

**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](http://parecovery.org/documents/CASSP_Coordinators_Current.pdf) (http://parecovery.org/documents/CASSP_Coordinators_Current.pdf) 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 at the end of this article. *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:

3. Call your primary children's systems representatives:
 - The [County CASSP and children's mental health coordinators](http://parecovery.org/documents/CASSP_Coordinators_Current.pdf) (http://parecovery.org/documents/CASSP_Coordinators_Current.pdf) 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.
4. *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 at the end of this article.
5. *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](http://parecovery.org/documents/CASSP_Coordinators_Current.pdf) (http://parecovery.org/documents/CASSP_Coordinators_Current.pdf) 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.pcyo.org/pcyo/lib/pcyo/director.htm?pcyoNav=|> **OR** the county Chief Juvenile Justice Probation Officer <http://www.pachiefprobationofficers.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. Info on Regional Teams is at the end of this article.
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*