant services through home visits as well as center-based visits. Parenting education is provided.

<http://alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Parent-Caregiver-Support/Family-Support-Centers.aspx>

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FAMILY SUPPORT CENTER	CONTACT	PHONE & EMAIL	AREA SERVED
Braddock Family Care Connection 849 Braddock Avenue Braddock, PA 15104	Ginger Napier	(412) 273-4611 mary.napier@pitt.edu	Braddock, North Braddock
Carnegie Family Center The Beechwood 820 Capital Drive Carnegie, PA 15106	Anne Cassol	(412) 758-8171 anne.alshannaq@aiu3.net	Carnegie
Clairton Family Center 734 Miller Avenue Clairton, PA 15025	Jawanna Warren	(412) 233-8325 clairtonfc@aiu3.net	Clairton West Mifflin Elizabeth
Duquesne Family Center Duquesne Education Center 300 Kennedy Avenue Duquesne, PA 15110	Jan Gooden	(412) 466-5300 ext. 3007 jannetha.gooden@aiu3.net	Duquesne Monview Heights
Duquesne Family Support Center One Library Place Duquesne, PA 15110	Brenda Sorrentino	(412) 469-9870, ext.111 bmiljus@ulpgh.org	Duquesne West Mifflin
East Allegheny Family Center 200 Westinghouse Avenue Wilmerding, PA 15148	Melissa Rider	(412) 829-6171 eastalleghenyfc@aiu3.net	Wilmerding, Wall East McKeesport Monroeville, Pitcairn N. Versailles
East Hills Family Support Center 2320 East Hills Drive Pittsburgh, PA 15221	Val Chavis	(412) 727-2640 vchavis@ulpgh.org	East Hills
East Liberty Family Support Center 6435 Frankstown Avenue Pittsburgh, PA 15206	Lynette Drawn Williamson	(412) 362-7609 ex. 161 ldwilliamson@kingsleyassociation.org	East Liberty Garfield, Larimer
Greater Hazelwood Family Center 5006 Second Avenue Pittsburgh, PA 15207	Danielle Gill	(412) 904-2005 dgill@cotraic.org	Hazelwood, Glenwood, Glen Hazel, Greenfield, Hays, Lincoln Place

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FAMILY SUPPORT CENTER**CONTACT****PHONE & EMAIL****AREA SERVED**

Highlands Family Center
415 Fourth Avenue
Tarentum, PA 15084

Jeannine Dennis

(724) 224-9006
highlandsfc@aiu3.net

Tarentum, Brackenridge,
Natrona, Natrona Hts.

Hill District Center for Nurturing Families
1801 Centre Avenue, suite 200
Pittsburgh, PA 15219

Doreen Glover

(412) 363-1702 x 1423
dglover@familyresources.org

Hill District
Oakland

Hilltop Family Care Connection
1630 Arlington Avenue
Pittsburgh, PA 15210

Kelly Cavanaugh

(412) 432-1635
Kelly.Cavanaugh@chp.edu

Mt. Oliver, Knoxville,
Beltzhoover,
Allentown

Homewood Brushton Family Support
579 Rosedale Street
Pittsburgh, PA 15208

Tracy Bulls

(412) 727-6649
tracy@tryingtogether.org

Homewood Brushton

Latino Family Center
5450 Second Avenue, 2nd floor
Pittsburgh, PA 15207

Martha Sherlock

(412) 325-8111
latinofc@aiu3.net

County-wide for
families of Latin
descent

Lawrenceville Family Care Connection
5235 Butler Street
Pittsburgh, PA 15201

Elaine Jans

(412) 784-8683
Elaine.jans@chp.edu

Lawrenceville
Sharpsburg, Etna

Lincoln Park Family Center
7300 Ridgeview Avenue
Penn Hills, PA 15235

Nikisha Cunningham

(412) 394-5962
nikisha.cunningham@aiu3.net

Bloomfield, Garfield
Penn Hills, Verona,
Lincoln Park

McKeesport Family Center
339 5th Avenue
McKeesport, PA 15132

Laura Bosnak –Thompson

(412) 672-6970
mckeesportfc@aiu3.net

McKeesport,
Dravosburg
White Oak

Northview Heights Family
Support Center
Arthur J. Edmunds Center
101 Hazlett Street
Pittsburgh, PA 15214

Sara Nevels

(412) 323-1020
snevels@ulpgh.org

Northview Heights,
Northside
Spring Hill
Fineview

Penn Hills Family Care Connection

Isaac Kivuva

(412) 271-3408
Isaac.kivuva@chp.edu

Penn Hills

Positive Parenting
Father Ryan Arts Center
420 Chartiers Avenue
McKees Rocks, PA 15136

Adrienne Roberts

(412) 771-6460
aroberts@forstorox.org

McKees Rocks,
15204 and 15205

Prospect Park Family Center
1450 Maple Drive
Pittsburgh, PA 15227

Courtney Macurak

(412) 885-0284
cmacurak@shim-center.org

Baldwin, Whitehall

Providence Family Support Center
3113 Brighton Road
Pittsburgh, PA 15212

Tish Donze

(412) 766-6730
tdonze@providenceconnections.org

Marshall Shadeland
Perry Hilltop,
Other North Side
Neighborhoods

Family Support Centers

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FAMILY SUPPORT CENTER**CONTACT****PHONE & EMAIL****AREA SERVED**

Rankin Family Care Connection
320 Third Street
Rankin, PA 15104

Ginger Napier

(412) 271-3408
mary.napier@pitt.edu

Rankin,
Swissvale

Steel Valley Family Center
302-306 E.8th Avenue
Homestead, PA 15120

Holly Cherpak

(412) 461-8019
steelvalleyfc@aiu3.net

Homestead,
Munhall, W. Homestead

Sto-Rox Family Center
618 Russellwood Avenue
McKees Rocks, PA 15136

Edie Khoury

(412) 771-7166
storoxfc@aiu3.net

McKees Rocks
Sheraden
Coraopolis

Turtle Creek Family Care Connection
208 Penn Plaza Shopping Center
Turtle Creek, PA 15145

MaryLouise Fuga

(412) 829-8982
marylouise.fuga@chp.edu

Turtle Creek
Monroeville,
E. Pgh, Pitcairn

Wilkinsburg Family Center
907 West Street, 5th Fl.
Wilkinsburg, PA 15221

Medina Goudelock

(412) 371-5934
wilkinsburgfc@aiu3.net

Wilkinsburg
Forest Hills
East Hills

Wilkinsburg Family Support Center
807 Wallace Street
Wilkinsburg, PA 15221

Paulette Davis

(412) 871-7948
pdavis@pchspitt.org

Wilkinsburg and
adjacent communities

Family Support Centers

Updated September 2018

www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx



FATHER'S / MEN'S RESOURCES

Note: Family Support Centers are resources for all parents including fathers. In addition to the resources below, please visit the "Family Support Centers" page in this packet.

	Located	Serves
Allegheny Family Network Fathers Involved Now 425 N. Craig St., Suite 500, Pittsburgh, Pa 15213 <i>Focusing on the issues and concerns that fathers face daily nurturing connections with their children.</i>	(412) 246-2030 Pittsburgh	Allegheny Co.
All PRO DAD National Website <i>Advice on how to love and lead your family well, strengthening families everywhere.</i>	www.allprodad.com	Nationwide
Arsenal Family & Children Center 336 S. Aiken Avenue Pittsburgh, PA 15232 <i>Parenting Mentoring Program offering one-on-one parent education sessions.</i>	(412) 345-0008 www.arsenalfamily.com	Shady Side Allegheny County
Center For Family Excellence Male Mentoring Program 409 Dinwiddie St Pittsburgh PA 15219 <i>Strengthens families by helping teenage and adult males address issues that separate them from their families.</i>	(412) 232-0322 x13 www.cffe.org/	Pittsburgh Allegheny County
Incredible Years-Basic Parenting Wesley Family Svc-Parent Wise Program 521 Plymouth Street, Greensburg, PA 15601 <i>Free 15-week program dealing with topics of interest to fathers of young children.</i>	(724) 217-8303 Greensburg	Westmoreland Allegheny Counties
Father's Collaborative Council 475 East Waterford Avenue Homestead, Pa 15120 https://www.facebook.com/#!/pages/FATHERS-Collaborative-Council-FCC/315754551834465	(412) 394-5955 Homestead	SW PA
Healthy Start Inc., Male Initiative Program Lexington Tech. Park, 400 N. Lexington Street Pittsburgh, PA 15208 <i>Make referrals to many supportive services that focus on the 3-R's=Relationships, Responsibilities and Resources</i>	(412) 723-1342 www.healthystartpittsburgh.org	Point Breeze Allegheny Co.
National Fatherhood Initiative 12410 Milestone Ctr Drive, Suite 600 Germantown, Maryland 20876 <i>Provides training, technical assistance and father-specific resources to organizations.</i>	(301) 948-0599	Nationwide
National Responsible Fatherhood Clearinghouse National Website <i>Resources for fathers, providers and the public at large interested in supporting strong fathers and families.</i>	1-877-4DAD411 www.fatherhood.gov	Nationwide
Young Fathers Employment Program Hill House Association 1835 Centre Avenue, Pittsburgh., Pa 15219 <i>Employment readiness, development, placement program, parenting/ life skills for young fathers age 17-24.</i>	Hill District	Allegheny



LISTED BELOW ARE SOME PROGRAMS IN ALLEGHENY COUNTY PROVIDING MONETARY ASSISTANCE
 Many churches can also assist consumers with urgent financial needs.

General Financial Assistance

Allegheny Valley Association of Churches, Emergency Financial Assistance, 724-226-0606 avaoc.org

The Emergency Assistance program provides short-term emergency assistance to families and individuals in need in the Allegheny Valley area. We help with rent and utility payment assistance, emergency food, clothing and shoe vouchers, gasoline vouchers, bus passes, prescriptions and referrals.

Catholic Charities / Basic Needs Assistance Line, 412-456-6999 ccpgh.org

A small amount of financial aid is given to an individual in crisis. Additional consideration may be given to senior citizens. Funds are used for emergency financial needs and are not applicable to rent or security deposits. Consumers need not be referred by a social service agency.

Hebrew Free Loan Association of Pittsburgh, 412-422-8868, hflapgh.org

Provides interest-free loans through a confidential, in-person application process to meet a variety of needs. Loans typically require a cosigner who has a source of income, has good credit and owns property in Allegheny County. Applicants must have a source of income and be permanent residents of Allegheny County. Call or visit the web site for more information.

North Hills Community Outreach, 412-487-6316, nhco.org

Provides emergency food and financial assistance to families in crisis (i.e. food, energy assistance, budgeting, case management). Consumers must live in school districts of Hampton, Shaler, North Hills, North Allegheny, Pine-Richland, Northgate, Deer Lakes, Fox Chapel and Avonworth.

Salvation Army - 412-446-1500 wpa.salvationarmy.org

Assistance may be provided for help with food, clothing and utility bills pending availability. Call the phone number above with the zip code of the person in need, to be referred to the consumer's local Salvation Army Unit.

St. Vincent DePaul Society - Main Office Number 412-321-1071 *2 svdppitt.org

Emergency help to those in need of material assistance: services provided through a volunteer network of the parishes of the Catholic Church and rendered according to availability. Services include referral counseling, food distribution, and application utility assistance. Organizations can apply to be 'partner agency' and can get direct help for those they serve. Contact the number above to be referred to the consumer's local church or the central office will assist.

Housing Assistance

Action Housing, Mortgage Assistance Program, 412-281-2102, actionhousing.org

ACTION-Housing's Mortgage Assistance Program and the Pennsylvania Homeowners Emergency Mortgage Assistance Program (HEMAP - 800-342-2397) enable long-term unemployed homeowners to save their homes from foreclosure through counseling and direct financial assistance.

www.alleghenycounty.us/Human-Services/About/Contact/Allegheny-Link.aspx

Department of Human Services (State), Emergency Shelter Assistance Fund, 412-565-2146

Provides financial assistance in order to prevent eviction or foreclosure, obtain permanent housing, or obtain temporary shelter. Consumers must be receiving public assistance benefits to qualify.

NeighborWorks Western Pennsylvania, email:info@nwwpa.org, web site:nwwpa.org 412-281-9773

Provides financial empowerment that promotes homeownership, stable and happy homes and vibrant communities by offering credit/budget counseling, pre-purchase, pre-settlement and post purchase counseling, home buyer education, home financial education and foreclosure prevention services.

Rental Assistance for Homeless or Eviction Prevention

Allegheny Link, M-F 8am-7pm, 1-866-730-2368, alleghenylink@alleghenycounty.us

www.alleghenycounty.us/Human-Services/About/Contact/Allegheny-Link.aspx

Provides information on services available to help older adults, people with disabilities and individuals who are homeless or at risk of becoming homeless, maintain their independence, dignity and quality of life. Specialists will screen for eligibility and access to rental assistance and first month's rent/security deposit.

Financial
 Help





WHERE CAN I FIND FOOD???



Allegheny County Department of Human Services provides a comprehensive listing of food assistance and food providers at the following website:

www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Food-Assistance.aspx

URBAN LEAGUE/HUNGER SERVICES

www.ulpgh.org/programs

The Urban League of Greater Pittsburgh shares a deep commitment to ending hunger in the Pittsburgh region. **UL/Hunger Services** offers three programs to help secure food for your family, including **Emergency Food Assistance (EFA)**, **Food for Early Development (FED)**, and the **Supplemental Nutrition Assistance Program (SNAP)**. These services are provided to individuals or families who reside in Allegheny, Beaver, Butler, Greene, Lawrence, Washington or Westmoreland Counties.

- ✓ **Emergency Food Assistance (EFA)**, helps eligible families get food when the need is greatest. EFA is the official neighborhood food pantry referral agent for the Greater Pittsburgh Community Food Bank (GPCFB). EFA refers eligible families to a broad network of neighborhood food pantries and community feeding facilities.
- ✓ **Food for Early Development (FED)**, helps eligible families that do not receive WIC benefits. FED offers baby formula, soft foods, diapers, bottles and wipes.
- ✓ **Supplemental Nutrition Assistance Program (SNAP)**, is available with pre-screening & enrollment in the program. SNAP is funded by the Commonwealth of Pennsylvania Department of Public Welfare, Office of Income Maintenance. The Mission of SNAP is to provide economic and nutritional benefits through "America's best defense against hunger."

To access these services call 1-866-395-3663. Messages are recorded 24 hours a day. Applications for SNAP can be taken by phone.

WIC

Women, Infants & Children Program

www.achd.net/wic or (412) 350-5801

WIC provides a variety of health and nutrition services for medically or nutritionally at-risk mothers and their children including individualized nutrition education; supplemental nutritious foods and infant formula; breastfeeding support; referrals to health care and community services; immunization screenings; food vouchers redeemable at participating grocery stores and farmers markets. If you or your child are on medical assistance, food stamps or TANF you automatically meet WIC guidelines.

GREATER PITTSBURGH

Community Food Bank

www.pittsburghfoodbank.org or (412) 460-3663

The **Food Bank** is the supplier of food pantries, soup kitchens, congregate feeding facilities, shelters and other community programs. The **Produce to People** program is the Food Bank's largest mobile pantry program. Each family receives 30-50 pounds of food, including fresh produce. Produce to People is an additional resource to our local pantries and participants are able to come to as many distributions as needed while still attending a local pantry.

THE BRASHEAR ASSOCIATION

www.brashearassociation.org/programs/food-assistance

(412) 431-2236

The Brashear Association's food pantry provides food and other commodities to low-income individuals and families two days each week at Brashear and Kaufmann Centers. Participants may obtain food every month. Information concerning public benefits and other services is also available.

HOME DELIVERED MEALS

www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Food-Assistance.aspx

(412) 350-5460

Adults 60 and over ONLY

Nutritious prepared meals and friendly smiles are delivered five days a week to individuals who cannot shop/cook for themselves due to injury, illness, or other medical and mobility issues. Voluntary donations are requested.

DOWNTOWN MINISTERIUM WALK-IN MINISTRY

Five churches downtown rotate weekly providing bags of food serving those in need, food pantries must be accessed first.

*St. Mary of Mercy (412) 261-0110

*1st Lutheran (412) 471-8125

*Smithfield United (412) 281-1811

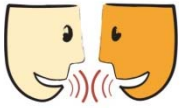
*1st Presbyterian (412) 471-3436

*Trinity Cathedral (412) 232-6404

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www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx





FOREIGN LANGUAGE ACCESS



Title VI of the Civil Rights Act (1964) protects persons from discrimination based on their race, color and national origin, including language. Organizations receiving federal assistance must provide meaningful access to their programs and services for individuals and families with limited English proficiency.

Serving Individuals with Limited English Proficiency (LEP)

Consider the following steps, as an organization and an individual, to ensure quality service to LEP clients.

- Establish organization-wide language access protocols, policies, and resources.
- Be prepared to identify LEP individuals and assess the need for language assistance services.
- Offer language services free of charge to those with LEP needs in their preferred language.
- Provide easy-to-understand print and signage in languages commonly used in your area.
- Plan to use additional time during meetings for interpretation.
- Employ bilingual staff and train or test for interpreter proficiency.
- Form relationships with professional and volunteer language service providers.
- Partner with specialists in ethnic and immigrant-serving organizations.
- Find cultural moderators: Individuals who can bridge cultures.

Communicating Across the Language Barrier

Regardless of LEP, you can encourage and participate in meaningful communication. Consider the following:

- Greet the individual warmly and ask how they prefer to be addressed.
- Speak clearly and concisely, slow down your rate of speech, and pause if needed.
- Choose simple words and phrases, and avoid jargon or idioms (e.g., it's a piece of cake).
- Explain procedures simply and offer to repeat.
- Encourage questions and give time to respond.
- Use active listening to clarify what you've heard.
- Check for understanding and agreement; don't rely on a nod or smile.

Foreign Language Interpretation and Written Translation Services*

On-site, In-person Interpretation

- + Trust Point Translations, LLC
(formerly Echo International):
412-261-1101
- + Pittsburgh Language Access Network
(PLAN): 412-281-1375
- + Global Wordsmith: 412-228-0240

Telephonic Interpretation

- + Trust Point Translations, LLC: 412-261-1101
- + Language Line: 800-752-6069
- + Global Wordsmith: 412-228-0240

- + **Use trained and certified adult interpreters; do not rely on children.**
- + **Talk to the interpreter before the meeting.**
- + **Clarify roles: the Service Provider, the Interpreter, and LEP Participant.**
- + **Address the client, not the interpreter.**

*This is a list of some available resources. DHS does not endorse specific providers of language services.

FURNITURE

Thrift Shops are a good resource for low cost furniture, baby furniture, clothing, chairs, and household items. A comprehensive list can be found in the yellow pages or online (www.shopans.org). Most of the time, consumers need to be prepared to arrange for delivery, because most thrift shops do not provide delivery services.

APPLIANCE WAREHOUSE www.appliancewarehouse.com (412) 381-8800

Sells/rents large new, or used appliances; has a 10 month rent-to-own program.
20 South 6th Street, Pittsburgh, PA 15203

THE BLESSING BOARD www.blessingboard.org (412) 828-1055

Gives away household goods to anyone who needs or wants them. No delivery services are available.

140 Pennsylvania Avenue, Oakmont, PA 15139

820 Market Street McKeesport, PA 15132

CONSTRUCTION JUNCTION www.constructionjunction.org (412) 243-5025

This organization supports and promotes conservation through the reuse of building materials and provides usable building materials & household items to people in the community at a very low cost.
214 N. Lexington Street, Pittsburgh, PA 15208

EAST END COMMUNITY THRIFT (THRIFTY) www.thomasmertoncenter.org/thrifty (412) 361-6010

Open to the community offering clothing, furniture, and small appliances. Social service workers can fill out an application on behalf of their consumer to receive a small voucher to be used for household items within this thrift shop. Call directly for the guidelines and an application.

5123 Penn Avenue, Pittsburgh, PA 15224

GOODWILL THRIFT STORES www.goodwillswpa.org/goodwill-stores

Addresses and more area locations available at the website above.

Computer store location in Lawrenceville: www.goodwillswpa.org/computer-store

Computer store: 125 51st Street, Pittsburgh, PA 15201

OFF THE FLOOR www.offthefloorpgh.org 412-926-5053

Off the Floor Pittsburgh is a local Christian volunteer ministry which, since 2004, has provided basic used furniture like beds, dressers, tables, and chairs to disadvantaged families who need these items. Referrals via a partner agency is required for services. Delivery may be arranged.

901 Allegheny Avenue, Pittsburgh, PA 15233, info@offthefloorpgh.org

THE SALVATION ARMY FAMILY THRIFT STORE

Vouchers may be provided to individuals in need for use at the Salvation Army Thrift Shop. Social service workers can call for the guidelines and an application. Located on same block as the Birmingham Free Clinic (South Side).

44 South 9th Street, Pittsburgh, PA 15203, (412) 481-7900

ST. VINCENT DEPAUL SOCIETY

Social service workers, priests and pastors are able to refer for vouchers for low or no cost items.

Coraopolis: (412) 264-2378 · 415 Chess Street, Coraopolis, PA 15108

Swissvale: (412) 871-3793 · 7402 Church Street, Pittsburgh, PA 15218

Monroeville: (724) 733-8585 · 1730 Golden Mile Highway, Monroeville, PA 15146

Sharpsburg: (412) 781-2020 · 900 Main Street, Pittsburgh, PA 15215

Castle Shannon: (412) 882-8519 · 3423 Library Road, Pittsburgh, PA 15234

Butler: (724) 287-8682 · 226 Greater Butler Mart Butler PA 16001

ONLINE RESOURCES

Please consider visiting web sites such as www.craigslist.com or www.freecycle.org for low cost or free used furniture and household items in your area.

Updated June 2018

www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx

GRANDPARENTS RAISING GRANDCHILDREN (see also "Family Support Centers")

	Located	Serves
Allegheny Cty Department of Human Services Family Caregiver Support Program 2100 Wharton Street, Second Floor, Pittsburgh, PA 15203 <i>Caregiver program that can offer a reimbursement resource option to families caring for a child 0-18 years old</i>	(412) 350-5460 Downtown	Allegheny Co.
A Second Chance, Inc. Grandparent Support Group <i>Meets every 3rd Tuesday of each month to assist grandparents in the job of caring for their grandchildren</i>	(412) 342-0600 www.asecondchance-kinship.com	Allegheny Co.

HIV/AIDS & SEXUALLY TRANSMITTED DISEASES

	Located	Serves
Allegheny County Health Department 542 Fourth Avenue Pittsburgh, PA 15219 <i>STD and HIV testing</i>	(412) 687-2243 achd.net STD testing: (412) 578-8081	Downtown Allegheny Co.
Persad Center, Inc. 5301 Butler St. Pittsburgh, PA 15201 <i>LGBT outpatient counseling for individuals/sexual minorities, also for couples & families, support groups</i>	(412) 441-9786 (888)873-7723	Lawrenceville Tri-State area
The Positive Health Clinic Allegheny General Hospital 1307 Federal Street, Pittsburgh, PA 15212 <i>Early HIV intervention and treatment, case management, family & individual counseling, referrals</i>	(412) 359-3360 For HIV testing & referral line (412) 359-4424 www.wpahs.org	North Side Allegheny Co.
Prevention Point Pittsburgh 460 Melwood Avenue, Ste 205 Pittsburgh, PA 15213 <i>Providing health empowerment services to injection drug users to reduce spread of diseases.</i>	(412) 247-3404 www.pppgh.org	Oakland Allegheny Co.
Shepherd Wellness Community 4800 Sciota Street Pittsburgh, PA 15224-2127 <i>Helping people living with HIV/AIDS improve their wellness.</i>	(412) 683-4477 www.swconline.org/	Bloomfield Allegheny Co.
University of Pittsburgh Medical Center Pittsburgh AIDS Center for Treatment (PACT) Pitt Treatment Evaluation Unit (PTEU) <i>Participation in experimental studies, services are free of charge</i>	(412) 647-7228 (412) 647-8125	Oakland No Restrictions

SUBSIDIZED HOUSING

Housing Authorities

Allegheny County

625 Stanwix Street
12th Floor
Pittsburgh, PA 15222

Subsidized housing (412) 355-8940

Section 8 (412) 355-8940 (then press 2)

www.achsng.com

City of Pittsburgh

200 Ross Street, 9th Floor
Pittsburgh, PA 15219

Subsidized housing (412) 456-5030

Section 8 (412) 456-5090

(number for existing Section 8 participants)

www.hacp.org

McKeesport

2901 Brownlee Street, 2nd Floor
McKeesport, PA 15132

(412) 673-6942

www.mckha.org

Housing and Urban Development (HUD) provides two lists (1) for families and (2) for older adults of all the subsidized housing options available in Allegheny County. This list contains housing authority and private landlord (such as non-profit management programs) properties. Each property maintains its own waiting list.
(412) 644-6428, www.hud.gov

Housing Choice Voucher (HCV) Program (Section 8) is available nationwide. Any property can be rented if the landlord is willing to participate in the HCV program and the property meets certain safety and sanitation standards. Voucher holders pay 30% of their income towards rent and there is a cap on the total rent amount. With a Voucher, the individual pays a set rent amount and the local housing authority pays the remaining rent.

Occupants of **subsidized housing** (also known as **public housing**) pay no more than 30% of their income for rent.



Housing Programs



HOUSING COUNSELING

ACTION-Housing

Mission: To empower people to build more secure and self-sufficient lives through the provision of decent, affordable housing, essential supportive services, asset building programs, and educational and employment opportunities. A history of serving the most vulnerable populations, including veterans, homeless families, and youth aging out of the foster care system ahi@actionhousing.org / www.actionhousing.org / **(412) 281-2102**

Allegheny Housing Rehabilitation Corporation (AHRCO) provides a housing management program which offers subsidized and non-subsidized housing in specific neighborhoods of the county. Main office **(412) 687-6200**

NeighborWorks Western Pennsylvania provides financial empowerment that promotes homeownership, stable and happy homes and vibrant communities by offering credit/budget counseling, pre-purchase, pre-settlement and post purchase counseling, home buyer education, financial education and foreclosure prevention services.

info@nwwpa.org / www.nwwpa.org / **(412) 281-9773**

Supportive Relocation Program/Community Human Services provides case management services, relocation for homeless individuals and families. **(412) 246-1640 or (412) 621-6513**

RENTAL ASSISTANCE for HOMELESS or EVICTION PREVENTION

If rental assistance to prevent eviction or for first month's rent is needed, contact Coordinated Entry at the **Allegheny Link** to discuss options and eligibility **(866) 730-2368**

The Department of Human Services provides detailed listing for **homeless services** online via the Allegheny Link webpage: www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Homeless-Services.aspx

HOUSING REPAIR

AHILP / Allegheny HOME IMPROVEMENT LOAN PROGRAM (412) 350-6337

The Department of Economic Development provides financial help for home improvements to qualifying (elderly/very low income/disabled) residents of most neighborhoods in Allegheny County.

HOME IMPROVEMENT LOAN PROGRAM for Pittsburgh, city Residents (412) 255-6600
Urban Redevelopment Authority of Pittsburgh provides low-interest loans and below-interest mortgage programs to Pittsburgh city residents. **(412) 255-6573**

ACTION HOUSING GRANT PROGRAM (412) 281-2102 Ext. 2036
Action Housing Accessibility Modification Program provides grants to eligible (elderly/disabled) residents of our county to make their home accessible.

HOSANNA INDUSTRIES (724) 770-0262
provides construction services (including disability access improvements) for needy qualified low-income households as well as disaster relief services.

HABITAT FOR HUMANITY OF GREATER PITTSBURGH (412) 351-0512
provides housing services to low-income residents of Allegheny County including rehabilitation and weatherization programs.

WEATHERIZATION

ACTION-Housing (412) 281-2102 Weatherization Program - provides free weatherization to low-income homeowners, elderly, and even renters throughout Allegheny County outside of the City of Pittsburgh. Must meet income eligibility requirements.

HANDYMAN JOBS

Pittsburgh Project provides minor repairs, including painting, drywall, and gardening for the owner-occupied homes of those who physically or financially cannot do the work for themselves. Available for homeowners age 60 and older with income eligibility requirements **(412) 321-1678**

City of Pittsburgh City Cuts provides free lawn cutting program for seniors (62+), veterans, and persons with disabilities. Grass cutting service will be provided bi-weekly, weather permitting, from July- September. Must reside in the City of Pittsburgh. Apply by calling 311, filling out the online form, or visiting any Carnegie Library www.pittsburghpa.gov/citycuts

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www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx

**IT IS DIFFICULT TO ACCESS MANY SERVICES WITHOUT PROPER IDENTIFICATION.
The following information is provided to assist in acquiring proper identification if needed.**

BIRTH AND DEATH CERTIFICATES

WHERE: Pennsylvania Department of Health

HOW: www.health.pa.gov/myrecords/certificates (Online ordering available)

BIRTH AND DEATH CERTIFICATES

WHERE: Division of Vital Records

Pittsburgh State Office Building, 411 Seventh Avenue Suite 360, Pittsburgh, PA 15219
(recorded message) or 844-228-3516 or 412-565-5113

COST:

- \$20.00 fee per copy. Check or money order only, no cash accepted
- Fee not required for active or inactive members of the armed forces or their dependents
- Information required for obtaining a birth certificate:
 - Full name, gender, date of birth, and city and county of birth
 - Parents' names, including mother's maiden name
 - Reason for request
 - Relationship to the person (if requesting records of someone other than self)
 - Applicant's phone number, including area code, and mailing address, and signature

CRIMINAL RECORDS

WHERE: Allegheny County Courthouse, 436 Grant Street, Pittsburgh, PA 15219, 1st and 2nd floors, Clerk of Courts
412-350-5322 (then press 8)

HOW: Search computer records by name, date of birth, Social Security number, or case number. Search paper files by name or case number.

FYI: Public information (charges and the disposition of the case) is available. For more information, you can fill out a form and the entire file will be retrieved. Public Court Docket information can be accessed online at:

www.ujportal.pacourts.us/DocketSheets/MDJ.aspx

DRIVERS LICENSE/NON-DRIVERS LICENSE PHOTO IDENTIFICATION

WHERE: Department of Motor Vehicles

HOW: phone 1-800-932-4600 or internet www.dmv.pa.gov

FYI: Information regarding drivers license centers in the state. You can search by zip code or county to locate a DMV center in your area. Information on renewing/obtaining a driver's license or photo ID.

IMMIGRATION RECORDS (Naturalization records only) (412) 208-7500

WHERE: Federal Courthouse, Liberty Avenue at 700 Grant St. 8th floor, Pittsburgh, PA 15219

HOW: Card file only. Search by name. Fill out request form for file

FYI: Information includes date of birth, year moved to U.S., year of citizenship

SOCIAL SECURITY CARD

WHERE: Social Security Administration, Downtown Pittsburgh, 921 Penn Avenue, Pittsburgh, PA 15222

(Offices are also located in McKeesport, North Side, Mt. Lebanon, East Liberty)

HOW: internet www.ssa.gov OR phone 1-800-772-1213

VOTER REGISTRATION

WHERE: County Office Building, Ross Street and Forbes Avenue, Pittsburgh, PA 15219 6th floor, Elections Office

HOW: Visit in person, or call 412-350-4510, or apply online at www.pavoterservices.pa.gov

FYI: Information needed for voter registration includes birth date, party affiliation, and PA ID or last four digits of your social security number

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www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx

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INTELLECTUAL DISABILITY AND AUTISM

The Allegheny County Department of Human Services (AC DHS) **Office of Intellectual Disability (OID)** assists children, graduating students and adults with an intellectual disability and / or autism. In order for eligible individuals to obtain Supports Coordination (SC) services and access some Home and Community Based Waiver services they must be registered with OID.

GENERAL INQUIRES: 412-253-1399 (Monday through Friday, 8:30 am to 4:00 pm)
INTAKE AND REGISTRATION: 412-253-1250 (Monday through Friday, 8:30 am to 4:00 pm)

Call 412-253-1399

- Learn about eligibility criteria for individuals with intellectual disability and / or autism
- Learn about eligibility criteria for families of children 0-9 with developmental disability
- Start the process to determine eligibility for supports coordination services

OID staff can

- Share helpful resources and connections to assistance
- Connect eligible individuals to a Supports Coordinator (SC)
- Help you begin receiving informative OID Key Communicator announcements

If registered with OID you / your family will be given information to be able to select a Supports Coordination Organization (SCO).

Your SC will learn what is important to you / your family and assist with making a plan.

This may include ideas for you to

- Engage in a more meaningful life
- Be well supported in your home
- Fully access your community
- Remain healthy and safe
- Find and keep a job
- Transition to adulthood
- Provide a break for caregivers

Additional information on services and supports is available at the following websites:

www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability.aspx

www.MyODP.org

Allegheny County Department of Human Services

Office of Intellectual Disability

June, 2018

For more information regarding OID call 412-253-1399 or visit

www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability



LEGAL

	Located	Serves
Allegheny County Bar Association Lawyer Referral Service 436 &th Avenue-3rd Fl-Coppers Building, Pittsburgh, PA 16219 Legal professionals who provide education, advocacy and professional services	(412) 261-5555 www.acba.org	Downtown Allegheny Co.
Allegheny County Bar Association Divorce Law Project 436 7th Avenue, Pittsburgh, PA 15219 <i>Legal representation for low-income people going through a relatively simple divorce, workshops held monthly</i>	(412) 402-6714	Downtown Allegheny Co.
Disability Rights Network 429 Fourth avenue, Ste 701 Pittsburgh, PA 15219 <i>Legal consultation, representation and advocacy for individuals with disabilities</i>	(412) 391-5225 www.drnpa.org	Downtown No Restrictions
Education Law Center Pittsburgh Branch 429 4th Avenue, Suite 702, Pittsburgh, PA 15219 <i>Works to ensure all children have the resources needed for a quality public education</i>	(412) 258-2120 www.elc-pa.org	Downtown Allegheny
Neighborhood Legal Services Association 928 Penn Avenue Pittsburgh, PA 15222 <i>NLSA is a major provider of free civil legal aid to low-income, elderly, and abused individuals</i>	(412) 255-6700 www.nlsa.us	Downtown Allegheny Beaver Co. Butler Col Lawrence Co.
Law Offices of the Public Defender 542 Forbes Avenue, Ste 400 Pittsburgh, PA 15219 <i>Legal defense for eligible adult & juveniles for criminal charges or respondents in civil mental health cases</i>	(412) 350-2401	Downtown Allegheny Co.
YWCA-Greater Pittsburgh Legal Services <i>Offers free advice and/or representation</i>	(412) 255-1488 www.ywcapgh.org	Downtown No Restrictions

LEGAL SERVICES - CHILDREN'S COURT

Allegheny County Bar Foundation Juvenile Court Project 436 Seventh Avenue, Suite 1100, Koppers Building, Pittsburgh, PA 15219 <i>Representation for CYF parents in Children's Court who do not have an attorney, income guidelines apply</i>	(412) 391-4467 www.acbparentadvocates.org	Downtown Allegheny Co.
KidsVoice 700 Frick Building, 437 Grant Street Pittsburgh, PA 15219 <i>Representation of children and adolescents in Children's Court dependency proceedings</i>	(412) 391-3100 www.kidsvoice.org	Downtown Allegheny Co.
Office of Conflict Council 700 Frick Building, 437 Grant Street Pittsburgh, PA 15219 <i>Representation of children and adolescents in Children's Court dependency proceedings</i>	(412) 350-3850	Downtown Allegheny Co.

MENTORING

	Located	Serves
100 Black Men of W PA P.O. Box 254 Pittsburgh, PA 15230 <i>Mentoring focus on academic, critical thinking, tutoring, self-esteem and appropriate behaviors for AA students.</i>	(412) 361-2142 www.pgh100bm.com	Pittsburgh Greater Pgh. Allegheny Co. Beaver Co.
ACE Mentor Program of Eastern PA 301 Grant St. One Oxford Ctr. Ste 4500 Pittsburgh, PA 15219 <i>Engage and enlighten local high school students to learn more about architecture, engineering and construction.</i>	(412) 395-3474 www.acementor.org	Pittsburgh Allegheny Co.
Big Brothers and Big Sisters of Greater Pgh. 5989 Centre Ave. Pittsburgh, PA 15206 <i>One-to-one youth mentoring agency serving at-risk children.</i>	(412) 363-6100 www.bbbspgh.org	East Liberty Allegheny Co. Washington Co Greene Co.
Male Coalition & Mentoring Program Center for Family Excellence 409 Dinwiddie St., Pittsburgh, PA 15219 <i>Helps adult, teenage and young males to address issues that hinder their personal development</i>	(412) 232-0322	Hill District City of Pgh. and Allegheny County
Family Guidance, Inc. 913 Western Avenue Pittsburgh PA 15233 <i>One2One program that provides a mature Christian mentor for children who need a friend.</i>	(412) 741-8550 www.familyguidance.net	Allegheny, Butler, Beaver Westmoreland Washington
Goodwill Industries of Western PA YouthWorks Mentors 118 52nd Street, Pittsburgh, PA 15201 <i>Career focused mentoring program for at-risk youth between the ages of 12-17</i>	412-481-9005 goodwillswpa.org	Lawrenceville Allegheny Co
Mentoring Partnership One Hope Square, 1901 Centre Avenue, Suite 205 Pittsburgh, PA 15219 <i>Helps mentoring programs by providing training, support, education, quality assistance, recruiting, referrals</i>	(412) 281-2535 www.mentoringpittsburgh.org	Strip District SW PA

PARENTING EDUCATION

		Located	Serves
Arsenal Family & Children's Center 336 S. Aiken Avenue Pittsburgh, PA 15232 <i>Developmental preschool providing building blocks for healthy development for young children and their families.</i>	(412) 345-0008	Shady Side	Allegheny Co.
	www.arsenalfamily.com		
A Second Chance, Inc. 8350 Frankstown Ave Pittsburgh, PA 15221 <i>Provides safe, secure and nurturing environment to children being cared for by their relatives or close family friend.</i>	(412) 342-0600	Wilkinsburg	Allegheny Co.
	www.asecondchance-kinship.com		
UPMC Children's Hospital of Pittsburgh Community Education Program 4401 Penn Avenue, Pittsburgh, PA 15224 <i>Classes are designed to improve and maintain physical, emotional and mental health.</i>	(412) 692-7105	Several locations	no restrictions
	www.commed@chp.edu		
Family Resources First Steps 1425 Forbes Ave, Pittsburgh, PA 15219 <i>Work with parents with children 0-5 yrs. old to nurture, develop attachment skills.</i>	(412) 363-1702	Several locations	no restrictions
	www.familyresourcesofpa.org		
Family Resources The Nurturing Course 1425 Forbes Ave, Pittsburgh, PA 15219 <i>Parent education and support, family interactive groups, goal planning as well as child school readiness activities.</i>	(412) 363-1702	Sites vary	no restrictions
	www.familyresourcesofpa.org		
Focus on Renewal Program Family Support Programming 901 Grey Ave, McKees Rocks, PA 15136 <i>Provides parenting education & support through parent groups, parent/child interaction and screenings.</i>	412) 331-1685 ext. 115	McKees Rocks	McKees Rocks Stowe Twp.
	www.forstorox.org		
Genesis of Pittsburgh 550 California Ave. Pittsburgh, PA 15202 <i>Provides life affirming programs and services to pregnant women.</i>	(412) 766-5212	Bellevue	No Restrictions
	www.genesispgh.org		
Healthy START 400 North Lexington Street-3rd Floor Pittsburgh, PA 15208 <i>Supportive services and info & referral, w/ emphasis on prenatal care, low birth weight and family planning</i>	(412) 247-4009	Homewood	Allegheny Co. sites throughout Allegheny County
	www.healthystartpittsburgh.org		
Human Coalition-Pittsburgh Pittsburgh Women's Clinic 101 Drake Road, Ste A, Pittsburgh, PA 15241 <i>Offers a range of services designed to support women in crisis & follow up care.</i>	(412) 833-7445	Upper St. Clair	Allegheny Co. surrounding counties
	www.prcsh.org		

PREGNANCY - SUPPORT / COUNSELING / RESIDENTIAL

	Located	Serves
Adagio Health/412 Youth Zone 304 Wood Street Pittsburgh, PA 15222 <i>Prenatal care programs tailored to meet the needs of expectant mothers.</i>	412-902-4068 www.adagiohealth.org	Pittsburgh Allegheny Co.
Allegheny County Health Department BreastFeeding Helpline <i>Helpline will provide phone assistance to any woman needing support while breast feeding</i>	(412) 687-2243 www.achd.net	Pittsburgh Allegheny Co.
Allegheny County Health Department Maternal & Child Health Program 807 Wallace Street Wilkinsburg, PA 15221 <i>Goal is to maximize the quality of life and health of mothers, infants, children and their families in Allegheny County</i>	(412) 247-7950 www.achd.net/childhth/index.html	Wilkinsburg Allegheny Co.
Alliance for Infants and Toddlers, Inc. The Hough Building, 2801 Custer Avenue Pittsburgh, PA 15227 <i>Early intervention services for parents who are concerned about their child's development.</i>	(412) 885-6000	Brentwood Allegheny Co.
Birthright International 160 N. Craig Street, Suite 200 Pittsburgh, PA 15213 <i>Confidential crisis counseling, free pregnancy testing, support, alternatives to abortion, baby clothing</i>	(800) 550-4900 (412) 621-1988 www.birthright.org	Oakland No Restrictions
Children's Home & Lemieux Family Center 5324 Penn Avenue Pittsburgh, PA 15224 <i>Licensed, caring counselors available 24/7 to support your decisions. Adoption services available.</i>	(412) 441-4884 (800) 961-7704 www.childrenshomepgh.org	Friendship Allegheny Co.
Every Child, Inc. 1425 Forbes Avenue, 3rd Floor Pittsburgh, PA 15219 <i>Childbirth education, labor and delivery support, transportation, tangible assistance</i>	(412) 665-0600 1-888-665-2940 www.everychildinc.org	East Liberty Allegheny Co.
Family Resources 1425 Forbes Avenue Pittsburgh, PA 15219 <i>Prevent, treat, intervene and counsel in order to strengthen families to prevent child abuse</i>	(412) 363-1702 www.familyresourcesofpa.org	Pittsburgh no restrictions
Genesis of Pittsburgh 550 California Ave. Pittsburgh, PA 15202 <i>Provides life affirming programs and services to pregnant women.</i>	(412) 766-5212 www.genesispgh.org	Bellevue No Restrictions
Genesis of Pittsburgh, Genesis House 185 Dakota Ave. Pittsburgh, PA 15202 <i>Residential and home-based services to pregnant women or girls</i>	(412) 766-2693 www.genesispgh.org	Bellevue Allegheny and Washington Counties
Healthy START 400 North Lexington Street-3rd Floor Pittsburgh, PA 15208 <i>Supportive services and info & referral, w/ emphasis on prenatal care, low birth weight and family planning</i>	(412) 247-4009 www.healthystartpittsburgh.org	Homewood Allegheny Co. sites throughout Allegheny County

Nurse-Family Partnership 907 West Street, 2nd Floor Pittsburgh, PA 15221 <i>A maternal, infant and early childhood visiting home nurse program to support first time parents to succeed.</i>	(412) 247-7806	Wilkesburg	Allegheny Co.
			www.nursefamilypartnership.org
Planned Parenthood of Western PA 933 Liberty Avenue Pittsburgh, PA 15222 <i>Clinics providing gynecological care</i>	(412) 434-8971	Downtown	Allegheny Co.
			www.pppw.org
Pregnancy Resource Center of the South Hills 101 Drake Road, Suite A Pittsburgh, PA 15241 <i>Free pregnancy testing, support for unplanned pregnancies, alternatives to abortion</i>	(412) 833-7445	Upper St. Clair	Allegheny Co. Washington Co.
			www.prcsh.org
Travelers Aid Society of Pittsburgh Mobile Moms Program , **contact your local hospital or physician for a referral to this program 343 Blvd. Allies, Pittsburgh PA 15222 <i>Transportation for income eligible woman to prenatal checkups, testing appointments and postnatal checkups</i>	(412) 281-5474	Downtown	Allegheny Co.
Woman's Choice Network 4615 Fifth Avenue Pittsburgh, PA 15213 <i>Free pregnancy and STD testing, alternatives to abortion</i>	(412) 687-7767	Oakland	Allegheny Co.
			www.imissedmyperiod.org

SERVICE COORDINATION UNITS

Service Coordination Units offer a wide range of treatment and support for children and adults whose functioning is impaired by mental illness, intellectual disability or alcohol and other drug dependency. Consumers may access services by using their medical insurance or fees can be set on a sliding scale. Depending on the program or income eligibility guidelines, some services may also be free of charge. A consumer may ask to be transferred to a different Service Coordination Unit, but s/he may find it more convenient to start with the program in his/her area.

The **resolve Crisis Network** answers 24 hours per day for emergency mental health counseling and access to mobile mental health assistance 1-888-7-YOU-CAN or 1-888-796-8226.

Call (412) 350-4457 if you are not sure which agency is closest to a certain area or for Information/consultation about 302 involuntary commitments to the hospital.

Milestone, 412-243-3400

Administrative Office: 600 Ross Avenue, Pittsburgh, PA 15221

www.milestonepa.org

Chartiers Center, Inc., 412-221-3302

437 Railroad Street, Bridgeville, PA 15017

www.chartierscenter.org

Wesley Family Services 1-888-222-4200

Multiple Locations throughout Allegheny County

www.wfspa.org

Pittsburgh Mercy 1-877-637-2924

Multiple Locations throughout Allegheny County

Northside: 412 East Commons, Pittsburgh, PA 15212, 412-323-4500

Southside: 330 S. 9th St., Pittsburgh, PA 15203, 412-488-4040

www.pittsburghmercy.org

Mon Yough Community Services (MYCS), MH Outpatient-(Youth) 412-675-6927 or 8300

500 Walnut Street, 2nd floor, McKeesport, PA 15132

www.mycs.org

Staunton Clinic, 412-749-7330 (Intake)

111 Hazel Lane, Suite 300, Sewickley, PA 15143

www.stauntonclinic.com

Turtle Creek Valley (TCV) MH/MR, 412-351-0222 x4475 (Intake)

723 Braddock Avenue, Braddock, PA 15104

www.tcv.net

Western Psychiatric Institute and Clinic (WPIC), 412-624-2100

3811 O'Hara St, Pittsburgh, PA 15213

www.upmc.com

Updated September 2018

www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx



Navigating the mental health system for **CHILDREN & ADOLESCENTS** can entail contacting an **Administrative Service Coordinator (ASC)**. **ASCs** can assess the consumers mental health needs, help search and/or link to appropriate services. All mental health services are voluntary. A parent or child over the age of 14 can contact an **ASC** of their choice to begin the process. You do **NOT** need medical insurance to access this service.

Allegheny Children’s Initiative Jeannette Smith 2304 Jane Street Pittsburgh, PA 15203 Phone: 412-390-2609 Fax: 412-431-8124	Chartiers Valley MH/MR Melissa Zirwas 437 Railroad Street Bridgeville, PA 15017 Phone: 412-221-3302 Fax: 412-257-2008
Family Links Haley Dillman 2644 Banksville Road Pittsburgh, PA 15216 Phone: 412-389-0821 (Haley’s direct #) Fax: 412-343-4814	Wesley Family Services Claration Shaner-Manager 201 Corbet St. Tarentum, PA 15084 Phone: 724-230-2777-ext. 3833 Jamie Husar-Youth 310 Central City Plaza New Kensington PA 15068 Phone: 724-335-9883-ext. 517
HSAO Kelly DiNapoli 2801 Custer Avenue Pittsburgh, PA 15227 Phone: 412-884-4500 Fax: 412-885-3900	Pittsburgh Mercy Brenda Saulsbery 1200 Reedsdale Street Pittsburgh, PA 15233 Phone: 412-320-2374 Fax: 412-320-2376
Milestone Centers- Jill Littman (Youth) ext. 205 John Massey (Adult) ext. 307 712 South Avenue Pittsburgh, PA 15221 Phone: 412-243-3400 Fax: 412-244-4797	Mon Yough Community Services (MYCS) Amber Kennedy 500 Walnut Street McKeesport, PA 15132 Phone: 412-675-8226 Fax: 412-675-8484
Pressley Ridge Jeffrey Rader-412-442-4438 Central Admissions 2611 Stayton Street Pittsburgh, PA 15212 Phone: 1-888-777-0820 (follow prompts) Fax: 412-442-2958	Staunton Clinic Mark Oros 111 Hazel Lane, Ste 300 Sewickley, PA 15143 Phone: 412-749-7770 Fax: 412-749-7331
TVC Community Services Amity Matthew-Youth ASC 723 Braddock Avenue Braddock, PA 15104 Phone: 412-351-0222 ext. 4483 Fax: 412-351-0695	Western Psychiatric Institute and Clinic (WPIC) Comprehensive Recovery Services Scott Thayer Service Coordination Department Cell Phone: 412-738-3623 Phone: 412-204-9001 Fax: 412-204-9134

Updated September 2018

www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx



UTILITY ASSISTANCE



Individuals behind on utility payments can call their utility companies to arrange a payment plan. Most utilities have **Energy Assistance Programs (EAP's)** that low-income individuals may be able to access if they have had a temporary financial crisis. EAP services may include home visits, budget management, and reduced payments. Some utility companies will also refer clients to **CAP**



(**Customer Assistance Program**) or **CARES (Customer Assistance Referral and Evaluation Service)** programs if asked. Social workers hired within the utility or contracted through other agencies assist low-income or otherwise needy households with either a temporary or long-term reduction in budget payments through CAP and CARES. Contact your utility company for information about these programs. For additional information visit:

www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Utility-Assistance.aspx

ALL PROGRAMS REQUIRE DOCUMENTATION SHOWING "MAXIMUM GROSS INCOME TO BE ELIGIBLE FOR SERVICES (For Example 135% OE 150% OF FPIG)

You may review Federal Poverty Income Guidelines at such websites:

<https://aspe.hhs.gov/poverty-guidelines>

www.federalregister.gov/documents/2016/01/25/2016-01450/annual-update-of-the-hhs-poverty-guidelines

DOLLAR ENERGY FUND

www.dollarenergy.org

(888) 282-6816

Dollar Energy is a 'fund of last resort' for low-income households; consumers must apply for all other utility assistance programs before applying for Dollar Energy. Usually around the start of October, individuals who have terminated services can apply for assistance; usually around the beginning of March, applicants can apply for assistance regardless of the status of service (please call the phone numbers below for precise dates). The income guidelines differ from the LIHEAP programs. Dollar Energy is available to consumers of most gas and electric companies in Allegheny County as well as PA American Water. Assistance can be accessed through community agencies that provide the application screening. There are many screening agencies throughout Allegheny County.

STATEWIDE LIHEAP HELPLINE; 1-866-857-7095

Greater Pittsburgh East District Office: 412-645-7400; Alle-Kiski District Office: 724-339-6800

LIHEAP I (Low Income Home Energy Assistance Program)

(412) 562-0330

LIHEAP I is a grant program that assists people on a fixed or low income to pay their fuel bills. Income guidelines apply which vary from year to year. Both homeowners & renters are eligible. The program operates during the heating season starting November through April 1.

LIHEAP II / Crisis

(412) 562-0330

This financial assistance program runs from November through April for weather related emergencies such as furnace repair, hot water heating system repair, gas or fuel line repair, heating fuel purchase, and utility bill payment. Income guidelines apply and payments can be made towards primary or secondary heating sources.

PUBLIC UTILITY COMMISSION (PUC), CONSUMER SERVICES

<http://puc.state.pa.us>

(800) 692-7380,

The PUC is a regulation agency that mediates and may resolve consumer complaints against utility companies. The PUC educates the public and monitors companies for regulation compliance. They may also intervene to assist an individual in stopping a utility shut off or in setting up a payment plan. Once a payment plan is arranged through the PUC, and an individual does not keep up with payment arrangements, the utility company has no further authority to arrange payment plans. The service may be terminated, and a client may be required to pay the entire balance to restore service. Many times, utility companies will arrange a payment plan as good as/better than a PUC plan. All attempts to make payment arrangements through utility companies should be made prior to contacting the PUC.

Updated May, 2018

www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx

VETERANS' SERVICES

	Located	Serves
Allegheny County Veterans' Services Office 4141 Fifth Avenue, Pittsburgh, PA 15213 <i>Insures that Veterans and/or widows & dependents receive entitlements and benefits authorized by regulations</i>	(412) 621-4357 www.alleghenycounty.us/veterans	Oakland Allegheny Co.
Department of Veterans' Affairs VA Pittsburgh Health Care System/Health Care for the Homeless Veterans University Drive, Pittsburgh, PA 15240 1010 Delafield Road, Pittsburgh, PA 15215	(412) 822-2222 www.pittsburgh.va.gov/index.asp	Allegheny Co.
PAServes Greater Pittsburgh <i>Offers service members, veterans and their families access to a continuum of providers If you are in a crisis call Veteran crisis Line at 1-800-273-8255</i>	1-855-838-7744 www.PAServes.org	
Keystone Paralyzed Veterans of America 1113 Main Street Pittsburgh, PA 15215-2407 <i>Mission is to improve the quality of life of paralyzed veterans</i>	412-781-2474 800-775-9323 www.kpva.org	
Military Connections Inquire/apply online <i>Provides individual care packages, equipment and supplies to service members overseas.</i>	www.militaryconnections.org	
Military Family Network <i>Links military members and families with resources to build personal support networks, customized to their family needs</i>	(412) 531-1978 www.militaryfamilynetwork.com	
Veterans Leaderships Program of Western Pennsylvania, Inc. 2934 Smallman Street, Pittsburgh, PA 15201 <i>Provides housing, employment, support services to local veterans</i>	(412) 481-8200 www.vlpwpa.org/	Strip District Western PA
VET Center 2500 Baldwick Road, Ste 15, Pittsburgh, PA 15205 2001 Lincoln Way, Ste 21 McKeesport, PA 15132 <i>Readjustment counseling and outreach services to all Veterans in order to make a successful transition to civilian life</i>	(412) 920-1765 (412) 678-7704	South Side McKeesport Western PA

**VIOLENCE PREVENTION AND HELP FOR PEOPLE WHO ARE
INCARCERATED, EX-OFFENDERS AND THEIR FAMILIES**

	Located	Serves
A Second Chance, Inc. 8350 Frankstown Road Pittsburgh, PA 15221 <i>Provides assistance to children when parents are incarcerated and CYF places children with relatives</i>	412-342-0600 www.asecondchance-kinship.com	Wilkinsburg Allegheny Co.
Allegheny County Department of Human Services Justice Related Services <i>Support for those with co-occurring mental illness/substance abuse and are involved with the criminal justice system</i>	412-350-7337 www.alleghenycounty.us/dhs/justicerelatedservices.aspx	Pittsburgh Allegheny Co.
Allegheny County Jail 950 Second Avenue Pittsburgh, PA 15219 <i>Visiting schedules are subject to change at any time, family and friends are encouraged to call ahead</i>	412-350-2000 www.alleghenycounty.us/jail/visit.aspx	Downtown Allegheny Co.
Amachi Pittsburgh 1830 Forbes Avenue, 2nd Floor Pittsburgh, PA 15219 <i>Works w/ faith & community based partners to empower children and families regarding parental incarceration</i>	412- 281-1288 www.amachipgh.org	Downtown Allegheny Co.
Big Brothers Big Sisters of Greater Pittsburgh, Inc 5989 Centre Ave. Suite #1 Pittsburgh, PA 15206 <i>Mentors for children ages 6 through 13 whose parents or immediate family members have been incarcerated</i>	412-363-6100 www.bbbspgh.org	East Liberty Allegheny Co. Washington Co.
Families Outside Wesley Family Services 221 Penn Avenue <i>Low cost transportation to most State prisons in PA</i>	412-458-6456 www.fswp.org	Allegheny Co.
Family Resources 1425 Forbes Avenue Pittsburgh, PA 15206 <i>Prevention & treatment (therapy, conflict management, anger management) surrounding child abuse/neglect</i>	412-363-1702 877-927-6596 www.familyresourcesofpa.org	East Liberty Downtown, McKeesport Allegheny Co.
Lydia's Place Affiliate of Renewal, Inc. 700 Fifth Avenue, 4th Floor 15219 <i>Provides programs for incarcerated offenders or exoffenders, their children, and the children's caregivers</i>	412-697-0880 www.renewalinc.com	Allegheny Co.
Mon Valley Initiative, SPARC 305 East 8th Avenue Homestead, PA 15120 <i>Works with ex-offenders on needs that they may have</i>	412-464-4000 www.monvalleyinitiative.com	Homestead Mon Valley
Pittsburgh Action Against Rape (PAAR) 81 South 19th Street Pittsburgh, PA 15203 <i>Crisis intervention and counseling for adult and child victims of sexual assault</i>	412-431-5665 866-363-7273 www.paar.net	Southside Primarily Allegheny Co.
Pittsburgh Community Services, Inc. 249 North Craig Street Pittsburgh, PA 15213 <i>Intensive case management for those with criminal backgrounds to help them reach a life of self sufficiency</i>	412-904-4700 www.pghcsi.org	Oakland City of Pgh.

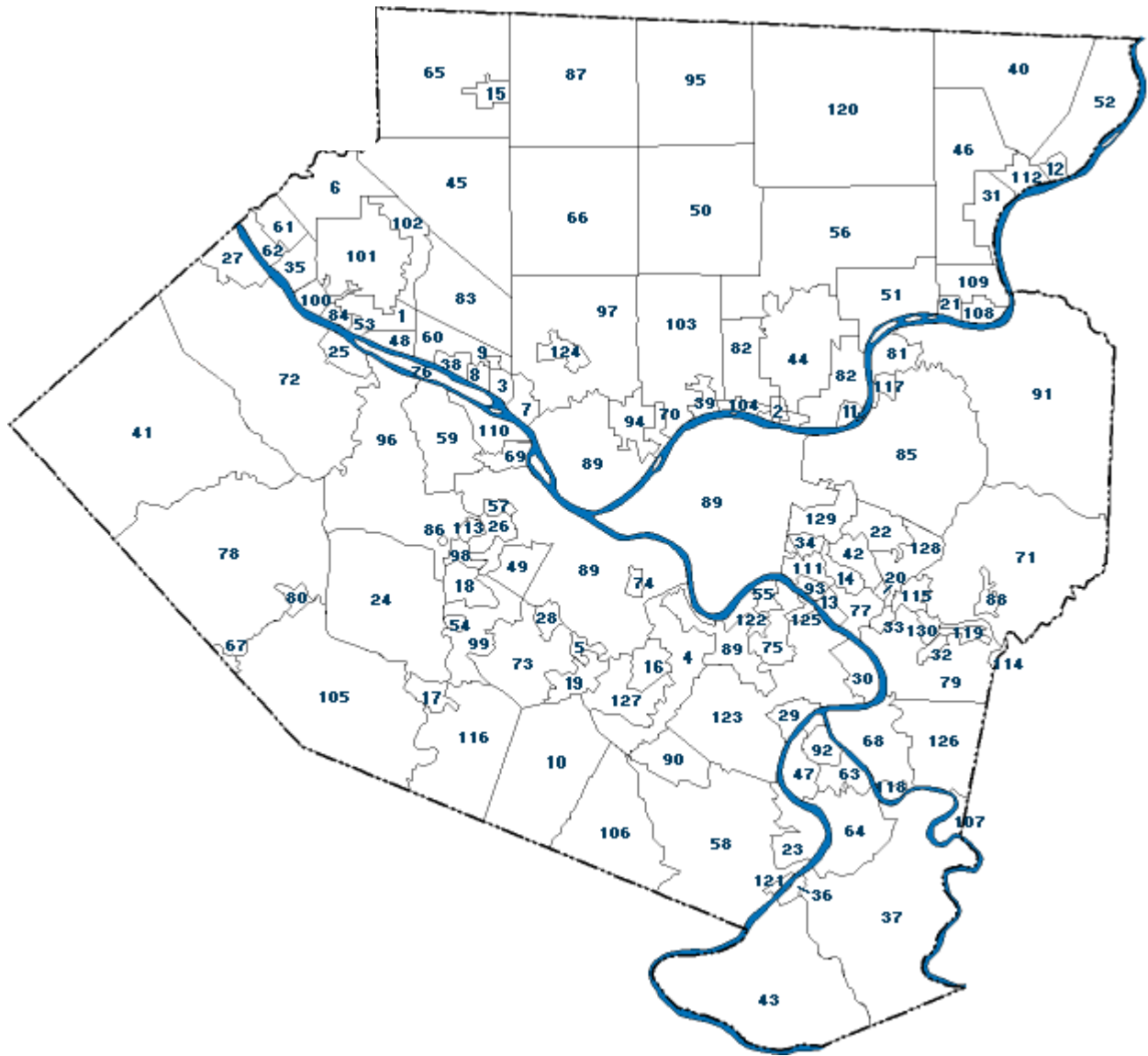
Safe Start Allegheny County Department of Human Svcs (412) 350-3693 One Smithfield St. Pittsburgh, PA 15222 www.alleghenycounty.us/dhs/safestart.aspx <i>Reduce violence in the community, identify & successfully intervene in the lives of children impacted by violence</i>	Allegheny Co.
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The Program for Offenders, Inc. (412) 281-7380 Downtown Allegheny Co. 564 Forbes Avenue, Suite 930, 15219 www.theprogrampgh.org <i>Provides supportive services to male and female offenders and their children</i>	
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49. Borough of Green Tree 15220
50. Hampton Township 15101
51. Harmar Township 15024
52. Harrison Township 15065
53. Borough of Haysville 15143
54. Borough of Heidelberg 15106
55. Borough of Homestead 15120
56. Indiana Township 15051
57. Borough of Ingram 15205
58. Borough of Jefferson Hills 15025
59. Kennedy Township 15108/15136
60. Kilbuck Township 15202
61. Leet Township 15033
62. Borough of Leetsdale 15056
63. Borough of Liberty 15133
64. Borough of Lincoln 15207
65. Marshall Township 15036
66. Town of McCandless 15090
67. Borough of McDonald 15057
68. City of McKeesport 15132
69. Borough of McKees Rocks 15136
70. Borough of Millvale 15209
71. Borough of Monroeville 15146
72. Moon Township 15108
73. Municipality of Mt. Lebanon 15228
74. Borough of Mt. Oliver 15210
75. Borough of Munhall 15120
76. Neville Township 15225
77. North Braddock Borough 15104
78. North Fayette Township 15057
79. North Versailles Township 15137
80. Borough of Oakdale 15071
81. Borough of Oakmont 15139
82. O'Hara Township 15238
83. Ohio Township 15237
84. Borough of Osborne 15143
85. Municipality of Penn Hills 15235
86. Pennsbury Village
87. Pine Township 15090
88. Borough of Pitcairn 15140
89. City of Pittsburgh
90. Borough of Pleasant Hills 15236
91. Borough of Plum 15239
92. Borough of Port Vue 15133
93. Borough of Rankin 15104
94. Reserve Township 15212
95. Richland Township 15044
96. Robinson Township 15136
97. Ross Township 15237
98. Borough of Rosslyn Farms 15106
99. Scott Township 15106
100. Borough of Sewickley 15143
101. Borough of Sewickley Hts.
102. Borough of Sewickley Hills
103. Shaler Township 15116
104. Borough of Sharpsburg 15215
105. South Fayette Township 15017
106. South Park Township 15129
107. South Versailles Township 15208
108. Borough of Springdale 15144
109. Springdale Township 15049
110. Stowe Township 15136
111. Borough of Swissvale 15218
112. Borough of Tarentum 15084
113. Borough of Thornburg 15205
114. Borough of Trafford
115. Borough of Turtle Creek 15145
116. Upper St. Clair Township 15241
117. Borough of Verona 15147
118. Borough of Versailles 15132
119. Borough of Wall 15148
120. West Deer Township 15024
121. Borough of West Elizabeth 15088
122. Borough of West Homestead 15120
123. Borough of West Mifflin 15122
124. Borough of West View 15229
125. Borough of Whitaker 15120
126. Borough of White Oak 15131
127. Borough of Whitehall 15227/15236
128. Wilkins Township 15145
129. Borough of Wilkinsburg 15221
130. Borough of Wilmerding 15148

ADULT TREATMENT SERVICES CONTINUUM OF CARE

More intensive levels of care

Based on individual needs, a person can move from a higher or lower level of care in any order

Less intensive levels of care

OUT-OF-HOME SERVICES						COMMUNITY BASED SERVICES			OFFICE BASED SERVICES IN COMMUNITY LOCATIONS	
State Hospital ⁽¹⁾	Inpatient Hospital ⁽²⁾	Extended Acute Centers (EAC) ⁽³⁾	Long-Term Structured Residence (LTSR) ⁽⁴⁾	Diversion and Stabilization Unit (DAS) ⁽⁵⁾	Non-Hospital Rehabilitation (3C): CORE ⁽⁶⁾	Community Treatment Team (CTT)/ Assertive Community Treatment (ACT) ⁽⁷⁾	Enhanced Clinical Service Coordination (ECSC) ⁽⁸⁾	Mobile Medication Program ⁽⁹⁾	Partial Hospital Program ⁽¹⁰⁾	Outpatient/ IOP ⁽¹¹⁾
Torrance	Alle-Kiski Medical Center Forbes Regional Jefferson Regional Life Care – No ER Ohio Valley Sewickley/Heritage Valley St. Clair UPMC- McKeesport Western Psychiatric Institute & Clinic (WPIC)	TRU and CRU are provided by WPIC EAC and RTF-A are provided by Mercy Behavioral Health (MBH)	Chartiers Manor Journey Home (MBH) Monarch Springs (MBH) Pioneer (MBH) Russellton (Merakey) RISE (Merakey) Pathways (WPIC)	Chartiers (RTP) Wesley Family Services Pittsburgh Mercy Turtle Creek Valley (TCV) WPIC Other Crisis: Pittsburgh Mercy: Central Recovery Center (CRC) Resolve	Capitalizing on a Recovery Environment (CORE)- Resources for Human Development (RHD)	Wesley Family Services Merakey Pittsburgh Mercy 4 teams WPIC 2 teams: adult and transition age Other similar models: *MBH: <i>Integrated Dual Diagnosis Treatment (IDDT)</i> *Merakey: <i>Dual Diagnosis Treatment Team (DDTT)</i>	Pittsburgh Mercy - 2 teams Mon Yough Community Services (MYCS) TCV	Wesley Family Services TCV WPIC	Chartiers (RTP) Wesley Family Services Pittsburgh Mercy Milestone TCV WPIC	Chartiers Family Links Wesley Family Services Pittsburgh Mercy Milestone Mon Yough PAHrtners- Salisbury BH (Deaf) PAAR Persad Renewal Staunton TCV WPIC

Description of Services: Criteria are condensed and generalized.

- Torrance State Hospital:** Civil commitments and forensic. Used for competency evaluations and stabilization. Providers must exhaust all community resources-used as a last resort.
- Inpatient Hospital:** Provides high security and high intensity treatment interventions in psychiatric units of general hospitals. Individuals can be admitted involuntarily (302) or voluntarily (201).
- Extended Acute Care (EAC) Centers:** **Transitional Recovery Unit (TRU):** 31 beds, inpatient setting, referrals thru inpatient disposition meeting, individual demonstrates need for extended hospital stay, working on medication management and self-identified goals, expected length of stay is 180 days. **Extended Acute Care (EAC):** 16 beds, referral thru inpatient disposition meeting, individuals no longer require inpatient setting but continue to need long-term interventions in a locked residential facility, working on medication management and self-identified goals, expected length of stay is 180 days. **Comprehensive Recovery Unit (CRU):** 10 beds, referrals thru inpatient disposition meeting or TRU disposition meeting. Inpatient setting, individuals that are actively working toward community integration, individual is able to participate in assisted medication program, connected to community supports, housing plan identified, expected length of stay is 90 days (included in continuous episode of 180 EAC days) *Only CCBHO clients for CRU.* **Residential Treatment Facility- Adults (RTF-A):** 16 beds, hospital setting, referrals thru inpatient disposition meeting, individual does not require inpatient services but do require additional short-term interventions in a secure facility, ability to be cooperative with program guidelines and actively participate in treatment, expected length of stay 45-60 days.
- Long Term Structured Residence (LTSR):** Highly structured residential treatment facility, individuals do not require an inpatient setting, but do require ongoing 24 hour supervision, admission may occur voluntarily or involuntarily.
- Diversion and Stabilization Unit (DAS):** Respite/Treatment Services for those who can be diverted from inpatient care or are stepping down from inpatient care. **Central Recovery Center (CRC):** 12 beds, 72 hours crisis program designed for individuals from the justice system while providing treatment and stabilization, referrals from JRS, CIT and special cases with county approval, voluntary program.
- CORE/CROMISA:** 16 beds, 6 to 9 month voluntary program, support services for men with co-occurring mental and substance use disorders that are on county/state probation or parole, referrals from JRS and county D&A. *(Licensed thru DDAP)*

- Community Treatment Team (CTT)/Assertive Community Treatment (ACT):** A team that's comprised of a psychiatrist, nurse, therapist, service coordinator, vocational/educational specialist, team leader, and certified peer specialist. Must have primary diagnosis of chronic major mood d/o, psychotic d/o or schizophrenia, had numerous hospitalizations/ incarcerations and inability to remain in traditional community-based services. All necessary services are delivered to the consumer in the community where they reside. Caseload size 100 individuals **all referrals are handled through Community Care Behavioral Health (CCBH)*

***Integrated Dual Diagnosis Treatment (IDDT)** Must have a primary diagnosis of Major Depressive Disorder, Bipolar Disorder, Psychosis NOS, Schizophrenia, Schizoaffective Disorder, or PTSD and a co-occurring Substance Use Disorder. Must have chronic street homelessness, and willing to participate in IDDT treatment. Team consists of team leader, clinical lead, therapist, certified peer specialist, integrated TX specialists, nurse. Uses community psychiatrist and medical doctor. Average length of stay 36 months. *CCBH eligible and referrals handled by CCBH*
***Dual Diagnosis Treatment Team (DDTT)** Must have significant MH diagnosis and Intellectual Developmental Disability of 70 or less and diagnosed prior to age 18, high utilizer of crisis/hospitalization, risk of losing housing/supports. Team consists of: psychiatrist, nurse, licensed director, service coordinators, behavior specialist and psycho-pharmacologist consultant. Average length of stay is 12 to 18 months and will service 20 individuals annually. *CCBH eligible and referrals handled by CCBH.*
- Enhanced Clinical Service Coordination (ECSC):** A team delivered service comprised of nurse, therapist, service coordinator, peer specialist and a team leader. The service is intended for individuals who are interested in or need a more intensive level of service than blended case management/service coordination, with a community clinical component. All necessary services are delivered to the consumer in the community where they reside. **all referrals are handled through CCBH*
- Mobile Medication Program:** Community delivered program designed for individuals that have a history of not taking medications or encounter medication errors. Team consists of nurses and peer supports. Must have service coordinator for this program and currently being prescribed psychotropic medications. Average length of stay is 6-9 months.
- Partial Hospitalization: (short-term):** Mental Health treatment intervention delivered in a clinic, to assist an adult in transitioning from inpatient treatment or for prevention of psychiatric hospitalization.
- Outpatient:** Community-based treatment interventions usually delivered in a clinic setting including: individual, group, family and medication management. Some agencies offer mobile MH outpatient- each agency develops criteria for target population and service delivery.

CHILD/ADOLESCENT SERVICES CONTINUUM OF CARE

→ **MOST RESTRICTIVE**

LEAST RESTRICTIVE →

OUT-OF-HOME SERVICES			
INPATIENT HOSPITAL ⁽¹⁾	(RTF) RESIDENTIAL TREATMENT FACILITY ⁽²⁾ (CRR) / (IRT) COMMUNITY RESIDENTIAL REHABILITATION INDIVIDUALIZED RESIDENTIAL TREATMENT	(CRR) COMMUNITY RESIDENTIAL REHABILITATION N/ HOST HOME ⁽³⁾	(DAS) DIVERSION and STABILIZATION UNIT ⁽⁴⁾
- (WPIC) Western Psychiatric Institute & Clinic - Southwood	(RTF) Residential Treatment Facility Approximately 37 CRR / IRT - Pa Mentor - Wesley Spectrum - (PRS) Pressley Ridge Schools - (NWHS) Northwestern Human Services of PA	- Milestone Centers	- (MBH) Mercy Behavioral Health 8-14 yr. - (FSWPa) Family Services of Western Pa. 14-18 yr. - (MHY) Mars Home for Youth 9-17 yr.

COMMUNITY BASED SERVICES								
(PHP) PARTIAL HOSPITAL PROGRAM ⁽⁵⁾	CTT ⁽⁶⁾	MTAY ⁽⁷⁾	(FBMH) FAMILY BASED MENTAL HEALTH ⁽⁸⁾	(MST) MULTI-SYSTEMIC THERAPY ⁽⁹⁾	CSBBHT ⁽¹⁰⁾ <i>*For specific schools – see below</i>	(FFSB) FAMILY FOCUSED SOLUTION BASED ⁽¹¹⁾	(BHRS) BEHAVIORAL HEALTH REHABILITATION SERVICES CHILD/ ADOLESCENT ⁽¹²⁾	OUTPATIENT SERVICES/ INTENSIVE OUTPATIENT SBMH ⁽¹⁴⁾
After School: - Community Empowerment Assoc. - (WPIC) Western Psychiatric Institute & Clinic Day Programming: - (MBH) Mercy Behavioral Health - (WSS) Wesley Spectrum Services - (WPIC) IN SCHOOL PhP: - Pressley Ridge - Wesley Highlands - Friendship Academy - PACE School - FSWPA @ Highlands - FamilyLinks (K-5 th)	-(WPIC)	-Pressley Ridge	- (ACI) Allegheny Child Initiative - (EC) Every Child, Inc - (FL) FamilyLinks - (FR) Family Resources - (FSWPa) Family Services of Western Pa. - (PRS) Pressley Ridge Schools - (WSS) Wesley Spectrum Services - (WPIC) Western Psychiatric Institute & Clinic	- (MHY) Mars Home for Youth	- (WSS) Wesley Spectrum Services - (PRS) Pressley Ridge - (WPIC) Western Psychiatric Institute & Clinic	- (EC) Every Child Inc. - (FR) Family Resources - (HF1) Holy Family Institute - (WSS) Wesley Spectrum Services	(BHRS) Behavioral Health Rehabilitation Services Children/ Adolescents (Wraparound) BRIEF TREATMENT ⁽¹³⁾ 30 Providers	

OUT-OF-HOME SERVICES
(1) INPATIENT HOSPITAL: Provides high security and high intensity treatment interventions in psychiatric units of general hospitals, licensed psychiatric hospitals, and state mental hospital units.
(2) (RTF) RESIDENTIAL TREATMENT FACILITY: Residential treatment setting certified by the Office of Mental Health, serving the intensive treatment needs of children and adolescents. IRT is 24 treatment provided in a family setting.
(3) (CRR) COMMUNITY RESIDENTIAL REHABILITATION/HOST HOME: Provides a therapeutic foster care family-like environment.
(4) (DAS) DIVERSION AND STABILIZATION UNIT: Respite/Treatment Services for those who can be diverted from inpatient care or are stepping down from inpatient care.
COMMUNITY BASED SERVICES
(5) PARTIAL HOSPITAL PROGRAM: Mental Health treatment intervention delivered in a clinic or school setting, to assist a child in transitioning from inpatient treatment or for prevention of psychiatric hospitalization.

(6) (CTT) COMMUNITY TREATMENT TEAM: A team delivered service comprised of psychiatrist, nurse, therapist, case manager, and vocational specialist. All necessary services are delivered to the consumer in the community where they reside.
(7) (MTAY) Mobile Transition Age Youth Treatment Team: A team delivered service that provides assistance to transitioning young adults who are focused on wellness and recovery while managing their mental health and/or D&A substance abuse issues all while acquiring life skills ie, employment, education, conflict resolution, etc.
(8) (FBMH) FAMILY BASED MENTAL HEALTH: Provides intensive in-home interventions designed to prevent out-of-home placement.
(9) (MST) MULTISYSTEMIC THERAPY: This is a multi-faceted, short-term, home and community-based intervention for families of youth with severe psychosocial and behavioral problems
(10) CSBBHT) Community School Based Behavioral Health Team: A school based team delivered service comprised of 2 (MHP) Mental Health Professionals and 3 (BHW) Behavioral Health Workers which provide family and individual therapy, service coordination, 24/7 crisis management. WSS – Pittsburgh Public Schools; Pressley Ridge – Sto-Rox; WPIC – Woodland Hills and McKeesport
(11) (FFSB) FAMILY FOCUSED SOLUTION BASED: FFSB is an in-home intervention structured to meet the Treatment/Support Services needs of both parent and child.
(12) (BHRS) BEHAVIORAL HEALTH REHABILITATION SERVICES CHILDREN/ADOLESCENTS: Individualized strengths-based mental health services delivered in non-traditional community services, such as: home and school to promote the child’s receiving services in the least restrictive setting possible.
(13) Brief Treatment: Mobile Therapist (MT) or Behavioral Specialist Consultant (BSC) up to 6 hours/week delivered in the same fashion as BHRS.
(14) OUTPATIENT SERVICES/INTENSIVE OUTPATIENT SBMH - Community-based treatment interventions usually delivered in a clinic setting including: individual, group, family, and play Therapies, and medication management.

OVER →

ADJUNCTS TO TREATMENT

(1) (ASC) ADMINISTRATIVE SERVICE COORDINATION:

This is usually a starting point for most families. If a child is registered with any Service Coordination Unit in Allegheny County, an administrative service coordinator will help someone get into services, assess needs, make referrals and help search for appropriate providers and services.

(2) (BSC) BLENDED SERVICE COORDINATION:

If a child is experiencing more significant serious emotional disturbances that interfere with his or her ability to function at home and he or she needs to receive treatment from two or more mental health providers or publicly funded systems (such Education, Child Welfare or Juvenile Justice), a blended service coordinator would assist the family and child in coordinating these services. A blended service coordinator will also serve as a link and advocate between multiple systems to ensure the child gets the services that he or she needs.

(3) (SAP) STUDENT ASSISTANCE PROGRAM:

This is a prevention program provided in every middle and senior high school in Allegheny County. Through this program, school personnel are trained to identify potential emotional or behavioral issues that may be causing a child to experience barriers to learning. In collaboration with the family and school personnel, a SAP liaison will provide treatment suggestions and offer assistance in obtaining mental health services, if needed. The goal of the program is to improve the child's success at school.

(4) MOBILE CRISIS SERVICES:

RESOLVE

The goal of this program is to work with the child with emotional disturbances during a crisis (in the home, at school, or in the community) in order to prevent injury or hospitalization. When called, a crisis intervention team will come to assess, coordinate, treat and refer for appropriate services, if necessary. This service is voluntary and provided free of charge 24 hours a day, 7 days a week. RESOLVE Crisis Network 1-877-7-YOU CAN (1-888-796-8226).

CACTIS

CACTIS provides the same crisis services as RESOLVE. However, this is a service for children with a mental health diagnosis who have already registered for CACTIS services. A crisis safety plan has already been developed with the child, family and a team from RESOLVE. When a family calls CACTIS in a crisis situation, the CACTIS staff is already familiar with the child and family and they will follow the steps that were developed in the crisis plan.

(5) (JPT) JOINT PLANNING TEAM:

The Joint Planning Team utilizes the principles of the High Fidelity Wraparound model where services are highly collaborative and family driven. The Joint Planning Team is not a program or type of service, but a process that is used to support children with complex needs and their families. The process develops a highly individualized plan that addresses the child's complex emotional issues and focuses on needs rather than services.

Service Support Best Practice Guide

OBH Residential Housing

Referral



Website Support
Information.docx

1. Ensure, prior to making a referral that the individual being referred and the individual's treatment team agree with the referral and the level of care being recommended.
2. Complete the residential referral with the most up to date and meaningful information. This will enable the residential provider to receive a complete overview of the needs, strengths and challenges for the individual being referred. Give a detailed explanation as to how the program will benefit the individual being referred.
3. Update new information in the electronic residential system as soon as the information is known (even if it is prior to the 6-month interval). In the electronic system, it is mandatory in the that information be updated every 6 months. The service support will receive an email alert to review the information at the 6-month point.

In these circumstances:

- The Service Support should make any updates to the referral or the request for a level of care change if the individual is currently in a residential facility.
 - The inpatient social worker typically completes the residential referral if the person is inpatient and not currently in a residential facility. However, discussion/collaboration should occur as to who will make the referral and complete any updates.
4. Monitor the individual's readiness status while on the waiting list and keep this up to date in the electronic system. An individual is considered ready for admission if a bed were to be available immediately and there isn't any reason that would prevent the individual from being admitted immediately. For example, an individual would **not** be ready if the individual is on a psychiatric

inpatient unit, the psychiatrist had recently adjusted the individual's medications and wants to monitor the medications before discharging the person to the residential facility.

5. Respond as quickly as possible to any email alerts that you may receive regarding a referral.
6. Communicate with all members of the individual's treatment team consistently to assist with planning for the transition to the residential program. Attend treatment team meetings on the inpatient/step down unit to collaborate with the treatment team on the individual's needs.
7. Collaborate with the residential provider immediately to schedule the interview and tour (if needed), upon receiving notification that a referral has been sent.
 - The interview should be **scheduled** within 2 business days after the referral is sent to the Residential Provider. The interview/tour should take place within 3 business days after the interview has been scheduled.
 - The individual has 2 business days after the interview to decide to accept the program.
 - The residential site has 2 business days to request a Residential Treatment Team Meeting if indicated. The meeting will be scheduled within 3 business days of the request.

Admission

1. Placement **must be** considered a priority on the same level as an inpatient admission. Delays in residential housing visits/placements should not occur due to service provider staff planned days off or lack of ability to transport the individual.
If unable to complete tasks that are needed for any reason, coordination to accomplish these should occur with team members. Plan for coverage!
2. Admission will occur within 12 business days of the referral being sent to the Residential Provider. Reasons for delays beyond 12 business days will be documented in the electronic referral system by the Residential Provider. Any admission over 12 business days from referral submission to the residential provider will be subject to review by Allegheny County, DHS - Office of Behavioral Health.
3. Coordination/collaboration will occur with the residential program for transportation needs. This includes transportation for interviews, medical appointments, and the transportation to the program the day of admission. Discussion will occur as soon as possible for everyone to have a clear understanding regarding transportation responsibilities.

4. Assistance will be offered to the Residential Provider if a treatment team meeting is required prior to admission. Service support's will assist the Residential Provider in scheduling the meeting and be prepared to offer suggestions and/ or coordinate services that will enable the individual to be successful.
5. Begin working as soon as possible on preparing any needed documents required for admission.

All Residential Placements require:

A Signed Psychiatric Evaluation stating the current diagnosis. Must be current within 6 months of admission into an LTSR, 1 year for CMHPCH. CRR apartment, CRR Group Home, PCH, MISA, and 2 years for Supportive Housing.

A Signed Physical Exam. Must be current within 6 months of admission into an LTSR, MISA, CRR Apartment, CRR Group Home, PCH and 2 years for Supportive Housing. MA-51 completed within 60 days prior to admission for CMHPCH.

Laboratory testing for Tuberculosis (TB). If test is positive, then a chest X-Ray is required. Test results must be current within 6 months of admission into any program.

LTSR Only: An LTSR Certificate must be signed and dated by psychiatrist at the time of referral and updated again 30 days before admission. A copy of commitment form (304, 305 or 306) is required.

CMHPCH & PCH: An MA-51 must be signed by doctor 60 days prior to admission. A Diagnostic Medical Evaluation (DME) is required as well as the Preadmission Screening Form to be completed 30 days prior to admission. The Personal Care Home Assessment is to be completed by the PCH 15 days after admission.

****Please ensure medical and psychiatric medication prescriptions or the 30-day supply of medication given matches the medication list on DME and MA-51**.**

6. Communication must occur frequently with the Residential Providers as to the status of needed items/tasks for admission to the program. This should include discussion of current clinical status, medications, prescriptions and any other special needs. Service supports should assist the resident with the application for any needed benefits as soon as possible.
7. Plan to be on site until all admission activities are completed. Ensure the individual has access to food, toiletry items, clothing and that prescriptions are filled.

TENURE

1. Schedule a meeting upon admission with the Residential Provider to occur within 7 business days for on-going collaboration/goal development
2. Develop goals within identified timelines if the individual is in a transitional type program (LTSR, CRR apartment, CRR group home etc.). These goals should be worked on collaboratively and referrals/linkage to needed services should be made as soon as possible.
3. Develop goals/care plans within identified timelines if the individual is in a permanent housing program (eg. PCH, CMHPCH, 24 hour supportive housing, Dom Care). Should the residential program, along with the individual and the individual's treatment team decide another level of care is appropriate, then goals should be developed as appropriate for that transition.
4. Communicate frequently with the Residential Provider regarding status and needs of the individual during the tenure at the program.
5. Attend all scheduled treatment team meetings/utilization reviews. The Service Support may also ask for a treatment team meeting as needed.

DISCHARGE

1. Coordinate with the Residential Provider during discharge planning to ensure the following needs are met:
 - transportation, moving of personal belongings, access to food, prescriptions, medications medical/psychiatric appointments

If an unanticipated discharge occurs the Service Support should ensure, to the best extent possible, that the above needs are provided for.

HOPE
HOPE
HOPE
HOPE
& CHANGE

Imagine the Possibilities...



The Allegheny County Coalition for Recovery
www.coalitionforrecovery.org

About the Allegheny County Coalition for Recovery...

Consumers, family members, and providers created the Allegheny County Coalition for Recovery (ACCR) in response to service users who felt that they were not being heard by providers and seldom had opportunities to participate in the planning of their treatment.

ACCR strives to transform systems of care in Allegheny County to systems that are supportive of people who have mental health or substance use problems. Our mission is to increase awareness of behavioral health recovery and to promote the use of recovery principles and practices in behavioral health services.

To learn more about the Coalition and recovery, and how you can become involved, please visit www.coalitionforrecovery.org.



**“Though no one can go back and make a brand new start,
anyone can start from now and make a brand new ending.”
– Carl Bard**

Regardless of what we are recovering from (mental illness, addiction, physical injury, loss of a loved one, isolation, victimization, etc.), we must come to the realization that while there may be circumstances beyond our control (over which we are powerless), we do have the power to manage our lives and make them meaningful and satisfying through our own choices and efforts. The idea of recovery is often a personal one, and the meaning of the word may vary between individuals, yet there are some basic elements of recovery that provide insight into its universal applicability.

One central element of recovery is the concept of change. Recovery is about doing things differently and recognizing the consequences of certain choices and behaviors. In order for change to occur, we must recognize the magnitude of the challenge we face and have the courage to confront it. We must come to believe that we have the capacity to influence the course of our lives and future circumstances. It is in this belief that we develop hope and can accept responsibility for change and how we function in the world.

As recovery is defined in this broad sense, it becomes a unifying concept that brings together people who are striving to reach their potential. It erases the distinctions between provider and patient, addiction and mental illness, young and old—and between differences in skin color, language, religion, and education. We all engage in the recovery process at some point. With this understanding, we become part of a recovery community and develop a sense of belonging. Ultimately, recovery is a spiritual journey that is manifest in a wide variety of forms, but is always driven by values that offer hope, autonomy, community and peace.

Allegheny County Coalition for Recovery

RECOVERY IS
Hope

A Journey

RECOVERY IS

“Each one has to find his peace from within. And peace to be real must be unaffected by outside circumstances.”

– Mohandas Gandhi

Many of us hear the word “recovery” used in a variety of ways and are not really sure what it means or how it applies to us. When we talk about recovery from an illness we usually think about a return to wellness or being cured. Sometimes the term “recovery” is used when we talk about persons with disabling injuries who regain all or part of their ability to function.

“Recovery” is also used to describe an ongoing process through which we learn to manage disabilities or permanent conditions such as spinal cord injuries, addictions, diabetes, and mental illnesses in a way that allows us to have a full and satisfying life. Sometimes we use the term when we talk about getting over some painful or damaging experience. Although we may have very different ideas about what recovery means, most of us would agree that recovery is a process of change that includes “resiliency,” or the ability to overcome adversity. As we become more resilient, the scope of our experience can expand and our lives become fuller and more satisfying.

In this booklet, recovery is viewed as a process, or a journey, through which people grow and change in ways that improve the quality of their lives. The recovery journey helps us overcome the adversities that face us in our lives. It is a journey that makes our lives meaningful and fulfilling. It is a journey we can take together.



“Take the first step, no more, no less, and the next will be revealed.”

– Ken Roberts

Principles supporting the recovery process provide useful tools for change, whether we have a substance use disorder, a mental illness, or a medical or physical problem, or are struggling to cope with issues of daily life. Saying that someone is recovered doesn't necessarily mean that he or she is cured. Recovery is about accepting our condition and learning to manage it, including any bumps in the road that might set us back temporarily. Learning how to avoid letting our condition limit or define us is part of recovery.

In recovery, we have hope because we can see possibilities and make healthy choices. In making these choices, we recognize that our personal decisions and behaviors contribute to the level of distress or well-being that we experience.

Recognizing that we must all engage in the same process as we strive to make our lives more fulfilling allows us to join as partners in offering and requesting support. It also gives us the power to make changes in our lives.

The key aspects of recovery include:

- Recognition
- Courage and choice
- Empowerment and belief
- Meaning and purpose
- Goals and dreams
- Support
- Unity
- Overcoming stigma
- Change

RECOVERY IS
For Everyone

Recognition

RECOVERY IS

“Understanding is the first step to acceptance, and only with acceptance can there be recovery.”

– Joanne Rowling

One of the first steps in recovery is the recognition that we have a problem or an issue in our lives that requires us to think differently and make changes. We also need to recognize the value of obtaining support from others in addressing the problem.

Believing in the possibility of change is also an important, and often, difficult step. Without this belief, we will likely continue the negative behaviors that prevent a fulfilling and productive life.

Recognizing that recovery is possible allows us to step out of the shadows and move toward the goals of building resiliency and promoting personal growth. Recovery can initiate and empower self-discovery, renewal, and transformation, but we cannot make these steps until we confront those things which hold us back.



“There are two primary choices in life: to accept conditions as they exist, or accept the responsibility for changing them.”

– Denis Waitley

When we hear the words challenge and courage, we often think of heroic acts of bravery. People in the military, fire fighters, and medical personnel all come to mind. However, change can also be very difficult. It takes courage to face the challenges of recovery.

One of the most often misunderstood concepts in recovery is that of personal choice and responsibility. No one chooses to have a problem that limits what they can do, but sometimes things happen and we feel stuck. If we stay stuck long enough, we begin to think that we can't change or that we can't handle change. It is at that point that we tend to give up. Choice and responsibility relate to the role we take in our own recovery.

In recovery, we begin to see a way out. By taking responsibility for our health and making good choices, we begin to respond to life's challenges differently. We begin to understand that we are not victims, and that we can shape our lives through the choices we make. Even when we have an illness, we have the power to make decisions that optimize our well-being and meet our needs.

RECOVERY IS
Courage and Choice



RECOVERY IS Empowerment and Belief

RECOVERY IS

“Whatever course you decide upon, there is always someone to tell you that you are wrong. To map out a course of action and follow it to an end requires courage.”

– Ralph Waldo Emerson

There are many things in our lives over which we are powerless. The weather, other people, our physical characteristics, and our genetic makeup are just a few of the things that we cannot control. Although we cannot choose the cards life deals us, we do have choices about how we play them. Acceptance of our powerlessness over an illness should not be taken to mean that we are unable to manage that illness or have no voice in the choices to be made regarding that illness. Recovery involves taking control of our lives by making choices that minimize the negative impact of our illnesses and challenges.

Recognizing that we have value and believing in a purpose greater than ourselves are both important aspects of recovery. At times throughout our lives we may lose both the ability to believe and the desire to hope. When this happens, it is easy to despair and lose faith in our value as human beings. If we do not believe in the possibility of change, we have little hope of achieving it. To move toward recovery, we need to regain that lost ability and desire. New hope can come from the miracles we can see around us every day if we choose to look, including the presence of others who have experienced recovery.



“Purpose isn’t your objective or intention—something toward which you are always striving. Purpose is something bigger. It is the picture you have of yourself—the kind of person you want to be or the kind of life you want to lead.”

– Kenneth H. Blanchard

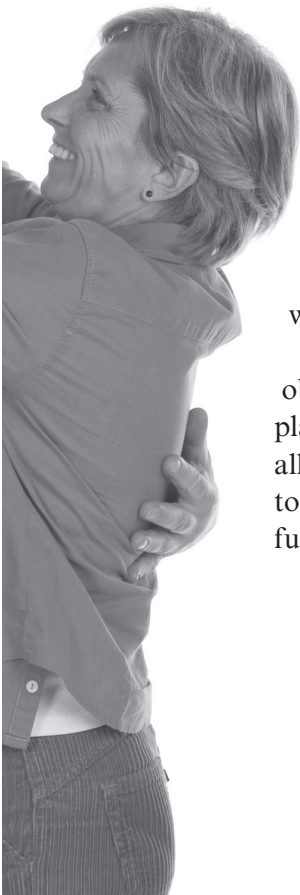
In recovery, success may not be determined by what we accomplish, but by how much effort we put into changing. However challenging, recovery is worth the effort. Recovery is about exerting ourselves to make changes and ultimately reaching our potential. At times our energy may be low and the journey may look long. It is important that we do not despair, but take one day, or even one moment, at a time. We must also remember that we are not alone. As we strive to grow and discover our hidden gifts, we open up the possibility to living life to its fullest and reaching our greatest potential.

The quality of our lives is determined largely by the degree to which we find meaning and purpose. Even the most difficult circumstances may be endured if we have faith

that our suffering is not in vain. In most cases, our relationships with others are a large element of what gives our lives relevance.

For many, these relationships extend beyond those with whom we are most intimately involved, and even beyond the immediate community in which we live and struggle.

Recovery supports a recognition or belief that we are all connected to one another in many important ways, and that there are values and obligations that are part of that connection. Our place in this larger community of humanity allows us to engage in acts of kindness and leads us to a humble understanding that we are all fundamentally the same despite our differences.



RECOVERY IS *Meaning and Purpose*

RECOVERY IS Goals and Dreams

RECOVERY IS

“Life takes on meaning when you become motivated, set goals and charge after them in an unstoppable manner.”

– Les Brown

What is possible? You will never know unless you try.

We may have to dig deep within ourselves to find what is meaningful to us and to identify our personal goals. Meaningful activity can bring us out of the depths of isolation, despair, and depression. It can give us hope, provide friendship, and add meaning to our lives. Our important relationships can often be the source of meaningful activities. Other meaningful activities may include employment, education, hobbies, exercise, volunteer work, engaging in the community, and participating in support groups.

Many people find value in focusing on good nutrition, health and wellness, and spirituality. Nurturing our dreams, finding suitable housing, feeling a sense of belonging – these are all a very real part of the recovery process.



“The greatest gift you can give somebody is your own personal development. I used to say, ‘If you will take care of me, I will take care of you.’ Now I say, ‘I will take care of me for you, if you will take care of you for me’.”

– Jim Rohn

The great thing about recovery is that we are not alone! There are many people in the community cheering us on and ready to lend a hand. Developing a supportive network of people that shares our joy, hardships, and challenges is key to recovery. This group can include family, friends, or anyone who is willing to support us in a way that promotes our recovery.

There will be times on our journey to wellness when we feel alone, discouraged, and hopeless. It is during these periods that we need to be able to turn to our support network and learn from someone who has had a similar experience. By taking the next step and building that support group, you can discover the wonders of life in recovery.



RECOVERY IS
Support

Unity

RECOVERY IS

“Ultimately, recovery is a spiritual journey that is manifest in a wide variety of forms, but is always driven by values that offer hope, autonomy, community and peace.

– Allegheny County Coalition for Recovery

The recovery process transcends our individual differences and brings us together through a common experience. Differences in race, ethnicity, age, religion, gender, and experience significantly impact how we think about ourselves. They are important to recognize and should not be ignored in our relationships. Too often, though, while embracing one group that we feel we would like to be a part of, we let differences separate us from others. Going through a recovery process helps us to understand that, despite our differences, we are all very similar as we strive for more fulfilling lives. The recovery experience itself serves to unify us and allows us to join a larger community.

The recovery process is highly individualized, and no one approach is right for everyone. Despite this, there are many similarities among individual efforts, and it is through these shared experiences that we come to see our common humanity.



“Success is to be measured not so much by the position that one has reached in life as by the obstacles which he has overcome.”

– Booker T. Washington

In everyone’s life there are challenges and obstacles to overcome, but the magnitude of these challenges is greater for some than for others. The challenges are even more significant when we face stigma and discrimination based on our health status, often an issue of significant concern for persons with mental health or substance use disorders.

It may not be surprising that stigma exists for those with behavioral health disorders. Mental illnesses and addictions effect our behavior, causing changes in judgment, attitude, values, self control, citizenship, and mannerisms that others may find offensive or hurtful. Even though these changes are not chosen, we are often blamed for our condition, even by those we love and from whom we need support. In many cases, these behaviors bring us into conflict with the criminal justice system. These are the only illnesses that are often punished rather than treated.

Due to the stigma surrounding those in recovery, opportunities and resources are sometimes limited, compared to those available for persons with other types of disabilities. The lack of educational and employment opportunities (despite the Americans with Disabilities Act) makes our path to independence more perilous.

The failure of others to confront their own vulnerabilities with regard to mental health and substance use creates a culture of fear. Recovery provides an opportunity for us all to overcome our prejudices and insecurities. By understanding recovery, we recognize that we have more in common with each other than we thought. By embracing recovery, we can shed the burden of fear, distrust, and hatred and join together.

RECOVERY IS
Overcoming
Stigma

Change

RECOVERY IS

“Although the world is full of suffering, it is also full of the overcoming of it.”

– Helen Keller

Recovery is the process that allows us to make changes in our lives. Through change, we develop hope, knowing that life need not be stagnant and believing that tomorrow can be better than today. Recovery is about developing a maturity that enables us to make wise choices, maintain an open mind, and develop the courage to face uncertainty. In recovery, we become more resilient as we successfully confront and overcome adversity.

There are several practices that can be used to support our efforts to change so that we are better able to live the lives we want. These practices include:

- Honestly assessing oneself.
- Keeping focused on the present.
- Keeping an open mind.
- Taking small achievable steps toward change.
- Having a willingness to work and make sacrifices.
- Seeking assistance when needed.
- Refusing to give up.
- Refusing to be a victim.



**“When you’ve reached the end of all the light that you know,
and you must step out into the darkness of the unknown, faith is
knowing that one of two things will happen: either you will have
something solid to stand on, or you will be taught how to fly!”
– Unknown**

There are many things in our lives that separate us from one another, and most of us feel more comfortable when we are around others who seem to share our values and view of the world. Despite our differences, we are all engaged in the challenges of living meaningful and productive lives as well as being accepted by the communities and the people to which we are drawn.

This booklet is an attempt to show that there is common ground for this struggle and that we can all be part of a greater community striving to recover from many different challenges and obstacles.

Our goal is the same—to achieve a sense of peace and happiness. Through our efforts to change and grow, we become more resilient and better able to reach the potential that lies within all of us and to live the life that lies before us...imagine the possibilities!



RECOVERY IS
Possible



This booklet was developed by the Allegheny County Coalition for Recovery (www.coalitionforrecovery.org) with support from the following organizations:

Allegheny County Department of Human Services, Office of Behavioral Health — the County's public office responsible for providing Allegheny County residents with a coordinated, community-focused system of high quality and cost-effective mental health and substance abuse services, including prevention, crisis intervention, treatment, service coordination, and community support services. The Office of Behavioral Health is committed to developing services that support principles of recovery and resiliency.

Community Care Behavioral Health Organization — a recovery-oriented, non-profit behavioral health managed care company headquartered in Pittsburgh, manages behavioral health benefits for nearly one million members. Community Care's mission is to improve the health and well-being of the community through the delivery of effective and accessible behavioral health services. Community Care embraces the importance of creating an environment that provides hope, empowerment, and choice.

Staunton Farm Foundation — dedicated to improving the lives of people who live with mental illness, the Foundation works to enhance mental health treatment and support by advancing best practices through grant-making to non-profit organizations in the 10 southwestern Pennsylvania counties of Allegheny, Armstrong, Beaver, Butler, Fayette, Greene, Indiana, Lawrence, Washington, and Westmoreland.

For more information about this booklet and recovery resources, contact the Coalition at www.coalitionforrecovery.org or call 412-325-0369.

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A Decade of Progress
1997 - 2007



Underinsured or Uninsured?

Guide to Health Care Resources in Allegheny County



April 2017

The most up-to-date version of this guide is available online:

<http://www.achd.net> or

<http://www.alleghenycounty.us/dhs/insurance.aspx>





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Question: What is next for the Affordable Care Act?

Congress failed in March to muster the votes to repeal Affordable Care Act (ACA) of 2010. For the time being, the Affordable Care Act (also known as Obamacare) remains in effect. The following portions of the ACA continue to remain in place:

- Strong protections for people who have already existing medical conditions like diabetes, cancer and other illnesses. They could not be denied coverage or singled out for extremely high premiums unrelated to their age.
- Continued coverage for young adults until age 26 under their parent's health insurance plan.
- Health insurance plans required to cover recommended, preventive services such as annual flu shots, mammograms, abdominal aortic aneurysm screening for men of a certain age who smoked, etc. at no cost to the policy holder and their dependents.
- A ban on insurance companies setting a yearly dollar limit on what they spend for coverage, known as Yearly Limits. Insurance companies also banned from setting a dollar limit on what they spend on essential health benefits for care during the entire time someone is enrolled in that plan, known as Lifetime Limits.

The Open Enrollment period for this year ended on January 31, 2017. However, it is important to note that there are still opportunities to enroll for health insurance under the ACA if one of the following situations happens:

- You qualify for Medicaid (Medical Assistance) or CHIP (Children's Health Insurance Plan) based on your income (example: income is less than \$16,242 for a single person; less than \$33,465 for a household of four). (These incomes guidelines increase every year with the cost of living.)
- You are losing your health insurance
- You experience a life change such as:
 - moving to a new area
 - a change in family size (through marriage, birth, adoption, death)
 - becoming a citizen
 - leaving a correctional facility
 - other exceptional circumstances

***You have 60 days before or after one of these events to sign up for health insurance.**

***You can apply for Medicaid (Medical Assistance) or CHIP any time, all year.**



The Affordable Care Act requires insurance plans to provide coverage of recommended, preventive health screenings at no cost (no co-pay and deductible). It is important to take advantage of these recommended preventive services while the Affordable Care Act remains in effect.

Schedule a checkup now to discuss with your medical provider which of the following recommended, preventive health services is suitable for you. Make appointments now to use these services, if you haven't already.

Young Adult Coverage

Young adults under 26 years old may be able to get insured under a parent's plan. Young adults under 26 can join, remain, or return to a parent's plan even if they are:

- Married
- Not living with your parents
- Attending school
- Financially independent
- Eligible to enroll in your employer's plan

Free Preventive Services Available under ACA Marketplace Health Insurance Plans

All health insurance plans under the Marketplace and many other plans must cover the following list of preventive services without charging a [copayment](#) or [coinsurance](#). This is true even if you haven't met your plan's yearly [deductible](#). **Please be aware that this applies only when a provider in your plan's network delivers these services.**

1. [Abdominal Aortic Aneurysm one-time screening](#) for men of specified ages who smoke or have smoked in the past
2. [Alcohol Misuse screening and counseling](#)
3. [Aspirin use](#) to prevent cardiovascular disease for men and women of certain ages
4. [Blood Pressure screening](#) for all adults
5. [Cholesterol screening](#) for adults of certain ages or at higher risk
6. [Colorectal Cancer screening](#) for adults over 50
7. [Depression screening](#) for adults
8. [Diabetes \(Type 2\) screening](#) for adults with high blood pressure



9. Diet counseling for adults at higher risk for chronic disease
10. Hepatitis B screening for people at high risk, including people in countries with 2% or more Hepatitis B prevalence, and U.S.-born people not vaccinated as infants and with at least one parent born in a region with 8% or more Hepatitis B prevalence.
11. Hepatitis C screening for adults at increased risk, and one time for everyone born 1945 - 1965
12. HIV screening for everyone ages 15 to 65, and other ages at increased risk
13. Certain Immunization vaccines for adults – doses, recommended ages, and recommended populations for these vaccines may vary:
 - Hepatitis A
 - Hepatitis B
 - Herpes Zoster
 - Human Papillomavirus
 - Tetanus, Diphtheria, Pertussis
 - Varicella
 - Influenza (Flu Shot)
 - Measles, Mumps, Rubella
 - Meningococcal
 - Pneumococcal
14. Lung cancer screening for adults 55 - 80 at high risk for lung cancer because they're heavy smokers or have quit in the past 15 years.
15. Obesity screening and counseling for all adults at risk
16. Sexually Transmitted Infection (STI) prevention counseling for adults at higher risk
17. Syphilis screening for all adults at higher risk
18. Tobacco Use screening for all adults and cessation interventions for tobacco users



Preventive Services for Women

All Marketplace health plans and many other plans must cover the following list of preventive services for women without charging a copayment or coinsurance. This is true even if yearly deductible has not been met. **Please note this applies only when these services are delivered by an in-network provider.**

1. Anemia screening on a routine basis for pregnant women
2. Breast Cancer Genetic Test Counseling (BRCA) for women at higher risk for breast cancer
3. Breast Cancer Mammography screenings every 1 to 2 years for women over 40
4. Breast Cancer Chemoprevention counseling for women at higher risk
5. Breastfeeding comprehensive support and counseling from trained providers for pregnant and nursing women, and access to breastfeeding supplies (this can include a breast pump for women returning to jobs)
6. Cervical Cancer screening for sexually active women
7. Chlamydia Infection screening for younger women and other women at higher risk
8. Contraception: Food and Drug Administration-approved contraceptive methods, sterilization procedures, and patient education and counseling, as prescribed by a health care provider for women with reproductive capacity (not including abortifacient drugs). This does not apply to health plans sponsored by certain exempt “religious employers.”
9. Domestic and interpersonal violence screening and counseling for all women
10. Folic Acid supplements for women who may become pregnant
11. Gestational diabetes screening for women 24 to 28 weeks pregnant and those at high risk of developing gestational diabetes
12. Gonorrhea screening for all women at higher risk
13. Hepatitis B screening for pregnant women at their first prenatal visit
14. HIV screening and counseling for sexually active women
15. Human Papillomavirus (HPV) DNA Test every 3 years for women with normal cytology results who are 30 or older
16. Osteoporosis screening for women over age 60 depending on risk factors
17. Rh Incompatibility screening for all pregnant women and follow-up testing for women at higher risk
18. Sexually Transmitted Infections counseling for sexually active women
19. Syphilis screening for all pregnant women or other women at increased risk



20. Tobacco Use screening and interventions for all women, and expanded counseling for pregnant tobacco users
21. Urinary tract or other infection screening for pregnant women
22. Well-woman visits to get recommended services for women under 65

Here is a list of local organizations that can help you apply for Medicaid (Medical Assistance), CHIP, or health insurance under the ACA market place in the case of one of the special situations discussed on page 9.

Consumer Health Coalition (CHC) is a local non-profit organization that works to increase access to quality, affordable health care. You can call their Helpline at **412-456-1877** to get assistance or schedule an appointment. Their Health Care Navigators are available for appointments Monday through Saturday to assist consumers with the application process for Medical Assistance, CHIP, the Health Insurance Marketplace, and other free and low-cost programs. <http://consumerhealthcoalition.org/>

Healthy Together – This coalition – consisting of the City of Pittsburgh, Allegheny County Health Department, Allies for Children and the Consumer Health Coalition is committed to enrolling all Pittsburgh children and teens in quality, no- to low-cost healthcare programs, like Medicaid and CHIP. For more information: <http://www.getenrolledpgh.com/>

Or call 2-1-1 to ask for help with the enrollment process. For those who speak Spanish, help is available in Spanish at **412-456-1877 x 205**

YWCA of Greater Pittsburgh has trained Health Care Navigators who can guide people through the process of applying for Medicaid Expansion and Special Enrollment through the Health Insurance Marketplace. For more information: <http://www.ywcapgh.org/programs/health-education-and-equity/health-insurance-enrollment>

Or call 2-1-1 to schedule an appointment with a trained YWCA Health Care Navigator.

Other Sources of Help with Applying for Health Insurance - Health Care Centers and Clinics - Many of the Health Care Centers and Clinics listed in this guide have trained staff who can help you apply for Medicaid (Medical Assistance). This may be a better and more convenient choice if the Health Care Center is close to you. Call the Health Center or Clinic to ask if they have someone who can meet with you to help you with applying for Medicaid (Medical Assistance).



Question: I have health insurance, but how do I figure out the best ways to use my insurance to improve my health?

Having health insurance isn't only important when you are sick, it can help you from becoming sick by providing coverage for exams and screening procedures. Click the link below which takes you to a guide that explains what health coverage is and how to use it to get the primary care and preventive services to help you and your family live long, healthy lives.

<http://www.hhs.gov/healthcare/prevention/>

Question: I don't understand all the words that my health care provider uses. What can I do?

Some health care providers do not realize that they are using words that are not clear to the average person. Ask them to put what they are saying in easier to understand words. Take a note pad or paper with you and ask them to print the names of your medical condition and medications so that you can have this information for yourself and share it with loved ones and/or your pharmacist.

A good place to check on the meaning of many medical terms is this glossary that is put out by a government agency <http://www.ahrq.gov/patients-consumers/patient-involvement/ask-your-doctor/tips-and-tools/glossary.html>

The **Regional Health Literacy Coalition** has free materials to help consumers get the best use of their health insurance and their visits to health care providers. They can be reached at 1-800-704-8434. Their address is:

Regional Health Literacy Coalition
c/o Hospital Council of Western PA
500 Commonwealth Drive
Warrendale, PA 15086

Or email: kevin@ahealthyunderstanding.org

A good source of information about how to get the most out of your visit to a health care provider is the tool kit put together by the **Regional Health Literacy Coalition**:
<http://www.ahealthyunderstanding.org/consumers/toolkit>

Check Your Local Library

Libraries are also a good place to get help with understanding medical terms and health conditions. Librarians are very helpful with finding the best and most current information about specific health care issues.



Question: I have health insurance, but the annual deductible (the amount that must be paid first out of pocket) is very high. What can I do?

You have health insurance under the Affordable Care Act, but the annual deductible (the amount that must be paid before you can get coverage for medical visits) is very high. Perhaps you need help with diabetes (or another chronic condition), but can't afford to pay this amount out of your own pocket first. What can you do? Where can you turn?

Those who have high deductible insurance through the Market Place may be able to apply for financial assistance for office visits using a sliding scale based on income and number of people in household at Federally Qualified Health Centers (FQHCs). Most of the clinics and health centers listed in this guide serve people without health insurance or who face high deductibles before their health plan begins to cover office visits.

Question: How can I get the most out of my office visit?

Here are some tips for when you go to your medical provider:

1. Make a list of your concerns.

Write down and bring a list of your top three problems or concerns for the visit. You may get nervous and forget to ask about something that has been bothering you.

2. Bring your insurance card and I.D., if you have one.

This will save you time and potential delays when you check in to see the doctor. Again, more information is better.

3. Know and write down your health history.

Include things like any surgeries you had, such as having an appendix removed as well as any tests or procedures. In addition, write down conditions your parents, grandparents, and siblings have had. Many diseases and conditions are passed down through your family so your doctor needs to know if a disease is common in your family.

4. Bring in a list of medications you are currently taking.

This should include any vitamins you take, over-the-counter medications, and prescribed medications. Prescription drug names can be hard to remember, so if you have them written down, you'll be prepared.

5. Don't be afraid to ask questions when you don't understand.

If you do not understand something the medical provider is telling you, ask him or her to repeat it or explain it in different words. Try to repeat what he or she has said to you in



different words. If the medical provider is talking too fast, ask him or her to slow down. Ask them to print names of medications that they are prescribing, tests that are being suggest, or the condition they think you have. Keep this paper.

6. Ask for your own copies of blood work or results of tests after the visit

You have a legal right to have copies of any of your medical record.

7. Check that test results and notes are sent to specialist appointments.

If your medical provider sends you to a specialist for follow-up care, make sure that your medical records from your medical provider are sent to this specialist doctor before the scheduled visit. This may help to prevent confusion or extra, unnecessary tests. More information is always better.



Clinic Listings

Only a small number of the clinics and centers listed in this guide are walk-in facilities. Most health centers require an appointment to be seen, so a call is necessary to make an appointment and check hours of operation. Due to the rising need for services, some clinics have seen increased demand, so it may take up to a month or longer to get an appointment as a new patient. Once you are established as a patient, then you may be able to get appointments much faster.

To help with the process of getting reduced cost care such as the sliding scale fee, ask what documentation is needed to complete the application for assistance, as well as how much money is requested for the first visit.

Some providers listed in the following section offer assistance with behavioral health issues. For a more comprehensive listing of resources devoted to mental health and substance abuse services, see the Mental Health and Substance Abuse Resources section ([page 33](#)), call **412-350-4457** or visit the Department of Human Services website:

<http://www.alleghenycounty.us/dhs/mhservices.aspx> or

<http://www.alleghenycounty.us/dhs/substanceabuse.aspx>

Downtown

Allegheny County Health Department - Immunization Clinic-Infectious Diseases Program

Note! New location. Clinic has moved out of Oakland.

425 First Ave. 4th Floor

Hartley Rose Building - Entrance is on Cherry Way

Pittsburgh, PA 15219

412-578-8060

<http://www.achd.net/infectd/clinic.html>

Services: Walk-in clinic provides federally funded childhood immunizations at no cost to children through 18 years of age who are Medicaid eligible, uninsured, underinsured, American Indian or Alaska Native. No appointment needed. A parent or legal guardian must accompany the minor to the clinic. Please try to bring the child's immunization records for each visit. WIC screening services free of charge. Adult immunizations such as flu and pneumonia vaccines are provided for a fee. Additionally, some anti-body screenings for many diseases are offered for a fee. Foreign travel consultation is free, but there are charges for appropriate



travel vaccines. For more information about clinic hours, services and fees, call or go to the website.

Catholic Charities Free Health Care Center

212 Ninth Street, floor 2 and 3

Pittsburgh, PA 15222

412-456-6910

<https://www.freecarepgh.com/>

Insurance: Serves those without health insurance and who are not eligible for public or private insurance programs such as Medicare or Medicaid.

Assistance: Individuals may be eligible for free services if household income does not exceed 250% of federal poverty guidelines. Examples of income documentation may include recent pay stubs, W2 form, recent tax return, benefit letter from Social Security, denial letter from Medical Assistance, verification of wages from employer, or Profit/Loss Statement for self-employed.

Services Available: Adults only - no services for children under 19. **No walk-in services** - appointments are needed for medical services. Care offered includes primary care, health screenings, chronic care management, women's health and medication assistance. Dental services provided include exams, teeth cleanings, x-rays, extractions and limited restorations. ** - Note, some people with health insurance coverage may still be eligible for the center's dental and/or vision services. Call for appointment, current health center's hours and information about what documentation to bring for application.

Hill District

FOCUS + Pittsburgh Free Clinic

2228 Centre Ave.

Pittsburgh, PA 15219

412-502-5024

<https://focuspghcommunications.wordpress.com/>

Assistance: Adults only. Volunteers operate this free clinic, which is for people who



are uninsured, do qualify for Medicaid, and household income does not exceed 200% of the poverty level, based on Federal Poverty Guidelines. **Please Note! This is not a walk-in clinic.** Appointments are necessary for medical services. Assistance with applications for medical assistance is offered.

Services Available: Medical services include primary care, including blood pressure and diabetes screening, medication review, mental health services including counseling and psychiatric care, gynecological care, and care of chronic conditions. Some dental services are also available. Call for appointment and information about services. Messages are returned.

Hill House Health Center - Primary Care Health Services, Inc.

1835 Centre Avenue, Suite 190

Pittsburgh, PA 15219

412-261-0937

<http://www.pchspitt.org>

Insurance: Most insurance plans accepted.

Assistance: Sliding fee program based on household income and family size. For first visit, clients are asked to bring at least \$10 and proof of income and family size. For a visit to the dental clinic, bring \$25.

Services Available: Comprehensive primary medical care, pregnancy testing, minor surgery, laboratory services, family health, gynecological care, physical exams, pediatrics, including early screening and immunizations, mental health, and access to pharmacy, social services. Dental care is available at their Dental Clinic, which is open Mondays and Wednesdays. Must bring a minimum of \$25 for each dental visit.

Bethlehem Haven

Fifth Avenue Commons

905 Watson St.

Pittsburgh, PA 15219

412-391-1348 ext. 100

<https://www.bethlehemhaven.org/>

Assistance: Services are only for homeless individuals without insurance.



Services Available: Basic primary care, mental health, and dental, STD & TB screenings and treatment, social services, health information and education.

Strip District

The Midwife Center

2825 Penn Avenue

Pittsburgh, PA 15222

412-321-6880

<https://midwifecenter.org/>

Insurance: Most insurance plans accepted for prenatal-OB care. Medical assistance plans generally accepted. Clients with commercial insurance are responsible to check with their insurance carrier to confirm covered services prior to care.

Assistance: For uninsured clients, a contract with Adagio Health provides gynecological care and family planning on a sliding scale fee based on monthly income and family size.

Services Available: Services only for women. Appointments for prenatal services or gynecological care. Walk-in program called *With Woman Fridays* is available every Friday 12:30 p.m. - 5:00 p.m. for gynecological services only such as pelvic exams, contraceptives, STI/vaginal infection screening and treatment, pregnancy testing, mammography referrals, etc. *Con Mujeres*, a walk-in service for Spanish speaking women, is available the first Friday of every month from 12:30 p.m. - 5:00 p.m.



North

North Side Christian Health Center

816 Middle St.

Pittsburgh, PA 15212

412-321-4001

<http://www.nschc.org>

Insurance: Accepts most health insurance plans including Medical Assistance.

Assistance: We serve all patients regardless of ability to pay. Discounts for essential services are offered depending on family size and income. Call for further information.

Services Available: Physicals, immunizations, gynecological exams, blood work, cancer screenings, pediatric services, well child appointments, pharmacy services, and mental health services are referred to a cooperating provider, and after-hours access through an on-call physician. Dental services are also available. Call for details and to make an appointment.

North Side Christian Health Care Center at Northview Heights

525 Mount Pleasant Rd.

Pittsburgh, PA 15214

412-322-7500

<http://www.nschc.org>

Insurance: Accepts most health insurance plans including Medical Assistance.

Assistance: We serve all patients regardless of ability to pay. Discounts for essential services are offered depending on family size and income. Call for further information.

Services Available: Physicals, immunizations, gynecological exams, blood work, cancer screenings, well child appointments, and mental health services are referred to a cooperating provider pharmacy services, and after-hours access to through an on-call physician.



East

Bloomfield/Garfield

Bloomfield/Garfield Family Health Center

5475 Penn Avenue

Pittsburgh, PA 15206

412-361-7562

<http://www.upmc.com/locations/community/family-health-centers/Pages/bloomfield-garfield.aspx>

Insurance: Most insurance plans accepted.

Assistance: For patients already established at this health center who lose health insurance coverage, a social worker can help patients apply for financial assistance with documented proof of income, household size, assets, housing costs, etc. This process must be done every six months. Gynecological services are available for people without insurance through Adagio Health Services

Services Available: Prenatal care, pediatric services, diabetes education and diabetes prevention, mental health assessments and referrals (including adolescent), heart disease and diabetes management, immunizations for children and adults, social work services, gynecological services in partnership with Adagio Health Services, medication management with onsite pharmacist. Nutrition counseling available on site or through referral.

Braddock

Braddock Family Health Center- Primary Care Health Services, Inc.

404 Braddock Avenue

Braddock, PA 15104

412-351-6300

<http://www.pchspitt.org>

Insurance: Most insurance plans accepted.

Assistance: Sliding fee program based on household income and family size. For first visit, clients are asked to bring at least \$10 and proof of income and family size.



Services Available: Comprehensive primary medical care, pregnancy testing, podiatry, EKGs, laboratory services, adult medicine, physical exams, pediatrics, including early screening and immunizations, mental health services, access to pharmacy, social services.

Braddock Free Clinic

415 6th Street

Braddock, PA 15104

412-723-2086

Hours of operation: Saturday - 10 am to 2 pm (last patient seen at 1:30 pm)

Sunday -10 am to 2 pm (last patient seen at 1:30 pm)

Services: Only for people without any form of insurance. Clients must be 18 or older. Care is provided by medical volunteers.

Urgent Care Center Braddock

501 Braddock Ave.

Braddock, PA 15104

412-636-5050

https://www.ahn.org/location-detail?name=Allegheny_Health_Network_Urgent_Care_Center_Braddock&type=Outpatient_Care_Center

This center has physicians and nurses on site to handle a variety of urgent health needs such as minor fracture, sprains and strains, small cuts needing stitches, physicals, TB skin testing, X-rays, and other services. No appointment is needed. Open Mon-Friday from 9 am to 9 pm, Saturday and Sunday 9 am to 7 pm. Will accept most insurance plans. If you do not have insurance, you must have some cash or a credit card with you to be seen. A payment plan may be worked out for the balance of the bill.



Clairton

Magee at Clairton - Clairton Health Center

559 Miller Avenue

Clairton, PA 15025

412-233-7021

<http://www.upmc.com/locations/hospitals/magee/locations-and-directions/Pages/neighborhood-health-clinics.aspx>

Insurance: Most insurance plans accepted.

Assistance: Programs available for those with low or no income or no insurance.

Services Available: Walk-in pregnancy testing, family planning and emergency contraception, teen health care, prenatal care, routine gynecological care, breast cancer screening, STD screening and treatment, social services, health information and education. Transportation can be provided.



East Liberty

East Liberty Family Health Care Center - Christian Ministry of Whole Person Healthcare

6023 Harvard Street

Pittsburgh, PA 15206

412-661-2802

<http://www.elfhcc.com/>

Insurance: Most insurance plans accepted, including Medical Assistance. Call to confirm.

Assistance: People without insurance are asked to meet with the social worker to determine eligibility for Medical Assistance and other programs. If not eligible, a sliding scale fee for services is based on household size and income.

Services Available: Patient Centered Medical Care, which includes general family practice, pediatrics, lab services, routine women's care, well-child care, OB and prenatal care, home care visits for homebound elderly who are current patients, immunizations, asthma, blood pressure and diabetes control programs, drug/alcohol outreach/relapse prevention, limited mental health services. Podiatry is offered one day a month.

East End Community Health Care Center – Primary Care Health Services, Inc.

117 N. Negley Avenue

Pittsburgh, PA 15206

412-404-4000

<http://www.pchspitt.org>

Insurance: Most insurance plans accepted, including Medical Assistance. Call to confirm.

Assistance: Sliding fee program based on household income and family size. For first visit, clients are asked to bring at least \$10 and proof of income and family size.

Services Available: Comprehensive primary medical care, pregnancy testing, family planning, minor surgery, EKGs, laboratory services, adult medicine, physical exams, pediatrics, including early screening and immunizations, mental health services, access to pharmacy, social services. Refer out for mental health services.



Pittsburgh Aids Task Force – Medical Clinic

5913 Penn Ave.

Pittsburgh, PA 15206

412-248-0550

<http://www.patf.org/medical-clinic>

Insurance: Most insurance plans accepted. Call to confirm.

Assistance: Screening services are free. For follow up treatment and care, patients may be referred to a counselor to fill out an application for health insurance or medical assistance.

Services Available: Free confidential community-based rapid HIV testing. PATF also offers rapid Hepatitis C, rapid Syphilis, and Chlamydia and Gonorrhea testing. **NO APPOINTMENT NECESSARY** for screening times listed below. However, for follow up treatment and care, appointments are needed for the PATF Medical clinic.

For HIV and/or STD screenings, here are the schedules.

(East Liberty location at 5913 Penn Ave.)

Sunday: Noon to 3:30 p.m.

Monday: 9 a.m. to 4:30 p.m.

Tuesday: 9 a.m. to 4:30 p.m.

Wednesday: 9 a.m. to 6:30 p.m.

Thursday: 9 a.m. to 4:30 p.m.

Friday: 9 a.m. to 4:30 p.m.

PATF now has a medical clinic that provides follow up and treatment for sexually transmitted infections (STIs) for the community, regardless of HIV status. An onsite phlebotomist is available for confirmatory HIV and STI testing. Health Advocates provide a comforting and stigma-free zone for patients to discuss transmission risk behaviors openly and honestly.

A key feature of the new medical capabilities is a Pre-Exposure Prophylaxis (PrEP) Clinic. A powerful new tool in preventing the spread of HIV, PrEP entails taking the medication Truvada—long used to treat HIV—and is over 90 percent effective at preventing HIV infection.

Besides providing specialized HIV/AIDS medical care, the physician will also be able to act as a primary care provider for clients and attend to a myriad of other medical needs.



Hazelwood

Hazelwood Family Health Center

4918 Second Avenue

Pittsburgh, PA 15207

412-422-9520

<http://www.pchspitt.org>

Insurance: Most insurance plans accepted

Assistance: Sliding fee program based on household income and family size. For first client visit, clients are asked to bring at least \$10 and proof of income and family size.

Services Available: Comprehensive primary medical care, pregnancy testing, family planning, podiatry, minor surgery, EKGs, laboratory services, adult medicine, physical exams, pediatrics, including early screening and immunizations, refer out to mental health services, access to pharmacy, social services.

Homewood-Brushton

Alma Illery Medical Center – Primary Care Health Services, Inc.

7227 Hamilton Avenue

Pittsburgh, PA 15208

412-244-4700

<http://www.pchspitt.org>

Insurance: Most insurance plans accepted

Assistance: Sliding fee program based on household income and family size. For first client visit, clients are asked to bring at least \$10 and proof of income and family size.

Services Available: Comprehensive primary medical care, pregnancy testing, family planning, obstetrics, podiatry, complete X-rays, EKGs, laboratory services, adult medicine, physical exams, pediatrics, including early screening and immunizations, complete dental services, mental health services, pharmacy, social services, health education, individual and group counseling, group therapy/education, skill development and transportation in selected cases.



Lawrenceville

Allegheny County Health Department

Tuberculosis Clinic and Program

3901 Penn Ave. 1st Fl. (Building 1)

Pittsburgh, PA 15224

412-578-8084

<http://www.achd.net/infectd/tbclinic.html>

This clinic provides walk-in Mantoux tuberculin skin testing (screening) for a fee of \$25 on Mondays, Tuesdays and Fridays from 9 am to 3:30 pm. Medical evaluation, diagnostic testing and follow-up treatment, if needed, are available by appointment for positive skin tests. Directly Observed Therapy (DOT) when indicated. For information on clinic hours, services and how to make referrals, call or go to their website.

Lincoln-Lemington

Lincoln-Lemington Office of the East Liberty Family Health Care Center - Christian Ministry of Whole Person Healthcare

7171 Churchland Street

Pittsburgh, PA 15206

412-361-8284

<http://www.elfhcc.com/>

Insurance: Most insurance plans accepted including Medical Assistance. Call to confirm.

Assistance: People without insurance are asked to meet with the social worker to determine eligibility for Medical Assistance and other programs. If not eligible, a sliding scale fee for services is based on household size and income.

Services Available: General family practice, dental services for adults and children, lab services, obstetric-gynecological care & **prenatal care** for patients who elect to have East Liberty Family Health Care Center as their PCP, **pediatrics**, well-child care, drug/alcohol outreach/relapse prevention, immunizations, hearing/vision screening, asthma, blood pressure, and diabetes control programs.



McKeesport

McKeesport 9th Street Clinic

The Common Ground Building

410 Ninth Ave.

McKeesport, PA 15132

412-664-4304

Dr. William Markle, Medical Director

Insurance: No insurance needed. Patients with insurance may be referred to community health centers if necessary.

Assistance: Information about income may be requested to determine eligibility for certain assistance programs.

Services Available: Free primary health care for people without insurance. No appointments needed, but staff may limit the number of patients accepted depending on how busy the clinic is. Blood pressure & blood glucose screenings, physicals for jobs, housing, driver's licenses, flu shots, tuberculosis skin testing (PPD), basic primary care, limited blood work, limited pharmacy, etc. Assistance with medical applications. Referrals for other services.

Clinic Hours: Thursdays 1 p.m. - 7 p.m.

McKeesport Family Health Center - Primary Care Health Services, Inc.

627 Lyle Blvd.

McKeesport, PA 15132

412-664-4112

www.pchspitt.org

Insurance: Most insurance plans accepted.

Assistance: Sliding fee program based on household income and family size. For first visit, clients are asked to bring at least \$10 and proof of income and family size.

Services Available: Comprehensive primary medical care, pregnancy testing, podiatry, minor surgery, EKGs, laboratory services, adult medicine, physical exams, **pediatrics**, including early screening and immunizations, youth mental health counseling for existing patients, access to pharmacy and social services. **Dental Services** are available Wednesday through Friday from 9 am - 5 pm.



UPMC McKeesport

Latterman Family Health Center

2347 Fifth Ave.

McKeesport, PA 15132

412-673-5504

<http://www.upmc.com/locations/hospitals/mckeesport/services/pages/family-health.aspx>

Insurance: Call ahead to find out what is accepted.

Assistance: Care for people without insurance is referred to the 9th St. Clinic, which is listed above. Gynecological services for underinsured and uninsured are provided on sliding scale through a contract with Adagio.

Services Available: Certified Patient Centered Medical Home includes primary care across the lifespan. Family planning services for both men and women through Adagio Health and are obtainable through a sliding fee scale.

Monroeville

Magee-Womens Hospital of UPMC at Monroeville

Magee Womancare Center-Monroeville

Corporate One Office Park, Building II, Suite 330

4075 Monroeville Blvd.

Monroeville, PA 15146

412-641-6722

<http://www.upmc.com/locations/hospitals/magee/locations-and-directions/Pages/neighborhood-health-clinics.aspx>

Insurance: Most insurance plans accepted.

Assistance: Programs available for those with low or no income or no insurance.

Services Available: Walk-in pregnancy testing, family planning and emergency contraception, teen health care, **prenatal care**, routine gynecological care, breast cancer screening, STD screening and treatment, social services, health information & education.



Sheep Inc. Health Care Center

Monroeville Assembly of God

4561 William Penn Highway

Monroeville, PA 15146

Phone: 412-310-0062

Dr. Robert Beasley, Medical Director

Insurance: No insurance needed.

Assistance: Services are for those without insurance and who are not eligible for public or private insurance programs such as Medicare and Medicaid.

Services Available: Free primary health care. No appointment needed. Staff may limit the number of patients accepted depending on how busy the clinic is. Chronic disease management, Blood pressure and blood glucose screenings, physical exams for jobs, driver's licenses, sports, etc.

Clinic Hours: Thursdays 5:45 p.m. - 8:30 p.m.

Oakland

Allegheny County Health Department - Immunization Clinic-Infectious Diseases Program

Note! New location. Clinic has moved out of Oakland.

425 First Ave. 4th Floor

Hartley Rose Building - Entrance is on Cherry Way

Pittsburgh, PA 15219

412-578-8060

<http://www.achd.net/infectd/clinic.html>

Services: Walk-in clinic provides federally funded childhood immunizations at no cost to children through 18 years of age who are Medicaid eligible, uninsured, underinsured, American Indian or Alaska Native. No appointment needed. A parent or legal guardian must accompany the minor to the clinic. Please try to bring the child's immunization records for each visit. WIC screening services free of charge. Adult immunizations such as flu and pneumonia vaccines are provided for a fee. Additionally, some anti-body screenings for many diseases are offered for a fee. Foreign travel consultation is free, but there are charges for appropriate travel vaccines. For more information about clinic hours, services and fees, call or go to the website.



Allegheny County Health Department - Sexually Transmitted Diseases Clinic and Program

3441 Forbes Ave., 1st Floor (STD) & 2nd Floor (HIV)

Pittsburgh, PA 15213

412-578-8081

<http://www.achd.net/std/index.html>

Services: This walk-in clinic provides free, confidential exams and treatment. For more information on clinic hours and services, call or go to the website. Please bring photo I.D.

Community Human Services Corp. - The Health Station

370 Lawn Street

Pittsburgh, PA 15213

412-246-1614

<http://www.chscorp.org>

Insurance: Usually not needed.

Assistance: You will not be billed for any services.

Services Available: Free nursing services available to walk-ins on a part-time basis. Services are limited to Pittsburgh residents. Please call ahead to confirm the days and hours that the nurse is present. Mental health services have been added. Please call to find out more details. In addition, In-Home services are available for individuals aged 18-59 who are living in their own home with a disability. Call 412-246-1612 for details about the In-Home program.



Magee-Womens Hospital of UPMC -Oakland

300 Halket St. -Zero Level

Pittsburgh, PA 15213-3180

412-641-4455

<http://www.upmc.com/locations/hospitals/magee/locations-and-directions/Pages/neighborhood-health-clinics.aspx>

Insurance: Most insurance plans accepted.

Assistance: Programs available for those with low or no income or no insurance.

Services Available: Pregnancy testing, family planning and emergency contraception, teen health care, **prenatal care**, routine gynecological care, breast cancer screening, STD screening and treatment, social services, health information & education.

Matilda Theiss Health Center - UPMC Health System

373 Burrows Street

Pittsburgh, PA 15213

412-383-1550

<http://www.familymedicine.pitt.edu/content.asp?id=1509&subid=2128>

Insurance: Most insurance plans accepted except for United Healthcare for Families, and Aetna for Better Health.

Assistance: For those without insurance, proof of income and household size are required for sliding scale fee application. Payment of small fee for each visit is expected. Please bring photo I.D.

Services Available: Primary care across the lifespan. Comprehensive family medicine including prenatal care, pediatrics and social services. Routine dental care is limited to established patients. Some labs and discounted medications may be available.



Squirrel Hill/Greenfield

Squirrel Hill Health Center

4516 Brownsville Rd.

Pittsburgh, PA 15217

412-422-7442

<http://www.squirrelhillhealthcenter.org/>

Insurance: Accepts many insurance plans, but please call ahead to find out about whether your plan is accepted.

Assistance: Sliding payment scale available for those without insurance with documentation of income and household size.

Services Available: Primary care across the lifespan including prenatal and pediatrics, mental and behavioral health services, tobacco cessation, health education and support groups. Affiliated Dental Clinic next door. Call 412-697-7997 for information.

Swissvale (Edgewood Town Center)

Metro Community Health Center

1789 S. Braddock Ave. Suite 410

Pittsburgh, PA 15218

412-247-2310

<http://www.metrofamilypractice.org>

Insurance: All accepted.

Assistance: Financial aid application required with proof of income to determine eligibility for reduced fees for services and prescriptions.

Services Available: Comprehensive primary care across the lifespan including well child, adult, and geriatric care as well as care for chronic illnesses including HIV/AIDS. Individual counseling and smoking cessation help available for our patients. Also provides care for LGBT population.



Wilkinsburg

Magee-Womens Hospital of UPMC at Wilkinsburg

720 Penn Ave.

Wilkinsburg, PA 15221

412-731-3091

<http://www.upmc.com/HospitalsFacilities/Hospitals/Magee/Pages/Home.aspx>

Insurance: Most insurance plans accepted.

Assistance: Programs available for those with low or no income or no insurance.

Services Available: Walk-in pregnancy testing, family planning and emergency contraception, teen health care, prenatal care, routine gynecological care, STD screening and treatment, social services, health information and education.

Hosanna House

Wilkinsburg Family Health Center

807 Wallace Avenue, 2nd Floor, Suite 203

Wilkinsburg, PA 15221

412-247-5216

www.pchspitt.org

Insurance: Most insurance plans accepted.

Assistance: Application for sliding scale fee with documentation of income and family size. For first visit, clients are asked to bring at least \$10 and proof of income and family size.

Services Available: Hours are limited at this site, so it is very important to call to confirm days and hours of operations. Comprehensive medical care including pediatrics, free WIC certification with appointment, pregnancy tests for patients, and gynecological care.

South

South Side

Birmingham Free Clinic–The Program for Health Care to the Underserved

44 South 9th St

Pittsburgh, PA 15203

412-481-7900 Ext. 281

412-692-4706 Mary Herbert, Clinical Outreach Coordinator

<http://www.dept-med.pitt.edu/dgim/phcup/clinics.html>

Insurance: Services are solely for medically indigent (those without any health insurance). Patients with insurance, including Medical Assistance, will be referred to community health centers.

Assistance: Information about income and housing status is requested at visit.

Policies: No appointments needed for the Walk-in Clinic hours of operation, but staff can limit the number of patients accepted, depending on how busy the clinic is. Visits by appointment are now being offered on Tuesdays and Wednesdays. Please see below. Patients must be 18 or over and are advised to come as early as one hour prior to the opening of the Walk-in clinic.

Services Available: Basic primary care, blood pressure and blood glucose screening, smoking cessation, physicals for jobs, housing, driver's licenses, etc. Patients must bring necessary forms. Specialized care including dermatology, pulmonology, endocrinology, and smoking cessation may be available. Pediatric care provided for children without health insurance the second Saturday of every month. Mental health referrals. Prescriptions will NOT be written for ANY narcotics, nor will any be dispensed. No X-rays or blood work on site. No drug screens/testing performed.

Staff available for Spanish speaking clients at all times.

Walk-in Clinic Hours: Monday 6 p.m.-9 p.m., Wednesday 1 p.m.-4 p.m., Saturday 10 a.m.-1 p.m. Clients may not park in the Salvation Army Thrift Store parking lot. Registration begins one hour prior to clinic hours. Patients are seen on a first come first serve basis.

Appointment: Tuesday 1-4 pm

Hours: Wednesday 8:30 am - 11:30 am



Brentwood

Brentwood location of the Squirrel Hill Health Center

Brentwood Towne Square

103 Town Square Way

Pittsburgh, PA 15227

412-422-7442 (ask about being seen at the Brentwood site)

<http://www.squirrelhillhealthcenter.org/>

Insurance: Accepts many insurance plans, but please call ahead to find out about whether your plan is accepted.

Assistance: Sliding payment scale available for those without insurance with documentation of income and household size.

Services Available: Medical care including OB/GYN and behavioral health services.

Homestead

Steel Valley Health Center - Primary Care Health Services, Inc.

1800 West Street, Suite 110

Homestead, PA 15120

412-461-3863

www.pchspitt.org

Insurance: Most insurance plans accepted except for Elder Health.

Assistance: Sliding fee program based on household income and family size. For first visit, clients are asked to bring at least \$10, proof of income and family size.

Services Available: Comprehensive primary medical care, pregnancy testing for current patients, referrals for X-rays, EKGs, laboratory services, adult medicine, physical exams, access to pharmacy, and referrals for social services.



Allentown/Mount Washington

Hilltop Community Healthcare Center (affiliated with Sto-Rox Family Health Center)

151 Ruth St. (located within the old South Hills High School)

Pittsburgh, PA 15211

412-431-3520

<http://www.storoxfhc.org/>

Insurance: Most insurance plans accepted.

Assistance: Sliding payment scale for uninsured based on documentation of household income and size.

Services Available: Primary care across the lifespan, including: family health, adult vaccines, pediatrics, immunizations, routine gynecological care, pregnancy testing, referrals for dental services (if qualified), acupuncture/laser therapy, veterans' health services (PATH), podiatry, behavioral health, and nutrition education.

Mt. Oliver

Magee-Womens Hospital of UPMC at Mt. Oliver

1630 Arlington Ave.

Pittsburgh, PA 15210

412-488-2690

<http://www.upmc.com/HospitalsFacilities/Hospitals/Magee/Pages/Home.aspx>

Insurance: Most insurance plans accepted.

Assistance: Programs available for those with low or no income or no insurance.

Services Available: Walk-in pregnancy testing, family planning and emergency contraception, teen health care, prenatal care, routine gynecological care, breast cancer screening, STD screening and treatment, social services, health information and education.



West

McKees Rocks

Sto-Rox Family Health Center

710 Thompson Avenue

McKees Rocks, PA 15136

412-771-6462

<http://www.storoxfqc.org/>

Insurance: Most insurance plans accepted.

Assistance: Sliding payment scale for uninsured based on documentation of household income and size.

Services Available: Primary care across the lifespan, family health and dental care including family medicine, pediatrics, ophthalmology, podiatry, social services, obstetrics/gynecology, nutrition services, individual counseling, drug and alcohol recovery services.

West End Health Center - Primary Care Health Services, Inc.

415 Neptune St.

Pittsburgh, PA 15220

412-921-7200

<http://www.pchspitt.org>

Insurance: Most insurance plans accepted except for Aetna, Cigna, and Elder Health.

Assistance: Sliding fee program based on household income and family size. For first visit, clients are asked to bring at least \$10, proof of income and family size.

Services Available: Comprehensive primary medical care, pregnancy testing, obstetrics, podiatry, EKGs, laboratory services, adult medicine, physical exams, pediatrics, including early screening and immunizations, Dental services provided at Manchester-West End Family Dental Center nearby at 441 S. Main St.



Mental Health Resources

Some of the Health Care Centers and Health Clinics already listed may provide mental health services and counseling at their facilities or may refer to other providers. However, all residents of Allegheny County may obtain help through:

Allegheny County Department of Human Services, Office of Behavioral Health

For information about services for adults:

<http://www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Mental-Health/Services-For-Adults.aspx>

For information on services for children and youth under 18:

<http://www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Mental-Health/Services-For-Persons-Under-18.aspx>

Services: The Allegheny County Department of Human Services, Office of Behavioral Health contracts and monitors many community-based agencies, which provide an array of services designed to meet the mental health and substance abuse service needs of county residents. Round-the-clock telephone crisis intervention and mobile behavioral health crisis intervention services are available for all Allegheny County residents. (See page 34) Insurance coverage is not required for services. In addition, the Office of Behavioral Health “OBH Where to Call” booklet lists providers of mental health services in Allegheny County.

For those who qualify, the county also provides help with psychiatric prescription medication. See: Assistance with Psychiatric Prescription Medication on page 39.

If you need someone to talk with who has been where you are Peer Supported Advocacy Network (PSAN) Warmline: 1-866-661-9276.

Pittsburgh Coalition for Dynamic Psychotherapy/Clinic without Walls

<http://www.pghpsa.org/clinic-without-walls/>

412-661-5270

Services: PCDP/CWW is a nonprofit organization offering reduced-fee, psychodynamic oriented psychotherapy to adults, adolescents and children. Medical doctors who are doing their residency in psychiatry at Allegheny General Hospital and Western Psychiatric Institute and Clinic provide the therapy. Psychodynamic psychotherapy is long term therapy and is best suited for individuals with recurrent anxiety and/or depression, for those having difficulty with change and transition and for those with relationship issues. The reduced fee of \$25 per session can be further reduced if necessary. No insurance accepted.



SAMHSA-Substance Abuse and Mental Health Services Administration

This is an agency within the U.S Department of Health and Human resources that leads public health efforts to advance the behavioral health of the nation. They provide information and support for prevention, treatment and recovery services. SAMHSA Strategic Initiatives help provide treatment and services for people with mental and substance use disorders, support the families of people with mental and substance use disorders, build strong and supportive communities, prevent costly behavioral health problems, and promote better health for all Americans. For more information about programs call 877-726-4727 or click <http://www.samhsa.gov/>

24-Hour Crisis Hotlines

re:solve Crisis Network

1-888-7-YOU-CAN (1-888-796-8226)

Services: Callers are put in touch with mental health and addiction counselors to receive immediate confidential crisis counseling and emergency support and may be referred for ongoing help regardless of ability to pay. In addition, a mobile crisis team is available to come to the site of the crisis. Walk-in services and short-term overnight services are also available. Specialized teams are available for child, adolescent and family interventions. **re:solve** is made possible through the partnership of Allegheny County Department of Human Services and Western Psychiatric Institute and Clinic (WPIC) of UPMC. Walk-in at 333 N. Braddock Ave. (North Point Breeze) Pittsburgh, PA 15208.

Behavioral Health Emergency Service – Involuntary Commitment

<http://www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Mental-Health/Involuntary-Commitment.aspx>

412-350-4457 or call 911

Services: This number answers 24-hours-a-day, seven-days-a-week and puts callers in touch with Allegheny County staff who can authorize and coordinate involuntary Emergency Examination and Treatment, (sometimes referred to as a “302”) when needed. Involuntary commitment is intended for individuals who are in imminent danger of harming themselves or others due to a serious mental illness.



Drug and Alcohol Services

Allegheny County Department of Human Services – Offices of Behavioral Health – Bureau of Drug and Alcohol Services

One Smithfield Street

Pittsburgh, PA 15222

(412) 350-3328

Services: The Allegheny County Bureau of Drug and Alcohol Services offers information about support and resources available through a variety of community-based agencies and recovery-oriented services designed to prevent and treat substance abuse and addiction. Free, anonymous, alcohol-use screenings offered.

General Information about Drugs and Alcohol Questions

412-350-3328, TTY/TDD 412-350-3467

Weekdays 8:00 a.m. - 4:00 p.m.

Overdose Prevention Project

Allegheny County Health Department (ACHD) has partnered with several county agencies and community organizations to create the **Overdose Prevention Project**. The purpose of this collaborative project is provide information, education and resources to reduce and prevent overdoses in our community and opportunities for training on overdose prevention and how to response to individuals at risk of drug overdose. In May 2015, ACHD Director Dr. Karen Hacker issued a [county-wide standing order](#) citing [PA ACT 139](#) allowing licensed pharmacies (that choose to participate) to dispense naloxone to individuals at risk of a heroin or opioid-related overdose, or those who may witness one. ACT 139 provides access to an opioid overdose reversal medicine that can save lives and hopefully lead an individual toward the substance abuse treatment they need. The link below offers information and resources for residents, pharmacies, first responders and healthcare professionals who can help in the efforts to confront this public health crisis.

<http://www.achd.net/overdoseprevention/index.html>



Persons on medical Assistance in Allegheny County who need information on drug and alcohol resources can contact:

Community Care Behavioral Health

One Chatham Center
112 Washington Place
Pittsburgh, PA 15219
1-800-553-7499

After Hours Access to Drug and Alcohol Services

Community Care Behavioral Health

Call 1-800-553-7499

Toll-free number is staffed by professional behavioral health counselors who can assist with accessing drug and alcohol services 24 hours/day, 7 days/week. Community Care Behavioral Health is the behavioral health managed care organization for Allegheny County Medical Assistance

re:solve Crisis Network

Call 1-888-7-YOU-CAN (1-888-796-8226):

This toll-free number will access around-the-clock telephone crisis counseling, emergency care, and referrals for individuals in crisis situations. When indicated, mobile crisis services can be provided at home, at the crisis site, or at a provider's office.



Information on Clinics Outside of Allegheny County

Pennsylvania Association for Community Health Centers

1035 Mumma Rd. Suite 1

Wormleysburg, PA 17043

1-866-944-CARE (2273)

http://www.pachc.org/health_center.html

These centers and other similar providers are located in underserved areas throughout the Commonwealth. The Pennsylvania Association for Community Health Centers has a directory of clinics organized by county, which can be accessed on their website. For people without access to computers, information can be obtained by calling the toll-free number listed above. For example, someone residing in the upper northeast corner of Allegheny County, who does not have health insurance and needs non-hospital care, may consider the Community Health Clinic in New Kensington, which is listed under Westmoreland County.

U. S. Dept. of Health and Human Services – Health Resources and Services Administration (HRSA)

<http://findahealthcenter.hrsa.gov/>

HRSA maintains a national database of the federally funded health centers around the country that provide care to individuals without health insurance. Most have sliding scale fees based on household income. To find a health center in other states, click on the above link, which will ask for a zip code of the area where you are looking for health services. It will locate the closest federally funded health centers and give the information about them.

U.S. Department Of Veterans Affairs

VA Health System

1-800-827-1000

<http://www.va.gov/healtheligibility/>

For information about health benefits plan that emphasizes preventative and primary care for eligible veterans, call toll free number or go to their website.



Help with Medications and Prescriptions

Low Cost Prescriptions at Wal-Mart, Giant Eagle, and others.

Both nationally and locally, certain grocery stores and retail operations offer certain generic prescription medications at low cost (usually around \$4 for a month of medication or \$10 for 3 months). The medications offered under these programs can vary slightly from one company to another. It may be necessary to check different retail outlets' list of medications and available dosages to locate a particular drug. Usually there are no income guidelines or restrictions regarding insurance coverage. Talk to the store's pharmacy to learn more or go to the store's website.

K-Mart is now offering a membership program called *Pharmacy Savings Plus* for a yearly fee of \$10 for an individual or \$15 for a household. This program gives you access to 10 drugs that can be purchased at \$3/month and a discount on other prescriptions, which may be helpful if you lack coverage for prescription medications. For more information, click on:

<https://pharmacy.kmart.com/newrx-pharmacy-savings-plus>

GoodRx

<https://www.goodrx.com/>

GoodRx gathers current prices and discounts to help you find the lowest cost pharmacy for your prescriptions.

GoodRx is 100% free. No personal information required. Information only; no drugs are sold.

- **Prices for prescription drugs vary widely between pharmacies.**
Most Americans assume that drug prices are regulated or fixed. That's simply not true. Prices vary wildly in drugstores that are literally across the street from each other, especially when filling generic medications (which make up about 80% of the prescription fills in America).
- **Uninsured? It's easy to get a better price.**
Prices for most drugs at most pharmacies are very high for the uninsured patient. However, there are many ways to save 80% or more - coupons, savings tips, pharmacy discounts, manufacturer discounts, cheaper alternative drugs or even just asking for a better price! Sadly, there's never been an easy way to find these discounts and know the fair price for your drug.



RxAssist

<http://www.rxassist.org>

This website is operated by a nonprofit resource center and is free of ads unlike the NeedyMeds site below. RxAssist offers a comprehensive listing of all pharmaceutical patient assistance programs which is searchable by both drug name and company name. There is useful information about eligibility criteria, delivery times and refill policies.

Rx Outreach

Discount mail order prescription service that provides FDA approved generic medications for asthma, blood pressure, diabetes, heart disease and other health conditions for individuals or families up to 300% of Federal Poverty Level and no exclusion for those enrolled in other discount prescription plans. No cost to join program and no contracts. Prices vary, but may be as low as \$20 for a six-month supply (180 days). Application must be completed, along with prescription and credit card information, check or money order. Application and the list of covered medications can be found at <http://www.rxoutreach.com/> or call: **1-800-769-3880**.

NeedyMeds

This is a national web-based clearinghouse of information about various pharmaceutical patient assistance programs, state and local prescription assistance programs and disease specific programs. A good place to research what is available. For information, click on: <http://www.needymeds.org/>

Helpline **1-800-503-6897**

or contact them at NeedyMeds, P.O. Box 219, Gloucester, MA 01931.



Patient Access Network Foundation

The Patient Access Network (PAN) Foundation is a national 501c(3) organization dedicated to helping federally and commercially insured people living with chronic, critical and rare diseases with the out-of-pocket costs for their prescribed medications. Through its partnerships, PAN can provide access to medications and treatments that the underinsured need to best manage their conditions and focus on improving their quality of life. For more information about the program and eligibility guidelines go to

<https://www.panfoundation.org/>

Or call **1-866-316-7263**

Pennsylvania Patient Assistance Program (PAP)

This is a state program under the Pennsylvania Department of Aging that helps people navigate the various pharmaceutical assistance programs. To qualify you must be at least 18 years old, a Pennsylvania resident and have limited or no prescription coverage. The staff assists clients with the application process and the required documentation needed to establish financial and medical eligibility for the appropriate pharmaceutical assistance program. Call-**1-800-955-0989**, leave your name, and phone number. A program representative will call back to assess eligibility and begin the enrollment process.

Partnership for Prescription Assistance (PPARx)

PPARx is a program that connects qualified, low-income people with discount prescription drugs, direct from the pharmaceutical manufacturer. For more information, go to:

<https://www.pparx.org/>

or call their toll free phone number **1-888-477-2669**.

Discount Drug Cards

These cards might be an option for those who do not qualify for pharmaceutical patient assistance programs. The savings on particular medications and supplies and which pharmacies participate can vary with these cards, so it may be necessary to look at each card to find the one that is most worthwhile. Please see below.



Familywise

Discount prescription card with no membership fee or eligibility requirements. For more information go to www.familywise.org or call **1-800-222-2818**.

Pennsylvania Drug Card

Free discount prescription card with no membership or income requirements. The card is available at <http://www.padrugcard.com/index.php>

If unable to print a card from the website, pharmacies such as Giant Eagle, CVS, Walgreens, and others can process prescriptions through the program. For more information, call 1-877-321-6755.

Low cost diabetic insulin syringes

Care Mark is a distributor for BD (Becton Dickinson) insulin syringes. They have a patient assistance program for low-income individuals without health insurance. Necessary documentation includes a copy of the latest tax return and a current prescription from a medical provider. If eligibility requirements are met, a 90-day supply of insulin syringes may be \$15 or more. To find out more about the program, income guidelines, how to apply and submit the required documentation, call: **1-866-818-6906 Option 1**.



Dental Care

The clinics listed below have dental services at lower cost. Please call to make an appointment. Walk-ins are not generally accepted. Be aware that some clinics below may have waiting lists.

Allegheny County Health Department - Pediatric and Adolescent Dental Services

<http://www.achd.net/dental/index.html>

The Allegheny County Health Department Dental Program is available free of charge to all Allegheny County children **1-20 years of age** who cannot afford private dental care. Medical assistance is accepted. Services provided include exams, oral hygiene instructions, cleaning of teeth, screening evaluations, fluoride treatments, x-rays, fillings, extractions, space maintainers, and sealants.

ACHD Pediatric Dental Services Locations

Center City - ACHD Pediatric Dental Services

Hill House

1835 Centre Avenue

Pittsburgh, PA 15219

412-392-4441

<http://www.achd.net/dental/index.html>

McKeesport - ACHD Pediatric Dental Services

Wander Building

339 5th Avenue

McKeesport, PA 15132

412-664-8858

<http://www.achd.net/dental/index.html>



Mt. Oliver - ACHD Pediatric Dental Services

Mt. Oliver Family Health Center

1630 Arlington Ave.

Pittsburgh, PA 15210

412-432-1620

<http://www.achd.net/dental/index.html>

Pittsburgh - Center

Catholic Charities Free Health Center – Dental services

212 Ninth Street, Suite 301

Pittsburgh, PA 15222

412-456-6911

<http://www.freecarepgh.com>

Dental services are open to the public. Call first for appointment.

Assistance policy: Sometimes there may be a waiting list for dental services. Individuals may be eligible for free services if household income does not exceed 250% of federal poverty guidelines. Examples of income documentation include recent pay stubs, W2 form, recent tax return, benefit letter from Social Security, denial letter from Medical Assistance, verification of wages from employer, or Profit/Loss Statement for self-employed.

Ages served: Catholic Charities does not treat children under the age of 19.

Hill House Dental Services – Primary Care Health Services

1835 Centre Avenue

Pittsburgh, PA 15219

412-697-4698

Dental Services are open to the public

Insurance: Most dental insurance plans accepted. Call first for appointment.

Assistance policy: Dental services are provided at reduced cost and appointments are necessary. Documentation of household income is required to establish eligibility for a sliding fee program prior to service. All patients are



expected to pay a \$25 fee for each visit, then billed for the balance (if there is one) of the treatment. For more information about the kinds of dental services provided and how to apply for sliding fee program, call the number above.

Ages served: Ages 3 and older

Clinic Hours: Mondays 10:30 a.m. - 7 p.m. (Lunch is 2 - 3 p.m.) Wednesdays 9 a.m. - 5:30 p.m. (Lunch is 1 - 2 p.m.)

North

North Side Christian Health Center

816 Middle St.

Pittsburgh, PA 15212

412-321-4001

<http://www.nschc.org>

Assistance: Discounts for essential dental services are offered based on documentation of family size and income. For example, a new patient visit that includes exam, cleaning and x-rays is a minimum of \$60. For fillings, the fee may be in the range of \$20-\$35. Call first for appointment or more information.

Services Available: Exams, cleaning, fillings and other basic dental care for children through adults. No sedation.

East

Homewood-Brushton

Alma Illery Medical Center Dental - Primary Care Health Services, Inc.

7227 Hamilton Avenue

Pittsburgh, PA 15208

412-244-4700

www.pchspitt.org

Dental Services are open to the public. Call first for appointment.

Insurance: Most dental insurance plans accepted.



Assistance policy: Dental services are provided at reduced cost and appointments are necessary. Documentation of household income is required to establish eligibility for a sliding fee program prior to service. All patients are expected to pay a \$25 fee for each visit, then billed for the balance (if there is one) of the treatment. For more information about the kinds of dental services provided and how to apply for sliding fee program, call the number above.

Ages served: Ages 3 and older

McKeesport

McKeesport Family Health Center Dental - Primary Care Health Services, Inc.

627 Lyle Blvd.

McKeesport, PA 15132

412-664-4112

www.pchspitt.org

Dental services are open to the public. Call first for appointment.

Insurance: All dental insurance plans accepted.

Assistance policy: Dental services are provided at reduced cost and appointments are necessary. Documentation of household income is required to establish eligibility for a sliding fee program prior to service. All patients are expected to pay \$25 fee for each visit, then billed for the balance of the treatment. For more information about the kinds of dental services provided and how to apply for the sliding fee program, call the number above.

Ages served: Ages 3 and older

Dental care is available Wednesdays through Fridays 9 am to 5 pm

Oakland

University of Pittsburgh School of Dental Medicine Student Dental Clinic

3501 Terrace Street, Salk Hall

Pittsburgh, PA 15261

412-648-8616



<http://www.dental.pitt.edu>

University of Pittsburgh School of Dental Medicine clinic provides a range of services from routine exams and cleaning to more involved procedures such as root canals and crowns. Appointments are necessary, but care can sometimes be arranged for dental emergencies. Fees for services are required and clients will see a financial counselor to discuss insurance and payment options. For more information, call or go to their website.

University of Pittsburgh Center for Patients with Special Needs

This clinic is devoted to providing dental care to those with special needs. Care is done by experienced students under the close supervision of dentist faculty. Medical Assistance accepted as are most dental plans. For more information about scheduling, the screening process and insurance and payment options, call **412-648-3039**.

Lincoln-Lemington

Lincoln-Lemington Office of the East Liberty Family Health Care Center – Dental

7171 Churchland Street

Pittsburgh, PA 15206

412-345-0400

<http://www.elfhcc.com/>

Dental services are open to all. Call first for appointment.

Insurance: Most insurance plans accepted including Medical Assistance. Call to confirm.

Assistance policy: Must meet with the Benefits Eligibility Counselor. Sliding fee scale is available for those who do not have dental insurance. A dental visit is a minimum of \$25. It may be more depending on income and household size.

Ages served: This clinic provides dental services to both adults and children.

Services Available: Oral health exams, cleanings, fluoride treatments, sealants, fillings, extractions, dentures or partial dentures.



Squirrel Hill

Squirrel Hill Health Center - Dental Office

4516 Browns Hill Road

Pittsburgh, PA 15217

412-697-7997

<http://www.squirrelhillhealthcenter.org/>

Insurance: Most dental insurance plans accepted, including Medical Assistance.

Assistance policy: A minimum of \$25 per visit for dental services. Sliding fee scale is available for those who do not have dental insurance. An application with proof of income and household size must be submitted in advance of treatment.

Services: It is not required to be a patient of the adjoining Squirrel Hill Health Center to be a patient at the Dental Office. All dental services and procedures are offered except for braces and implants.

Wilkesburg

East Liberty Family Health Care Center - Christian Ministry of Whole Person Healthcare Dental Clinic

412-361-8284

807 Wallace Ave. Suite 201

Wilkesburg, PA 15221

412-345-7730

<http://www.elfhcc.com>

Dental services are open to all. Call first for appointment.

Assistance policy: Must meet with the Benefits Eligibility Counselor. Sliding fee scale is available for those who do not have dental insurance. A dental visit is a minimum of \$25. It may be more depending on income and household size.

Ages served: This clinic provides dental services to both adults and children.

Services Available: Oral health exams, cleanings, fluoride treatments, sealants, fillings, extractions, dentures or partial dentures.



West

McKees Rocks

Sto-Rox Family Health Center Dental Services

710 Thompson Avenue

McKees Rocks, PA 15136

412-771-6460

<http://www.storoxfhc.org/dental-care/>

Insurance: Dental services are open to the public. Most insurance plans accepted.

Assistance: For a sliding payment scale, must provide documentation of household income and size. Some services may be \$10. Other services requiring complex care or use of offsite lab may be more money.

Services Available: Most routine dental care. No implants.

Ages served: Ages 2 and older

West End

West End - Manchester Family Dental Center

441 S. Main St.

Pittsburgh, PA 15233

www.pchspitt.org

(412) 922-5636

Dental services are open to the public. Call first for appointment.

Assistance policy: All dental insurance plans accepted.

Assistance policy: Dental services are provided at reduced cost and appointments are necessary. Documentation of household income is required to establish eligibility for a sliding fee program prior to service. All patients are expected to pay \$25 fee for each visit, then billed for the balance of the treatment. For more information about the kinds of dental services provided and how to apply for the sliding fee program, call the number above.

Ages served: Ages 3 and older - Dental care is available on Mondays 11:00 am - 7:00 pm and Tuesdays 9:00 am - 5:00 pm



Donated Dental Services

A Dental Lifeline Network Program

<http://dentallifeline.org/pennsylvania/>

Volunteer dentists around Pennsylvania work with Donated Dental Services to provide comprehensive dental treatment to eligible patients. Please note that these volunteer dentists do not provide emergency dental services.

Eligibility for the program:

Applicants must provide documentation of inadequate income to pay for dental care and also meet one of the following conditions below:

- Have a permanent disability, or
- Are elderly: age 65 or older, or
- Qualify as medically fragile

An application must be completed and submitted as part of the eligibility consideration process. Because this is a program operated by dentists who are volunteering their time, please be aware that there is a wait list for services. An application may be downloaded from the website listed above and faxed to (1)717-776-3268. To have an application mailed to you, please call or email the Donated Dental Services Coordinator listed below for that request.

Tammy Shumaker, DDS Coordinator

717.776.3262 or tshumaker@DentalLifeline.org

717.776.3268 (fax)

A completed application maybe mailed to the address listed below:

Dental Lifeline Network • Pennsylvania
P.O. Box 205
Newville, PA 17241



Vision Services

EyeCare America

1-877-887-6327

<https://www.aao.org/eyecare-america>

This is a public service foundation of the American Academy of Ophthalmology. Participating doctors provide comprehensive eye exams and care up to one year to eligible, low-income candidates who are 65 or older, sometimes with no out of pocket expense. Individuals who are at increased risk for glaucoma, determined by age, race and family history, may be eligible for glaucoma eye exams at no cost if uninsured.

For more information about income eligibility guidelines, enrollment procedures and participating doctors, call the number above. Note, this program does not cover eye glass prescriptions or the cost of glasses.

New Eyes for the Needy

1-973-376-4903

<https://www.new-eyes.org/>

New Eyes for the Needy purchases new prescription eyeglasses for low-income individuals in the U.S. through a voucher program. Individuals can not apply for themselves. The online application is only accessible to social service agencies who apply on their client's behalf. To be eligible for our program, applicants must:

- Meet the U.S. Poverty guidelines.
- Have had a recent eye exam. New Eyes does not pay for eye exams. Contact us if you need assistance in locating a source of free or low-cost eye exams
- Have no other resources available to them to pay for glasses, including federal or state programs or assistance from local charitable organizations.

Sight for Students

1-888-290-4964

<http://www.sightforstudents.org/>

This is a Vision Service Plan (VSP) program that provides free eye exams and glasses to children 18 years and younger who are not covered by any vision care insurance and whose families are at or fall below 200% Federal Poverty Guidelines. This program operates through cooperating partners. For more information about eligibility guidelines and to find local partners, call the number above or click on the website.



Vision USA

1-800-766-4466

<http://www.aoafoundation.org/vision-usa/>

Qualified low-income workers without private or government insurance, including Medicare or Medicaid. Must be a US citizen or legal resident. Matched to doctors of optometry in their area for free eye care. Both children and adults can participate in the program. Individuals requesting service must not have had an eye exam within the past two years. **ALL APPLICATIONS “MUST” BE SUBMITTED ONLINE BY REFERRAL AGENCY. SEE “REFERRAL AGENCIES” SECTION TO FIND A REFERRAL AGENCY OR BECOME A REFERRAL AGENCY.** optometrists, call 1-800-766-4466.



Health Insurance Options

Medical Assistance for Workers with Disabilities (MAWD)

This program may provide health insurance for individuals with illness or disability. In some situations, recipients of Social Security Disability or those with medical records showing disability may qualify for this program, which can cover the gap between the end of employer sponsored health insurance and the beginning of Medicare. Call Consumer Health Coalition (412-456-1877) for more information about eligibility criteria or for help with the application process.

Charity Care

Pittsburgh area hospitals and their affiliated practices have a limited amount of charity care available. If you are hospitalized without health insurance, make sure to ask to speak to a Social Worker about financial assistance as soon as possible. As a rule, applicants are required to apply for Medical Assistance first and provide documentation of income and household size before they can be considered for charity care. For those seeking charity care, consulting one of the organizations listed under the heading Consumer Health Care Advocacy Organizations ([page 54](#)) may help with the application process.

Private Walk-in Clinics and Care Centers

Private Retail Clinics

Pharmacies such as Walgreens and CVS have opened walk-in clinics that are open seven days a week in some locations. These clinics are usually staffed by certified nurse practitioners or physician assistants who can provide care for minor conditions such as ear infections, pink eye and so on. They can perform physicals for camp and employment. As a rule, they do not treat children less than 18 months.

In addition, they may not do stitches for wounds. These clinics take most insurance plans. For those who do not have insurance, the fees can range around \$60 and up, with additional fees for lab work, if needed. Payment in the form of a credit card or cash must be provided before service. There is no sliding scale based on income and household size.

For example, these clinics might be an option for a mildly sick child on a weekend when private medical practices or the clinics listed earlier in this guide are not open. Going to one of these retail clinics might avoid the large fees or co-pays that are usually required for an Emergency Room visit, thereby saving the time and huge expense involved with an E.R. visit. For people who need ongoing care for a chronic condition such as diabetes, they would be better served by becoming patients at one of the clinics listed earlier in this guide. For more information, call or visit:

- CVS - Minute Clinics 1-866-389-2727 or <http://www.minuteclinic.com/en/USA/>
- Walgreens - Take Care Clinics 1-866-Take-Care (825-3227) or <http://www.takecarehealth.com>.

Urgent Care Centers

These following centers can provide care under certain circumstances to children less than 18 months of age and offer services such as stitches for small wounds, which the retail clinics listed above, may not do. Treatment at one of these facilities may be far less expensive and time consuming than visiting an emergency room. Often they will accept most health insurance plans. For people without health insurance, payment is expected at time of service. Please note, someone with a serious, possibly life-threatening, injury or illness should go to an emergency room.

Concentra Urgent Care - These walk-in centers have a medical doctor on site and can offer care for a range of illness and injuries. Payment in the form of cash, check or credit card is required prior to service. To check on center locations, what care can be provided, what insurance is accepted, and fees, go to <http://www.ConcentraUrgentCare.com> or call 1-866-944-6046.



MedExpress - These urgent care centers provide walk-in care seven days a week for illnesses and injuries. They have medical doctors on site and can do lab work and x-rays. Payment in the form of cash, check or credit card is required prior to service. Medical assistance is not accepted. To find out about center locations, what care can be provided, what insurance is accepted, and fees, call 1-304-225-2500 or go to <https://www.medexpress.com/>

Steel Valley Express Care

4630 Browns Hill Road

Pittsburgh, PA 15217

312-421-1000

<http://steelvalleyexpresscare.com/>

Steel Valley Express Care is open seven days a week from 8 am to 8 pm except for Thanksgiving and Christmas. They offer a variety of services from cuts and fracture treatment, physicals, drug screens, x-rays, lab work and more. No appointment needed, but people can check in via smart phone.

Urgent Care Center Braddock

501 Braddock Ave.

Braddock, PA 15104

412-636-5050

https://www.ahn.org/location-detail?name=Allegheny_Health_Network_Urgent_Care_Center_Braddock&type=Outpatient_Care_Center

This center has physicians and nurse on site to handle a variety of urgent health needs such as minor fracture, sprains and strains, small cuts needing stitches, physicals, TB skin testing, X-rays, and other services. No appointment is needed. Open Mon-Friday from 9 am to 9 pm, Saturday and Sunday 9 am to 7 pm. Will accept most insurance plans. For those without insurance, payment is expected, but a payment plan may be worked out.



Consumer Health Care Advocacy Organizations

Consumer Health Coalition

415 East Ohio St. Suite 300

Pittsburgh, PA 15212

412-456-1877

Fax: 412-456-1096

<http://www.consumerhealthcoalition.org/>

Consumer Health Coalition (CHC) is a non-profit organization that works to increase access to quality, affordable health care. They operate a free helpline to assist individuals and families with applying for free and low-cost health care programs and have a Health Committee for People with Disabilities that meets monthly

Pennsylvania Health Law Project - Pittsburgh Office

The Hollander Building

415 East Ohio St. Suite 325

Pittsburgh, PA 15212

412-434-5779

Toll Free Helpline 1-800-274-3258 -operates Mon.-Fri. 9 a.m. - 5 p.m.

<http://www.phlp.org/>

Pennsylvania Health Law Project (PHLP) is a statewide legal center whose mission is to provide legal advice, assistance and representation to low income, elderly and persons with disabilities having problems with obtaining health insurance or accessing healthcare.



Immigrant Resources and Services

All the health centers listed above, as well as Women, Infants and Children (WIC), Allegheny County Health Department (ACHD) Immunization Clinic, ACHD Pediatric Dental Services and other ACHD clinical services, provide services to immigrants regardless of their current immigration status. All that may be required is proof of income and household size to determine financial eligibility for sliding scale fees. There is no need to bring immigration papers to access these services. Below is a listing of organizations that provide assistance to immigrants and refugees coming to Allegheny County.

Allegheny County Department of Human Services

The Immigrants & Internationals Advisory Council

The Immigrants & Internationals (I&I) Initiative was established by the Allegheny County Department of Human Services (DHS) in 2007 to further the DHS vision of creating an accessible, culturally competent and comprehensive human services system for all residents of Allegheny County. The Council is a diverse, representative group of immigrant leaders, service providers, and other stakeholders who identify issues of concern and important changes in the needs of immigrant and international communities to support DHS's mission to be culturally competent and inclusive. Administrative coordination for the Council is facilitated by the DHS [Immigrants & Internationals \(I&I\) Initiative](#). Barbara Murock serves as the Manager of the Initiative and can be reached at 412-350-5835.

AJAPO (Acculturation for Justice, Access and Peace Outreach)

Its mission is to provide a continuum of care to empower refugees and immigrants residing in Allegheny County to become self-sufficient and better integrated into our communities. Services include refugee resettlement, employment and workforce development, immigration processing, youth development and intensive case management. Acculturation, leadership, and employment trainings are also provided. Our clients, in addition, are provided with supportive referrals and service coordination for housing, education, health care, legal assistance, benefits and more.

Populations served: Refugees and immigrants from Benin, Bhutan, Botswana, Burkina Faso, Burma, Burundi, Cameroon, Cote D'Ivoire, Congo, Eritrea, Ethiopia, Gambia, Ghana, Haiti, Jamaica, Kenya, Lesotho, Liberia, Madagascar, Malawi, Nepal, Nigeria, Rwanda, Senegal, Sierra Leone, Somalia, Sudan, Tanzania, Togo, Trinidad, Uganda, Zambia, and Zimbabwe.

Administrative office:

2900 Bedford Ave.

Pittsburgh, PA 15219

412-391-4985

Program Office:

1835 Center Avenue

Pittsburgh, PA 15219

1-878-999-2932/ 1878 999 2938



Bhutanese Community Association of Pittsburgh

4150 Saw Mill Run Blvd

Pittsburgh, PA 15227

412-668-3197

<https://www.bcap.us/>

The Bhutanese Community Association (BCAP) is a nonprofit organization that provides services and support to youth, seniors and families of the Bhutanese community through a variety of programs. BCAP assists the integration of Bhutanese community members into American society through culturally-informed services and activities that includes civic education, women's leadership, youth empowerment, mental health support, and more. Call for more information about programs and activities.

Casa San Jose

933 Brookline Blvd.

Pittsburgh, PA 15226

412-343-3111

<http://www.casasanjose.org/>

A community resource center that advocates for and empowers Latinos by promoting integration and self-sufficiency. Services offered include information about benefits, doctors, schools and support, as well as housing, medical care, legal assistance, and family issues. Advocacy provided for immigrant rights and immigration reform. Bilingual staff gives guidance and assists with applications for work and social benefits. Contact them by phone # listed above or office@casasanjose.org Casa San Jose is part of the Immigrant Services and Connections (ISAC) network. See below.

Greater Pittsburgh Literacy Council

411 Seventh Ave. Suite 550

Pittsburgh, PA 15219

412-393-7600

<https://www.gplc.org/>

English as a Second Language Program

Offer classes in conversational English for adults from foreign countries who will be staying in this country permanently, which can range from refugees from war-torn countries to businessmen and women who have immigrated to this country. In addition to developing English listening, reading, and writing skills, instructors also focus on teaching about American culture. (This program is not intended for visitors to the U.S. or those with an F1 Visa.)



Call for more information about programs and locations. This organization collaborates closely with Immigrant Services and Connections organization. See below.

Immigrant Services and Connections (ISAC)

Immigrant Services and connections is a multi-agency partnership offered by Jewish Family & Children's Service in collaboration with Casa San Jose, Greater Pittsburgh Literacy Council, Latino Family Center, Northern Area Multi-Service Center and the South Hills Interfaith Movement.

Its mission is to provide information and referrals, bi-lingual navigators to teach refugees and immigrants how to access resources, service coordination for more complex needs, and a multi-lingual central telephone line. ISAC is NOT a direct service provider or interpretation service. However, it can make referral to interpreters. For more information, call **412-742-4200** or email isac@jfcspgh.org

Latin American Cultural Union (LACU)

This is a volunteer-based 501 (c) (3) non-profit organization in Pittsburgh that promotes Latin American and Caribbean cultures and creates strategies to increase the visibility of these communities in the region. The organization offers information on resources including health services, jobs, scholarships and social events.

www.lacunet.org

P.O. Box 19403

Pittsburgh PA, 15213

info@lacunet.org

412-301-5228

www.twitter.com/LACUPGH

www.facebook.com/LatinAmericanCulturalUnion

Latino Family Center

5450 Second Avenue 2nd Floor

Pittsburgh, PA 15207 (Hazelwood)

412-325-8111

This Family Support Center provides services to Latino families such as parenting support, classes on nutrition, prenatal and postpartum care, literacy activities, family fun nights, assistance with translation/interpretation of documents, English as a Second Language classes for adults, referrals to medical, legal and mental health services, and much more. Their primary focus is on families with children ages 0-5. Call for more information. The Center is part of the Immigrant Services and Connections (ISAC) network.



Northern Area Multi-Service Center - Community Assistance and Refugee Resettlement (CARR)

412-781-1175 ext. 2248

As the largest resettlement program in the Pittsburgh area, Community Assistance and Refugee Resettlement (CARR) welcomes and assists these refugees as they arrive and resettle in our region. This agency works closely with Immigrant Services and Connections. See above. Call for more information about services. CARR is part of the Immigrant Services and Connections (ISAC) network.

<http://buildingindependence.org/nams/community-assistance-and-refugee-resettlement/>

South Hills Interfaith Movement (SHIM) – Prospect Park Family Center

1450 Maple Drive # 6

Pittsburgh, PA 15227

412-885-0284

<http://shimcares.org/venue/prospect-park-family-center/>

This Family Center, which is operated by the South Hill Interfaith Movement (SHIM), operates an Early Childhood Program and Family Support Center, provides parenting classes, homework help and mentoring for students, food pantry, and other services. Interpreters are available to enhance communication. SHIM is part of the Immigrant Services and Connections (ISAC) network. Call for more information about services.

Vibrant Pittsburgh

707 Grant Street, Suite 2305

Pittsburgh, PA 15219

412- 281-8600

<http://vibrantpittsburgh.org/>

Vibrant Pittsburgh’s mission is to embrace inclusion, to ensure the Pittsburgh region’s growth by attracting, retaining and elevating a diversity of talent, and to promote the region nationally and internationally as a diverse, welcoming region of opportunities. Among its many initiatives, Vibrant Pittsburgh has collaborated with the University of Pittsburgh, School of Law to create a new community asset, the Immigration Law Clinic, to serve immigrants and internationals as well as the service providers who serve the region’s “New Americans”.

Through its Welcome Center, Vibrant Pittsburgh provides referral services to Pittsburgh Region’s immigrants, internationals and newcomers. It compiled the *Pittsburgh Guide for Diverse Newcomers*, which can be accessed at http://vibrantpittsburgh.org/wp-content/uploads/2013/02/WelcomePacket_rev11_Dec11.pdf



Transportation

Community Auto

A Program of North Hills Community Outreach

11490 Perry Hwy. Suite 7

Wexford, PA 15090

724-443-8300

This program helps to make vehicle ownership affordable for low-income working individuals and families. For more information about their guidelines and policies go to <http://communityauto.org/> or call the number listed above.

Free Rides for Seniors

A partnership of North Hills Community Outreach, St. Margaret Foundation and Allegheny County Economic Development

Ten-passenger **Free Rides for Seniors** shuttles provide transportation at no charge to those 60 and older. One shuttle provides transportation every day for seniors living in **Blawnox, Sharpsburg, Aspinwall, Fox Chapel and O'Hara along or near Freeport Road**. This volunteer-staffed shuttle provides door-to-door shuttle service each weekday from 10 a.m. to 4 p.m., taking seniors to medical appointments, grocery stores, UPMC St. Margaret, banks, pharmacies and many other destinations of critical importance to seniors. **Seniors older than 60 can call 412-782-2001 after 9:45 a.m. on the day they need a ride.**

A second free shuttle services seniors in **Etna, Millvale, Sharpsburg, Tarentum, Natrona Heights, Cheswick, Brackenridge, Oakmont, and Verona** on various days of the week. It will pick up seniors at designated high rises to take them to UPMC appointments.

Free Rides for Seniors office is located at UPMC Lighthouse Pointe in O'Hara Township.

For more information about **Free Rides for Seniors**, contact Kerry at 412-449-0151 or click on the link below.

<http://nhco.org/get-help/for-seniors/free-rides-for-seniors/>

Heritage Community Transportation

<http://www.heritageserves.org/heritage-transportation.html>

Heritage Community Transportation serves 13 communities in the Mon Valley. For a complete list of areas served, see: [service schedule and route map](#). Braddock service has been reinstated. There are stops at the **Walmart (North Versailles), Miracle Mile Shopping**



Center in Monroeville, and many other new destinations. There are more connections to the Port Authority of Allegheny County. Please note that fare is now being charged. \$0.25 - Adults and children 12 years and older; \$0.10 - Children 6-11 years and Persons with Disabilities; FREE - Children 5 years and under and Adults 65 and older.

Please have exact change for the drivers. **Cut your cost by up to 70%** with an annual pass. The Annual Gold Card is only \$40. This includes unlimited rides all year. An Annual Silver Card is \$60, but allows you to pay in four quarterly payments.

The **Heritage Community Transportation** office processes applications Monday-Friday, 8:30 am-5:00 pm. Please email ride@heritageserves.org or call 412.351.2200 if you have any questions.

Travelers Aid

412-281-5474

www.travelersaidpgh.org

Travelers Aid is a non-profit, United Way agency providing social service programs to people in need of public transportation. A select listing of their transportation assistance program follows. For more information on their services click on their website or call their number.

Mobile Moms

Travelers Aid Mobile Moms can provide the important link between soon-to-be mothers and prenatal care.

What: Public transportation to prenatal care at local medical facilities. Eligible appointments include checkups related to pregnancy, required trips for medical testing and Women, Infants and Children(WIC) appointments, as well as certain appointments after your baby is born.

Who: Low-income women receiving prenatal care.

How: Apply at one of the participating healthcare providers or, for those that do not attend a program provider, through the main office.

Contact (412) 281-5474 for a list of providers or for more information.



Trips for Tots

A child's health in their early years is crucial for proper development. Travelers Aid Trips for Tots gives every child the opportunity for immunization and sick visits so they can grow up great.

What: Public transportation for moms to take babies to immunization or sick visits.

Who: Newborn babies up to the age of 18 months, as well as siblings.

How: Apply at one of the participating healthcare providers. Contact (412) 281-5474 for a list of providers or for more information.

Behavioral Health Transportation Program

Therapy and treatment are crucial to the growth and wellbeing of individuals with mental health and dependency issues. The BHTP is a valuable service that gives consumers of such programs the opportunity to be well.

What: Public transportation for those in need of assistance to various mental health and drug/alcohol rehabilitative services in Allegheny County.

Who: Participants must be in need of public transportation and reside in Allegheny County. They must be referred to the Behavioral Health Transportation Program by a participating agency and use transportation to attend at least 3 destinations per week listed in a participant's service plan. In addition, participants must live at least ½ mile from at least 1 of the 3 required trips per week.

How: Contact Travelers Aid at (412) 281-5474 for an updated list of agencies participating in the Behavioral Health Transportation Program.

Transportation Resources

Information about transportation assistance programs for non-emergency medical transportation in Allegheny County and surrounding areas. Toll free number 1-888-547-6287 or local, call 412-350-4484 or go to the link below for information about the different programs and eligibility criteria.

<http://www.county.allegheny.pa.us/dhs/matp.aspx>



Ways to Work / Keys to Success

Family Services of Western Pennsylvania

Transportation Loan Program

6401 Penn Avenue 2nd Floor

Pittsburgh, PA. 15206

1-866-965-5929 (toll free)

<http://www.pawaystowork.org/>

Ways to Work is a proven vehicle loan program that provides small loans to low-income parents who cannot get loans elsewhere. The purpose of the loan is to pay for a car or a repair that makes it possible to keep a job or stay in school.

Here is how the program works:

- Complete an application online at <http://www.pawaystowork.org/> or by calling the number listed above.
- A loan coordinator will guide you through the loan application process by helping you complete the necessary paperwork.
- You must participate in a financial literacy class where you'll learn about budgeting, credit and debt management.
- Low-interest loans in amounts of up to \$8,000 are available for the purchase of a pre-owned car, or up to \$1,000 to repair a vehicle you already own.
- Monthly loan payments vary from six (6) to thirty (30) months, depending on how much you borrow and your ability to make payments.
- Monthly loan payment history is reported to the credit bureau. Making payments on time, every month can raise your credit score.



Additional Resources

Apprise

Apprise is a free health insurance counseling service for those on Medicare. Specially trained volunteers can help answer questions about Medicare coverage and Medicare Supplemental Insurance over the phone or in person by appointment. Some counselors are trained to assist with questions on PACE, Low Income Subsidy Program, Medicaid and Long Term Care Insurance. All information is kept confidential. For more information or to talk to a counselor, call 412-661-1438. The statewide Apprise hotline is 1-800-783-7067.

Breast and Cervical Cancer Prevention and Treatment Program

This is a program for low-income women who need breast and cervical services. It can provide quality screening care and treatment to women who meet the eligibility criteria. For more information, call the Healthy Woman Program at 1-800-215-7494 or visit: <http://www.health.pa.gov/My%20Health/Womens%20Health/HealthyWomen/Pages/Healthy%20Woman.aspx#.WNVnstlRcLcs>

Cancer Caring Center

4117 Liberty Ave.

Pittsburgh, PA 15224

412-622-1212

<http://www.cancercaring.org/>

The Cancer Caring Center provides free emotional support services to patients and loved ones of all ages. Their support groups are provided in a variety of locations across Pittsburgh. Other free services include individual counseling, pet therapy for kids, art therapy, a food bank, live well programs, and more. Visit their website or call for more details.

Clinical Research Studies

<http://www.researchregistry.pitt.edu/>

Clinical research studies provide a scientific way to develop or improve methods of health care. Some studies are clinical trials to test new medicines, devices or treatments. Other studies use interviews or surveys to understand health or behavior problems. Some studies need healthy people while other studies need people with chronic diseases or certain medical conditions. Whether it is appropriate to enroll in a study is an individual decision. This may be a question to discuss with your medical provider. Read the consent form carefully before signing up for any study. For more information about research studies contact: Office of Clinical Research, Health Sciences at 1-866-438-8230.



Compulsive Gambling Resources

Gamblers Anonymous

Gamblers Anonymous is a national organization devoted to helping people with problem gambling behavior. Call 412-281-7484 for information about local meetings and activities or go to <http://www.gamblersanonymous.org> for more information such as the 20 question screening survey and other resources.

PA Department of Health Gambling Addiction 24-Hour Hotline

For help with compulsive gambling, call 1-877-565-2112 or visit <http://www.paproblemgambling.com/>



Free Health Screenings - The Spirit of Health Mobile Wellness Van

The Duquesne University Mylan School of Pharmacy facilitates the Spirit of Health Mobile Wellness Initiative, which provides free health screenings periodically in various communities. Screenings include blood pressure, blood glucose, body composition, and carbon monoxide testing for smokers. Medication information is also available. Treatment for medical conditions is not available, but assistance is provided with referrals. Adult immunizations are offered, too.

From time to time, the Spirit of Health initiative is present at the Greater Pittsburgh Community Food Bank (see listing below) Produce to People distributions to offer screenings, immunizations, and health counseling. Occasionally the Spirit of Health Van goes to schools to offer asthma screenings, treatment, and management services. In addition, the initiative collaborates with Tobacco Free Allegheny to provide screenings and referrals for tobacco users in different communities. For more information about the Spirit of Health Mobile Wellness Van, please call 412-396-2053.

Greater Pittsburgh Community Food Bank

1 N. Linden St.

Duquesne PA 15110

412-460-FOOD (3663)

www.pittsburghfoodbank.org

For more information about where to get help with food assistance, call 412-460-3663 ext. 304. In the case of a food emergency, call **211**.



Homeless Health Resources

Health Care for the Homeless

Health care for the homeless provides medical care, dental care, vision services, mental health and substance abuse services, and pharmacy services at homeless shelters, soup kitchens, and homeless congregate locations throughout Pittsburgh and Allegheny County. For schedules, detailed information or referrals please visit the website at:

<http://www.pchspitt.org/healthcare-services/health-care-for-the-homeless/>

Call: 412-244-4775

Operation Safety Net

Operation Safety Net, part of the Pittsburgh Mercy Health System and Trinity Health, sponsored by the Sisters of Mercy, touches the lives of hundreds of men and women living on the streets in Pittsburgh by providing them with access to health care, hope, and dignity. They utilize a mobile medical van that is sent out to provide medical services to indigent folks. To learn more about their services and/or the van services, please contact them.

903 Watson Street

Pittsburgh, PA 15219

Call: 412-232-5739 or Toll Free 1-888-492-8950

<https://www.pmhs.org/operation-safety-net/>

Library for the Blind and Physically Handicapped

Pennsylvania residents who are unable to read standard sized newsprint, unable to hold a book or turn pages, or who have a physically-based reading disability may be eligible for services through Carnegie Library of Pittsburgh's Library for the Blind and Physically Handicapped (LBPH). LBPH provides a wide range of lendable resources at no cost to qualified patrons. Our print and electronic collections include:

- Large print books
- Audio described DVDs
- Audio books and magazines with playback equipment
- Downloadable audio through Braille and Audio Reading Download (BARD), which can be used with our playback devices or with an iOS device such as an iPhone or iPad
- Downloadable electronic Braille, also through BARD



- Physical Braille books, which can be borrowed via interlibrary loan through our partner the Free Library of Philadelphia's [Library for the Blind and Physically Handicapped](#).

Once enrolled, materials are sent to and from patrons through US mail in postage-free containers. [Click here to learn about our easy application process](#).

The staff of CLP-LBPH, which is a network library of the [Library of Congress National Library Service for the Blind and Physically Handicapped](#), can answer reference questions about anything from the weather to accessible technology. Staff is also available to discuss the latest best sellers, favorite authors, and suggest new titles you might enjoy. For more information, call 412.687.2440 or click www.carnegielibrary.org/lbph.

Mercy Parish Nurse and Health Ministry Program

Mercy Health Center

1515 Locust St. Suite 705

Pittsburgh, PA 15219

412-232-7997 or 412-232-5815

Email: Parishnurse@mercy.pmhs.org

<http://www.pmhs.org/parish-nurse-program/>

The Mercy Parish Nurse and Health Ministry Program, part of the Pittsburgh Mercy Health System and sponsored by the Sisters of Mercy, assists churches in establishing volunteer parish nurse and health ministry programs that will thrive and serve the congregation. The program also provides consultation, support and mentoring, ideas and materials for health ministries, information about community resources, and continuing education opportunities.

Neighborhood Legal Services Association

928 Penn Ave.

Pittsburgh, PA 15222

412-255-6700 or toll-free 1-866-761-6572

Telephone hours are Mon. - Fri. 9 a.m.-11:30 am. and 1 p.m.-2:30 p.m.

Neighborhood Legal Services Association provides free **civil legal services** for low-income residents of Allegheny County, as well as Beaver, Butler, and Lawrence Counties. Services may include direct representation, advice, or referral depending upon the case. Legal issues include family law (Protection from Abuse, some custody matters and referrals on divorce and support), consumer and bankruptcy problems, public benefits (SSI, TANF, and Medicaid), housing problems, elder law, and employment law. **Criminal matters are not handled.** Non-



English language assistance is available. Clients will be asked to provide financial information and have documents concerning their situation handy at the time of the call. Visit their website at <http://www.nlsa.us/>.

North Hills Community Outreach

1975 Ferguson Road

Allison Park, PA 15101

412-487-6316

<http://www.nhco.org/>

An interfaith, nonprofit organization that addresses the spiritual, emotional, physical and material needs of people in crisis, hardship and poverty. This organization serves individuals and families in northern Allegheny County, outside the city of Pittsburgh. For more information, call or go to their website.

Our Clubhouse

2816 Smallman St.

Pittsburgh, PA 15222

412-338-1919

www.ourclubhouse.org

Our Clubhouse mission is to create welcoming communities of FREE support for everyone living with cancer and their families and friends. They offer programs that complement medical care and provide networking, education and support activities. For more information about their programs and to see a calendar of activities, call or visit their website.



Tobacco Cessation Assistance

Tobacco Free Allegheny

412-322-8321, 1-800-QUIT NOW or 1-800-784-8669

<http://www.tobaccofreeallegheny.org/>

Information, education and assistance with smoking cessation programs throughout Allegheny County.

Free Pennsylvania Tobacco Quitline

1-800-784-8669 (1-800-QUIT-NOW)

1-855-335-3569 (1-855-DEJELO-YA)

WIC (Women, Infants, Children)

Allegheny County Health Department – WIC Program

412-350-5801

<http://www.achd.net/wic/index.html>

WIC program serves income eligible and medically or nutritionally at-risk pregnant women, breastfeeding mothers, infants and children under five.



Resources/Websites

Dial 2-1-1

This is a 24-hour professionally staffed hotline sponsored by United Way that provides help, information and referrals for all kinds of human services.

Just Harvest

<http://www.justharvest.org>

This website is sponsored by Just Harvest, which is an advocacy organization devoted to hunger and poverty issues. This link also provides information on free tax assistance for low-income individuals and families. Or call them at 412-431-8960 ext. 602.

Live Well Allegheny

<http://www.livewellallegheny.com>

Live Well Allegheny is a county-wide campaign that aims to improve the health and wellness of ALL county residents. It is a collaborative effort between the health department, local municipalities, schools, business partners and residents with a shared vision of creating America's healthiest County – a goal that can only be achieved through collective action. The website's interactive Events calendar provides information and dates for a wealth of healthy activities and events for residents of all ages.



For More Information

CALL: 412-247-7816 or 412-687-ACHD (2243) or visit our website: <http://www.achd.net/>

If information in this guide has changed, please submit updates in the following format:

Name of facility or organization: _____

Current address: _____

Organization phone number: _____

Website (if available): _____

Organization Email: _____

Insurance (information): _____

Assistance (policy): _____

Services Available: _____

Name of person (submitting update): _____

Your Phone number: _____

Your Email: _____

All updates may be mailed to:

Lorraine Starsky, BSN, RN
Public Health Nurse
Allegheny County Health Department, Chronic Diseases Prevention
807 Wallace Ave., 2nd Floor
Pittsburgh, PA 15221

Or they can be emailed to lorraine.starsky@alleghenycounty.us



**Chronic Diseases Prevention Program
807 Wallace Ave., 2nd Floor
(Hosanna House)
Pittsburgh, PA 15221**

Applying for Medical Assistance Using the Mental Health Loophole

- ❖ Apply for social security income (SSI). To apply over the phone, call 1-800-772-1213. Tell the caseworker that you have a child with a disability and that you will need the rejection letter sent to you. This letter is used to prove eligibility for MA.
- ❖ Write the following on the top of the form and highlight it in yellow marker: "MA LOOPHOLE FOR A DISABLED CHILD 355.4"
- ❖ Fill out the Medical Assistance form completely (form PA600CH). It should be completed as if the only person in your household who is applying is the child.
- ❖ You need to list your income on the form. Under a new regulation, parental income must be listed, even though it is NOT considered when making a determination of the eligibility of the child (provided the child meets the disability requirements).

Information needed to complete the Mail-In Application for Medicaid for Children with Disabilities

- ❖ Documentation of your child's disability-as comprehensive as you can provide. Please note that both medical and school records are appropriate to provide, and should emphasize how your child's functioning is limited by her condition. While letters written by school or medical staff may help explain the nature of your child's disability, letters and verification of diagnoses alone are generally insufficient to establish eligibility. Be sure to provide actual medical and school records such as a psychological evaluation, test scores, and Individualized Education Plans (IEPS).
- ❖ Copy of Photo ID for each adult in the household.
- ❖ Copy of Social Security Card for everyone in the household.
- ❖ Copy of Birth Certificate for everyone in the household.
- ❖ Proof of income, both earned and unearned, for each person living in the home, such as:
 - At least one month's worth of your most recent pay stubs for every job for each employed individual
 - For self-employment, copy of your most recent year's profit/loss statement from income tax return
 - Stubs from child support checks
 - Award letters from SSI, SSD, or other benefits, pensions, unemployment, worker's comp, etc.
- ❖ Copies of all health insurance cards (front and back) if any.
- ❖ Copy of auto insurance cards.

Guide for Underinsured or Uninsured?

Underinsured or Uninsured? A Guide to Health Care Resources in Allegheny County (Allegheny County Health Department)

www.achd.net

General guidelines:

- When speaking or writing about a person's mental illness or substance use disorder, use person-first language.
- Do not refer to a person's behavioral health diagnosis unless it is relevant to the conversation.
- Use "disability" rather than "handicap" to refer to a person's disability.
- Avoid referring to persons with mental illness or substance use disorders as "the disabled," "the impaired," "the mentally ill," "the retarded," and "those people." Descriptive terms should be used as adjectives, not nouns.
- Avoid negative or sensational descriptions of a person's behavioral health disorder. Don't say "suffers from, a victim of, or afflicted with." These descriptions elicit unwanted sympathy or pity toward the people being described.
- Don't use "normal" to describe people who do not have mental illness or substance use disorders. It is better to say "people without mental illness" or "people without substance use disorders" when making comparisons.

For more information about recovery principles and the use of person-first language, contact:

The Allegheny County
Coalition for Recovery
(ACCR)
www.coalitionforrecovery.org
(412) 325-0369

About ACCR

Consumers, family members, and providers created ACCR in response to service users who felt that they were not being heard by providers and seldom had opportunities to participate in the planning of their treatment. ACCR strives to transform systems of care in Allegheny County to systems that are supportive of people who have mental health or substance use disorders. Its mission is to increase awareness of behavioral health recovery and to promote the use of recovery principles in practices in behavioral health services.



Words Matter!

A Guide for Using

Person-First Language



The Allegheny County Coalition for Recovery
www.coalitionforrecovery.org

Recovery

Recovery is an ongoing process through which persons learn to manage disabilities and diversities, such as mental illnesses and substance use disorders, in a way that allows them to have a full and satisfying life. A key aspect of recovery is overcoming stereotypes and stigma. Everyone encounters challenges, however, challenges are even more significant when people face stigma and discrimination based on their health status, as is often an issue of significant concern for persons with mental health or substance use disorders. These illnesses affect behavior and can cause changes in a person's judgment, attitude, values, self-control, citizenship, and mannerisms that may be offensive or hurtful to others. One way to combat the stereotypes and stigma often associated with mental illness and substance use disorders is to use person-first language.

Choosing to use person-first language

When talking about people with mental illnesses and substance use disorders, the guiding principle is to refer to the person first, not the illness. The emphasis should be on the person, not the illness. A behavioral health diagnosis should not be the primary, defining characteristic of an individual, but merely one aspect of the whole person. It is better to refer to the person's mental illness only if it is relevant to the conversation or situation.

Why use person-first language?

People who are in recovery from mental illness and substance use disorders are present in every aspect of society. They are:

- Moms, dads, sons, and daughters.
- Employees and employers.
- Friends and neighbors.

Most importantly, they are people first.

The following terms should be avoided when speaking to, or about, persons with mental illness or substance use disorders:

Psychotic/Psycho
Crazy
Schizophrenic
Handicapped
Victim
My patient
Manic Depressive
Afflicted with
Suffers from
Retarded
Defective
Borderline
Drunk
Drug addict
Special person
Emotionally disturbed

There is some debate about which terms are most appropriate to use when describing persons with mental illness or substance use disorders. Regardless of the terms you use or the settings you are in, be respectful and always use person-first language.

Examples of person-first language:

- “People in recovery” or “people who have mental illness” rather than “the mentally ill.”
- “He has been diagnosed with an intellectual disability” rather than “he is retarded” or “he is MR.”
- “She is diagnosed with alcohol dependence” rather than “she is an alcoholic.”
- “Accessible” parking or bathroom rather than “handicapped” parking or bathroom.
- He has “a need for” rather than he has “a problem with.”

Many labels used for mental illness and substance use disorders in our society have negative connotations or are misleading. Using labels contributes to negative stereotypes and stigma. All of these words devalue the person they attempt to describe and could affect his or her self-esteem.

Psychiatric Rehabilitation
Clubhouses
Social Rehabilitation
Drop in Centers
in Allegheny County

Chartiers Mental Health

Training and Social Rehab

250 Mt. Lebanon Blvd., Suite 314, Pittsburgh, PA 15234

-Psych Rehab

412-561-3390

Community Human Services

Wood Street Commons 301 Third Ave., Pittsburgh, PA 15222

-Social Rehab

412-246-1600

Jewish Residential Services

Howard Levin Clubhouse

2621 Murray Ave., Pittsburgh, PA 15217

-Clubhouse

412-422-1850

Mercy Behavioral Health (MBH)

330 S. 9th Ave., Pittsburgh, PA 15203

101 W. Station Square Dr., Pittsburgh, PA 15222

-Psych Rehab -Social Rehab

MBH Penn Avenue Place Clubhouse

925 Penn Ave., Pittsburgh, PA 15222

-Clubhouse

412-488-4377

MBH/OSN Wellsprings

903 Watson St., Pittsburgh, PA 15219

-Drop in Center

412-263-2545

Milestone Centers Inc.

Chain of Hope

611 South Ave., Wilkinsburg, PA 15221

-Drop-in-Center

412-247-5018

716 Wood Street, Wilkinsburg, PA 15221

-Psych Rehab -Social Rehab

412-243-3400

Mon Yough Community Services

500 Walnut Street, McKeesport, PA 15132

-Psych Rehab -Social Rehab

412-675-8462

Peer Support and Advocacy Network (PSAN)

New Horizons

616 Lincoln Ave., Bellevue, PA 15202

-Drop-in-Center

412-766-8060

Peoples Oakland

3433 Bates Street, Pittsburgh, PA 15213

-Social Rehab

412-683-7140

TCV Community Services

201 East 18th Ave, Homestead, PA 15120

-Psych Rehab -Social Rehab

412-461-3811 x5710

Wesley Family Services

310 Central City Plaza, New Kensington, PA 15068

-Psych Rehab -Social Rehab

724-335-9883

Olive Branch

335 4th Ave., Tarentum, PA 15084

-Drop-in-Center

724-224-1600

Maverick

310 Central City Plaza, New Kensington, PA 15068

-Drop-in-Center

724-334-2386

Western Psychiatric Institute and Clinic (WPIC)

The Oxford Building 3501 Forbes Ave., Pittsburgh, PA 15213

-Psych Rehab

412-246-5854

RESOURCE GUIDE

**For
Child and Adolescent
Mental Health Services**



Allegheny County
Department of Human Services
Office of Behavioral Health
Bureau of Child and Adolescent MH Services

Rev. 8.1.2017
(G:) Drive: Directories

This Resource Guide is maintained and updated by the
Allegheny County Department of Human Services
Office of Behavioral Health
Bureau of Child & Adolescent Mental Health Services

A copy of the Resource Guide can also be found online at:

<http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx>

Scroll down to **Mental Health Concerns and/or Substance Use Disorders (D&A)**

Click on [Child and Adolescent Mental Health Services Resource Guide](#).

SERVICE COORDINATION UNITS

SCU – Service Coordination Units provide behavioral health services in different areas throughout Allegheny County. Consumers may access services by using their medical insurance, or fees can be set based on a sliding scale. Depending on the program or income eligibility guidelines, some services may also be free of charge. These agencies offer a wide range of treatment and support for children and adults whose functioning is impaired by mental illness, intellectual disability or alcohol and other drug dependency. Consumers may choose their Service Coordination Unit, but they may find it more convenient to start with the program that services their area.

Allegheny Children’s Initiative

2304 Jane Street
Pittsburgh, PA 15203
P: 412-431-8006
F: 412-431-8124

Chartiers Center

437 Railroad Street
Bridgeville, PA 15017
P: 412-221-3302
F: 412-257-2008

FamilyLinks

2644 Banksville Road
Pittsburgh, PA 15216
P: 412-343-7166
F: 412-343-8249

Family Services of Western PA

321 East Fifth Avenue
Tarentum, PA 15084
P: 724-230-2777
F: 724-230-2778

HSAO, Inc.

2801 Custer Avenue
Pittsburgh, PA 15227
P: 412-884-4500
F: 412-885-3900

Mercy Behavioral Health

1200 Reedsdale Street
Pittsburgh, PA 15233
1-877-637-2924
P: 412-323-8026
F: 412-320-2376

Milestone Centers, Inc.

777 Penn Center Blvd., Suite 200
Pittsburgh, PA 15235
P: 412-731-9707
F: 412-731-9834

Mon Yough Community Services

500 Walnut Street
McKeesport, PA 15132
P: 412-675-8480
F: 412-675-8484

Pressley Ridge

2611 Stayton Street
Pittsburgh, PA 15212
P: 412-442-2080
F: 412-442-2958

Staunton Clinic

111 Hazel Lane
Sewickley, PA 15143
P: 412-749-7330
F: 412-749-7765

Turtle Creek Valley

723 Braddock Avenue
Braddock, PA 15104
P: 412-351-0222
F: 412-351-0180

Western Psychiatric Institute & Clinic

Champion Commons Building, Bldg. #2
5231 Penn Avenue, 2nd Floor
Pittsburgh, PA 15224
P: 412-204-9042
F: 412-204-9134

ADMINISTRATIVE SERVICE COORDINATION

ASC – Administrative Service Coordination is usually a starting point for most families. If a consumer is registered with any Service Coordination Unit in Allegheny County, an Administrative Service Coordinator will assess the consumer’s needs, help search for the appropriate providers, and make referrals to the services needed. An Administrative Service Coordinator provides technical assistance to families and children in need.

This service is available with or without insurance.

Allegheny Children’s Initiative

2304 Jane Street
Pittsburgh, PA 15203
Phone: 412-431-8006
Fax: 412-431-8124

Chartiers Center

437 Railroad Street
Bridgeville, PA 15017
Phone: 412-221-3302 Ext. 124
Fax: 412-257-2008

FamilyLinks

2644 Banksville Road
Pittsburgh, PA 15216
Phone: 888-583-0603
Fax: 412-343-8249

HSAO

2801 Custer Avenue
Pittsburgh, PA 15227
Phone: 412-884-4500
Fax: 412-885-3900

Mercy Behavioral Health

1200 Reedsdale Street
Pittsburgh, PA 15233
Phone: 412-320-2374
Fax: 412-320-2376

Milestone Centers

712 South Avenue
Pittsburgh, PA 15221
Phone: 412-731-9707 Ext. 205
Fax: 412-731-2684

Mon Yough

500 Walnut Street
McKeesport, PA 15132
Phone: 412-675-8226
Fax: 412-675-8484

Pressley Ridge

530 Marshall Avenue
Pittsburgh, PA 15214
Phone: 1-888-777-0820 Fax: 412-442-4420
Phone: 412 442-4438 (Jeff’s direct #)

Staunton Clinic

111 Hazel Lane
Sewickley, PA 15143
Phone: 412-749-7770
Fax: 412-749-7765

Turtle Creek Valley

723 Braddock Avenue
Braddock, PA 15104
Phone: 412-351-0222
Fax: 412-351-0180

Wesley Family Services

310 Central City Plaza
New Kensington, PA 15068
Phone: 724-335-9883 Ext. 5517
Fax: 724-335-8299

Western Psychiatric Institute and Clinic

Champion Commons Building, Bldg. #2
5231 Penn Avenue, 2nd Floor
Pittsburgh, PA 15224
Phone: 412-204-9059 Fax: 412-204-9069

BLENDING SERVICE COORDINATION

BSC – Blended Service Coordination - If a child is experiencing more significant serious emotional disturbance(s) that interfere with his or her ability to function, and he or she needs to receive treatment from two or more mental health providers or publicly funded systems, (such as Education, Child Welfare or Juvenile Justice), a Blended Service Coordinator would assist the family and child in coordinating these services. A blended service coordinator will also serve as a link and advocate between multiple systems to ensure the child gets the services that he or she needs. A Blended Service Coordinator will meet with the family/child in the home, at school or in the community, as needed.

**Intakes can be done at the office, over the phone, or in the home.
Agencies have up to 30 days to receive an evaluation.**

<p><u>Allegheny Children’s Initiative</u> 2304 Jane Street Pittsburgh, PA 15203 Phone: 412-390-3833 Fax : 412-431-3849</p>	<p><u>Chartiers Center</u> 437 Railroad Street Bridgeville, PA 15017 Phone: 412-221-3302 Ext. 213 Fax: 412-257-2008</p>
<p><u>FamilyLinks</u> <i>ASC SERVICES ONLY</i></p>	<p><u>HSAO, Inc.</u> 2801 Custer Avenue Pittsburgh, PA 15227 Phone: 412 942-0793 Fax: 412-885-3900</p>
<p><u>Mercy Behavioral Health</u> 1200 Reedsdale Street Pittsburgh, PA 15233 Phone: 412-773-0436 Fax: 412-320-2376</p>	<p><u>Milestone Centers, Inc.</u> 777 Penn Center Blvd., Suite 200 Pittsburgh, PA 15235 Phone: 412-243-3400 Ext. 370 Fax: 412-244-4797</p>
<p><u>Mon Yough Community Services</u> 500 Walnut Street McKeesport, PA 15132 Phone: 412-675-8528 Fax: 412-675-8484</p>	<p><u>Pressley Ridge</u> 2611 Stayton Street Pittsburgh, PA 15212 Phone: 412-442-4438 Fax: 412-442-2958</p>
<p><u>Staunton Clinic</u> 111 Hazel Lane Sewickley, PA 15143 Phone: 412-749-7770 Fax: 412-749-7765</p>	<p><u>Turtle Creek Valley</u> 723 Braddock Avenue Braddock, PA 15104 Phone: 412-351-0222 Ext. 4478 Fax: 412-351-0695</p>
<p><u>Wesley Family Services</u> 414 Corbet Street Tarentum, PA 15084 Phone: 724-335-9883 Fax: 724-335-2730</p>	<p><u>Western Psychiatric Institute & Clinic</u> Champion Commons Building, Bldg. #2 5231 Penn Avenue, 2nd Floor Pittsburgh, PA 15224 Phone: 412-204-9058 Fax: 412-204-9133</p>

INDEPENDENT SUPPORTS COORDINATION

Allegheny County Office of Intellectual Disability Intake – 412-253-1250

ISC – Independent Supports Coordination - Every person registered with Allegheny County Office of Intellectual Disability (OID) receives Supports Coordination services.

The role of an Independent Supports Coordinator is usually described in three ways:



Locating Services— helping you find ways to meet your needs.



Coordinating Services— helping you access services that will help you.



Monitoring Services— Making sure that you receive services in the safest and best way to meet your needs.

Center for Community Resources

724-431-3622
www.ccrinfo.org

Family First

330-651-0054
Atj021@yahoo.com

FamilyLinks

2644 Banksville Road
Pittsburgh, PA 15216
(Banksville)
412-343-7166

Journey to Wellness

103 Rodger Place
N. Versailles, PA 15137
412-824-6548
www.journeytowellnesssupportscordination.com

Mon Valley Supports Coordination

A division of Rankin Christian Center
230 Third Street
Rankin, PA 15104
412-464-1545

SAM

(Service Access and Management, Inc.)

814-661-8834
www.sam-inc.org

Staunton Clinic

ID Coordination
111 Hazel Lane
Sewickley, PA 15143
412-749-7335
Fax: 412 749-6777

BEHAVIORAL HEALTH REHABILITATION SERVICES

BHRS – Behavioral Health Rehabilitation Services are mental health services that are provided to children and adolescents in their home and in community settings. They are sometimes called wraparound services. BHRS are for children that have a serious emotional or behavioral disorder that can best be treated in the home and/or in the community.

Allegheny Children's Initiative, Inc.
2304 Jane Street
Pittsburgh, PA 15203

Phone: 412-431-8006
Fax: 412-431-8124

Alliance Health Wraparound, Inc.
634 Brown Avenue
Turtle Creek, PA 15145

Phone: 412-823-5293
Fax: 412-823-5294

Barber National Institute
35 Wilson Street,
Suite 103
Pittsburgh, Pa 15223

Phone: 412-772-6962
Fax: 412-772-6954

Community Alternatives, Inc.
70 South 12th Street
Pittsburgh, PA 15203

Phone: 412-381-5040
Fax: 412-381-5138

Community Psychiatric Centers
900 Rebecca Ave,
Pittsburgh, PA 15221

Phone: 412-241-5437
Fax: 412-241-5438

Community Psychiatric Centers
339 Haymaker Road
Suite 1104
Monroeville, PA 15146
Phone: 412-372-8000
Fax: 412-372-4117

Community Psychiatric Centers
814 East Pittsburgh Street
Greensburg, PA 15601

Phone: 724-335-7200
Fax: 724-850-7214

Family Behavioral Resources
8035 McKnight Rd
Suite 102 Pittsburgh PA 15237

Phone: 412-366-8342
Fax: 412-366-8346

Family Behavioral Resources
101 Towne Square Way
Suite 239
Pittsburgh, PA 15227

Phone: 412-881-2400
Fax: 412-881-6400

Family Behavioral Resources
1000 Cliff Mine Rd
Suite 100
Pittsburgh PA 15275

Phone: 412-788-4224
Fax: 412-788-4487

Family Behavioral Resources
3 Kensington Square
Suite B
New Kensington, PA 15068

Phone: 724-337-1890
Fax: 724-335-9734

Family Psychological Associates (Kids Count)
365 Franklin Hill Rd
Kittanning PA 16201

Phone: 724-543-1888

BHRS (continued)

FamilyLinks

250 Shady Avenue,
Pittsburgh PA 15206

Phone: 412-661- 1800
Fax: 412-661-4116

Glade Run Lutheran Services

5648 Friendship Avenue
(2nd Floor)
Pittsburgh, PA 15206

Phone: 412-661-1827
Fax: 412-661-1867

Glade Run Lutheran Services

70 W. Beaver St
Zelienople PA, 16063

Phone: 724-452-4453
Fax: 724-282-9759

Mercy Behavioral Health

1200 Reedsdale Street
Pittsburgh, PA 15233

Phone: 412-697-0707
Fax: 412-697-4730

Milestone Centers, Inc.

777 Penn Center Blvd.,
Suite 200
Pittsburgh, PA 15235

Phone: 412-731-9707
Fax: 412-731-9834

Nisar Health & Human Services, Inc.

560 Beatty Road
Monroeville, PA 15146

Phone: 412-374-8275 Ext. 203
Fax: 412-374-0708

Paula Teacher & Associates, Inc.

6149 Saltsburg Rd.,
Suite 4
Verona, PA 15147

Phone: 412-744-4073
Fax: 412-704-5323

PLEA

733 South Avenue
Pittsburgh, PA 15221

Phone: 412-243-3464
Fax: 412-243-5649

Pressley Ridge – Therapeutic Social Skills Group

530 Marshall Ave
Pittsburgh PA 15214

Phone: 412-872-9400
Fax: 412-321-7008

Southwestern Human Services

110 Fort Couch Road,
2nd Fl.
Pittsburgh, PA 15241

Phone: 412-831-8211
Fax: 412-831-8225

SPHS Behavioral Health

301 East Donner Avenue Suite
102
Monessen, PA 15062

Phone: 1-888-733-6906 Fax:
724-684-9196

The Stern Center

21 Yost Boulevard
Cost Commons #5, Suite 303
Pittsburgh, PA 15221

Phone : 412-816-0761
Fax: 412-816-1680

BHRS (continued)

Watson Institute
301 Camp Meeting Road
Sewickley, PA 15143

Phone: 412-741-1800
Fax: 412-741-0855

Wesley Family Services
3117 Washington Pike,
Bridgeville PA 15017

Phone: 412-564-1172
Fax: 412-257-1571

**WPIC Mathilda Theiss
Therapeutic Nursery**
(0-3 years of age)
373 Burrows Street
Pittsburgh, PA 15219

Phone: 412-383-1570
Fax: 412-682-4640

WJS Psychological Associates
633 Long Run Road
McKeesport, PA 15132

Phone: 412-751-5280
Fax: 412-751-5530

Wesley Family Services
121 Erhardt Drive
Penn Hills, PA 15235

Phone: 412-573-0141
Fax: 412-573-0148

**WPIC - Mathilda Theiss -
IMPACT Brief Treatment**
(up to 8 years old)
373 Burrows Street Pittsburgh,
PA 15219

Phone: 412-383-1575
Fax: 412-682-4640

Wesley Family Services
16055 Perry Highway
Building #3
Wexford, PA 15090

Phone: 724-443-4888
Fax: 724-443-4889

**WPIC Early Intensive
Behavioral Intervention
Autism Program:**
(2-5 years of age)
Franklin Building
1011 Bingham Street, 4th
Floor
Pittsburgh, PA 15203

Phone: 412-235-5300
Fax: 412-235-5387

**Youth Advocate
Program**
26 Terminal Way
Pittsburgh, PA 15219

Phone: 412-381-5563
Fax: 412-381-5584

FAMILY FOCUSED SOLUTION BASED SERVICES

FFSBS – Family Focused Solution Based Services are in-home interventions structured to meet the Treatment/Support Services needs of both parent and child. FFSBS is designed for both children and adolescents with serious emotional disturbance(s), and adults with a mental health diagnosis.

FFSBS are delivered in the home and community by a team consisting of a master's level clinician and a bachelor's level family support specialist. FFSBS are designed to integrate mental health treatment, family support services, and service coordination, and are intended to reduce the need for out-of-home placements by enabling families to maintain their role as primary caregivers for their children and adolescents.

Every Child Inc.

Forbes Pride Building
1425 Forbes Ave, Third Floor,
Pittsburgh PA 15219
Phone: 412 665-0600
Fax: 412 665-0755

Family Resources

Forbes Pride Building
1425 Forbes Avenue, Suite 500
Pittsburgh, PA 15219
Phone: 412 363-1702 Ext.
1175 Fax: 412 361-4801
E-Fax: 412 253-2880 (Intake)

Holy Family Institute

211 N. Whitfield Street,
Suite 780
Pittsburgh, PA 15206
Phone: 412 361-2570
Fax: 412 361-2599

Wesley Family Services

221 Penn Avenue
Pittsburgh, PA 15221
Phone: 412 342-2373
Fax: 412 247-6399

COMMUNITY AND SCHOOL BASED BEHAVIORAL HEALTH

CSBBH – Community and School Based Behavioral Health Services are services for children with a severe emotional and/or behavioral need that interferes with their functioning at school, at home or in the community. Services include individual, group and family therapy as well as behavior management, crisis intervention and referrals. Your child is only able to receive this service if it is offered in the school building where your child attends school.

CSBBH services are delivered in the school, home and community using a team approach. Each CSBBH team consists of at least one Master's level Mental Health Professional (MHP), one or more Bachelor's level Behavioral Health Workers (BHW), and consultation with a psychologist or psychiatrist.

WPIC Mathilda Theiss -
Woodland Hills School District
Edgewood Primary

McKeesport School District
Twin Rivers Primary

373 Burrows St,
Pittsburgh PA 15213 Phone:

412-383-1550
Fax: 412-682-4640

Wesley Family Services
Pittsburgh Public School District
Westinghouse High School
Lincoln Elementary

Clairton School District
Clairton High School

221 Penn Ave,
Wilkinsburg PA 15221
Phone: 412- 342- 2300
Fax: 412 247-6399

Pressley Ridge
Sto-Rox School District
Sto-Rox Lower and
Upper Elementary

2611 Stayton St,
Pittsburgh PA 15212
Phone: 412- 322- 1470
Fax: 412-442-2958

MULTISYSTEMIC THERAPY

MST – Multisystemic Therapy is a multi-faceted, short-term, home and community-based intervention for families of youth with severe psychosocial and behavioral problems. MST is an intensive family- and community-based treatment that targets delinquent, violent, or substance-abusing juvenile offenders, both male and female.

To be eligible for MST services, the adolescent MUST:

- be 12 to 17 years of age
- be residing in a family setting with a caregiver, or returning home after any type of placement
- have a caregiver who is willing to participate
- have active Medical Assistance coverage
- be exhibiting chronic, violent, delinquent behavior and/or serious emotional problems.

If the family is receiving outpatient services, partial hospitalization or wraparound services, the mental health professionals working with the adolescent must agree to referral to MST.

MHY Family Services

(Formerly Mars Home for Youth)
(Allegheny County)
820 Evergreen Avenue
Pittsburgh, PA 15209
Phone: 412 408-3693
Fax: 724 625 -2226

FAMILY BASED MENTAL HEALTH SERVICES

FBMHS – Family Based Mental Health Services are voluntary mental health services for children and teenagers (with serious emotional and/or behavioral disorders), as well as their families. FBMHS is for children who may need other out-of-home services if intense in-home services are not provided.

In addition to family therapy, FBMHS can provide around-the-clock crisis intervention to decrease the possibility of a child needing to leave home due to a crisis situation.

Allegheny Children’s Initiative, Inc.

2304 Jane Street
Pittsburgh, PA 15203
Phone: 412 431-8006
Fax: 412 661-4116

Every Child Inc.

1425 Forbes Ave, Third Floor
Pittsburgh PA 15219
Phone: 412 665-0600
Fax: 412 665-0755

FamilyLinks

250 Shady Avenue
Pittsburgh, PA 15206
Phone: 412 661-1800
Fax: 412 661-4116

Family Resources

Forbes Pride Building
1425 Forbes Avenue, Suite 500
Pittsburgh, PA 15219
Phone: 412 363-1702 x1165
Fax: 412 361-4801

Pressley Ridge

Stayton Square
2611 Stayton Street
Pittsburgh, PA 15212
Phone: 412 442-2080
Fax: 412 231-5199

Wesley Family Services

221 Penn Avenue
Wilkinsburg, PA 15221
Phone: 412 342-2373
Fax: 412 247-6399

Western Psychiatric Institute & Clinic

MH: 412 235-5310
Autism: 412 235-5435
Franklin Building
1011 Bingham Street
Pittsburgh, PA 15203
Phone: 412 235-5437
Fax: 412 235-5399

PARTIAL HOSPITAL PROGRAM

PHP – Partial Hospital Program provides mental health treatment delivered in a clinic or school setting, to assist a child in transitioning from inpatient treatment or for prevention of psychiatric hospitalization.

Mercy Behavioral Health

(Ages 5-17) 1200 Reedsdale Street
Pittsburgh, PA 15233
412-320-2457

Mercy Partial Hospitalization works towards stabilizing a child's crisis by offering a day program designed for those who are leaving an inpatient setting or need more treatment than is available from outpatient services. The program separates children into elementary, middle school and high school groups.

The structure of each day includes:

- Three hours of instruction in a Pittsburgh Public School therapeutic classroom;
- Two hours in a therapeutic group, one hour of milieu therapy.

Western Psychiatric Institute and Clinic

(Ages 12-18) Franklin Building
1011 Bingham Street
Pittsburgh, PA 15203
412-235-5494

WPIC Partial Hospitalization treatment offers a supportive environment of highly structured time, four to five days per week, for up to 20 hours per week. The program provides individual, family, and group therapies, and medication management.

Wesley Family Services

(Ages 6-18)
243 Johnston Road
Pittsburgh, PA 15241
412-343-2270

The Wesley Family Services Acute Partial Hospitalization Program provides the child with short-term crisis prevention and stabilization and referrals for special education placement or therapeutic help. The program is linked to a transitional school program so the child can keep up with coursework. By living at home during treatment, the child feels secure, and families stay together. Following treatment, the child moves onto a more specialized school setting, or returns to his/her community school better able to face issues and meet his/her goals. ➡

PARTIAL HOSPITAL PROGRAM (continued)

Community Empowerment Association, Inc.

7120 Kelly Street, Pittsburgh, PA 15208

P: (412) 371-3689 / F: (412) 371-0792

Youth & Adolescent Afterschool Partial (ages 5-18). Psychiatric evaluation, medication management. All participants in the Afterschool Partial Program are part of a structured, therapeutic classroom environment. They receive behavior management, social skill instruction, art/recreation and other expressive therapies. Services are delivered within a group setting, with individual and family therapy as needed.

SCHOOL BASED PARTIALS

School Based Partial programs offer intensive mental health and behavioral health services that are designed to be embedded within educational programming. A referral to a School Based Partial Program is an IEP team decision.

Familylinks

2644 Banksville Road
Pittsburgh, PA
15216 412-942-0609
Fax: 412-343-4330

Pressley Ridge

530 Marshall Ave.
Pittsburgh, PA 15214
412 872-9453
Fax: 412-321-5313

PACE

2432 Greensburg Pike
Pittsburgh, PA 15221
412-244-1900

Wesley Family Services

(K-9)
243 Johnston Rd,
Pittsburgh PA 15241
412-347-3199

PLEA

733 South Ave.
Pittsburgh, PA 15221
412-243-3464
Fax: 412-243-5649

The Watson Institute - Friendship Academy

255 S. Negley Ave.
Pittsburgh, PA 15206 412
365-3800

Wesley Family Services

(Ages 5-18)
Highlands Middle School
1350 Broadview Blvd.
Natrona Heights, PA 15065
724-226-0600 ext 305

Wesley Family Services

(High School)
5250 Caste Drive,
Pittsburgh PA 15236
412-347-3199

CHILD AND ADOLESCENT

DIVERSION AND ACUTE STABILIZATION PROGRAM

DAS – The Diversion and Acute Stabilization Unit is a temporary residential unit for children and adolescents which provide an alternative to inpatient hospitalization, can be used as a transition back into the community from inpatient, or as a step-down unit for RTF. Its primary focus is to reduce acute symptomatology, stabilize medication, avert inpatient hospitalization and divert from long term RTF. It is staffed 24 hours a day, 7 days a week.

Wesley Family Services

4782 Leechburg Road
New Kensington, PA 15068
Phone: 724 212-7496
Fax: 724 594-0658

The Adolescent Diversion and Stabilization Unit at WESLEY FAMILY SERVICES can help the child manage symptoms and learn coping skills for daily problems by providing medication adjustments, individual assessments, a therapeutic classroom environment, individual and small group counseling, and therapeutic recreational activities. In addition, the unit's daily schedule includes a variety of educational group sessions aimed at stabilizing symptoms, promoting coping skills, and helping the child achieve recovery goals. The groups include, but are not limited to, anger management, problem solving and decision making, communication and social skills, self-esteem and self-awareness, coping skills, and drug and alcohol prevention (ages 12-17 years old).

MHY Family Services

(Formerly Mars Home for Youth)
521 Route 228
Mars, PA 16046
Phone: 724 625-3141 x282
Fax: 724 625-2226

MHY FAMILY SERVICES provides basic psychiatric assessments and medication monitoring, intensive individual, group therapy, and educational support. Organized activities are prepared to assist the child with successful integration back into the community or into a more restrictive setting (ages 9-17 years old).

Mercy Behavioral Health

1200 Reedsdale Street
Pittsburgh, PA 15233
Phone: 412 697-3418
Fax: 412 320-2398

MERCY BEHAVIORAL HEALTH provides children in the middle of an acute crisis to receive the care they need in a temporary residential environment. The primary goal of this program is to stabilize a psychiatric crisis for those between the ages of 8 and 14.

INPATIENT HOSPITALS

Southwood Psychiatric Hospital

2575 Boyce Plaza Road
Pittsburgh, PA 15241
412-257-2290

Acute Inpatient Service

Serving youth ages 4 - 18. Southwood currently has a 60 bed acute inpatient service utilized for crisis stabilization for children and adolescents. The program utilizes Cognitive Behavioral Therapy (CBT) as a treatment model with a strong focus on family involvement.

The Children's Institute

1405 Shady Avenue
Pittsburgh PA 15217
412-420-2400

Acute Inpatient Service

The Children's Institute is a 16 bed facility that focuses on crisis stabilization for children and youth ages 4 -17 with medical needs. Goals of the inpatient program are diagnostic formulation, stabilization of symptoms , and introduction to interventions moving the child and family toward self regulation and management of the child's illness. By simultaneously treating both behavioral and physical health disorders in an integrative fashion, services are more effective and quality of life is enhanced.

Western Psychiatric Institute and Clinic

3811 O'Hara Street
Pittsburgh, PA 15213
1-877-624-4100

Child and Adolescent Services

When childhood is troubled by behavioral health disorders, parents can rely on the help available at WPIC, which has more specialists in children's mental health than any other behavioral health provider in the nation. WPIC is well-known and highly regarded for its outpatient, inpatient, and community services and specialized programs.

PERMANENT SUPPORTIVE HOUSING FOR TRANSITIONAL AGE YOUTH (18-24)



PSH –

The requirement for the program is that the consumer must have a mental health diagnosis with the desire to live independently in the community.

This service provides help to the MH consumer to find an apartment, work out tenant concerns and help with Independent Living Skills training related to housing.

(TSI)

Transitional Services, Inc.

806 West Street
Homestead, PA 15120
412- 461-1322

INDEPENDENCE AHEAD

Mobile Transition Aged Youth Program (MTAY)

Independence Ahead –

Assists transitioning young adults to develop close therapeutic relationships that are focused on wellness and recovery. The program helps them to learn to manage their mental health symptoms, build safe and strong relationships, and learn to problem solve and resolve conflicts in their schools/employment, communities and relationships. Population served is 18-25 year olds and it is a team delivered community based approach, consisting of a Therapist, Service Coordinator, Psychiatric Rehabilitation and Certified Peer Support.

Independence Ahead

Mobile Transition Aged Youth Program (MTAY)

Pressley Ridge

1450 Ingham Street

Pittsburgh, PA 15212

412 992-5643

Notes:



Other Important Numbers:



Student Assistance Program (SAP) Coordinators for Allegheny County

<p>Rusty Hewitt 412-350-7089</p>	<p>Heidi Sasson 412-350-6679</p>	<p>Suzanne Hull 412-350-4958 & Kevin McCoy 412-350-3958</p>
<p>Bethel Park Clairton City Elizabeth Forward Gateway North Allegheny Pine-Richland Plum Borough Quaker Valley South Fayette South Park Upper St. Clair West Allegheny West Jefferson Hills West Jefferson Hills</p>	<p>Carlynton Chartiers Valley Duquesne City Fox Chapel Highlands McKeesport Area Mt. Lebanon Northgate Penn Hills Riverview Steel Valley Sto-Rox West Mifflin Area Wilkinsburg Woodland Hills</p>	<p>Pittsburgh Public Schools</p> <p>Emily Born 412-350-4292</p> <p>Allegheny Valley Avonworth Baldwin-Whitehall Brentwood Cornell Deer Lakes East Allegheny Hampton Keystone Oaks Montour Moon North Hills Shaler South Allegheny</p>

Revised 10.20.17

G: Drive/SAP Folder/SAP Coordinators for Allegheny County

Overview of Allegheny Specialized Mental Health Services (Mobile Treatment)

These voluntary programs provide a comprehensive, team approach to services for persons who are in need of higher levels of mental health treatment and service coordination. These mobile behavioral health treatment services are delivered in the community and work collaboratively with the member, their families, housing programs, medical providers and other community supports.

	Community Treatment Team (CTT/ACT)	Enhanced Clinical Service Coordination (ECSC)	Dual Diagnosis Treatment Team (DDTT)	Integrated Dual Disorders Treatment (IDDT)	Mobile Medication	Mobile Mental Health Treatment (MMHT)	Independence Ahead Mobile Transition Age Youth Program (MTAY)
Target Population/s	Adults (age 18 and over) diagnosed with serious and persistent mental illnesses (SPMI) with complex psychosocial, medical and psychiatric needs. These individuals have continuous high service needs and require high staff resources.	Adults (age 21 and over) diagnosed with serious and persistent mental illnesses (SPMI) with complex psychosocial, medical and psychiatric needs. These individuals require a mobile, team approach to services.	Adults (age 18 and over) diagnosed with an intellectual disability (IQ 70 or lower) and co-occurring mental illness with complex psychosocial, medical and psychiatric needs.	Adults (age 18 and over) diagnosed with serious and persistent mental illnesses (SPMI) or Post Traumatic Stress Disorder (PTSD) and a co-occurring substance abuse disorder, along with complex psychosocial, medical and psychiatric needs.	Adults (age 18 and over) diagnosed with a serious and persistent mental illness (SPMI) that experience difficulties progressing towards recovery due to the inconsistent adherence or non-adherence to a prescribed medication regime.	Adults (age 21 and over) who are unable to participate in Mental Health treatment in a traditional outpatient setting due to complex psychiatric, psychosocial and medical needs.	Adults (age 18-25) diagnosed with serious emotional/behavioral disorder (SE/BD), serious mental illness (SMI) or co-occurring mental illness and substance use disorders who are in need of skills to live independently.
Provider:	FSWPA- 1 team MBH- 4 teams NHS- 1 team WPIC- 1 Adult team and 1 Transition Age team	MBH- 2 teams MYCS- 1 team TCV- 1 team	NHS	MBH	FSWPA TCV WPIC	FSWPA MBH MYCS Southwest Human Serv. TCV	Pressley Ridge and TSI Permanent Supportive Housing
Capacity	100 people per team	35-40 people per team	30 people	100 people	30-60 people per team	Varies per provider Up to 95 people	30 people
Funding Sources	Community Care or Allegheny County Mental Health (ALMH)	Community Care or Allegheny County Mental Health (ALMH)	Community Care only	Community Care only	Community Care or Allegheny County Mental Health (ALMH)	Community Care only	Community Care only
Admission Process	Referral initiated through inpatient providers, service coordinators, etc. Referrals submitted to and reviewed by	Referral initiated through inpatient providers, service coordinators, etc. Referrals submitted to and reviewed by Community Care to	Referral initiated through inpatient providers, service coordinators, ISCs, etc. Referrals submitted to and reviewed by Community	Referral initiated through inpatient providers, service coordinators, etc. Referrals submitted to and reviewed by	Referral initiated through inpatient providers, service coordinators, etc. Referrals submitted to and reviewed by Community	Referral initiated through inpatient providers, service coordinators, etc. and is submitted directly to the MMHT provider.	Referral initiated through community providers, service coordinators, etc. Referrals submitted to and reviewed by

	Community Care to determine Medical Necessity Criteria and then assigned to a team. Allegheny County OBH reviews ALMH referrals.	determine Medical Necessity Criteria and then assigned to a team. Allegheny County OBH reviews ALMH referrals.	Care with input from Allegheny County OBH and OID to determine Medical Necessity Criteria and then assigned to the team.	Community Care to determine Medical Necessity Criteria and then assigned to the team.	Care to determine Medical Necessity Criteria and then assigned to the team. Allegheny County OBH reviews ALMH referrals.	Service has to be prescribed by a Medical Doctor. Provider will conduct an assessment with the referred individual before requesting an authorization from Community Care.	Community Care to determine Medical Necessity Criteria and then assigned to Pressley Ridge. The referral for housing will be made by Pressley Ridge and sent to TSI.
Admission Criteria	<ul style="list-style-type: none"> -Diagnosis of Schizophrenia, Psychotic Disorder, or Chronic Major Mood Disorder -18 years of age or older -3 or more inpatient hospitalizations or criminal incarcerations in the last year; or -Admission to state hospital or EAC Unit; or -Five face to face encounters with emergency services in last year. -Evidence that service coordination and outpatient services did not meet the person's clinical needs -Must be willing to discharge from current MH service providers as this is an all-inclusive service 	<ul style="list-style-type: none"> -SPMI diagnosis -21 years of age or older -Evidence that service coordination and outpatient services did not meet the person's clinical needs -Must be willing to discharge from current MH service providers as this is an all-inclusive service (can choose or maintain current psychiatrist). 	<ul style="list-style-type: none"> -Diagnosis of an Intellectual Disorder - mild, moderate, severe, or profound given before the age of 18. -IQ of 70 or less-Co-occurring Mental Health diagnosis -18 years old or older -Risk of entering restrictive residential placement -Risk of inpatient mental health hospitalization - Must be willing to discharge from current MH services as this is an all-inclusive service. However, persons can maintain their ID services. 	<ul style="list-style-type: none"> -SPMI or PTSD diagnosis -Co-occurring substance abuse disorder diagnosis -18 years of age or older -Evidence that service coordination and outpatient services did not meet the person's clinical needs -Multiple inpatient mental health, substance use or dual unit hospitalizations within the last year -History of difficult initiation and engagement following hospital discharges -Must be willing to discharge from current MH and SUD services as this is an all-inclusive service 	<ul style="list-style-type: none"> -SPMI diagnosis -18 years of age or older -Being prescribed psychotropic medication - Currently receiving Service Coordination - In need of intensive medication management to prevent the need for an inpatient level of care. -One of the following: -Current inpatient admission or readmission due to non-adherence; or -Inconsistent adherence to a prescribed medication regime; or -Initiation or revision of a complex medication regime; or -Medical diagnosis that requires coordination of Physical and Behavioral Health issues, including medication management; or -Temporary or permanent absence/withdrawal of a primary support who had been assisting the person with medication management. 	<ul style="list-style-type: none"> -21 years of age or older -Mental Health Diagnosis -Complex psychosocial needs that require mobile services -Specialized Populations include: Parents with young children who have barriers to office-based treatment; those diagnosed with Agoraphobia Disorder, Panic Disorder, or Hoarding Disorder; and individuals with complex medical needs or a physical disability. 	<ul style="list-style-type: none"> -Age 18-25 -Primary diagnosis of serious emotional/behavioral disorder (SE/BD), serious mental illness (SMI) or co-occurring mental illness and substance use disorders. - Currently living in an adult community residential treatment (CRR) facility or long term structured residential program (LTSR), or being discharged from a psychiatric residential treatment facility (RTF), or are aging out children, youth, and family services, or are transitioning out of the juvenile justice system. -Must be willing to discharge from current MH service providers as this is an all-inclusive service (can choose or maintain current psychiatrist).

Expected Length of Treatment	As clinically indicated for person to require team delivered, community based treatment	As clinically indicated for person to require mobile, community based therapy and medication management	12-18 months	24-60 months	3- 6 months	6-12 months	12-18 months
Staffing	Mobile Psychiatrist, Clinical Leader, Nurse, Therapist, Co-Occurring Specialist, Peer Support Specialist, Service Coordinator, and Vocational Specialist.	Mobile Team Leader/Clinician, Nurse, Service Coordinator, and Peer Support.	Psychiatrist, Program Director, Behavioral Specialist, Nurse, Service Coordinators, and Pharmacy Consultant.	Program Manager, Clinician, Vocational Specialist, Psychiatrist, Nurse, Peer Specialist, Service Coordinator, and Physician.	Registered Nurse and Peer Support. ***Individual must also have a Service Coordinator at time of referral	Master's level Clinician	Clinical Coordinator, Therapist, Certified Peer Specialist, Psychiatric Rehabilitation Counselor, and Service Coordinator
Program Expectations	Provide team delivered, community based treatment to assist an individual with decreased utilization of emergency and hospital services and to increase community tenure. Rehab, Supported Employment, Independent Housing, and Integrated Dual Disorder Treatment services are included in the program model. ACT is an evidence-based practice. Team is available 24/7.	Provide community based therapy and medication management, service coordination and peer support to assist an individual with decreased utilization of emergency services and increase community tenure. On-call services available in evening and on weekends/holidays.	Provide team delivered, community based services with an intellectual disabilities focus, and coordination with current ID providers, including residential programs, to decrease utilization of emergency services and increase community tenure outside of acute or restrictive settings. On-call services available in evening and on weekend/holidays.	Provide team delivered, community based services with a drug and alcohol co-occurring focus to assist an individual with decreased utilization of emergency services, assist with securing permanent housing, and increase community tenure. On-call services available in evening and on weekends.	Provide community based medication education and assistance with adhering to a medication regime.	Provide community based therapy up to twice a week with the goal of transitioning to office based outpatient treatment and/or natural supports.	Provide community based therapy, service coordination and peer support to assist an individual develop independent living skills.
Link to Referral	http://www.ccbh.com/pdfs/Providers/healthchoices/forms/Allegheny/Other/CTT_Referral_Form.pdf	http://www.ccbh.com/pdfs/Providers/healthchoices/forms/Allegheny/Other/specialized_service.pdf	http://www.ccbh.com/pdfs/Providers/healthchoices/forms/Allegheny/Other/DDTReferralForm.pdf	http://www.ccbh.com/pdfs/Providers/healthchoices/forms/Allegheny/Other/specialized_service.pdf	http://www.ccbh.com/pdfs/Providers/healthchoices/forms/Allegheny/Other/specialized_service.pdf	Contact provider directly to obtain referral form.	http://www.ccbh.com/pdfs/Providers/healthchoices/forms/Allegheny/Other/in_mobileyouth.pdf



Allegheny County Department of Human Services
Supported Employment Referral Form

REFERRAL DATE:	SERVICE PARTICIPANT NAME:
Check If INTERNAL REFERRAL <input type="checkbox"/>	

FORM INSTRUCTIONS

1. Only **ONE** service provider may be referred to at a time.
2. Be specific when describing the individual's employment goals and reason for referral.
3. ALL sections must be completed thoroughly and typed in order to make a determination of services.
4. Items should not be left blank; please indicate N/A where appropriate.
5. A verification of a Behavioral Health diagnosis is necessary for provision of services.
6. The signature of the Service Participant is required indicating an understanding that a referral for Supported Employment Services is being made.
7. Fax or email the completed referral to the provider of the Service Recipient's choice from the list below.
8. An individual can self-refer.

REFERRAL SOURCE RESPONSIBILITY

1. If the Supported Employment provider is unable to contact the referred service recipient, the referral source has the responsibility for assisting the Supported Employment provider in contacting the referred individual.
2. The referral source has the responsibility of providing a warm hand-off and introduction between the Service recipient and the new provider.

SUPPORTED EMPLOYMENT PROVIDERS

Mon Yough Community Services

412-346-9798 (Ph)
412- 672-1262 (Fax)
Contact: Heather Lucas
Email: lucashr@upmc.edu

Pittsburgh Mercy

412-488-4401 (Ph)
412-488-4097 (Fax)
Contact: Nicole Mackey-Shealey
Email: NMackey@pmhs.org

TCV

412-461-3811 ext. 5728 (Ph)
412-464-1796 (Fax)
Contact: Rebekah Yohe
Email: ryohe@tcv.net

A. ELIGIBILITY CRITERIA

1. Persons eligible for Adult Supported Employment Services are 18 years of age or older, who have a Diagnosis within the DSM V (or succeeding revisions thereafter).
2. Individuals referred have a desire to gain competitive employment or receive support in obtaining education that will lead to Competitive Employment.
3. Individuals must be a resident of Allegheny County to receive this service.



Allegheny County Department of Human Services
Supported Employment Referral Form

REASON FOR REFERRAL:
MOTIVATION TO WORK:

Name of Provider where referral is being made: ONLY ONE provider may be selected:

<input type="checkbox"/> Mon Yough Community Services	<input type="checkbox"/> Pittsburgh Mercy	<input type="checkbox"/> TCV
---	---	------------------------------

Section B. REFERRAL SOURCE INFORMATION			
Referral Source:	<input type="checkbox"/> Psych Rehab <input type="checkbox"/> SC <input type="checkbox"/> ECSC <input type="checkbox"/> OP <input type="checkbox"/> Other If Other, describe:		
Referral Source Name:			
Affiliated Agency Name:			
Phone:		Cell:	Fax:
Email:			
Supervisor's Name:		Phone:	Email:

Section C. SERVICE PARTICIPANT INFORMATION			
Name:	Last	First	
Alias Name:	Last	First	
Date of Birth:		Age	SS#
Veteran:	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, year of discharge?	Branch:
Permanent Address:	<input type="checkbox"/> check here if Homeless		Zip code
Transportation:	<input type="checkbox"/> Own vehicle <input type="checkbox"/> Bus <input type="checkbox"/> Other If other, describe:		
Current Address: <i>(if someplace other than permanent address)</i>	Facility Name:	Address:	Phone:
Contact Numbers	Home:	Cell:	Best time to call:
Email Address:			
Accommodations:	<input type="checkbox"/> TTY <input type="checkbox"/> Interpreter <input type="checkbox"/> Sign language <input type="checkbox"/> Ambulatory limitations		



Allegheny County Department of Human Services
Supported Employment Referral Form

Accommodations Cont'd:	Other – Document any other special needs or requests the individual may have:
---------------------------	---

Section D. EDUCATION/WORK/TRAINING EXPERIENCE

Highest Education Completed	Institution Name	Year completed	If Other, describe
Choose an item.			
Desired Work Type:			
Describe Any Work Experience:			
Describe any Certificates/Achievements/Specialized Training:			

Section E. FINANCIAL INFORMATION/SOURCE of INCOME

Monthly Income Amount:	Income Information Unknown: <input type="checkbox"/>
(If this is checked, the remainder of section E may be skipped)	
Source of Income:	<input type="checkbox"/> SSI <input type="checkbox"/> SSD <input type="checkbox"/> VA <input type="checkbox"/> Retirement <input type="checkbox"/> Child Support <input type="checkbox"/> Other:
If source of income is pending, please describe and give date of application:	
SOAR Application: <input type="checkbox"/> YES <input type="checkbox"/> NO	Date of application:
Additional Information:	
Representative Payee Name: (if applicable) If N/A check here <input type="checkbox"/>	Phone:
Power of Attorney: (if applicable) If N/A check here <input type="checkbox"/>	Phone:

Section F. Other Agency/Program Involvement LIST ACTIVE SERVICES:
Please check here if this is an internal referral and move to next section

Program Support: <i>(choose from drop-down menu)</i>	Agency:	Name of primary provider contact:	Phone:	Email:
Choose an item.				



Allegany County Department of Human Services
Supported Employment Referral Form

Choose an item.				
Choose an item.				
<input type="checkbox"/> ACSP <input type="checkbox"/> CSP/CIT		If Applicable to CSP/ACSP please attach plan		

Section G. Mental Health Information (DSM Diagnosis- Please attach a recent psychiatric evaluation or Doctor's signature to verify diagnosis completed within past 12 months).

Please include a primary behavioral health diagnosis. Other diagnoses may be included

Behavioral Health:		Code:
Behavioral Health:		Code:
Medical Conditions:		
Medical Conditions:		
Last Psychiatric Eval:		Completed by:
Medications: (please list ALL) OR include med sheet with referral		

Section I. Legal History (attach additional sheets if needed)

CRIMINAL CHARGES CURRENT/ PAST 5 YEARS (choose from drop-down menu)	ARREST DATE (IF APPLICABLE)	OUTCOME OF ARREST (IF APPLICABLE)	RELEASE DATE (IF APPLICABLE)	CONVICTED	CONVICTION/ DISPOSITION (IF APPLICABLE) (choose from drop-down menu)
Choose an item.		Choose an item.		<input type="checkbox"/> YES <input type="checkbox"/> NO	Choose an item.
Choose an item.		Choose an item.		<input type="checkbox"/> YES <input type="checkbox"/> NO	Choose an item.
Choose an item.		Choose an item.		<input type="checkbox"/> YES <input type="checkbox"/> NO	Choose an item.
Choose an item.		Choose an item.		<input type="checkbox"/> YES <input type="checkbox"/> NO	Choose an item.



Allegheny County Department of Human Services
Supported Employment Referral Form

Choose an item.		Choose an item.		<input type="checkbox"/> YES <input type="checkbox"/> NO	Choose an item.
If OTHER Charge Identified Explain:					
Probation or Parole Involved? <input type="checkbox"/> YES <input type="checkbox"/> NO If Yes, Level: <input type="checkbox"/> County <input type="checkbox"/> State <input type="checkbox"/> Federal					
P.O. Name:		Phone:		Email:	

Section J. AUTHORIZATION FORM

I agree to this referral and authorization. In an event I cannot be reached, or additional information is needed, I authorize other service providers or organizations listed on this referral be contacted on my behalf for the purpose of coordinating this referral.

Print Name _____ Date _____
Service Participant Signature _____

Print Name _____
Guardian Signature _____ Date _____

Print Name _____
Referral Source Signature _____ Date _____

Taking Charge of Your Child's Mental Health - A Parent's Guide



Allegheny County Department of Human Services Office of Behavioral Health Bureau of Child and Adolescent Mental Health Services

The Allegheny County Department of Human Services seeks to create an accessible, culturally competent, integrated and comprehensive human services system that ensures individually tailored, seamless, and holistic services to Allegheny County residents, in particular, the County's vulnerable populations.

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Introduction

As a parent who cares deeply about the life and well-being of your child, you have taken the first steps toward seeking help with challenging emotional and/or behavioral issues he/she is having. This guide was developed to provide your family with important information about what is available to you, who can provide it, and what your rights are in the process.

Child and Adolescent Services System Program (CASSP Principles)

The following principles are at the heart of all programs and services offered by the Allegheny County Department of Human Services to a child or adolescent with serious emotional disturbances:

- **Child-Centered** – ensuring that services meet the unique needs of each individual child
- **Family-Focused** – focusing on the strengths and capabilities of each individual family
- **Community-Based** – recognizing the importance of both formal and informal community resources in the delivery of services
- **Multi-System Involvement** – understanding that a child/family may be dealing with multiple organizations or institutions and that it is the responsibility of these systems to coordinate their services
- **Culturally Competent** – demonstrating respect for individuals, their preferences, attitudes, values, beliefs, and traditions
- **Least-Restrictive** – providing high-quality treatment and support service in the most natural environment that is available and appropriate

The Allegheny County Coalition for Recovery (ACCR) - Recovery Principles

ACCR has been working since 2001 to increase the public's recognition that people can and frequently do recover from serious emotional disturbances and substance use disorders. The following principles of recovery from serious emotional disturbances were developed through ACCR and are embraced by Allegheny County Department of Human Services.

- Recovery is an on-going process that continues through life, and is about restoration and personal growth.
- Recovery allows the renewal of purpose, meaning and hope in life.
- Recovery is about revelation, acceptance, self-awareness.
- Recovery is about dignity and self-respect.
- Recovery means independence, personal responsibility, and productivity.
- Recovery involves tolerance, forgiveness, and adaptability.
- Recovery is about connecting in a fulfilling way with a community of other people.
- Recovery is about establishing meaningful relationships.
- Recovery is a universal concept that can be used by anyone.
- Recovery is about overcoming stigma.

What is Mental Health?

In order to understand serious emotional disturbances, it is important, first, to understand mental health. Mental health is how we think, feel and act in order to face life's situations. It is how we look at ourselves, our lives, and the people we care about and know. It also helps to determine how we handle stress, relate to others, evaluate our options and make choices.

How can I tell if my child has a serious emotional disturbance?

It is easy for a parent to recognize when a child has a fever. A fever is a symptom that something is physically wrong. There are also symptoms that could indicate that your child has a serious emotional disturbance. As a parent, you know your child best. Ask yourself the following questions or look for these symptoms:

What is your child saying to you and to others? Is he or she troubled by feeling:

- Really sad, irritable, or "down?"
- Very angry most of the time?
- Worthless?
- Anxious, worried, or fearful a lot more than others his or her age?
- Constantly concerned about physical problems or physical appearance?
- Frightened that his or her mind is controlled or out of control?
- That life is too hard to handle or that life seems hopeless?

Have you noticed a "big change" in your child? For example, is he or she:

- Doing much worse in school?
- Losing interest in things that he or she used to enjoy?
- Sleeping or eating much more or less than usual?
- Avoiding friends or family and wanting to be alone all of the time?
- Daydreaming too much, and can't get things done?
- Hearing voices that cannot be explained?
- Unable to get over a loss or death of someone important?

Is your child limited at home, in school or in social situations by:

- Poor concentration; can't seem to think straight or to make up his or her mind?
- The inability to sit still?
- Thoughts that race almost too fast to follow?
- Worries about being harmed, hurting others, or about doing something "bad?"
- The need to wash, clean, or perform certain routines many times a day?
- Persistent nightmares?

Does your child behave in ways that cause problems? For example, does he or she:

- Use alcohol or other drugs?
- Eat large amounts of food, then vomit; abuse laxatives?
- Continue to diet and to lose weight even though very thin?
- Do things that can be life threatening?

Here are some other things to consider:

- Does anyone in your child's family have a history of serious emotional disturbances? This would include parents, grandparents, brothers, sisters and extended family.
- Is your child a girl or a boy? Be sure to consider possible symptoms in relation to your child's

gender. Symptoms are occasionally overlooked because it is socially acceptable for boys or girls to act in a certain way.

- What is your child's age? Behavior that is alarming at one age may be perfectly normal at another age.
- Has your child been physically ill or in an accident? Physical problems can sometimes lead to serious emotional disturbances.
- Have your child's symptoms lasted for a period of time? Some symptoms may appear and then disappear quickly.

Your observations are important. If you are concerned by your answers to the above questions, it may be important to have your child evaluated. Serious emotional disturbances can be recognized and treated before your child is in a crisis situation. Caring parents and professionals working together can make the difference.

What causes serious emotional disturbances? Am I to blame?

It is natural for both the parent and the child to want to find a reason for serious emotional disturbances. As a parent, you may blame yourself for your lack of parenting skills, your job, your style of discipline or even your lack of consistency. You may wonder, "If only I had done this or that differently, would my son/daughter be fine?" On the other hand, children want to know why they do the things that they do, or feel the way that they feel. If no answers are available, your child may start believing that the situation is hopeless.

It is important to realize that blaming yourself, or your child, is not the answer. All of the causes of serious emotional disturbances are not yet known, however, great strides in understanding serious emotional disturbances have been made in the past ten years, and a great deal more is being learned every day. It is known that both biology and environment play a part.

Biological causes include genetics, chemical imbalances, and damage to the central nervous system. The medical profession refers to these as "neurobiological brain disorders." Researchers continue to advance in understanding the biological links to serious emotional disturbances, and treatment today is much more effective than it was in the recent past.

Environmental factors can put children at risk or make existing biological factors even worse. Children exposed to violence, abuse, neglect, loss of a loved one, or to substances such as lead, are more at risk of developing serious emotional disturbances. Other risk factors include rejection due to race, religion, sexual orientation or poverty. Fortunately, treatment options for children experiencing unfavorable environmental factors have also improved. Therapy and a wide range of community based services are available to help children and their families deal with serious emotional disturbances and issues.

If you suspect that your child has a serious emotional disturbance, your willingness to seek help for your child in working through his or her problems is a major part of the solution.

How do I find out if my child has a serious emotional disturbance?

Where Do I Start?

In Allegheny County there are many “starting points” from which you can choose in order to have your child’s symptoms evaluated. Where you start is often a matter of personal preference, insurance coverage, existing relationships you may have with a family doctor or other professionals, or the severity of your child’s symptoms. Occasionally, someone else (such as the school, police, or your family doctor) may recommend that you have your child evaluated, and may provide you with a referral.

Here are some suggested starting points:

Your family doctor or pediatrician - You may be surprised to know that there are a number of physical conditions that can mimic or lead to serious emotional disturbances. If your child has a family doctor or pediatrician, this is a good place to start. Schedule an appointment with your doctor and be prepared to talk openly and honestly about your child’s symptoms. Your doctor will examine your child and may order some tests. This doctor is making sure that there aren’t any known physical reasons why your child is experiencing mental health symptoms.

Neurologist - If no apparent physical causes are found by your family doctor, your child may be referred to a neurologist. A neurologist is a specialist who can check brain structure or brain functioning by using a variety of tests.

Psychiatrist - You may be referred to a psychiatrist, or you may choose to select a psychiatrist without a referral. A psychiatrist is a medical doctor who will use a variety of psychological tests and techniques in order to evaluate your child’s mental health symptoms. A psychiatrist can prescribe medicine, if necessary.

Psychologist - You may be referred to a psychologist, or you may choose to select a psychologist without a referral. A clinical psychologist is licensed to diagnose and treat serious emotional disturbances. He/she may use a variety of psychological tests and techniques to evaluate your child, much like a psychiatrist. However, a psychologist cannot prescribe medication.

Note: If you don’t have a family doctor or don't know how to select a psychiatrist or psychologist, there are a number of resources that can help you. They are:

- Ask your health insurance provider to furnish you with a list of physician names, specialties and office locations.
- Call Community Care Behavioral Health at 1-800-553-7499 if your child currently receives Medical Assistance (CHIP) through the Department of Public Welfare and currently lives in Allegheny County.
- Call the Physician Referral Service at your local hospital.
- Call the Allegheny County Medical Society for a list of physician choices. Their phone number is 412-321-5030.

School Guidance Counselor - Your child's guidance counselor can be very helpful in referring you to local resources and professionals, especially if your child's symptoms have caused your child to have problems at school. You can talk to the guidance counselor by phone or in person. Call your child's

school district, and they will help you contact the appropriate guidance counselor.

Faith-Based Leader - The clergy or religious leaders at your church, synagogue, mosque or other place of worship can provide a wealth of information about services that are available to you and your child. Some families are more comfortable talking with someone they know.

Service Coordination Units - You may choose to go to a Service Coordination Unit, which generally is a part of a community mental health center. There are a number of public and private mental health centers in Allegheny County. Each one operates a little differently, but, in general, these centers are full-service mental health programs. Psychiatrists, psychologists, social workers and many other professionals staff these facilities. They evaluate needs, plan a comprehensive treatment program with you and your child, and make the necessary services available on a continuing basis. They are also responsible for making sure that your child gets the services he or she may need and for coordinating the services that are being provided.

The Allegheny County Department of Human Services contracts with a number of Service Coordination Units (community mental health centers). These are located throughout Allegheny County, and you have the choice of where you go to have your child evaluated. These Service Coordination Units and their phone numbers are listed on page 9.

A list of providers that contract with the Allegheny County Department of Human Services and serve the needs of children and adolescents with mental health issues can be found in a separate publication called the *Where to Call* directory. You can get a copy of this publication by calling Information, Referral and Emergency Services at 412-350-4456/TTY, 412-350-3467.

In addition, the names and phone numbers of many private mental health centers can be found in the business section of your phone book under the heading of "Mental Health." You can also find a number of listings in the Blue Pages of your phone book in the "Guide to Human Services" under "Mental Health Programs."

Crisis Services - If your child's symptoms are severe, and you feel that your child may be a threat to himself or herself or to others, you may not have time to schedule an appointment with one of the professionals listed above. If this is the case, call:

- Re:solve Crisis Network 1-888-7-YOU CAN (1-888-796-8226). This service operates 24 hours a day, 7 days a week, and provides telephone crisis counseling, emergency care, and referrals for all residents of Allegheny County in crisis situations. This program is staffed by trained clinicians able to handle crisis telephone calls and requests for services. They will also respond onsite to crisis situations, if needed.
- Information, Referral and Emergency Services (IRES) 1-412-350-4457 (emergency and after hours number) 1-412-350-4456 (non-emergency daytime number) 1-412-350-3467 (TTY). This service operates 24 hours a day, 7 days a week, and puts you in touch with Allegheny County staff that can provide information, find someone to provide ongoing help, or help you arrange involuntary examination and treatment when needed.

List of Allegheny County Service Coordination Units

Chartiers MH/MR Center, Inc.

437 Railroad Street
Bridgeville, PA 15017
412-221-3302

Family Links

2644 Banksville Road
Pittsburgh, PA 15216
412-343-7166

Family Services of Western Pennsylvania

3230 William Pitt Way
Pittsburgh, PA 15238
1-888-222-4200

Human Services Administration Organization

2801 Custer Avenue
Pittsburgh PA 15227
412-884-4500

Mercy Behavioral Health

1200 Reedsdale Street
Pittsburgh, PA 15212
1-877-637-2924

Milestone Centers, Inc.

600 Ross Avenue
Pittsburgh, PA 15221
412-243-3400

Mon Yough Community Services

500 Walnut Street
McKeesport, PA 15132
412-675-8300

Pressley Ridge

530 Marshall Avenue
Pittsburgh, PA 15214
1-888-777-0820

Staunton Clinic

720 Blackburn Road
Sewickley, PA 15143
412-741-6600

Turtle Creek Valley MH/MR

723 Braddock Avenue
Braddock, Pa. 15104
412-351-0222

UPMC Western Psychiatric Institute and Clinic

3811 O'Hara Street
Pittsburgh, PA 15213
412-624-1000

***MH/MR** = Mental Health/Mental Retardation

Seeking Professional Help

Preparing for your first visit to a mental health professional

Unfortunately, you may hesitate to seek help for your child. You may be afraid about what will happen during your first visit to a professional, or about what the professional might say is wrong with your child. You may be afraid about what others may think or say. After all, there are many myths and misconceptions about serious emotional disturbances. But, if you are reading this information, you have already taken the first step in realizing that your child might need help (and in preparing to get that help).

Between 80 and 90 percent of all children with serious emotional disturbances will respond very well to treatment.

At your first visit, you will be asked questions about your child and your family history. You will also be asked about your child's mental health symptoms. This information is **confidential**, meaning that it will not be shared with anyone else unless you give written permission for it to be shared. You will have an opportunity to ask questions, and will want to be prepared to do so.

Some therapists treat the child individually, while others involve the parents and other family members in the process. You need to be comfortable with the level of family involvement. If you aren't, talk to the therapist about this. If you are not comfortable with the therapist after a reasonable amount of time, get a second opinion. Remember that you are an advocate for your child, and you should be comfortable with the professionals who are providing services.

Some information that you will want to have available for the first visit includes:

- Your child's birth certificate (a copy is fine)
- Your child's Social Security number
- Your child's health insurance information
- Knowledge of your child's medical history (any illness or injuries)
- Knowledge of your child's developmental milestones (when your child walked, talked, etc.)
- Knowledge of your child's mental health symptoms
- Knowledge of your child's strengths, skills, and talents

At the end of your first visit, you should be glad that you went. You have taken the first step!

Your doctor or therapist will present you with treatment options for your child. You will be able to make choices about the services that you and your child may receive. Mental health services are voluntary. Ideally, you will work in partnership with your child's doctor or therapist in restoring your child to good health.

How Do I Advocate for my Child?

To initiate mental health services and find the resources your child needs, you must be able to adequately represent your child. This requires that you act as an **advocate** for your child, making sure that your child's needs are met and his or her rights are protected. To become an effective advocate, you can:

- Identify the needs of your child and note the areas in which he or she might need help.
- Gather information on available resources.
- Start keeping your own records including notes on your observations.
- Prepare in advance for meetings or telephone calls with agencies or therapists. Know which questions you want to ask and which concerns you want to discuss.
- Follow up to make sure that things occur when promised or services agreed to have actually been

delivered.

- Monitor your child's progress and express yourself if you have concerns.
- Learn about and understand the rights of your child and family.

You know your child best. You will want to make sure that the needs of your child and your family are being met.

Understanding and Dealing with Stigma

Despite advocacy efforts, there continues to be myths and misunderstandings around serious emotional disturbances. Your initial decision to see a mental health professional is a great first step. However, you may feel hesitant to talk to others about the situation because you don't know how they will react. Too often, results of the stigma surrounding serious emotional disturbances may create consequences worse than the illness itself. Here are some ways you can cope with and help end stigma:

- Get appropriate treatment - Don't let the fear of being stigmatized prevent you from seeking treatment.
- Surround yourself with supportive people - Because stigma can lead to withdrawal, it's important to stay in touch with understanding friends and family.
- Make your expectations known - Friends and family may not know how to help you. Offer them specific suggestions and, if you are comfortable, remind people of appropriate language.
- Don't equate your child with his/her illness - Your child is not an illness. Instead of saying that your child is depressed, say that your child has depression.

Ongoing Evaluation, Diagnosis and Treatment

Evaluation

It may take several visits and a number of tests for the doctor or therapist to decide on a “working diagnosis” for your child. An accurate diagnosis, in combination with other factors, is vital to your child’s well being, because this will determine the best treatment options. However, diagnosing a child’s serious emotional disturbances is sometimes difficult. There are no blood tests or X-rays that will pinpoint a diagnosis like there are with many physical conditions. **It may take time and patience before all symptoms and behaviors are evaluated and understood. Be aware that, as your child grows older and develops, his or her symptoms may change, causing the diagnosis to change.**

Diagnosis

Some of the more common child and adolescent mental health diagnoses that you may hear are:

Anorexia/Bulimia - These are eating disorders. In Anorexia Nervosa, the child believes that he or she is overweight despite evidence to the contrary. This results in continuous efforts to lose weight, even to the point of starvation in the most serious cases. Bulimia is when the child eats large quantities of food and deliberately vomits immediately after eating.

Anxiety Disorder - A disorder that causes the child to be so afraid, worried or uneasy that it becomes difficult for them to function.

Attention Deficit Hyperactivity Disorder (ADHD) - This disorder is characterized by greater than normal periods of inattention, impulsivity and/or hyperactivity. These symptoms often cause significant problems in social situations, at home and at school (or work).

Autism - A disorder, usually appearing by age three years, characterized by a lack of communication, lack of social skills, withdrawal and development delays.

Bipolar Disorder - Also called manic-depression, bipolar disorder generally involves cycles of depression and elevated mood. Mood switches can occur rapidly or can be more gradual.

Conduct Disorder - Children with this disorder have serious delinquent and antisocial behaviors, including burglary, vandalism, intimidation of people, and using weapons with the intention of causing serious harm.

Depression - This disorder refers to a combination of emotional and physical symptoms that affect a child’s ability to sleep, eat, concentrate and enjoy life.

Obsessive-Compulsive Disorder (OCD) - A disorder where the child becomes trapped in a pattern of repetitive thoughts and/or behaviors. Obsessive thoughts may include thoughts, words or pictures that keep coming into his or her head, without the ability to get rid of them. Compulsive behaviors may include repeated hand washing, counting, or rearranging objects.

Oppositional Defiant Disorder (ODD) - This disorder is defined as a recurring pattern of negative, disobedient and hostile behavior most often toward adults that persist for a long period of time.

Pervasive Developmental Disorder (PDD) - A disorder characterized by extreme distortions or delays in the development of social behavior and communication skills.

Post-Traumatic Stress Disorder (PTSD) - This disorder can develop in children after they have personally experienced or witnessed a serious traumatic event.

Treatment

Treatment options for children with serious emotional disturbances may include a combination of:

- Therapy
- Medications
- Hospitalization (rare)

Most treatment options for children with serious emotional disturbances can only be prescribed by a doctor or psychologist. Remember that most children with serious emotional disturbances respond well to treatment. You and your doctor or therapist will work together to decide what type of treatment will work best for your child and your family.

Therapy

There are many different types of therapy. Part of your child's treatment plan may include:

- Individual Therapy - This involves an ongoing discussion between your child and the therapist. As you might suspect, the older the child, the more beneficial this type of treatment may be, although some therapists specialize in providing therapy to very young children.

Generally speaking, the goals of therapy will be to improve self esteem, social skills, and interpersonal relationships. Therapists also teach a variety of techniques such as anger management, relaxation, problem solving and self-control -- to help change problem behaviors.

- Group Therapy - Occasionally, a child may be involved in group therapy. This involves one or more therapists and several children with similar serious emotional disturbances. This type of group can provide a safe environment for your child to develop, learn and practice new skills.
- Family Therapy - Children with serious emotional disturbances impact everyone around them. Family members learn how to interact and deal more successfully with their child who is experiencing serious emotional disturbances.
- Play Therapy - Play therapy is often an appropriate approach to counseling young children because most children under the age of 10 have not yet developed the reasoning skills or verbal abilities to express their thoughts and feelings. A therapist will use toys and play to assist a child in expressing his or her feelings.

Medication

The medications used today for the treatment of serious emotional disturbances can dramatically improve the quality of a child's life. Just as a pair of glasses can help a person to see better, medication can help a child with serious emotional disturbances see the world more clearly. When medication is effective, the results can be significant.

However, medication is not the solution to all serious emotional disturbances, nor is it the answer for all children. It can be a difficult process to know exactly which medication (and dosage) will work best for any individual child. Often, trial-and-error is the rule, necessitating multiple medication trials until the right combination of drugs is found. This process can be frustrating, and may require time and patience on the part of you and your child.

For those that it does help, medication can make the mental health symptoms less severe, but it does not “cure” the problem. Medication should only be used under close medical supervision, and only as a part of a comprehensive treatment program that includes a careful diagnostic evaluation, education and therapy.

There are many types of medications used to treat serious emotional disturbances. There are too many to list them here. But, like any medication, for any condition, you will want to become very familiar with the benefits and side effects. Work with your doctor, and observe and monitor your child closely whenever a medication is started or stopped, or if the dosage is adjusted. Be sure that your child takes all medications correctly, the right dose at the right time.

To find out more about any medication that may be prescribed for your child, the following resources are available:

- Your pharmacist
- Your local library
- On the Internet
 - “Guide to Psychiatric Medications for Children and Adolescents” by the NYU Child Study Center
www.aboutourkids.org/articles/guide_psychiatric_medications_children_adolescents
 - “Facts for Families”, a series of informative fact sheets that include information on medications for children by the Academy of Child and Adolescent Psychiatry.
www.aacap.org/cs/root/facts_for_families/psychiatric_medication_for_children_and_adolescents_part_ii_types_of_medications

Hospitalization

It is always best to treat a child’s serious emotional disturbances in the “least restrictive” setting. This means that your child will most often receive treatment in the most natural environment available, such as in the office of a doctor, therapist, a Service Coordination Unit, or even at home. However, there are some situations when your child may need the most intensive treatment available. Generally speaking, a child would only be admitted to a hospital or the psychiatric unit of a full service hospital if:

- He or she is a clear danger to himself or herself (threatening or trying to commit suicide).
- He or she is a danger to others (threatening or trying to hurt someone else).

If you observe the above behaviors, call your child's doctor or therapist immediately. If you don't have a doctor or therapist or if you can't reach them, take your child to the nearest emergency room, call an ambulance, or call Re:solve Crisis Network 1-888-7-YOU CAN (1-888-796-8226).

Again, you know your child best. The decision to hospitalize a child should not be taken lightly, but it may be the best option at a given time in order to keep your child safe.

What other treatment and support services are available for my child?

Treatment and Support Services

After your child has been evaluated, diagnosed, and treatment has begun, your mental health professional will work with you and your child to help you decide which services you want and need, based on your family's strengths, culture and values. Your child's treatment may be as simple as receiving outpatient therapy once or twice a month. Or your child's treatment may be more complex if it is suggested that a variety of treatment and support services are needed to help your child succeed. Whatever course is recommended, remember that you are an advocate for your child. You will want to make sure that your child receives the best possible services available. You know:

- How your child responds to different situations
- What your child's strengths and needs are
- What your child likes and dislikes
- What has worked and what has not worked

Treatment

Continuum of Care - Overview

In Allegheny County, there is a wide range of treatment and support services available to you and your child. The following may be used to determine the level of treatment and support services that your child may need:

- Your child's diagnosis
- How he or she is responding to treatment
- How he or she is doing in school and in the community
- How he or she is interacting within your family.

The goal is always to provide services in the least-restrictive setting, the safest and most natural environment that is available and appropriate in meeting the needs of your child. In rare situations, services may have to be provided in a more-restrictive setting such as a hospital. While the duration of services provided in more restrictive environments varies, the goal is to return your child home to continue treatment. As your child's needs change, he or she may require services that are less restrictive in some cases or, in other cases, more restrictive. You should be involved in making sure that the level of care is right for you and your child. This range of treatment and support services is referred to as a **continuum of care**. It is designed to provide the right level of treatment service at the right time for your child.

Continuum of Care - Treatment Services - Description

The following treatment services are available to you and your child. All mental health services (with the exception of an involuntary commitment to a hospital) are voluntary, and you and your child are able to choose the best provider for you and your family. All treatment services must be prescribed by a doctor or psychologist.

- Outpatient Services - We have already talked about how to access a mental health professional. (See pages 7 - 10). This is the least restrictive way to get help for your child. Many children with serious emotional disturbances will never need any additional treatment or support services. You will want to work closely with your doctor or psychologist in order to get your child the services he or she needs.
- Behavioral Health Rehabilitation Services – Children and Adolescents (BHRSCA) - Also known as wraparound services, these in-home services provide focused, therapeutic and behavioral support to your child, focusing on his or her strengths and needs. These services are designed to develop

stability; improve functioning in the family, at school, and within the community; and help your child to receive services in the least restrictive setting possible. Services are generally provided by: a Behavioral Specialist Consultant (BSC) who writes the treatment plans and supervises the team; a Mobile Therapist (MT) who provides counseling services; and/or a Therapeutic Staff Support (TSS) who works directly with your child, providing support and redirection, as well as working with you and your child's caregivers.

- Family Focused Solution Based (FFSB) - FFSB is an in-home intervention structured to meet the treatment/support services needs of both parent and child. Services can include treatment for the entire family unit, including the child, parents, and siblings. Services are available 24 hours a day, seven days a week and are provided by a team of mental health professionals. This service differs from Family Based Mental Health in that the adult/ caregiver can serve as the identified consumer.
- Multi-Systemic Therapy (MST) - This is a multi-faceted, short-term, home and community-based intervention for families of youth with severe behavioral problems. Services are delivered by a single therapist, with team support. Treatment duration is limited to four to six months and targets children between the ages of 12-17 years with disruptive behavior disorders. Services are also available 24 hours a day and seven days a week.
- Family Based Mental Health (FBMH) - These comprehensive services are designed to assist families in caring for their child or adolescent at home. Services may include treatment for the child and other family members, service coordination and family support services. Services are available 24 hours a day, seven days a week and are provided by a team of mental health professionals in the family's home.
- Community Treatment Team (CTT) - Teams made up of a psychiatrist, nurse, therapist, service coordinator and vocational specialist provide comprehensive and intensive services to transition age adolescents (age 16 to 25 years) in the community where they live. This treatment approach is intended for individuals who require assistance in achieving and maintaining mental health stability in the community, and who would continue to experience hospitalizations, incarcerations, psychiatric emergencies or homelessness without these services.
- Partial Hospital Program - A non-residential form of intensive treatment provided in a freestanding or special school-based program for three to six hours per day. Structured treatment and support services include group and individual therapy, continuation of education, medication management, social interaction, pre-vocational instruction and crisis counseling. As their mental health improves, the goal is to return the child to his or her regular school and to more stable functioning within the family. This option is often recommended for a child who is transitioning from inpatient hospital treatment or as an alternative to hospitalization.
- Diversion and Stabilization Unit (DAS) - Some children (approximately one percent of children with serious emotional disturbances) are not able to live at home. There are many reasons why this may happen, including:
 - The child's mental health symptoms are severe
 - The family is not able to provide the appropriate level of care for the child
 - There is no family unit

The least restrictive service available for children in these circumstances is the DAS Units. These out-of-home units offer respite/treatment services to children either being diverted from inpatient

care or who are stepping down from inpatient care. A child's stay at a DAS Unit will not typically exceed 28 days and a referral can be made from anybody on the child's treatment team.

- Community Residential Rehabilitation Host Home (CRR) - If a child cannot live at home, he or she may receive services in a Community Residential Rehabilitation/Host Home. This option provides a transitional residential program either in a foster family setting or a small group home. A host home provides therapeutic services 24 hours per day seven days per week.
- Residential Treatment Facility (RTF) - This is another option for a child who cannot live at home. A Residential Treatment Facility provides intensive, structured treatment and support services for children who have severe serious emotional disturbances and require continuous treatment and supervision. As with all mental health treatment, the goal for children in residential treatment is to enable the child to succeed in eventually returning home or to a less restrictive treatment setting.
- Inpatient Hospital Services - Children who are a danger to themselves or others may need to be hospitalized until their condition is stable. An in-patient hospital stay usually lasts from a day to several weeks. As with all mental health treatment, the goal is to stabilize the child and to continue treatment and support services in a less restrictive setting.

How Do I Choose a Provider of Treatment Services?

In Allegheny County, there are many different providers of the treatment services listed above. If your child's doctor recommends that your child may benefit from these services, you will be able to select the provider(s) who best meets your needs. The best way to find out who the providers are, and how to contact them, is to get a copy of the *Where to Call* directory by calling Information, Referral and Emergency Services at 412-350-4457/TTY, 412-350-3467. The *Where to Call* directory is also available on the DHS website at www.alleghenycounty.us/dhs/mhservices.aspx.

To select a provider, call and ask questions. Find out what services are offered and what will be expected of you and your child. Ask for written information. Talk to other parents who are involved with the agency. It is your right to get the best treatment possible for your child. You will want to make an informed choice when selecting where your child receives treatment and who will provide the services.

What Supportive Services are Available?

There are a number of mental health support services that are available, in addition to treatment services, to help you and your child.

Service Coordination

Some children with serious emotional disturbances will require a variety of treatment services. Coordination of these services can quickly become complicated, confusing, and time-consuming for the family. Service Coordinators know the mental health system. They can ease the burden and help to coordinate services for you and your child. Children qualify for service coordination support based on their diagnosis and how well they are able to interact at home, in school, and in the community. Any child in Allegheny County with a diagnosed serious emotional disturbance is eligible for service coordination, regardless of their family income or insurance coverage. In fact, many health insurance providers require service coordination. **You will have a choice of who will provide service coordination services.**

There are two levels of service. They are:

- Administrative Service Coordination - This is usually a starting point for most families. If your child receives treatment from any Service Coordination Unit in Allegheny County, an administrative service coordinator will help to assure that an assessment is done, a treatment and service plan is written, referrals are made, and that your child receives the treatment and support services that are needed.
- Blended Service Coordination - If your child is experiencing more significant serious emotional disturbances that interfere with his or her ability to function at home and he or she needs to receive treatment from two or more mental health providers or publicly funded systems (such as Education, Child Welfare or Juvenile Justice), a blended service coordinator would assist you and your child in coordinating these services. A blended service coordinator will also serve as a link and an advocate between multiple systems to ensure that your child gets the services that he or she needs.

Enhanced Service Coordination – There are also three separately funded, unique service coordination programs in Allegheny County. They are:

The Alliance for Infants and Toddlers – This program coordinates services for children (up to three years of age) who have a diagnosis or condition that has a high probability of leading to a

developmental delay. “At risk” children include

- Children whose birth weight is less than three pounds, five ounces.
- Children who were cared for in the hospital’s Neonatal Intensive Care Unit.
- Children born to chemically dependent mothers.
- Children involved with Children, Youth, and Families (CYF).
- Children with confirmed lead poisoning.

NOTE: Any child in Allegheny County who is under age three can have a developmental screening and evaluation, even if he or she does not fall into one of the above categories.

Services may include developmental screening and assessment; coordination of specialized early intervention services; and parent education and support. All services are provided in the home or in a community setting. Services are voluntary and free of charge. For more information, call 412-885-6000.

The Life Project – This program is for children between the ages of two and 21 years who have serious emotional or behavioral problems and are considered to be at high risk for placement outside of the family home. The Life Project plans, implements and coordinates:

- Enhanced service coordination with a focus on multiple system involvement
- Intensive mental health treatment
- Advocacy for the needs of the child and family
- Linking families with community and other natural supports
- Streamlined funding, offering opportunities for unique and creative treatment and support services

All services are voluntary and free of charge. For more information, call 412-884-4500.

Shuman Center Project – This program is for children/adolescents with serious emotional disturbances who are being detained at Shuman Detention Center. The Shuman Center Project provides:

- A service coordinator who will coordinate mental health services to ensure that services will be in place for the child/adolescent upon release from the detention center
- Linkages to the probation officer
- Advocacy for the child/adolescent
- This service is voluntary and is provided free of charge. For more information, call 412-665-4144.

Mobile Crisis Services – The goal of this support service is to work with the child with serious emotional disturbances during a crisis (in the home, at school, or in the community) in order to prevent injury or hospitalization. When called, a crisis intervention team will come to the child to assess, coordinate, treat and refer, if necessary. This service is voluntary and provided free of charge. Allegheny County residents should call re:solve Crisis Network 1-888-7-YOU CAN (1-888-796-8226) for more information.

Student Assistance Program (SAP) – This is a prevention program provided in every middle and senior high school in Allegheny County. Through this program, school personnel are trained to identify potential emotional or behavioral issues that may be causing a child to experience barriers to learning. In collaboration with the family and school personnel, a SAP Liaison will provide treatment suggestions and offer assistance in obtaining mental health services, if needed. The goal of the program is to improve the child’s success at school. If you want more information, contact your child’s school or the

Allegheny County SAP Coordinator who can be reached at 412-350-3374.

Liaison Services – There are a number of professionals in Allegheny County who are specifically trained to recognize that serious emotional disturbances can impact a child in a variety of settings and situations. The following professional liaisons help to identify “at risk” children and work in partnership with the family and outside agencies to link the child to mental health services he or she may need. To contact any one of the following liaisons, call 412-350-5746 or 412-350-4978.

- Education Liaison - This professional helps families and educators resolve educational concerns. This professional also serves as an advocate for families by providing information to assure that appropriate educational plans are developed to meet your child’s needs. This service is free of charge. Additional information about educational issues and services can be found on page 19.
- Children, Youth and Families (CYF)/Interagency Liaison - This professional works with CYF to identify children who may be “at risk” for serious emotional disturbances, and acts as a link between the two systems. This professional also attends and follows up on Allegheny County Interagency Reviews. (See page 23 for more information.)
- Allegheny Intermediate Unit Liaison - This professional works with the Allegheny Intermediate Unit to identify children who may have serious emotional disturbances. This liaison acts as a link between the mental health and mental retardation systems.

Family Support Programs in Allegheny County – Family Support Programs are based on the philosophy that the most effective way to ensure the healthy development and growth of small children (up to 5 years of age) is by supporting families in the community where they live. These programs are designed to:

- Increase the strengths and stability of families
- Increase parents’ confidence and competence in their parenting abilities
- Afford children a stable and supportive family environment
- Chart the progress of the child and family

Services offered by the Family Support Programs include:

- Child development
- Parenting education
- Infant and toddler groups
- Parent support groups
- Service coordination
- Resource center
- Parent leadership and advocacy

Natural Supports – A solid system of natural supports for your child can make a positive difference in his/her life. Natural supports are the relationships that occur in everyday life. These may include family members, friends, and mentors. There are various ways to build up a network of natural supports. Some of these are:

- Participating in community activities and projects
- Joining groups and clubs
- Socializing with immediate and extended family and neighbors

What else might I need to know?

Teams, Team Meetings, and Treatment Plans

Teams

Depending on your child’s diagnosis and the treatment recommended, you may be dealing with a number of providers and/or agencies. A service coordinator may be working with you and others to coordinate services for your child.

A **team** is formed when a number of people representing different providers or agencies work together with you, your child (if appropriate), and other members who you may want to attend to make sure that services are planned, coordinated and implemented.

If your child is receiving services from several different mental health providers, or if your child is receiving services from two or more publicly funded agencies (such as Mental Health and Education), a team called an “interagency team” will be formed.

Team Meeting(s)

Part of the coordination process is to bring you and your child (if appropriate) together with representatives from the providers or agencies that you are working with. This is called a **team meeting** or an **interagency team meeting**.

Members of a team meeting will include you, your child (if appropriate), and representative from the following:

- The county mental health program(s)
- Community Care Behavioral Health (if applicable)
- Children, Youth and Families (CYF) (if applicable)
- Juvenile Justice (if applicable)
- Your child’s school district (if applicable)
- Any other agencies providing services
- Your child’s psychologist or psychiatrist (if available)
- Other individuals that the family wishes to participate

Because you know your child and family situation best, it is very important that you attend these meetings and that you voice your opinion. The other team members need to hear directly from you. You will have the final say about the services that your child and family will receive.

Getting Ready for a Team Meeting

Everyone on your team will be helpful and supportive, but the first few meetings may seem overwhelming to you. Keep in mind that there is no such thing as a “dumb” or “stupid” question. Request information and ask anything that you want to know more about, or that you do not understand. Write down questions before you go to a meeting. Here a few examples of questions you may want to ask:

- What do I need to do to help my child?
- What treatment and support services would best help my child?
- What has helped other children like mine?
- What do I do in a crisis?
- Who can I call in the evening or on weekends?
- Will these services improve my child’s mental health?
- What should I expect?

- Can I see my child's records and reports?
- What are my rights?

You know your child and family situation best. Be clear about your child's strengths, your needs, your concerns, and what you think will help your child and family the most.

Treatment Plans

At the team meeting, you, your child (if appropriate) and your team will:

- Set goals for your child.
- Develop a **treatment plan** to meet these goals.

The treatment plan will:

- Identify the strengths of your child and family
- List the issues that are being addressed
- Identify treatment goals
- Outline treatment and support services that will be needed and
- Determine how often the treatment will occur

Your team will also decide how often it should meet in order to make sure that your child is making progress.

What If the Treatment Plan Isn't Working?

It can take some time for all of the parts of a treatment plan to be put in place. It will also take some time to determine if the treatment and support services are making things better for your child. **This will require patience on the part of you and your family.** However, sometimes things change, and even the best plan doesn't work as expected. If some part of your child's treatment plan isn't working, tell your case manager or service coordinator. He or she will work with you and the other members of your team to determine if alternative plans are needed.

For some children, treatment plans based on traditional methods of intervention are not successful. Sometimes there is conflict or disagreement between team members; sometimes there is competition for scarce resources; and sometimes a special service or accommodation is needed that does not currently exist in the system.

Allegheny County Interagency Review

In cases where every other route to success has been tried and been unproductive, the Allegheny County Interagency Review Team is convened to bring together the family and all providers and systems interacting with the child. A discussion is held to determine:

- The reason for the problem or issue
- The needs of the child
- What can be done or changed to resolve the problem

A plan of action is developed at this review process, and a 30-day follow-up is made to determine progress.

If you wish to request an Allegheny County Interagency Review, call 412-350-3374, or notify your service coordinator who will start the review process for you.

Health Insurance Maze

Fortunately, you live in Allegheny County, Pennsylvania. To date, Pennsylvania has been one of the most progressive states in understanding that a child with serious emotional disturbances must have access to the services they need, regardless of insurance coverage and the family's ability to pay for them. The services your child may need can be very expensive. Ongoing therapy, medications, treatment and support services could very quickly financially ruin a family if they were required to pay for these services out-of-pocket. Here is some information that you need to know about health insurance:

Private Health Insurance

If your child's health care coverage is provided by a private health insurance plan that you receive as a benefit through your employer, it is important for you to get a description of the mental health coverage (also called behavioral health coverage) that your plan provides. In most health plans, general health care coverage is different than the mental health coverage. Insurance companies typically set a limit on the services that can be used in a year, or even during a lifetime. There are often higher co pays or deductibles, and a care manager may be assigned by the insurance plan to help and coordinate coverage for services that have been recommended for your child. Most private health insurers also develop "networks" of doctors, therapists and service providers that you can select to treat your child. Usually these networks are fairly comprehensive, but you may find that the doctor or hospital you want to use is not in the network. The key is to learn about and understand what your health insurance plan does and does not cover, and to understand your appeal rights.

Call your health insurance company and ask for information about your child’s mental health coverage.

Public Health Insurance (Medical Assistance)

In Pennsylvania, your child (up to 18 years) may be eligible for Medical Assistance coverage for mental health services **regardless of your family income**. Medical Assistance coverage is extensive and comprehensive for children with serious emotional disturbances.

To apply for Medical Assistance for your child with serious emotional disturbances, call the Department of Public Welfare at 412-565-2146 and ask for an “advocate” to help you through the application process.

If your child receives Medical Assistance coverage, and lives in Allegheny County, your child is automatically a member of Community Care Behavioral Health (also known as Community Care). This organization manages the health insurance coverage for Medical Assistance recipients in Allegheny County, and covers treatment and support services related to mental health, as well as drug and alcohol problems.

To learn more about the Community Care Behavioral Health and the services it covers, call 1-800-553-7499.

Allegheny Health Choices, Inc. (AHC) and Ombudsman Services

Allegheny Health Choices, Inc. is an organization that monitors the service provided by Community Care. They work to assure that children with serious emotional disturbances receive the services they need.

If you are a member of Community Care and are having problems getting the services your child needs, or with the care your child is receiving, or if you need help in filing a complaint or grievance, an “ombudsman” can help you. An ombudsman is a person who helps solve problems. To contact the ombudsman at Allegheny Health Choice, Inc., call 1-877-787-2424.

Supplemental Security Income (SSI).

Depending on your income, resources, and family size, your child may be eligible for Supplemental Security Income (SSI). This is a federal income assistance program through the Social Security Administration for qualified disabled individuals (including infants and children). Your child does not have to be permanently disabled to receive help. For more information, call the Social Security Administration at 1-800-772-1213.

What Are My Legal Rights?

Mental health law guarantees rights to you and your child.

The Child and Adolescent Services System Program (CASSP) has adopted the following Client/Family Bill of Rights:

- The Right to be treated with respect.
- The Right to an individualized treatment plan that takes into consideration the needs of the child, the family and significant others.
- The Right to an assessment and treatment plan that is developed to focus on the strengths of your child and your family.
- The Right to receive services that are sensitive and respectful of your culture.
- The Right to receive services which use community resources and develops your child's ability to function within his or her own community.
- The Right of your family to be kept informed of your child's progress and included in all decisions regarding treatment.
- The Right to receive the finest treatment possible to safely address your child's needs.
- The Right to express concerns/grievances and have them addressed quickly.
- The Right to regularly scheduled treatment team meetings in order to ensure open communication related to your child's treatment.
- The Right to privacy and confidentiality in accordance with the most recent laws and policies.
- The Right to be informed of the billing process and treatment costs.
- The Right to make an informed choice when selecting where your child receives treatment and the type of treatment provided.
- The Right to request a change of treatment professionals.
- The Right to refuse treatment. A parent can do this until your child is 14 years old. However, your child is able to make this decision once he or she turns 14 years of age.
- The Right to know the names, roles and credentials of all of the treatment team members.

Other legal rights you may want to know more about include:

- If your child is under the age of 14 years, you must give your permission for him or her to receive mental health treatment.
- If your child is 14 years of age or older, he or she has the legal right to make certain decisions about receiving care.
 - He/she must agree (consent) to mental health treatment.
 - He/she may obtain mental health treatment without your permission.
- No matter what the age, your child or teenager can get help for a drug or alcohol problem without your permission.
- If your child is over 14 years and requires treatment, but is unwilling to agree to it, you must get a judge to order the treatment.

Federal and State Laws That Affect Your Child's Rights

The Mental Health/Mental Retardation Act of 1966 requires counties to develop community-based services and outlines the general provisions relating to mental health/mental retardation facilities, admissions and involuntary commitments.

The Mental Health Procedures Act of 1976 establishes safeguards for the treatment and rights of individuals with serious emotional disturbances, and establishes criteria for people in need of

involuntary mental health treatment.

Section 504 of the Rehabilitation Act prohibits discrimination against any individual, by any agency that receives federal funds, on the basis of disability (including serious emotional disturbances).

The American Disabilities Act (ADA) is an antidiscrimination law that protects the civil rights of individuals with disabilities.

Pennsylvania Act 68 provides a patient's bill of rights.

Individuals with Disabilities Education Act (IDEA) assures that children with disabilities will have a free, appropriate public education that emphasizes special education and related services designed to meet their unique needs.

Other Legal Resources

Statewide resources are available to you if you run into problems concerning your rights or your child's rights. These resources can also provide you with a copy of any law that you are interested in understanding better. For information, call:

- Disabilities Law Project at 412-391-5225
- Education Law Center at 412-391-5225
- Mental Health America (MHA) at 412-391-3820
- National Alliance on Mental Illness (NAMI) at 412-366-3788
- Pennsylvania Health Law Project at 412-434-5637
- Pennsylvania Office of Mental Health at 1-717-783-8335
- Pennsylvania Protection and Advocacy at 1-800-692-7443

Grievance Policy and Procedure

If you are unhappy or dissatisfied, in any way, with the services being provided by any mental health provider or agency, you have the right to file a formal grievance. Each provider or agency will have its own grievance process, and you should request a copy of their policy. With mutually respectful communications, your grievance(s) will be resolved quickly and to your satisfaction.

The Public School System – Special Education

Children spend half of their waking hours in school, a place that demands concentration, proper behavior, the ability to process information quickly, and a host of complicated social interactions with peers and adults. Some children with serious emotional disturbances have symptoms or behaviors that make participation in regular school classrooms difficult. If you have concerns about your child's behavior, learning or emotional state, you may want to consider special education services. Special education services are specifically tailored to meet the needs of your child while allowing your child to continue to learn. Special education services can be helpful to children who are very bright, as well as children who may have learning disabilities. In general, special education classes are small, and the teachers have been specially trained to teach children with emotional or learning disabilities.

In order to investigate this option for your child, you should:

- Meet with your child's teacher(s) to discuss your concerns
- Meet with your child's guidance counselor for assistance in exploring special education
- Request, in writing, that the principal order an assessment of your child for special education services

In order to determine if your child is eligible for special education services, the school may recommend an evaluation. This evaluation may include psychological testing and a review of your child's educational progress. There is no cost to the family for this evaluation.

- Based upon the results of this evaluation, an **Individualized Education Plan (IEP)** may be developed by the school with input provided by you, your child (if appropriate), your child's teacher(s), the school guidance counselor, and service providers (if appropriate). An IEP describes the barriers to your child's learning and how these barriers will be addressed. For an information and resource guide about special education services, call The Education Law Center at 412-391-5225. If you need help in working with your child's school, call the Education Liaison at 412-350-5476 or 412-350-4978. Also, you may call the Mental Health Association at 412-391-3820.

Children, Youth and Families (CYF) - CYF is mandated by state law to protect children from abuse and neglect. By law, CYF must protect children and provide services to the family when:

- Children have been injured, abused or sexually molested by their parent(s) or caretaker(s)
- Children are not adequately cared for or watched
- Parents are not able to care for children and no other responsible adult is available
- Parents need help to meet their challenges or the challenges of their children

CYF assists families in effectively resolving issues or concerns that put a child at risk of being harmed. They do this by supporting and empowering families in creating a safe and nurturing environment for the children. CYF helps coordinate services including:

- Parenting classes
- Counseling
- Assistance with housing applications
- Transportation
- Drug and alcohol rehabilitation
- Training in homemaking and/or home budgeting
- Respite
- Assistance with obtaining material goods (such as food and clothing)
- Referrals to community resources

Some children involved with Children, Youth and Families may have serious emotional disturbances. In order to assure that a child receives the appropriate services, a CYF/Interagency Liaison acts as a link between the two systems. For more information about the services provided by CYF, call 412-473-2000 or 1-800-932-0313. To report abuse, call 412-473-2000 or 1-800-932-0313. The phone answers 24 hours a day, seven days a week, and you may remain anonymous if you wish.

Juvenile Justice System

Occasionally, children with serious emotional disturbances break the law and may be arrested. The Juvenile Justice System handles the supervision of youths between the ages of 10 and 18 years who have participated in some form of delinquent activity as reported by the police.

After a child is referred to Juvenile Court by a police report, a probation officer will be assigned to you and your child. A probation officer is assigned to all cases prior to the scheduling of a court hearing. This officer will ask you for basic information about your child and any outstanding issues which might need to be addressed. **It is important to inform the probation officer of your child's involvement with Mental Health Services.** This information will be important if your child is found to be delinquent, and services are needed for your child to assist him/her in maintaining a more positive

lifestyle.

At each stage of the Juvenile Court process, your child must be represented by legal counsel. You may obtain your own lawyer, or a public defender will be provided. If your child is receiving services from the mental health or drug and alcohol systems, a representative from these agencies may attend your child's court hearing if you and your lawyer feel that is important to your child's case.

If your child is found guilty of committing a delinquent act, a judge will determine the consequences. The conditions of supervision (consequences) will be specific to your child based on his or her offense. Some conditions may be – but are not limited to – a curfew, community service, counseling, restitution, or placement in a day treatment program, a residential placement (out-of-home), or a state facility.

Phone numbers and contact information that you may need if you are dealing with the Juvenile Justice System are: Shuman Detention Center at 412-350-0170 and the Public Defenders' Office-Juvenile at 412-350-3504. If you have not been contacted by a probation officer prior to a court hearing, call the Intake/Investigations Department at 412-350-0170.

Drug and Alcohol Services Unit

Children with serious emotional disturbances are more likely to abuse drugs and/or alcohol than other children especially during the teenage years. The Allegheny County Department of Human Services, Bureau of Drug and Alcohol Services, provides information and referral services to assist any Allegheny County resident requesting help for a child with a suspected or identified drug or alcohol problem. If you need information about prevention, intervention, or treatment for your child, call the Allegheny County Bureau of Drug and Alcohol Services at 412-350-3328/TDD 412-350-3467. If you suspect that your child is using drugs, that there is a crisis situation, or you are concerned for his or her immediate well-being or the well-being of those around him or her, call 1-800-553-7499. This toll-free number is staffed by professional behavioral health counselors who can assist with accessing drug and alcohol services 24 hours/day, 7 days/week. Community Care Behavioral Health is the behavioral health managed care organization for Allegheny County Medical Assistance recipients and can also assist uninsured Allegheny County residents with information about available services and offer referrals to a wide continuum of drug and alcohol treatment services and providers.

And Finally ... *Your* Mental Health!

Parenting is a tough job under the best of circumstances. Parenting a child with serious emotional disturbances will challenge you beyond every expectation. At some point, during the course of your child's treatment, you will experience:

- Guilt
- Fear
- Anger
- Frustration
- Embarrassment
- Disappointment
- Hopelessness
- Hope

Here are some things that you can do for yourself.

Become an advocate for your child. Many parents feel better if they feel like they are doing something to help their child. Learn all that you can about your child's illness. Talk to other parents who have children with serious emotional disturbances. Find out what works and what doesn't work. Make sure that the services your child needs are provided in a timely fashion. Arrange for meetings if you have concerns.

Love your child. Sometimes it is very difficult to like a child whose behavior is out of control. But always keep in mind that, no matter how difficult it is for you, your child feels bad, too. Tell your child often that you love him or her, even if it appears that your love is rejected – it isn't.

Eat right, get some rest, and exercise. Life goes on around a child with serious emotional disturbances. You will need to be physically healthy in order to have the stamina to deal with your child. Taking care of yourself may fall to the bottom of the list, so take the time to realize how important it is for you to stay healthy.

Boost your child's self-esteem. Focus on your child's strengths. There will be a lot of attention paid to your child's weaknesses, and a number of people will be working with your child to change those weaknesses to strengths. You alone know your child best, and you can make sure that your child's strengths become the basis for successful treatment.

Don't forget about your other child/children. The brother(s) and/or sister(s) of a child with serious emotional disturbances need you just as much. Spend time with all of your children. Be sure that siblings understand what is going on. Answer questions honestly and openly.

Remember your spouse. If you have a live-in partner, take the time to be a couple. Go out to dinner, talk, go for a walk and spend some time alone. In caring for your child, present a unified front. You may disagree or blame each other for your child's behavior, but, hopefully, you know that the situation is no one's fault. Stick together and work things through.

Laugh. Even in the middle of chaos, you will find things to laugh about if you look for them. Look for them!

Find or start a support group. There are many other parents who have children with serious emotional disturbances. Finding these parents and talking with them will make you realize that you are

not alone.

Any mental health provider can give you information about support groups that you can attend; or call:

- National Alliance for the Mentally Ill (NAMI) at 412-366-3788 or 1-888-264-7972. This is a nonprofit organization that provides education, support groups and information and referral.
- Allegheny Family Network (AFN) at 412-246-2030. This is a non-profit organization that is staffed by persons who have raised or are raising children with emotional and mental health challenges.

Trust your instincts. You know your child best. Don't underestimate your own ability to understand your child. Your love and support are the most important elements of successfully treating your son or daughter.

Appendix I Important Telephone Numbers

Emergency Information and Referral

The following programs and services provide emergency information and referrals for people in Allegheny County with mental health problems 24 hours a day/7 days a week:

Re:solve Crisis Network

1-888-424-2287

Contact Pittsburgh (terminating service in September 2010)

412-820-4357

Information, Referral and Emergency Services (IRES)

412-350-4456

General Information and Referral

The following programs and services provide general information and referrals to a broad range of mental health services:

Department of Human Services Office of Behavioral Health

412-350-4457

National Alliance on Mental Illness (NAMI)

412-366-3788

Mental Health America

412-391-3820

United Way Helpline

412-255-1155

Community Care Behavioral Health (CCBH)

1-800-553-7499

Appendix II

Respectful Language

Language is powerful. It reflects, reinforces and shapes our perceptions of people and situations. Words which reflect positive attitudes and awareness help develop positive communications. Words which demean or pre-judge prolong negative communications. Historically, the words used to describe persons with disabilities, including serious emotional disturbances, have had negative connotations. Thanks to more enlightened thinking, fresh attitudes have found their way into popular language. Old terminology that reduced persons with disabilities to stereotypes has been replaced with more strengths-based language. In addition, people-first language requires that the noun precedes the adjective that describes it, thereby giving the person ownership of the condition, not the other way around. Thus, “mentally ill child” becomes a “child with serious emotional disturbance.” The table below provides some examples of this change in attitude and language.

Acceptable	Unacceptable
Person with a disability.	Cripple, crippled - the image conveyed is of a twisted, deformed, useless body.
Person (child) with mental illness	Crazy person, schitzo, nuts, wacko – the terms ostracize the person ignoring that the cause of the behavior is a diagnosable illness.
Disability, a general term used for functional limitation that interferes with a person's ability, for example, to walk, hear or lift. It may refer to a physical, mental or sensory condition.	Handicap, handicapped person or handicapped.
Person with cerebral palsy, person with spinal cord injuries.	Cerebral palsied, spinal cord injured, etc. Never identify a person solely by his/her disability.
Person who had a spinal cord injury, polio, a stroke, etc. or a person who has multiple sclerosis, muscular dystrophy, arthritis, etc.	Victim. People with disabilities do not like to be perceived as victims for the rest of their lives, long after any victimization has occurred.
Has a disability, has a condition of (spina bifida, etc.), or born without legs, etc.	Defective, defect, deformed, vegetable. These words are offensive, dehumanizing, degrading and stigmatizing.
Deafness/hearing impairment. Deafness refers to a person who has a total loss of hearing. Hearing impairment refers to a person who has a partial loss of hearing within a range from slight to severe. Hard of hearing describes a hearing-impaired person who communicates through speaking, and who usually has listening and hearing abilities adequate for ordinary telephone communication. Many hard of hearing individuals use a hearing aid.	Deaf and Dumb is as bad as it sounds. The inability to hear or speak does not indicate intelligence.

Person who has an intellectual or developmental disability.	Retarded, moron, imbecile, idiot. These are offensive to people who bear the label.
Uses a wheelchair or crutches; a wheelchair user; walks with crutches.	Confined/restricted to a wheelchair; wheelchair bound. Most people who use a wheelchair or mobility devices do not regard them as confining. They are viewed as liberating; a means of getting around.
Able-bodied; able to walk, see, hear, etc.; person who is not disabled.	Healthy, when used to contrast with "disabled." Healthy implies that the person with a disability is unhealthy. Many people with disabilities have excellent health.
Person who do not have a disability.	Normal. When used as the opposite of disabled, this implies that the person is abnormal. No one wants to be labeled as abnormal.
A person who has (name of disability.) Example: A person who has multiple sclerosis.	Afflicted with, suffers from. Most people with disabilities do not regard themselves as afflicted or suffering continually. Afflicted: a disability is not an affliction.

Appendix III Acronyms

The human services culture relies on letters to replace words as a way of saving time and paper. “The Allegheny County Department of Human Services” becomes “DHS.” Forty-nine characters instead of three. The problem becomes knowing what all these acronyms stand for. This appendix expands some of the most common **acronyms** and defines some of the most common terms used by mental health professionals.

Numbers

302 (see Commitment 302)

303 (see Commitment 303)

304 (see Commitment 304)

A

ASC (see Administrative Service Coordinator)

B

BHRSCA (see Behavioral Health Rehabilitation Services Child and Adolescent)

BSC (see Behavioral Specialist Consultant)

C

CASSP (see Child and Adolescent Services System Program)

CCBH (see Community Care Behavioral Health)

CRR (see Community Residential Rehabilitation host home)

CTT (see Community Treatment Team)

CYF (DHS Office of Children, Youth and Families)

D

D & A (see Drug & Alcohol)

DHS (see Allegheny County Department of Human Services)

DPW (see Department of Public Welfare)

E

EI (see Early Intervention)

F

FBMH (see Family-based Mental Health)

I

IAT (see Interagency Team)
IEP (see Individualized Education Plan)

L

LRE (see Least Restrictive Environment)

M

MA (see Medical Assistance)
MDT (see Multi-Disciplinary Team)
MT (see Mobile Therapy)

O

OBH (see DHS Office of Behavioral Health)

P

Partial (see Partial Hospitalization Services)
PCP (see Primary Care Physician)
PD (see Public Defender)
PO (see Probation Officer)

R

RC (see Resource Coordinator)
RTF (see Residential Treatment Facility)

S

SAP (see Student Assistance Program)
SCU (see Service Coordination Unit - formerly called Base Service Units)
SED (see Serious Emotional Disturbance/Disability or Disorder)

T

TCM (see Targeted Case Management)
TSS (see Therapeutic Staff Support)

Appendix IV Definitions

302 Commitment – An involuntary emergency mental health commitment with two steps. (1) The patient is brought for emergency examination involuntarily if specific criteria of clear and present danger to self or others are met. (2) If, upon medical examination, the patient is felt to be a clear and present danger to self or others, admission for up to 120 hours in a designated facility occurs.

303 Commitment – This is the means by which a patient is maintained in involuntary hospitalization status for a period not to exceed 20 days. This type of extended involuntary emergency treatment must be certified by a judge or mental health review officer.

304 Commitment – This is the means by which a patient is maintained in involuntary hospitalization status for an extended period of time up to 90 days. Often, this is the type of commitment used when a patient is sent to a state hospital.

A

Administrative Service Coordination (ASC) – A Service Coordinator(s) at each Service Coordination Unit who helps to assure that a mental health assessment is done, a treatment and service plan is written, referrals are made and that treatment and support services are received.

Advocate – A person who speaks or writes in support of something or someone.

Allegheny County Department of Human Services (DHS) – This agency provides and administers human services to county residents through the program offices of Behavioral Health; Community Services; Intellectual Disability; Children, Youth and Families; and Area Agency on Aging.

Allegheny County interagency review – This official process is used when all other options have been tried and a child's treatment plan is still not working. This review process brings together the family and all providers and systems to identify the problem(s); determine needs; and resolve issues.

B

Behavioral disorder – A disorder characterized by behaviors which are significantly different, over a long period of time, from the socially acceptable behaviors of others of the same age and situation.

Behavioral Health Rehabilitation Services Child and Adolescent (BHRSCA) – Official designation of a treatment program that provides therapeutic and behavioral support services to a child or adolescent in his or her home. These services are also known as wraparound services.

Behavioral health services – Both mental health and drug and alcohol rehabilitation services.

Behavioral Specialist Consultant (BSC) – A mental health professional who writes the treatment plan and supervises the team that provides Behavioral Health Rehabilitation Services Child and Adolescents (BHRSCA) in the home.

C

Case management (See Service Coordination)

Child and Adolescent Services System Program (CASSP) – Created in 1984 by Congress, this program assists all states (through grants, technical assistance and training) in the development of community-based, coordinated service systems to deal with the mental health needs of children and their families.

Children, Youth and Families (CYF) – Established by federal and state law, CYF exists to protect children from abuse or neglect.

Community Care Behavioral Health (CCBH) – This managed care organization oversees the mental health and drug and alcohol health insurance coverage for Medical Assistance recipients in Allegheny County.

Community Residential Rehabilitation host home (CRR) – Transitional residential programs in community settings, either in a therapeutic foster family or small group home. A CRR host home provides services 24 hours per day, 7 days per week.

Community Treatment Team (CTT) – This treatment option is intended for adolescents (age 16 to 25 years) who have not achieved and maintained mental health stability in the community. A treatment team of mental health professionals provides comprehensive and intensive services to the adolescents in the community where they live in order to prevent hospitalization and/or incarceration.

Confidential – All information provided by the family or child will be private and will not be shared with anyone unless written permission is given by the family or child.

Consumer/client – Anyone using services provided by the Department of Human Services or one or more of its contracted providers.

Continuum of Care – Refers to the comprehensive and coordinated range of mental health treatment services that are available to a child. It is designed to meet the multiple and changing needs of children with serious emotional disturbances.

Culturally competent – Services that demonstrate respect for individuals, their preferences, attitudes, values and beliefs and traditions.

D

D & A (see Drug & Alcohol)

Department of Public Welfare (DPW) – The Pa. state agency that oversees numerous program areas. The Department oversees all child welfare, mental health, mental retardation, income maintenance, Medical Assistance and social program issues in the Commonwealth of Pennsylvania.

DHS (see Allegheny County Department of Human Services)

DHS Office of Behavioral Health (OBH) – Provides a coordinated set of treatment and support services for people with mental health and/or drug and alcohol problems through a number of contracted agencies.

DPW (see Department of Public Welfare)

Drug and Alcohol – Designation often used for services/programs designed to aid in the recovery of persons with substance use disorders.

E

Early Intervention (EI) – Programs which assist children with developmental delays and their families (infants and young children up to six years of age) to develop to their optimal potential.

Emotional disorder – Emotional impairment exhibited by a child or adolescent that disrupts his or her academic, family or interpersonal relationships.

Empowerment – The ability to exercise influence and control over the services your child receives.

F

Family-based Mental Health (FBMH) – Comprehensive services designed to assist families in caring for their child or adolescent at home. Services may include treatment for the child and other family members, service coordination and family support services.

Family-focus – Focusing on the strengths and capabilities of each individual family.

Family support program – A program that works to ensure the healthy development and growth of small children by supporting families in the community where they live.

G

Grievance – A wrong considered as grounds for complaint, or something believed to cause distress.

I

Individualize Education Plan (IEP) – An educational plan that outlines the programs and services that a child may need in order to remove barriers to learning. The IEP includes goals, objectives, types of special help that a child will receive in the classroom, and how the child's progress will be measured.

In-patient hospitalization – The most intensive and restrictive treatment setting, providing acute treatment interventions, diagnostic evaluations, stabilization and treatment planning.

InterAgency Team (IAT) – A group of people (including the family, the child and representatives from providers and/or agencies) who work together to make sure that services are planned, coordinated and implemented.

J

Juvenile justice system – The Allegheny County system that deals with children or adolescents who break the law and are arrested.

L

Least Restrictive Environment (LRE) – High quality treatment and support services provided in the

most natural environment that is available and appropriate.

Legal guardian – A person who is court-appointed to make decisions for another person who has been deemed incompetent to make decisions (financial or personal).

Liaison – A professional who is specifically trained to work in partnership with children and families, outside agencies and mental health providers.

M

Managed care – A system of providing health care that oversees all services in order to make sure that proper treatment is provided and that services are not duplicated.

Managed care provider – A person, firm or corporation who is providing health care to individuals under agreement with a particular managed care plan. In Allegheny County, Community Care Behavioral Health is the Managed Care Provider.

Medical Assistance (MA) – The federal program which provides, within restriction, medical (and certain medically supervised) care to those in need. In Pennsylvania, this is administered by the Department of Public Welfare.

Serious emotional disturbances – A broad descriptive term that indicates that a child may have signs and symptoms that affect how he or she thinks, feels, or reacts to everyday situations.

Mental illness – A general term applied to severe emotional problems or psychiatric disorders.

Mobile crisis services – A crisis intervention team of professionals who, when called, go to the child during a crisis (in the home, at school, or in the community) in order to prevent injury or hospitalization.

Mobile Therapist (MT) – A mental health professional who provides counseling services in the home.

Multi-Disciplinary Team (MDT) – A group of clinical staff made up of representatives from different professions, disciplines or service areas.

O

OBH (see DHS Office of Behavioral Health)

Office of Behavioral Health (see DHS Office of Behavioral Health)

Ombudsman – A person who helps to solve problems related to the care a person receives.

Outcome-based – A focused treatment approach that allows for clear and measurable results.

Out-patient – Services provided in freestanding mental health offices or clinics. These services include medical examination, diagnosis, care and treatment.

P

Partial hospitalization services (Often referred to as “Partial”) – A non-residential form of intensive treatment provided in a freestanding or school-based program for three to six hours per day.

Primary Care Physician (PCP) – A general medicine, Family Practice or Internal Medicine physician responsible for overseeing the medical care of an individual.

Probation Officer (PO) – An officer of the court responsible for ensuring that a client follows the terms of his or her probation.

Provider – Qualified individual or agency that provides services.

Public Defender (PD) – Provides legal counsel to indigent defendants. When appointed by the court, the PD must also furnish legal counsel to persons subject to commitment under the Mental Health and Mental Retardation Act of 1966.

R

Residential Treatment Facility (RTF) – A 24-hour treatment facility where children and adolescents receive intensive and structured comprehensive mental health services.

S

Serious Emotional Disturbance/Disability or Disorder (SED) - An emotional and/or social impairment that seriously disrupts the child or adolescent’s academic, family or interpersonal relationships.

Service coordination – A service that assists the child and family in obtaining and managing services that are needed. A **service coordinator** is the person who provides this service. (formerly called Case Management or Targeted Case Management)

Service Coordination Unit (SCU) – Generally, part of a community mental health center, these provide full service mental health services to those in need in Allegheny County (Formerly called Base Service Units (BSU)).

Specialized service coordination services – Unique service coordination programs that are targeted toward certain children or adolescents based on their diagnosis and their specific needs.

Strengths-based – Treatment and support services that reflect the identified strengths and needs of each child and family.

Student Assistant Program (SAP) – An intervention program designed to identify students who are having school problems due to alcohol or drug use, depression or other serious emotional disturbances, and to intervene and refer these students to appropriate community services, if needed.

Support services – An array of services designed to enhance a family’s ability to care for a child with serious emotional disturbances and to prevent out-of-home placement.

T

Targeted Case Management (TCM) – See Service Coordination

Therapeutic Staff Support (TSS) – A mental health professional who provides behavioral support and guidance to a child in the home and/or school.

Treatment plan – A plan that outlines the treatment and support services that are needed to address the serious emotional disturbances of a child and his or her family.

Treatment services – Refers to a variety of therapeutic services designed to change behaviors or other conditions related to a child's serious emotional disturbances. Treatment services are also designed to help individuals and/or families cope with a child's behaviors.

W

Wraparound services – A common term used for treatment services, more formally known as Behavioral Health Rehabilitation Services – Children and Adolescents (BHRSCA). These in-home services provide focused therapeutic and behavioral support to the child.

TOOLS TO LOCATE AFFORDABLE HOUSING

ALLEGHENY COUNTY HOUSING AUTHORITY

WWW.ACHSNG.COM

625 Stanwix Street, 12th Floor Pittsburgh, PA 15222

412-355-8940 TTY 412-402-2671

Intake Hours: 8:30AM – 4:00PM Monday – Friday

Application is available online at: www.achsng.com/application

For more information on waiting lists please visit ACHA's website above.

HOUSING AUTHORITY OF THE CITY OF PITTSBURGH

WWW.HACP.ORG

200 Ross Street, 9th Floor Pittsburgh, PA 15219

412-456-5000

Business Hours: 8:00AM – 5:00PM Monday – Friday

To apply for housing a pre-application must be submitted. This pre-application is available online at:

www.hacp.org/housing-options/apply-for-housing

For more information on waiting lists please visit HACP's website above.

MCKEESPORT HOUSING AUTHORITY

WWW.MCKHA.ORG

2901 Brownlee Avenue, 2nd Floor McKeesport, PA 15132

412-673-6942

Office Hours: 8:30AM – 4:30PM Monday - Friday

Applications are available online at: www.mckha.org/applications

For more information on waiting lists and specific properties accepting applications please visit MCKHA's website above.

SEARCH FOR AFFORDABLE HOUSING

PA HOUSING SEARCH

WWW.PAHOUSINGSEARCH.COM

- Select "Find Rental Housing" or "Find Homes for Sale" then Select an area (county or city)
- Narrow down a housing search by using the "Basic", "Advance," or "Accessible" searchable features.
- Review list of affordable, market-rate, age-restricted and accessible rental housing.
- Detailed listings include pictures, maps, eligibility requirements (if applicable), and information about nearby amenities such as hospitals and schools.
- Use helpful tools including an affordability calculator, rental checklist, and information about renters' rights and responsibilities.

Don't have internet access? Contact the Bilingual Call Center, Mon. through Fri., 9:00 a.m. to 8:00 p.m 1-877-428-8844; TTD/TTY: 7-1-1.

HOUSING AND URBAN DEVELOPMENT (HUD)

[HTTP://WWW.HUD.GOV/APPS/SECTION8/STEP2.CFM?STATE=PA,%20PENNSYLVANIA%20](http://WWW.HUD.GOV/APPS/SECTION8/STEP2.CFM?STATE=PA,%20PENNSYLVANIA%20)

- Enter search criteria, then review list of HUD-funded, privately-owned, subsidized housing.

Transportation Options

MATP-must have medical assistance in order to qualify for this program of either bus tickets, mileage reimbursement, or door-to-door service; phone 412-350-4476 to initiate the application process; free to those who qualify; once approved for the service, then Travelers Aid is the agency contracted by the County to coordinate the program for bus tickets; for door-to-door service, they contract with ACCESS to provide the transportation

Mobile Moms Program -a program for pregnant women to get to and from appointments, and it is offered through Travelers Aid. They provide bus tickets to get to and from medical appointments related to pregnancy and to WIC appointments. There are no residency requirements, no income requirements and no charges or fees. Contact Travelers Aid for a list of locations where you can obtain an application form. 412-281-5466

ACCESS has four programs: ADA, Connections and ACCESS 65+ (412-562-5353)

ADA-available for people with disabilities who don't qualify for the door-to-door service through MATP, because they have higher incomes and don't qualify for medical assistance or for non-medical appointments. The individual must attend a functional assessment at Easter Seals in order to determine eligibility for the service. ACCESS will pick up the applicant at their home and take them to the evaluation and then return them to their home. The charge is \$10 for the round trip. This is not a free service, and recipients must purchase books of tickets. Personal assistant is free to ride with recipient, but companion must pay the same rate as the recipient.

CONNECTIONS- is like a park and ride service; anyone with a disability is eligible for this service and can request an application by calling ACCESS; there is no requirement to appear in person or provide any additional documentation; the service will enable individuals to use PAT bus or the T to get to and from wherever they need to go, provide them with personal assistance in planning their entire trip, take them on ACCESS to or from the closest, usable bus stop, if the bus stop is more than ¾ mile from their home or destination, and provide a direct ACCESS ride if there is no bus service within an hour of the time they wish to travel, or if they would have to spend more than 90 minutes on the bus to go 5 miles or less; there is a fee associated with this service

ACCESS 65+ -available to any senior age 65+; must purchase books of tickets and pay fare with the tickets

OPT (older persons transportation) 412-355-5460

Available to individuals who are 60+ and meet program eligibility; (MUST use MATP to attend medical appointments); use for hair salon/barber, grocery shopping, or senior centers; must purchase books of tickets in order to pay the fare

WorkLink -412-351-2200; may be able to provide transportation assistance on a fixed route basis; tries to fill gaps in transportation service to low-income individuals

Port Authority Reduced Fare Card-available for people who are disabled and/or have a Medicare card. Must submit a letter on Agency letterhead stating what the diagnosis is that is causing the disability. *Must be completed by outpatient*
Signed by Psychiatrist, MD

Behavioral Health Transportation Program-must attend three covered services per week/3 MH trips per month; will receive a bus pass for the entire month for only a \$23 co-pay (zone 1) or \$33 co-pay (zone 2); services are as defined in a service plan; also offers a gas card for those with their own vehicle; Amy Broz at TCV manages the program, but individuals in the SC program must coordinate with their SC to turn in trip logs and money and to receive their bus pass each month; **this is a time limited program (18 months for MH, 9 months for D&A)**

A Customer Service Representative will ask for the following information:

- Your full name, current address and telephone number
- Your Gateway Health Plan *Medicare Assured*[®] ID number
- The address and telephone number of your destination
- The reason for your transportation request
- The type of appointment (doctor, dentist, therapy, etc.)

Please have this information ready when you call.

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Once transportation is scheduled:

- The transportation provider will call you, tell you the time of your pickup and provide their telephone number. Keep this number handy.
- Be ready 60 minutes before your pickup time.
- If you have a scheduled ride back, your ride should pick you up within 30 minutes after your appointment is over.
- If you must call your transportation provider for pick up after your appointment, your ride should arrive in less than 60 minutes.
- If you have to wait longer than 60 minutes, call the number the transportation provider gave you.
- Call 1-866-670-3063 (TTY Users 1-800-855-2880) right away if you need to cancel your ride or if your ride does not show up.

Who do I call if I want to cancel or reschedule my ride?

Call 1-866-670-3063 (TTY Users 1-800-855-2880) with ANY changes to your scheduled ride. Please call as soon as you know of the change. If you do not show up for your ride, you will be marked a no-show. No shows are counted towards your 36 one-way trip limit.

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What if I call with less than 3 business days notice to schedule a ride?

If you call with less than 3 business days notice, you will be denied transportation. If your appointment is URGENT, we will try to find a ride for you.

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The following are examples of Non Urgent and Urgent Appointments:

Non Urgent—Need 3 Days Advance Notice	Urgent Appointment
Immunization	Follow up care to surgery

Routine Medical Visit	
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How do I file a complaint or concern about the services I receive?

If you are not satisfied with the service you receive, please call Member Services at 1-800-685-5209, 8 a.m. – 8 p.m., 7 days a week. (TTY users call 711.). You may also send a complaint in writing to:

Gateway Health Plan®

Attention: Medicare Complaints Administrator

US Steel Tower, Floor 41

600 Grant Street

Pittsburgh, PA 15219-2704

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**To Schedule a Ride Call: 1-866-670-3063
(TTY Users 1-800-855-2880)**

How to use your Non-emergency Transportation Benefit

www.gatewayhealthplan.com/members/pa/transportation.aspx

Gateway Health Plan *Medicare Assured*[®] is providing Non-emergency Transportation services for our members.

**To Schedule a Ride Call: 1-866-670-3063
(TTY Users 1-800-855-2880)**

Frequently Asked Questions

What is the transportation benefit?

Who can receive transportation services

How do I get a ride?

Who do I call if I want to cancel or reschedule my ride?

What if I call with less than 3 business days notice to schedule a ride?

How do I file a complaint or concern about the services I receive?

What is the transportation benefit?

- 36 one-way (18 round) non-emergent trips to Plan-approved locations, within 50 miles one-way, per calendar year.
- Includes non-emergency transportation to doctor visits; dental, vision, hearing, and behavioral health services; and to pharmacies and fitness centers.
- No cost to you!

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Who can receive transportation services?

- Gateway Health Plan *Medicare Assured*[®] members
- One additional person is permitted to accompany you, if needed.

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How do I get a ride?

Call 1-866-670-3063 (TTY Users 1-800-855-2880) three (3) business days before your appointment. Hours to call are 8 a.m. – 5 p.m., Monday thru Friday and 9 a.m. - 1 p.m., Saturday.

UPMC McKeesport Health Transportation Service

Hours of operation: Monday through Friday, 7 a.m. to 5 p.m.

This improved and expanded free transportation service provides rides for those who need them if:

- You call to arrange a ride at 412-664-CARE (2273)
- You live in Braddock, Braddock Hills, Chalfant, East Pittsburgh, North Braddock, or Rankin
- You are going to a scheduled health care appointment at UPMC McKeesport hospital, the Braddock and Rankin Family Health Centers, or list of primary care, specialty physicians, and diagnostic and treatment services located along Ardmore Boulevard in Forest Hills

The free transportation service offers:

- Convenient curb to curb service from your home to the health care destinations listed above
- Same-day scheduling as available
- Clean, comfortable wheelchair-accessible van
- Access for companion riders as needed

Contact Us

UPMC McKeesport Health Transportation Service

1500 Fifth Ave.

McKeesport, PA 15132

412-664-CARE (2273)