

**Mental Health Association in PA
PA Roadmap to Help
for Families of Children and Youth
With Emotional and Behavioral Problems**

Families can make good decisions when they have access to good supports and information. Here is a brief guide with tips and key contacts for navigating the systems that are responsible for helping families. Many PA counties support Family Advocacy Projects. (We have a specific link to the local family advocates on this page- http://pachildrensnews.org/mental_health.htm) In addition to these resources, families can use the following resources for help getting services for their children.

When a family is having trouble finding behavioral/mental health services for their child:

1. Call your primary children's systems representatives:
 - The [County CASSP and children's mental health coordinators](#) who are responsible for coordinating access and delivery of services for children across systems. Family should ask for specific help with services **and** a referral to local family advocacy resources.
 - If your county is in Behavioral Health Choices, call your Managed Care Organization's Members Service representative. <http://www.dpw.state.pa.us/omap/hcmc/omapmcodir.pdf>
 - If your county is in Behavioral Health Choices, call your Consumer and Family Satisfaction Team. <http://www.cstap.org/?page=directory> CFS teams do not provide advocacy, but as peer representatives, they connect families with needed resources and information.
2. *Where the is above not sufficient-* Call the PA Department of Welfare Regional Children's Team- responsible for coordinating access and delivery of services for children across systems, but particularly for mental health at the regional level. Info on Regional Teams is on page 2)
3. *Where that is not sufficient-* Call the PA Office of Mental Health and Substance Abuse Services Toll-Free Information/Referral Line - **877-356-5355**
4. *Where that is not sufficient-* Call MHAPA email- 866-578-3659 and/or the PA Health Law Project www.phlp.org 800-274-3258

When a family is having trouble finding substance abuse services for their child:

4. Call your primary children's systems representatives:
 - The [County CASSP and children's mental health coordinators](#) who are responsible for coordinating access and delivery of services for children across systems. Family should ask for specific help with services **and** a referral to local family advocacy resources.
 - If your county is in Behavioral Health Choices, call your Managed Care Organization's Members Service representative. <http://www.dpw.state.pa.us/omap/hcmc/omapmcodir.pdf>
 - If your county is in Behavioral Health Choices, call your Consumer and Family Satisfaction Team. <http://www.cstap.org/?page=directory> CFS teams do not provide advocacy, but as peer representatives, they connect families with needed resources and information.
5. *Where the is above not sufficient-* Call the PA Department of Welfare Regional Children's Team- responsible for coordinating access and delivery of services for children across systems, but particularly for mental health at the regional level. (Link to Regional Teams on page 2)
6. *Where that is not sufficient-* Call the PA Office of Mental Health and Substance Abuse Services Toll-Free Information/Referral Line - **877-356-5355**
4. *Where that is not sufficient-* Call MHAPA email- 866-578-3659, visit MOMSTELL.org and/or the PA Health Law Project www.phlp.org 800-274-3258

When a family is having trouble with Children and Youth or Juvenile Justice services for their child:

1. Call your primary children's systems representatives:
 - [County CASSP and children's mental health coordinators](#) who are responsible for coordinating access and delivery of services for children across systems. Family should ask for specific help with services **and** a referral to local family advocacy resources.
 - The county Child and Youth Administrator <http://www.pcy.org/pcya/lib/pcya/director.htm?pcyaNav=> | **OR** the county Chief Juvenile Justice Probation Officer <http://www.pchiefprobationofficers.org/members.php> .
2. *Where that is not sufficient-* Call the PA Department of Welfare Regional Children's Team- responsible for coordinating access and delivery of services for children across systems, but particularly for mental health at the regional level. (Link to DPW Regional Teams on page 2)
3. *Where that is not sufficient-* Call the PA Office of Children, Youth and Families- 717-787-2324
4. *Where that is not sufficient-* Call MHAPA email - 866-578-3659 and/or the Juvenile Law Center www.jlc.org 800-875-8887

When a family is having trouble with their child's school program or services:

1. Determine if the child:
 - a. Has a chronic health condition- neurological, physical, and emotional.
 - b. Needs a Chapter 15/ 504 Service Plan or
 - c. An Individualized Education Plan (IEP)
 - d. *Both require evaluations*
 - e. *The school must explain these processes and avenues of appeal*
2. *Where that is not sufficient-* Call the PA Department of Education- Consultline <http://odr.pattan.net/consultline/default.aspx> - 800-222-3353 or 800-992-4334 Consultline provides direct compliance enforcement. It also sends trained IEP Facilitators and Special Education Mediators <http://odr.pattan.net/files/odr/odr%20fact%20sheet.pdf> to help families in their local schools at family request.
3. *Where that is not sufficient-* Contact MHAPA email - 866-578-3659 and/or the Education Law Center www.elc-pa.org at 215-238-8070

PA Department of Welfare, Regional Children's Teams Mental Health, Mental Retardation, Children and Youth

***Ask for a representation for the system you have a concern with-
Mental Health, Mental Retardation, Children & Youth, Juvenile Justice***

Division of Western Operations: Linda Zelch, Chief

Harrisburg Field Office

Clothes Tree
Harrisburg State Hospital
Harrisburg, PA 17105
Phone: 717-772-7352

Counties:

*Adams, Bedford, Blair, Cambria, Centre, Clinton
Columbia, Cumberland, Dauphin, Franklin, Fulton
Huntingdon, Juniata, Lancaster, Lebanon, Lycoming
Mifflin, Montour, Northumberland, Perry, Snyder
Somerset, Union, York*

Pittsburgh Field Office

State Office Building
Pittsburgh, PA
Phone: 412-565-5748

Counties:

*Allegheny, Armstrong, Beaver, Butler, Cameron
Clarion, Clearfield, Crawford, Elk, Erie, Fayette
Forest, Greene, Indiana, Jefferson, Lawrence,
McKean, Mercer, Potter, Venango, Warren,
Washington, Westmoreland*

Division of Eastern Operations: Jean Foltz, Chief

Philadelphia Field Office

Building 57
Norristown State Hospital
Norristown, PA 19401
Phone: 610-313-5846

Counties:

Bucks, Chester, Delaware, Montgomery, Philadelphia

Scranton Field Office

State Office Building
Scranton, PA 18501
Phone: 570-963-4944

Counties:

*Berks, Bradford, Carbon, Lackawanna, Lehigh,
Luzerne, Monroe, Northampton, Pike, Schuylkill,
Sullivan, Susquehanna, Tioga, Wayne, Wyoming*