DELAWARE 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 **Delaware County**



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

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. 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. 21), 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 Services, located at 20 S. 69th St., Upper Darby, PA 19082, which offers services to children from birth to three years old who experience 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 Office of Early Intervention Services at (610) 713-2406; a preliminary intake (home address, concerns about the child) will be done over the phone.

Step 2: The family will be assigned to either the Upper Darby office or ChildLink, for children birth-age 3, for further assessment.

Step 3: An intake coordinator at the Upper Darby EI or ChildLink will call the family and gather more information. A Supervisor then assigns the case to a service coordinator (case manager). Every family then gets two visits from Early Intervention staff in the child's natural environment (home, day care). **Step 4:** During the first visit the service coordinator explains Early Intervention and the evaluation process. This is an opportunity for the family to voice concerns about the child, priorities and resources. At this time parents also sign consent forms and discuss their schedules, i.e. when it would be best for them to have their child's appointments.

Step 5: A second visit in the child's natural environment is done by a team of therapists (occupational, physical, speech). The team does a multi-disciplinary evaluation (MDE), which focuses on the five main developmental areas, and if the therapists determine there is a 25% or more delay in any of these areas, they recommend services to the family.

*Steps 2-5 must occur within 45 days of the parent's initial call.

Step 6: Once a service plan is created and the family accepts, ChildLink refers the family for these services, and a physical or occupational therapist generally sees the child and family once a week in the home (or at daycare if the child is in care).

• If there are drastic social and emotional concerns, ChildLink could advise the family to visit a developmental pediatrician or get a psychiatric evaluation.

• Multiple assessments can be done if a 25% delay is not found but the family believes there is one. Usually the family is asked to wait 4-6 months before calling El for another assessment, but this is determined on a case by case basis.

 Clinical opinions (pediatrician, etc.) can also qualify a child as eligible for service even if a 25% delay is not found. For instance, if a child was born prematurely, and shows only a 15% delay, a pediatrician can recommend services and ChildLink will offer them.

For Children Ages 3-6

In order for children ages 3-6, to receive early intervention (EI) services, they must have a disability and/or developmental delay that impact(s) their ability to learn.

Note: The Delaware County IU, located at 464 S. Old Middletown Rd., Media, PA 19063, covers all of the school districts in Delaware County except for Chester Upland, which is covered by Elwyn SEEDS.

Step 1: The child's parent should call the Intermediate Unit (IU) at (610) 565-0618 and press 1 for early intervention; x202 is the intake secretary's number.

Step 2: The IU intake secretary takes some initial information from the family and sends a referral packet to the family with standardized questionnaires to be filled out, that will help determine what evaluations the child might need (adaptive behavior, cognitive, communication, physical and social-emotional). If the child is in preschool there is a separate form for the teacher to complete.

Step 3: Once the parent sends back the packet, IU staff evaluates the information, then meets with the child and parent at the IU. Following this meeting an Evaluation Report is written.

Step 4: If the child is found to be eligible for services because he or she exhibits 25% or more delay in one or more of five developmental areas (adaptive behavior, cognitive, communication, physical and social-emotional) OR one or more of the following 13 disabilities:

- > autism/pervasive developmental disorder
- > serious emotional disturbance
- > neurological impairment
- > deafness/hard of hearing
- > specific learning disability
- > mental retardation
- > multiple handicaps
- > other mental impairment
- > physical disability
- > speech impairment
- > blindness/visual impairment



AND needs specially designed instruction, IU staff meet with the family, teacher (if applicable) and child to determine which services would be most appropriate. Then an Individual Educational Plan (IEP) is developed with specific services to meet the child's needs.

• If the child is not found to be eligible for services, the child can be assessed again in six months.

Step 5: Support services are offered in the child's preschool (if the child attends), specialized classes at the IU, over the phone to families and in one of the four early childhood learning centers run by the Delaware County IU (Sharon Hill, Media, Broomall and Glen Mills/Pennington).

* The IU sometimes refers children with serious behavioral or mental health concerns to the Crozer-Chester Community Division for the Early Childhood Mental Health Intensive Outpatient Program, or to a developmental specialist. Other times, the IU refers children for wraparound services (see the orange pages for more information). In addition, the IU offers emotional supports (with staff from Crozer-Chester) for children with serious emotional or behavioral issues. The IU also offers autistic supports for children in need.

Elwyn SEEDS, Chester-Upland Program (for families within the boundaries of the Chester-Upland School District, including: Chester, Chester Township, Upland and a part of Brookhaven with children ages 3-5) 419 Avenue of the States, 3rd Fl. Chester, PA 19013

Step 1: A parent or professional in contact with a child who resides within Chester-Upland School District must call Elwyn SEEDS for an intake (610-872-4590, x100). An Elwyn staff person will conduct an initial screening over the telephone to determine whether the child should be evaluated.

Step 2: If the screening determines that the child may have developmental concerns, a multidisciplinary evaluation (MDE) will be completed at the Elwyn SEEDS office. The parents are encouraged and expected to be active participants at the evaluation. The MDE usually takes place 7 to 14 days after the parent initially calls Elwyn.

• If the screening determines that the child's issues are not developmental, but the parent has significant concerns about the child's behavior, Elwyn can, with the parent's consent, refer him or her to a behavioral health organization such as Elwyn's Children's Behavioral Health Services, Community Hospital or Child Guidance Resource Center, for evaluation.

Step 3: If the child is found to be eligible for services because he or she exhibits 25% or more delay in one or more of five developmental areas (adaptive behavior, cognitive, communication, physical and social-emotional) OR one or more of the following 13 disabilities:

- > autism/pervasive developmental disorder
- > serious emotional disturbance
- > neurological impairment
- > deafness/hard of hearing
- > specific learning disability
- > mental retardation
- > multiple handicaps
- > other mental impairment
- > physical disability
- > speech impairment
- > blindness/visual impairment



AND needs specially designed instruction, the child's Individual

Education Plan (IEP) is developed, with the parent as a critical member of the IEP team. Based on the goals and objectives developed, the amount, frequency and types of services the child needs is determined and included in the IEP.

• Elwyn may recommend that the child have an evaluation with a developmental pediatrician to determine if the child has an autism spectrum disorder. At the parent's request, a list of local developmental pediatricians can be provided. • Elwyn may also provide the family with information on other community resources as recommended by the team or requested by the parent. This can include, but is not limited to, child care practitioners, child care subsidy services, assistance with public benefits (SSI, housing, etc.), community recreation and opportunities for preschoolers and autism information/supports.

Step 4: Services are offered in the child's preschool or child care (if the child attends), at one of the five early childhood centers that has a contract with Elwyn SEEDS (Elwyn Developmental Center, CADES, Easter Seals of Delaware County, Overbrook School for the Blind and DCIU Hearing Impaired Classroom at the Pennington Center) in the form of specialized classes, or in the classroom run by Elwyn SEEDS at its location in Chester. The location of service is strictly determined by the intensity and type of service required to meet the severity of the child's developmental needs.



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
- Ask for mediation by contacting the Office of Dispute Resolution (ODR) at 1 (800) 992-4334; TTY: 1 (800) 654-5984
- 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 behaviorial or developmental 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 **orange pages** or call Magellan Behavioral Health of Pennsylvania, Inc. at 1 (888) 207-2911.

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 (888) 207-2911).

For children enrolled in CHIP or private insurance see p. 20 for a list of phone numbers to contact those insurance companies.

Parents can also call a behavioral health agency near them (refer to the **orange 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 delays for a first appointment. If an agency you call has delays, 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 (1-888-207-2911) 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 **orange 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 and adults who do not have insurance can get treatment at one of the Base Service Unit (BSU) behavioral health centers in Delaware County. These centers will treat any county resident. They provide free or very low cost behavioral health treatment. See the **orange pages** for a listing of these and other centers that accept uninsured children in Delaware County.

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

For Children Birth-3 years old: Office of Early Intervention Services (610) 713-2406

For children 3- 5 years old:

Delaware County Intermediate Unit-DCIU (for all of Delaware County EXCEPT Chester/Upland) (610) 565-0618



For children 3- 5 years old (Chester-Upland School District, including Chester, Chester Township, Upland and a part of Brookhaven): Elwyn SEEDS

(610-872-4590, x100).

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 Community Transit of Delaware County, Inc. (610) 490-3975 or Toll Free: 1 (866) 450-3766. You can also apply for the Medical Assistance Transportation Program online at http://www.ctdelco.org/matp.htm. To receive transportation 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 Delaware 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 Delaware 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 for parents with children of all ages that cover a wide range of issues including: early childhood development, tantrums, understanding adolescents, limit setting and discipline, etc.:

Bernardine Center (610) 497-3225 Catholic Social Services (610) 626-6550 Delaware County Family Centers Lansdowne: (610) 532-2811 Chester: (610) 494-9280



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

BILY - Because I Love You

(610) 457-5144 www.becauseiloveyou.org BILY is a non-profit organization dedicated to supporting parents with troubled children of any age.

NAMI of Delaware County

(610) 623-0071 www.nami.org This chapter is part of the National Alliance for the Mentally III, which is an advocacy organization dedicated to improving the lives of families affected by severe mental illness.

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 some other organizations in your community that can help families:

Arc of Delaware County

3544 West Chester Pike, Suite 205 Newtown Square, PA 19073 (610) 325-3950 www.thearcofdelco.org/ Arc is an advocacy organization that assists families in navigating the special education system and connects families to peer supports and recreational activities for their children.

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

Cultural Connections Collaborative

Located at Delaware County Memorial Hospital, 501 North Lansdowne Avenue, Drexel Hill, PA 19026 (610) 284-8100

Aside from the cultural competency training it provides to health personnel at Delaware County Memorial Hospital and in the Upper Darby School District, Cultural Connections Collaborative also helps immigrant adults access health care and mental health resources in the community for themselves and their children.

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.

Local Interagency Coordinating Council (LICC)

(610) 713-2406

The Delaware County LICC provides opportunities for families, community organizations, service providers and other parties to collaborate to provide quality services and resources for young, school-age children at risk for, or currently demonstrating, any developmental delays.

Parent Education Network (PEN)

1 (800) 522-5827

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

Parents Involved Network (PIN)

Delaware County Chapter (610) 713-9401 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.

HELPFUL INTERNET SITES

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.

Delaware County Intermediate Unit

www.dciu.org This website offers information about Delaware County Intermediate Unit's services and programs.

Division for Early Childhood - The Council for Exceptional Children

www.dec-sped.org The Council advocates for families with birth to eight years of age.

Magellan Behavioral Health

www.magellanhealth.com Magellan Behavioral Health is the contracted behavioral health insurance organization for Medical Assistance clients in Delaware County.

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 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. For supporting this project, special thanks to:

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		Services
Outpatient/Community-B	ased Services in Delaware (County that Accept Medical A	ssistance	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 Guidan	ce Resource Center (list	ed abov	e) or
Elwyn (see below) f	or an initial assessments at any of the accord	nt for wraparound services that provide wraparo	ces. Far	nilies may ed below
	s at any of the agents ces in Delaware Cou			
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.thementometwork.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 Age	encies that Accept I	Delaware County Me	dical A	ssistance
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 Ag	encies that Accept 1	Delaware County Me	dical A	ssistance
	_	833 E. Butler Ave.	3+	W
Foundations Behavioral Health	(215) 345-0444 www.fbh.com	Doylestown, 18901	51	
Health	www.fbh.com	Doylestown, 18901		
Health Chester County A	www.fbh.com gencies that Accept	Doylestown, 18901 Delaware County M	edical /	
Health	www.fbh.com	Doylestown, 18901		Assistance W
Health Chester County A	www.fbh.com gencies that Accept (610) 251-2082	Doylestown, 18901 Delaware County M 1131 Lancaster Ave.	edical /	

WHERE TO GO FOR HELP

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Name	Phone/Web	Location	0	Se
Montgomery County	y Agencies that Acce	pt Delaware County N	ledical	As
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 Acce	pt Delaware County M	edical	Ass
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	S/ I, (P
Northeast Treatment Center (NET)	215-408-4944 www.net-centers.org	493 N. 5th St. Suite E 19123	4-21	Са І, І Р,
Northern Home for Children	(215) 482-1423 www.northemhome.org	5301 Ridge Ave. 19128	7-17	w
Progressions	(215) 924-0684	6521 N. Broad St. 19126	3-18	W
Outpatient/Community-Ba	sed Services in Delaware C	ounty that Accept CHIP, but 1	not Medic	al A
Associates of Springfield Psychological	(610) 544-2110 www.springfield psychological.com	920 West Chester Pike Havertown, 19083	4+	Co L, I P
Associates of Springfield Psychological	(610) 544-2110 www.springfield psychological.com	1489 Baltimore Pike Building 200, Suite 250 Springfield, 19064	4+	Ca I, I P
Delaware County Professional Services Wellness Center	(610) 892-3800 www.dcpsonline.com	2010 West Chester Pike Suite 425 Havertown, 19083	3+	Cc I, 1
Delaware County Professional Services	(610) 892-3800 www.dcpsonline.com	1055 E. Baltimore Pike Suite 303 Media, 19063	3+	Cc I,
Life Counseling Services	(800) 882-2799 www.lifecounseling.org	107 Chesley Dr. Media, 19063	4+	C a I, 1
BUVICS				
Life Counseling Services	(800) 882-2799 www.lifecounseling.org	175 King of Prussia Rd. Radnor, 19087	4+	C a I, 1