

BUCKS COUNTY



WHERE TO GO FOR HELP

**Behavioral Health Resources
For Young Children (Birth to Age 5)
Enrolled in Medical Assistance or CHIP**

A Guide for Early Care and
Education Professionals in
Bucks County



A PUBLICATION OF:

Public Citizens for Children & Youth

INTRODUCTION

Young children communicate through their behaviors. Children who often throw temper tantrums, don't get along with other children, or shy away from adults are sometimes viewed as "difficult to handle" or "problem children" by teachers or parents.



These behaviors are part of normal development. Usually the behaviors don't last a long time and can be addressed by parents and child care providers. Sometimes, however, these behaviors don't go away, or become more intense over time. When this happens, it is often upsetting to parents, child care providers and the children, and can be an indication of other issues.

We hope this guide will help those who work with young children to:

- > *Understand what they can do to help children grow up healthy and strong*
- > *Understand when a child may need help to develop social and emotional competence and*
- > *Know where to look for help*

When child care workers, parents, the Early Intervention system, health care providers and mental health providers work together, it is more likely that children will have bright futures.

When you are caring for a child who poses a challenge, it's easy to blame someone or something. But blaming doesn't help. Instead work with the parent and develop a plan to address the problem.

- 1. Look at the environment – is it a good place to learn and play?**
- 2. Talk with the parent– is there a stressful situation at home?**
- 3. Look at the classroom schedule – is the child getting enough time to play?**
- 4. Look at the child – has she changed her behavior recently?**

If the child's behaviors continue, maybe he needs more help. You may want to refer him for a social and emotional development assessment (see the [blue pages](#) for where to turn for help).

EXPELLING A CHILD DOESN'T SOLVE THE PROBLEM.

When this happens parents may be left with no child care and no idea how to get help for their child.

If you have a young child with a behavioral health concern and you need assistance getting insurance or finding help, call PCCY at 215-563-5848 x17.

HOW DO YOUNG CHILDREN DEVELOP?

Every child is different and develops at his or her own pace. As children grow, they learn new skills such as walking or talking. These skills, called developmental milestones, are usually learned in a predictable way. For instance, children usually crawl before they walk and point before they use words.

Many people use developmental milestones to help decide whether a child is developing at a healthy pace.

Children grow and change quickly during their first five years. Growth occurs in several areas:

- > **Adaptive Behavior** – *how children move and coordinate different parts of their bodies*
- > **Cognitive** – *how children think and learn*
- > **Communication** – *how children use signs, sounds and words to communicate and understand what others are saying*
- > **Physical** – *how children hear, see, taste, smell and touch things in their world*
- > **Social-Emotional** – *how children take in and understand things that happen in the world around them, show emotions and develop relationships*

Don't be surprised if one child's development is a little different from another child's development. Some children develop more quickly (or more slowly) in one area than another – and it's still normal.

HOW CAN I TELL IF A CHILD HAS A DEVELOPMENTAL PROBLEM?

It is often difficult for parents and child care workers to determine if a child needs help. If you are worried or frustrated, you don't have to be alone. Help for both children and parents is available.

Some children can be considered challenging by parents and child care workers. Here are some examples:

- > Children who are very energetic and always on the go
- > Children who don't like to change activities
- > Children who get very upset when things don't go their way
- > Children who are withdrawn or very shy in new situations
- > Children who are very difficult to calm down or soothe when crying or angry
- > Children who are experiencing developmental delays, such as not being able to hear, speak, or perform acts their peers can, and therefore act out

These children don't necessarily need behavioral health attention. However, if you are concerned that a child is not doing things that most children of the same age are doing, or if a child's behavior seems extreme or has changed suddenly, you should discuss this with the child's parent.

Some questions to ask when you are considering if a child may need help:

- > Does he have frequent temper tantrums?
- > Is she unusually quiet or withdrawn?
- > Does he often play very aggressively (biting, hitting or kicking)?
- > Does she aggressively destroy objects such as furniture, walls or toys?
- > Have you observed a dramatic change in his personality?
- > Does she show no delight or pleasure?
- > Does he engage in inappropriate sexual behavior?
- > Does she frequently soil herself, even after being toilet trained?
- > Is she cruel to animals?

- > Does he make serious threats to others?
- > Does she have frequent nightmares?
- > Does he bully younger children?
- > Does she have delayed speech?
- > Does the child's behavior often make you angry?
- > Do you usually have to threaten to get the child to listen?
- > Does the child have a poor appetite or overeat?

If you think that a child might have a developmental or behavioral problem, you should talk to the child's parent. Parents should be encouraged to talk to their child's health care provider and ask if their child needs a developmental screening or an appointment with a behavioral health professional (see the [blue pages](#) for a list of behavioral health agencies).

The Connection between Trauma and Behavior

Sometimes a child's challenging behavior is a response to, or consequence of, experiencing trauma. The types of traumatic events experienced by young children can include: witnessing domestic and community violence, physical, sexual or emotional abuse, neglect, separation from, or loss of, a caregiver, natural disasters and war.

Scientific research on early childhood brain development has shown that exposure to trauma and stress can "re-wire" and change the chemistry in the brain in ways that affect how children learn, bond with adults and behave.

There are also many factors that influence how a child responds to trauma, including the frequency and duration of exposure, the age of the child, the absence or presence of protective factors such as nurturing caregivers and safe communities.

Some young children who experience trauma may also experience stress, anxiety and depression, which can be expressed through behavior. Some signs of stress, anxiety and depression can be identified by asking the questions listed on p. 4-5.

WHAT CAN I DO IF A CHILD SEEMS TO HAVE A DEVELOPMENTAL OR BEHAVIORAL HEALTH PROBLEM?

Talk to the parents (see box on p. 7-8). Parents and child care workers need to work together to address children's behavior problems.

Behavior is one important way a young child can tell us his or her needs! Ask yourself, "what is this child trying to tell me?"

Here are some things you can do in your child care center:

1. Identify what might be causing the behavior: look for people, places and things.

- a. Are there certain people that upset the child?
- b. Are there parts of the room that upset the child?
- c. Are there certain things (such as time of day) that upset the child?

2. Record the child's behaviors.

3. Set aside time to make sure the child's individual needs are being met (talk to him, hug her, help resolve problems, feed him, change her diaper).

4. Ask yourself if there are changes you can make to your child care setting that might help the child. A quality child care program offers children the following:

- > a consistent, predictable routine
- > calming activities
- > a balance between active and quiet time
- > consistent praise for positive behavior (for sharing, turn-taking and cooperative play)
- > enough toys and materials for all of the children to play with
- > a quiet place to go when children want to be left alone (make sure you can still see them!)
- > a place to go when children want to play
- > appropriate "circle time" or "sitting time"--
Make sure you are not asking children to sit still for too long!
- > one-on-one time with the teachers
- > enough adults in the room

Here are a few organizations that you can contact for help creating a better child care environment for children:

Devereux Early Childhood Initiative –

1-866- TRAIN US (872-4687)

DVAEYC – 215-963-0094

Early Childhood Education Linkage System (ECELS) –

800-243-2357

Institute for Family Professionals – 215-654-9414

Keystone Stars Technical Assistance – 877-660-2273

If the child's problems continue, talk to the parents again! Encourage parents to talk to their child's health care provider. **This child might need more help!**

HOW TO TALK TO PARENTS ABOUT THEIR CHILD'S BEHAVIOR

Talking to a parent about his/her child's behavior can be difficult. Many parents feel guilty and upset once they realize their child is experiencing difficulties or is in need of help. Other parents may become defensive and try to place blame for their child's problems on something or someone. Remember, parents love their children and want the best for them. Work with parents as a team to help the child. Maintain an atmosphere of safety and trust for children and parents.

It is important for child care providers to understand how parents are feeling and to work with them as much as possible.

It is important for child care providers to understand how parents are feeling and to work with them as much as possible. The ultimate goal should be to help the child!

Here are a few tips on how to communicate with parents:

Be clear and give examples of how the child is behaving. First start with something positive. For example, say, "Susie plays well in the morning," then be concrete: "Susie had four temper tantrums today." **Do not say**, "Susie is too difficult for me to handle."

Focus on the most difficult problems; don't give a list of troubling incidents. Parents can get overwhelmed when hearing about their children's behavior.

Be positive about the child's future. **Do not say**, "Your child is going to get kicked out of my center if he doesn't stop biting." Instead, say, "We are concerned about your son's biting and want to talk about it."

Put yourself in the parent's shoes. It is never easy to hear that your child is not behaving normally. Try to be sensitive to how parents may feel.

Offer information on parent support groups and parenting classes (see p. 19-20), because sometimes parents need help, but do not know where to turn.

DO VERY YOUNG CHILDREN EVER NEED HELP WITH THEIR DEVELOPMENT AND/OR BEHAVIOR?

Yes, sometimes young children, even infants and toddlers, need help with their social and emotional development. It is important that developmental or behavioral health problems are recognized and handled early. The challenge for child care providers is to help parents better understand the needs of their children and to assist them in finding help when needed. If children don't receive attention when they need it, they often feel frustrated or hopeless and sometimes fall behind. When children get the right help it is more likely they will build good relationships, be better prepared for school and grow up healthy and strong.



Each of us has a role to play in supporting the social and emotional development of children. When children exhibit behavior problems, parents, child care practitioners, health care providers and mental health professionals need to work together to come up with the right response for the child. For some children this means that they will get help from the Early Intervention system, while others will be better served in the behavioral health system through wraparound or family counseling.

WHAT SHOULD I DO AFTER I HAVE TRIED VARIOUS APPROACHES WITH A CHILD WITH PROBLEMATIC BEHAVIOR?

After some preventive steps (reinforcing positive behavior, talking with the parents or balancing the child care schedule), the child may still need to be referred for help. Your first call should be to Early Intervention. The early intervention staff may deal with parents and children together by answering parent's questions, helping teach parents how to interact with their children more effectively and supporting the child's development.

For Children Birth to Age 3:

The place to begin is the Office of Early Intervention, housed in the Bucks County Department of Mental Health/Mental Retardation, at (215) 442-0760.

Early intervention (EI) provides support for families with children who have a 25% or more developmental delay in one of five areas (see p.3 for description of these areas):

- > adaptive behavior
- > cognitive
- > communication
- > physical
- > social and emotional



Available services through this office include audiology, occupational therapy, physical therapy, special instruction, nutrition services and service coordination.

Below is the process of getting Early intervention (EI) services for your child, birth through age 3:

Step 1: Call the Bucks County Department of Mental Health/Mental Retardation at (215) 442-0760, and ask for the Office of Early Intervention.

- The EI coordinator will gather preliminary information from the caller and make a referral to one of the three Base Service Units (BSU) for EI, for children birth-age 3, in Bucks County (determined by the child's school district).

The child's case will be given to a service coordinator at one of these BSUs:

- *Upper Bucks- Penn Foundation: 807 Lawn Ave., Sellersville, PA 18960*
- *Central Bucks County- Lenape Valley Early Intervention Services: 500 North West St., Doylestown, PA 18901*
- *Lower Bucks- Northwestern Human Services: 450 Lincoln Highway, Fairless Hills, PA 19030*

Step 2: The service coordinator will go to the home and do an assessment of the child in the five developmental areas. If the child displays a 25% or more delay in one or more of these areas, the service coordinator will work with the family to develop a plan for services.

Step 3: If the child has a behavioral health concern, the service coordinator will refer the family to a developmental pediatrician for an assessment and a specific diagnosis. The child needs the diagnosis in order to receive a behavioral health referral, and to get services in the behavioral health system, such as wraparound or family counseling with a therapist.

For Children Ages 3-5

In order for children ages 3-5, to receive early intervention (EI) services, they must have a disability and/or developmental delay that impact(s) their ability to learn.

Parents from Bucks County who suspect that their preschool age child has a disability, developmental delay, and/or special education needs, should follow these steps:

Step 1: Call the Early Childhood Services Program at the Intermediate Unit (IU) at 1(800)770-4822, x1716. It is located at 705 N. Shady Retreat Rd., Doylestown, PA 18901.



Step 2: During this initial call IU staff will do a quick intake. At this time, an appointment will be made for the family to come to the IU for a screening, which usually occurs 2-4 weeks after this call.

Step 3: IU staff will screen the child to determine if there is a disability such as a physical, neurological, mental or speech impairment and/or developmental delays in one or more of five developmental areas: adaptive behavior, cognitive, communication, physical and social/emotional, that impacts a child's ability to learn. This screening process will take approximately 20 minutes and a report is written.

> If the screening or parent interview indicate that the child may need special education services, a more comprehensive assessment at one of the IU centers across the county will be conducted.

> This assessment will focus on the child's areas of concern, including social/emotional and behavioral development. The evaluation team will determine whether or not the child has a disability, and/or any developmental delay that impacts his or her educational progress.



Step 4: If the child is eligible for services, an evaluation team will be created, depending on the child's needs, to work with the family and with teachers to develop a plan.

> If the child has a behavioral health issue that either does not affect him/her educationally, or does not call for special education services, IU staff will refer parents to other resources in the community.

> If the family needs assistance navigating the process of accessing mental health care for the child, IU staff may refer them to one of the family centers in the county (see p. 19-23 for a list of resources to help families), or may themselves try to help the family work through the system.

Families can always ask for another evaluation if they feel their child needs services for a developmental delay.



WHAT CAN I DO IF I HAVE A PROBLEM WITH EARLY INTERVENTION?

Children who receive early intervention services have protections to insure that their special needs are met. Contact your service coordinator (case manager) with any questions or concerns about your child's early intervention services. Hopefully this will resolve the problem.

If you still have concerns you can:

- 1.** File a complaint with the Office of Child Development (717) 346-9320
- 2.** Ask for mediation by contacting the Office of Dispute Resolution (ODR) at 1 (800) 992-4334; TTY: 1 (800) 654-5984
- 3.** Request a due process hearing by asking your service coordinator to arrange one or by contacting the Office of Dispute Resolution (ODR) at 1(800) 223-3353; TTY: 1(800) 654-5984

WHAT KIND OF HELP WOULD A CHILD RECEIVE THROUGH THE BEHAVIORAL HEALTH SYSTEM?

Some children with behavior or social challenges may receive early intervention, while others are referred to various community resources. If behavioral health services are necessary a mental health provider can assist parents in preventing or addressing their children's emotional or behavioral difficulties.

For children who need significant help, some behavioral health agencies might recommend wraparound services. For a list of agencies that provide wraparound services, please see the chart on the [blue pages](#) or call Magellan Behavioral Health of Pennsylvania, Inc. at 1(877)769-9784.

If wraparound services are recommended for a child insured through the Children's Health Insurance Program (CHIP), private health insurance or one who is uninsured, contact PCCY at 215-563-5848 x17 to ask about applying for Medical Assistance. Privately insured children may be eligible for Medicaid and Wraparound.

Wraparound Services (also known as Behavioral Health Rehabilitation Services or BHRS) are special home or school based intensive support services that focus on children's individual emotional, developmental and educational needs. These services must be prescribed by a psychiatrist or licensed psychologist based on an assessment of the child.

Wraparound services may include:

Mobile Therapist – A Mobile Therapist is a person who provides therapy to children in their own home. They help children and families cope with issues such as loss, developmental delays or disabilities, anger management, parenting and behavior modification.

Behavior Specialist– A Behavior Specialist is a behavioral health professional who works with the child and the family to develop a plan for re-shaping the child's behavior. The behavior specialist observes the child's behavior in the child's own setting. He or she identifies the child's strengths and develops a treatment plan with the parent that addresses the child's behavioral needs.

Therapeutic Staff Support (TSS) – A TSS may work with a child and parent in the home or child care center. TSS workers help make positive changes in children's behavior. The TSS also provides encouragement to the child as well as feedback about how the child's behavior affects others.

Wraparound services are available for children covered by Medical Assistance (MA).

HOW DO I GET TREATMENT FOR A CHILD WHOSE NEEDS DO NOT REQUIRE EARLY INTERVENTION OR WRAPAROUND?

Finding the right behavioral health provider can be confusing. The best way to start is by asking questions. It's important that parents and their child are comfortable with a provider.

Encourage parents to:

- > *Talk with the child's health care provider, who may be able to offer a referral to a children's behavioral health provider.*
- > *Talk to friends, co-workers or family members for referrals. Word of mouth is often a good way to get the inside "scoop."*
- > *Call the child's health insurance plan to find providers who participate in the plan and work with young children (if a child is insured through Medical Assistance, call Magellan at 1 (877) 769-9784) .*



For children enrolled in CHIP or private insurance see p. 18 for a list of phone numbers to contact those insurance companies.

Parents can also call a behavioral health agency near them (refer to the **blue pages** for a listing of agencies).

Once they find a behavioral health agency, parents can call the office and ask the following questions:

- *Are they accepting new patients?*
- *Do they accept the child's health insurance?*
- *Do they have experience treating children like your child?*
- *When is the next available appointment?*

If parents don't like their child's behavioral health provider, they can always change! Tell parents to find someone they trust to work with their child.

DO CHILDREN EVER NEED MEDICATION?

NOTE: As a child care provider or worker, you cannot determine whether a child needs treatment or medication. However, you can encourage and help parents to seek appropriate help when needed.

In most cases, children do not need medications. Behavior re-shaping and changing the environment should be tried first to help children change their challenging behaviors (such as temper tantrums or sleeping difficulties).

For some children, whose behavioral health issues are severe, medications may be helpful. If this is the case, children should be referred to their health care provider or to a behavioral health specialist (such as a psychiatrist or developmental pediatrician) for an opinion about medication. **Parents have the right to agree or not agree to give their children medications.**

If medicine is prescribed, parents should understand the risks and benefits of a medicine. Tell parents to talk with their child's doctor before agreeing to give a drug to their child. Parents also need to make sure they are clear about when and how to give their child medication.

Encourage parents to ask questions!

HOW LONG DO CHILDREN HAVE TO WAIT TO SEE A BEHAVIORAL HEALTH PROVIDER?

Behavioral health agencies that accept Medical Assistance are required to offer intake appointments within 1 hour if it is an emergency, within 24 hours if it is urgent and within 7 days for a routine assessment. However, at the printing of this resource guide, some agencies had a delay for a first appointment. If an agency you call has a delay, don't be discouraged. Your child might be able to be seen more quickly at another agency.

If your child is insured through Medical Assistance and you experience a delay in scheduling your child's intake appointment, please report this to Magellan Behavioral Health (1-877-769-9784) immediately. They will assist you in accessing an intake appointment within the required timeframe.

You can call around to different agencies in your area to see which can give you an appointment first. The table on the **blue pages** details where many outpatient providers are located.

For children who are insured through the Children's Health Insurance Program (CHIP) or a private insurance company, the allowable wait times vary among agencies.

I HAVE AN UNINSURED CHILD IN MY PROGRAM. WHAT CAN I DO?

If a child is not insured, don't worry. First, call PCCY at 215-563-5848 x17, for help applying for insurance for children.

Children who do not have insurance can get treatment at one of the Base Service Unit (BSU) behavioral health centers in Bucks County. These centers will treat any county resident. They provide free or very low cost behavioral health treatment. See the **blue pages** for a listing of these and other centers that accept uninsured children in Bucks County.

For children with developmental delays, providers and parents can also get help from the following agencies:

For Children Birth-3 years old:

Bucks County Department of Mental Health/Mental Retardation, Office of Early Intervention Services
(215)442-0760

For children 3- 5 years old:

Bucks County Intermediate Unit-BCIU
(215)348-2940



A CHILD'S INSURANCE DOESN'T COVER BEHAVIORAL HEALTH SERVICES.

WHAT CAN I DO?

Even if a child has insurance, sometimes it is hard to get necessary behavioral health services. Don't worry; there are solutions to this problem. If a child has private insurance or CHIP and a serious behavioral health problem, there is a good chance he or she will be eligible for Medicaid. To find out more, call PCCY at 215-563-5848 x17.

WHAT IF MY CHILD NEEDS HELP GETTING TO THERAPY?

All children on Medical Assistance can get help with transportation to health appointments. In order to get this service you must have an ACCESS card (a yellow card with blue print, issued by the Pennsylvania Department of Public Welfare), which you receive when you enroll in Medical Assistance.

Through the Medical Assistance Transportation Program, you can receive free transportation or be reimbursed for travel expenses to approved medical facilities and treatments.

For more information or to apply for the transportation program, call Bucks County Transport, Inc. at 1 (888) 795-0740 or (215) 794-8360. You have to complete Section I of the Medical Assistance Transportation Program Application and have your physician complete and sign Section II.



CHIP and Private Insurance: Behavioral Health Insurance Plan Phone Numbers:

Most children with private insurance or CHIP in Bucks County have commercial Magellan as their behavioral health provider. But there may be exceptions. The best way to find your child's behavioral



health plan is to look on the back of his/her insurance card where the behavioral health insurance company is usually listed. If you cannot find your child's card, listed below are many health insurance companies that serve Bucks County children and the phone numbers for their behavioral health insurance plan. You can call these numbers to request a list of behavioral health providers and services that your child is eligible for.

The Behavioral Health providers for **CHIP** in this region are Aetna, AmeriChoice and Keystone Health Plan East (which is through Independence Blue Cross' Caring Foundation).

Aetna: 1(800) 755-2422

AmeriChoice (through Magellan): 1(888) 207-2911

Keystone Health Plan East: 1(800) 688-1911

Private Insurance:

If you have private insurance in southeastern PA, you probably use one of the companies below. Here is a list with their most direct phone numbers for behavioral health services:

Aetna: 1(800) 424-1580

Cigna: 1(800) 926-2273

Independence Blue Cross (Personal Choice):
(215) 569-8189 (enrollment)

Oxford: 1(800) 444-6222

TRICARE (Health Net): 1 (877) TRICARE,
(1-877-874-2273)

United Health Care: 1(800) 562-2532

(Inclusion in this guide does not signify an endorsement by PCCY)

Parenting Classes: The following agencies offer parenting classes that cover a wide range of issues including early child development, tantrums, limit setting and discipline, etc.:

Pennsylvania Family Support Alliance

1(800)448-4906

This organization can help connect parents to parenting classes statewide (just tell them your county and they can find a number of classes in your area).

Child, Home and Community

(215)348-9770

Family Service Association of Bucks County

Langhorne: (215)757-6916

Doylestown: (215)345-0550

Quakertown: (215)538-1616

Kelly Family Center in Bristol: (215)781-6602

St. Mary Medical Center- Family Resource Center

(215)245-8563 (Bensalem)

YWCA of Bucks County

(215)953-7793 x114– Sandy Blitzstein, Director of Family and Self-Sufficiency Programs.

www.ywcabucks.org

Parenting Classes promote positive child development and healthy family relationships.

Upper Bucks Parenting Center

(215)538-4797

www.upperbucksparentingcenter.org



Parent Support Groups: The following are support groups for families who have children with developmental or behavioral health needs:

Arc of Montgomery County (also serves Bucks County for advocacy)
(610)265-4700

www.marcpa.org

Arc is an advocacy organization that assists families with children with developmental and mental health concerns in navigating the special education system and connects families to peer supports and recreational activities for their children.



NAMI-Can Support Program for Parents

1(866)399-6264

NAMI-Can is a support group for parents of children and adolescents with behavioral health needs.

NAMI:

LOWER BUCKS - Family to Family Support Group

CENTRAL BUCKS - Warminster

1(866)399-6264

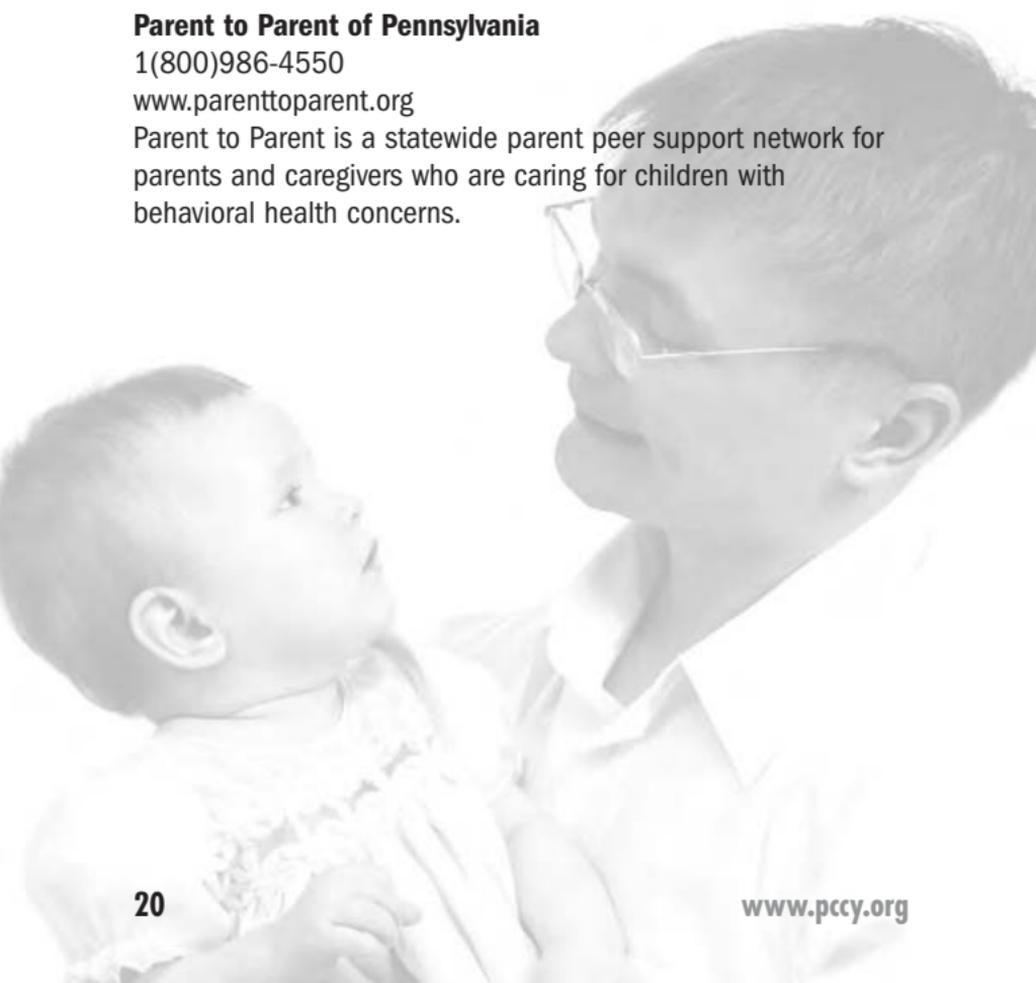
The Family to Family Support Group offers emotional support and coping skills for families and friends of persons with serious brain disorders.

Parent to Parent of Pennsylvania

1(800)986-4550

www.parenttoparent.org

Parent to Parent is a statewide parent peer support network for parents and caregivers who are caring for children with behavioral health concerns.





Parent Resources:

Here is a list of other organizations in the community that can help families:

Bucks County CST

(Creating Satisfaction Together/Healthchoices)

(215) 442-1599

www.bccst.org

CST is a team of mental health consumers and family members of consumers who assess the quality of mental health care in Bucks County.

CONNECT Information and Referral Service

1(800)692-7288

CONNECT Information and Referral Service provides information to parents with concerns regarding a child's development. A list of materials can be obtained by calling the 800 number.

Children birth through three years old can be referred to their early intervention agency by CONNECT's electronic mail system.

The Institute for Safe Families

www.instituteforsafefamilies.org

The Institute for Safe Families has developed, and is piloting and evaluating a curriculum on family safety for early childhood education providers, integrating the curriculum into early childhood education programs, incorporating the curriculum into the core body of knowledge and other credentialing materials, and working with providers to further disseminate information and messages about family safety and family violence in the early childhood education setting.

L.I.F.E. (Living in Family Environments)

(lower Bucks County): (215)750-7651 or Toll Free
1(888)442-1590

(upper and central Bucks County): (215)794-5420

L.I.F.E. is a nonprofit parent/family support program that offers assistance to families of children and adolescents with social/emotional, behavioral and/or learning issues.

Parent Education Network (PEN)

1(800)522-5827

www.parentednet.org

PEN is a statewide coalition of parents that offers consultation and parent guidance regarding early intervention and special education services.

Parents Involved Network (PIN)

(800) 688-4226 x513

www.pinofpa.org

PIN, an advocacy and support group, is a project of the Mental Health Association of southeastern PA that assists parents and caregivers of children with emotional and behavioral disorders.

United Way of Bucks County

First Call for Help (215)538-1266 or (215)949-1660 or
(215)348-4810

www.uwbucks.org/firstcall.htm

Referral and information source for social services
in Bucks County.

HELPFUL INTERNET SITES

Bucks County Department of Mental Health/Mental Retardation

www.buckscounty.org/government/departments/HumanServices/Mentalhealth/index.aspx

This website includes a link to the Bucks County Individual and Family Resource Handbook that was completed in Spring '07.

Center for Autistic Children

www.autismhelp.org

The center provides information for families with a child on the autism spectrum.

Child Trauma Academy

www.childtrauma.org

The Child Trauma Academy, a not-for-profit organization based in Houston, Texas, is a unique collaborative of individuals and organizations working to improve the lives of high-risk children through direct service, research and education.

Division for Early Childhood - The Council for Exceptional Children

www.dec-sped.org

The Council advocates for families with special needs children, birth to eight years of age.

Mental Health Association of Southeastern PA (MHASP)

www.mhasp.org

MHASP is a citizens' organization that supports education and advocacy programs for children and families with mental illness.

National Alliance on Mental Illness

www.nami.org

The alliance is a national advocacy group dedicated to improving the lives of families affected by mental illness. There are helpful links and resources on the website specific to families with children suffering from behavioral health concerns.

National Child Traumatic Stress Network

www.nctsnet.org

The mission of the National Child Traumatic Stress Network is to raise the standard of care and improve access to services for traumatized children, their families and communities, throughout the United States.

Public Citizens for Children and Youth

www.pccy.org

PCCY is an advocacy group dedicated to improving the lives of children in southeastern PA. PCCY's Child Healthwatch hotline is a phone line to call for help in applying for Medical Assistance or CHIP, and for help locating health care whether or not your child has health insurance.

Talaris

www.talaris.org

Talaris is a research institute that provides general information for parents about child development from birth to age five.

Zero to Three

www.zerotothree.org

Zero to Three is a national nonprofit multidisciplinary organization that conducts research, offers trainings and develops publications to support and inform adults working with infants and toddlers.



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The Pew Charitable Foundation

and

The William Penn Foundation

FOR MORE INFORMATION CONTACT:



Seven Benjamin Franklin Parkway
Philadelphia, PA 19103
Phone: 215.563.5848 Fax: 215.563.9442
email: info@pccy.org
www.pccy.org

WHERE TO GO FOR HELP

| Name | Phone/ Web | Location | Ages | Services |
|---|---|--|------|---------------------------------|
| Outpatient/ Community-Based Services in Delaware County that Accept Medical Assistance, but not CHIP | | | | |
| Child Guidance Resource Center | (484) 454-8700 www.cgrc.org | 2000 Old West Chester Pike Havertown, 19083 | 3-21 | Counseling: I, F, G P, CB |
| Crozer-Chester Community Division (BSU) | (610) 497-7223 www.crozer.org | 2600 W. 9th St. Chester, 19013 | 3-21 | Counseling: I, F, G P, CB |
| Holcomb Behavioral Health Systems | (610) 352-8943 www.holcombprevention.org | 225 S. 69th St. Upper Darby, 19082 | 4+ | Counseling: I, F, G P, CB |
| NHS Human Services | (610) 534-3636 www.nhsonline.org | 800 Chester Pike Sharon Hill, 19079 | 5-21 | Counseling: I, F, G P, CB |

Note: Parents must first call Child Guidance Resource Center (listed above) or Elwyn (see below) for an initial assessment for wraparound services. Families may then receive services at any of the agencies that provide wraparound, listed below.

Specialized Services in Delaware County

| | | | | |
|---|-------------------------------------|---|------|---|
| Chester County Intermediate Unit -located at Delaware Community College | (610) 723-4009 www.cciu.org | 85 North Malin Rd. Room 204 Broomall, 19008 | 1-21 | W |
| Elwyn, Inc. | (610) 558-8100 www.elwyn.org | 111 Elwyn Rd. Elwyn, 19063 | 3-20 | W |
| National Mentor Healthcare, Inc. | (610) 353-5332 www.thementor.com | 450 Parkway Dr. Suite 204 Broomall, 19008 | 3-21 | W |
| NHS Human Services | (610) 946-0100 www.nhsonline.org | 370 Reed Rd. Suite 214 Broomall, 19008 | 5+ | W |
| Presbyterian Children's Village | (610) 525-5400 www.pcv.org | 452 S. Roberts Rd. Rosemont, 19010 | 3-21 | W |

Berks County Agencies that Accept Delaware County Medical Assistance

| | | | | |
|--|--|---|------|---|
| CONCERN- Professional Services for Children/ Youth | (610) 944-0445 www.concern4kids.org | 22-24 N. Franklin St. Fleetwood, 19522 | 4-18 | W |
| Milestones Community Health Care, Inc. | (610) 655-9845 www.salisb.com | 844 Centre Ave. Reading, 19601 | All | W |

Bucks County Agencies that Accept Delaware County Medical Assistance

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|-------------------------------|-------------------------------|---|----|---|
| Foundations Behavioral Health | (215) 345-0444 www.fbh.com | 833 E. Butler Ave. Doylestown, 18901 | 3+ | W |
|-------------------------------|-------------------------------|---|----|---|

Chester County Agencies that Accept Delaware County Medical Assistance

| | | | | |
|---------------------------------|--------------------------------------|--|------|---|
| Devereux Whitlock | (610) 251-2082 www.devereuxpa.org | 1131 Lancaster Ave. Berwyn, 19312 | 2-21 | W |
| The Network for Behavior Change | (610) 383-1432 www.abc-pa.org | 1850 E. Lincoln Hwy. Coatesville, 19320 | 18m+ | W |

WHERE TO GO FOR HELP

| Name | Phone/ Web | Location | Ages | Services |
|--|--|--|------|----------|
| Montgomery County Agencies that Accept Delaware County Medical Assistance | | | | |
| Access Services | (215) 540-2150 www.accessservices.org | 500 Office Center Dr. Suite 100 Fort Washington, 19034 | 3-21 | W |
| Northwestern Human Services of Montgomery County | (215) 631-8969 www.nhsonline.org | 100 W. Main St. Suite 500 Lansdale, 19446 | 5-21 | W |

Philadelphia County Agencies that Accept Delaware County Medical Assistance

| | | | | |
|---------------------------------------|--|---|------|---------------------------------|
| Assessment and Treatment Alternatives | (215) 405-2100 www.atainc.org | 1225 Vine St. 19107 | 4-21 | W |
| Intercultural Family Services | (215) 386-8490 www.ifsinc.org | 4254 Chestnut St. 19104 | 5+ | W |
| Joseph J. Peters | (215) 701-1560 www.jjp.org | 100 S. Broad St. 17th Floor 19110 | 3-18 | SAV&O: I, G P |
| Northeast Treatment Center (NET) | 215-408-4944 www.net-centers.org | 493 N. 5th St. Suite E 19123 | 4-21 | Counseling: I, F, G P, CB |
| Northern Home for Children | (215) 482-1423 www.northernhome.org | 5301 Ridge Ave. 19128 | 7-17 | W |
| Progressions | (215) 924-0684 | 6521 N. Broad St. 19126 | 3-18 | W |

Outpatient/ Community-Based Services in Delaware County that Accept CHIP, but not Medical Assistance

| | | | | |
|---|--|--|----|--------------------------|
| Associates of Springfield Psychological | (610) 544-2110 www.springfieldpsychological.com | 920 West Chester Pike Havertown, 19083 | 4+ | Counseling: I, F P |
| Associates of Springfield Psychological | (610) 544-2110 www.springfieldpsychological.com | 1489 Baltimore Pike Building 200, Suite 250 Springfield, 19064 | 4+ | Counseling: I, F P |
| Delaware County Professional Services Wellness Center | (610) 892-3800 www.dcpsonline.com | 2010 West Chester Pike Suite 425 Havertown, 19083 | 3+ | Counseling: I, F, G |
| Delaware County Professional Services | (610) 892-3800 www.dcpsonline.com | 1055 E. Baltimore Pike Suite 303 Media, 19063 | 3+ | Counseling: I, F, G |
| Life Counseling Services | (800) 882-2799 www.lifecounseling.org | 107 Chesley Dr. Media, 19063 | 4+ | Counseling: I, F, G |
| Life Counseling Services | (800) 882-2799 www.lifecounseling.org | 175 King of Prussia Rd. Radnor, 19087 | 4+ | Counseling: I, F, G |