

# ***MONTGOMERY 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  
**Montgomery 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 **purple 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 5 years. Growth occurs in several areas:

- **Adaptive Behavior** – *how children eat, dress and take care of themselves*
- **Cognitive** – *how children think and learn*
- **Communication** – *how children use signs, sounds and words to express needs 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, especially those with any of the characteristics below can be considered challenging by parents and child care workers.**

- very energetic and always on the go
- do not like to change activities
- get very upset when things don't go their way
- withdrawn or very shy in new situations
- very difficult to calm down or soothe when crying or angry
- 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 developmental or 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 with the child's parent. Parents should be encouraged to contact Early Intervention (for phone numbers, see page 19-20) or discuss with the parent arranging for an Early Childhood Mental Health Consultant to observe the child in your program. If a parent is hesitant to pursue these options, recommend that the parent consult the child's health care provider and ask if the child needs a developmental screening or an appointment with a behavioral health professional (see the **purple pages** for a list of behavioral health agencies).

## **The Connection between Trauma & 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 developmental or behavioral issues.

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. Observe and 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 (sharing, turn-taking, etc.)
- 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

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

**Keystone Stars Technical Assistance** – (877) 660-2273, for mental health consultants, professional development and technical assistance.

**Delaware Valley Association for the Education of Young Children (DVAEYC)** – (215) 893-0130, for professional development, technical assistance and advocacy.

**Devereux Early Childhood Initiative** – 1(866) TRAIN US (872-4687), to be part of partnerships between mental health professionals and families.

**Early Childhood Education Linkage System (ECELS)** – (800) 243-2357, provides health professional consultation, training, and technical assistance.

**Institute for Family Professionals** – (215) 654-9414, for professional development, especially regarding parenting issues.

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. 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. Start with something positive, such as, "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. 22-24), 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, require help with their social and emotional development. It is important that emotional 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 supports when necessary. 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 that 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 behavioral 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 making sure the child care environment is developmentally appropriate), the child may still need to be referred for help. **Your first call should be to the Early Childhood Mental Health Project at 1(800) 528-7222.** This on-site support will discuss what services are available to early learning practitioners at no charge, such as working with the infant/toddler specialist to identify strengths/needs and develop an individual plan that addresses the child's social-emotional development. This practitioner will also observe an infant/toddler in the classroom, communicate concerns to parents, and provide a family with referral information for a child who needs specialized services.

One of the specialized services that might be suggested is Early Intervention. A handbook explaining Early Intervention has been developed by the Office of Child Development and Early Learning, and the following information is provided from that booklet:

Early Intervention builds upon the natural learning occurring in the first few years of a child's life. It is a process that promotes collaboration among parents, service providers, and others significantly involved with the child. Services and supports to the child and family that are provided at home and in the community can include: information on how children develop, parent/caregiver education, family supports and developmental therapies.

### For Children Birth to Age Three:

The Montgomery County Behavioral Health/Developmental Disabilities Department, Early Intervention program provides supports and services to children from birth to three years old, who experience a 25 percent or more developmental delay in one of five areas (see p. 3 for a description of these areas):

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



Services are free for children who are eligible and residing in Montgomery County.

**Below is the process of getting Early Intervention (EI) services for your child, birth to age three:**

**Step 1:** To refer a child for Early Intervention services, the parent can call The Early Intervention program at (610) 277-7176, where a member of the support staff will collect some initial information about the child and register him or her.

**Step 2:** Within two days, a service coordinator (SC) will call the family to discuss their concerns, the early intervention process, and schedule the Multi-Discipline Evaluation (MDE).

- For every family that calls EI, the SC will send home a “Family and Child Routines” form for the child’s family to complete, to help EI understand which family routine is challenging for the child and/or family, and to create a thorough Evaluation Report. Additionally, if the child qualifies for EI services, the “Family and Child Routines” will assist EI in creating desired outcomes that are based on the child's routine.
- The Multi-Discipline Evaluation is a play-based assessment that usually takes place in the family’s home, but can be completed at another location chosen by the family. The MDE team consists of the parents and or caregivers, a SC, two developmental specialists from Early Childhood Assessment Services, and any other interested party chosen by the parents.

**Step 3:** If the child is found to have a 25 percent or more delay in one or more of the five developmental areas, the child will be eligible for EI services. With the parents’ permission, the MDE team will create an Individualized Family Service Plan-Individual Education Plan (IFSP/IEP).

- This plan is based on the child’s strengths and unique needs, and states the family’s concerns and priorities. The plan includes outcomes that are important to the child and their family and will detail the services and supports that will assist the family to reach those outcomes.

**Step 4:** Following the MDE, the SC provides the family with contact information for providers serving children in Montgomery County, who offer the services the eligible child will need. Alternatively, the family can ask the SC to choose the provider. If this is the case, the SC will contact the provider then call the parent with the provider's name, and the names of each therapist who will see the child. Each therapist will then call the parent to set up initial appointments.

**Step 5:** All of the services listed on the IFSP/IEP should begin within fourteen days of the child's evaluation.

- The child and his/her family will continue receiving the supports and services listed on the IFSP/IEP until the child has reached all the outcomes or the family feels that EI services are no longer needed.

### **Early Intervention (EI) Follow-up Contact**

A MDE team member, including the parent, can call the service coordinator (SC) at any time with questions or concerns.

Even after a family is connected to services, EI stays in touch to ensure that everything is going well:

- The SC will call the family within sixty days after the MDE to confirm that services have indeed started and the family is satisfied
- Three months into service-delivery, the SC will visit the family to observe a therapy session and discuss the child's progress
- Six months after services have begun, the SC will meet with the entire team to discuss the goals outlined in the IFSP/IEP and to make sure those goals are being met. At this time, new goals can be created, and any other revisions can be made to the IFSP/IEP
- Nine months into the family receiving EI services, the SC will visit the family to observe another therapy session
- Twelve months after services have begun, a full MDE will be redone to assess the child's developmental status

*Note: Each therapist submits a quarterly progress note at the three-, six- and nine- month marks, to the parent and the SC.*

***If the child is still receiving early intervention services six months before the child turns three, the transition process to the Montgomery County Intermediate Unit will begin.***

If a 25 percent delay is not found, thus a child is not eligible for Early Intervention (EI), he or she may still be eligible for tracking services. A service coordinator will contact the family every three months to check-in on the child's development and will send the family a developmental screen to complete and send back to EI. If the screening indicates that an evaluation is necessary, another evaluation will be performed. Children eligible for this service must meet one of the following criteria:

- Born under three and a half (3 1/2) pounds
- Cared for in neonatal intensive care units (NICU)
- Born to chemically dependent mothers
- Seriously abused or neglected
- Confirmed to have dangerously high levels of lead poisoning

A child can receive tracking services from Early Intervention until his or her third birthday.

## **For Children Ages Three to School-Age**

In order for children ages three to school-age to receive Early Intervention (EI) services, they must have a disability and/or developmental delay that impact(s) their ability to learn.

**Step 1:** The child's parent should call the Montgomery County Intermediate Unit (IU) at (610) 755-9400, option 2, and leave a voicemail with the following information:

- his or her first and last name
- full address
- home phone
- work phone
- child's name
- child's date of birth
- school district of residence



A family can also begin the process of trying to obtain EI services by electronically filling out referral forms such as the Child and Family Profile and the Teacher/Caregiver Questionnaire. Families should go to the website below to complete the required documentation.  
[www.mciu.org/Divisions/SpecialEducation/EarlyInterventionOverview/ReferMyChild/tabid/280/Default.aspx](http://www.mciu.org/Divisions/SpecialEducation/EarlyInterventionOverview/ReferMyChild/tabid/280/Default.aspx)

**Step 2:** Within a few days of the parent leaving the IU a voicemail with the information listed above, the IU will send a Referral Packet to the address that the parent provides. The Packet contains the Child and Family Profile, and the Teacher/Caregiver Questionnaire, which is a form for child care teachers to complete, if applicable.

**Step 3:** After the forms are complete, the parent should send the Referral Packet back to the IU.

**Step 4:** IU staff will review the Referral Packet then contact the family to arrange for them to bring the child in for a screening. This screening will occur about six weeks after the family's initial call to the IU. The actual screening takes about 1 1/2 hours.

**Step 5:** If the child is found to have a 25 percent or greater delay in one or more of the five developmental areas (adaptive behavior, cognitive, communication, physical and social-emotional), a specialist in the developmental area in which the delay is found will conduct a more in-depth evaluation. Depending on the number of evaluations to be done, this part of the process can take anywhere from 1-2 hours.



A child may also be eligible for EI services if he or she exhibits one or more of the 13 disabilities listed below.

**Whether a child is found to have a 25 percent or greater developmental delay in one or more of the developmental areas OR the child exhibits one of the thirteen disabilities listed below, the child's ability to learn and/or function in a normal preschool must be impaired in order for the child to be eligible for EI services.**

- 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



**Step 6:** An Evaluation Report (ER) will be sent to the family within 60 days of the evaluation. If the child is eligible for EI services, an Individualized Education Plan (IEP) meeting will be scheduled within 30 days of the ER being sent to the family.

**Step 7:** Once the IEP is developed, IU services will be delivered either in the child's preschool or at an educational site in the child's school district.

If there are serious behavioral health concerns, a child may be eligible for the Preschool Intervention Program (PIP) in Norristown. PIP is a therapeutic, center-based program designed to meet the needs of children ages 3 to 5 who have behavioral and social-emotional difficulties. The treatment team includes a child psychiatrist, psychologist, therapist, and other trained professionals. Families should call **Montgomery County Behavioral Health/ Developmental Disabilities Department at (610) 278-3642**, to find out more about PIP.

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

Children who receive Early Intervention services have protections to ensure 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 and Early Learning at (717) 346-9320



# WHERE TO GO FOR HELP

## A Listing of Behavioral Health Agencies For Young Children

*Note: Montgomery County contracted agencies are in bold and provide services to any Montgomery County resident, whether insured or uninsured.*



[www.pccy.org](http://www.pccy.org)

# WHERE TO GO FOR HELP

Name	Location	Phone/Web	Ages	Services
<b>Outpatient/Community-Based Services in Montgomery County</b>				
<b>Central Montgomery MH/MR</b>	1201 DeKalb St. Norristown, 19401	(610) 279-9270 www.centralmhmr.org	All	<b>Counseling:</b> I, F P, CB
<b>Creative Health Services (main office)*</b>	11 Robinson St. Pottstown, 19464	(610) 326-9250 www.creativehs.org	All	<b>Counseling:</b> I,F,G P, CB
Creative Health Services*	452 Penn St. Pennsburg, 18073	(610) 326-9250 www.creativehs.org	All	<b>Counseling:</b> I,F,G P
<b>Creekwood Center at Abington Memorial Hospital</b>	3941 Commerce Ave. Willow Grove, 19090	(215) 481-5450	All	<b>Counseling:</b> I,F,G P, CB
Growth Opportunity Center**	2910 Franks Rd., Suite 1 Huntingdon Valley, 19006	(215) 947-8654 www.gocenter.net	2+	<b>Counseling:</b> I,F,G P
<b>Lower Merion Counseling</b>	850 Lancaster Ave., 2nd Floor Bryn Mawr, 19010	(610) 520-1510	4+	<b>Counseling:</b> I, F P
<b>Northwestern Human Services of Montgomery County</b>	400 N. Broad St. Lansdale, 19446	(215) 368-2022 www.nhsonline.org	3 +	<b>Counseling:</b> I,F,G P, FB
<b>Specialized Services in Montgomery County</b>				
Access Services	500 Office Center Dr., Suite 100 Fort Washington, 19034	(215) 540-2150 www.accessservices.org	3 +	<b>W</b>
Child and Family Focus, Inc.	21 N. York Rd. Hatboro, 19040	(215) 957-9771 www.childandfamilyfocus.org	2-21	<b>FB</b>
Indian Creek Foundation	420 Cowpath Rd. Souderton, 18964	(267) 203-1500 www.indcreek.org	3 +	<b>W</b>
Milestones Community Health Care, Inc. <b>Deaf Services Center</b>	614 North Easton Rd. Glenside, 19038	(215) 884-9770 www.salisb.com	All	<b>DC Counseling:</b> I, F, G P, CB
<b>Berks County Agencies that Accept Montgomery County Medical Assistance</b>				
CONCERN-Professional Services for Children/Youth	1 W. Main St. Fleetwood, 19522	(610) 944-0445 www.concern4kids.org	4 +	<b>Counseling:</b> I,F,G P
CONCERN-Professional Services for Children/Youth	1120-C Hobart Ave. Wyomissing, 19610	(610) 371-8035 www.concern4kids.org	4 +	<b>Counseling:</b> I,F,G P
<b>Counseling Services Codes</b> - I - Individual • F - Family • G - Group SAV&O - Sexual Abuse Victims & Offenders • DC - Deaf Community • DD MH/MR - Dually Diagnosed MH/MR <b>Other Services Codes</b> - P - Psychiatric • W - Wraparound CB - Community Based • FB - Family Based				



# WHERE TO GO FOR HELP

Name	Location	Phone/Web	Ages	Services
<b>Bucks County Agencies that Accept Montgomery County Medical Assistance</b>				
Bethanna	1030 2nd Street Pike Southampton, 18966	(215) 355-6500 www.bethanna.org	4-21	<b>Counseling:</b> I, F, G <b>P, W</b>
Foundations Behavioral Health	833 East Butler Ave. Doylestown, 18901	(215) 340-1500 www.fbh.com	3 +	<b>Counseling:</b> I, F, G <b>P, W</b>
Lenape Valley Foundation*	500 North West St. Doylestown, 18901	(215) 345-5300 www.lenapevf.org	3-21	<b>Counseling:</b> I, F, G <b>P, CB</b>
Lifepath	22 Almont Rd. Sellersville, 18960	(215) 257-0471 www.lifepath.org	All	<b>DD MH/MR: CB</b>
Penn Foundation*	807 Lawn Ave. Sellersville, 18960	(215) 257-6551 www.pennfoundation .org	3 +	<b>Counseling:</b> I, F, G <b>P, CB</b>
<b>Chester County Agencies that Accept Montgomery County Medical Assistance</b>				
Community Services of Devereaux	1041 West Bridge St. Phoenixville, 19460	(610) 933-8110 csd.devereuxbeneto .org	2-18	<b>Counseling:</b> I, F <b>P, CB</b>
Holcomb Associates*	835 Springdale Dr. Exton, 19341	(610) 363-1488 www.holcomb prevention.org	3-18	<b>Counseling:</b> I, F <b>P, CB</b>
<b>Delaware County Agencies that Accept Montgomery County Medical Assistance</b>				
Child Guidance Resource Center*	2000 Old West Chester Pike Havertown, 19083	(484) 454-8700 www.cgrc.org	3-21	<b>Counseling:</b> I, F <b>P, CB</b>
Lifepath	600 N. Jackson St. Media, 19063	(610) 566-5029 www.lifepath.org	All	<b>DD MH/MR: CB</b>
<b>Philadelphia Agencies that Accept Montgomery County Medical Assistance</b>				
Assessment and Treatment Alternatives	1225 Vine St. Philadelphia, 19107	(215) 405-2100 www.atainc.org	4-21	<b>Counseling:</b> I, F, G <b>CB</b>
Elwyn	4040 Market St. Philadelphia, 19104	(215) 895-5500 www.elwyn.org	3 +	<b>Counseling:</b> I, F, G <b>CB</b>
Joseph J. Peters Institute	100 S. Broad Street 17th Floor Philadelphia, 19110	(215) 701-1560 www.jjp.org	3+	<b>SAV&amp;O:</b> I, G <b>P</b>
Presbyterian Children's Village	6517 Chester Ave. Philadelphia, 19142	(215) 730-2240 www.pcv.org	3-18	<b>Counseling:</b> I, F, G <b>P</b>
*Agency accepts CHIP in addition to Medical Assistance. **Agency does not accept Medical Assistance.				



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



**[www.pccy.org](http://www.pccy.org)**

2. Request an IFSP/IEP facilitation by obtaining a form from your service coordinator or from the Office for Dispute Resolution (ODR) at <http://odr.pattan.net>
3. Ask for mediation by contacting the Office for Dispute Resolution (ODR) at 1(800) 222-3353; TTY: 1(800) 654-5984
4. Request a due process hearing by asking your service coordinator to arrange one or by contacting the Office for Dispute Resolution (ODR) at 1(800) 222-3353; TTY: 1 (800) 654-5984

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

Some children with behavioral or social challenges may receive Early Intervention services, while others are referred to other 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 **purple pages** or call Magellan Behavioral Health, Inc. at 1(877) 769-9782.

**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. They identify the child's strengths and develop 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 only 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 Behavioral Health, Inc. at 1(877)769-9782. For children enrolled in CHIP or private insurance see p. 21 for a list of phone numbers to contact those insurance companies.*

Parents can also call a behavioral health agency near them (refer to the **purple 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 a behavioral health specialist (such as a psychiatrist or developmental pediatrician) or to their health care provider for an opinion about medication. **Parents have the right to agree or disagree with giving 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, Inc. (1-877-769-9782) immediately. They will assist you in accessing an intake appointment within the required timeframe if possible.



You can call around to different agencies in your area to see which can give you an appointment first. The table on the **purple 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. If you speak a language other than English, PCCY can still help, by connecting you to an interpreter with "Language Line."

Children and adults who do not have insurance can get treatment at one of the Community Behavioral Health Centers in Montgomery County. These centers will treat any county resident. They provide free or very low cost (depending on the family's income) behavioral health

treatment. See the **purple pages** for a listing of these and other centers that accept uninsured children in Montgomery County.

Remember - most children in Montgomery County can get health insurance. If a child does not have health insurance, you can call PCCY's confidential Child Health Watch Helpline at (215) 563-5848 x17, to apply for insurance over the phone. You can also go to your neighborhood County Assistance Office (welfare office) and apply in person (Norristown office only). There are two County Assistance Offices (CAO) in Montgomery County:

1. **Norristown District office**, (610) 270-3500  
1931 New Hope St., Norristown, PA 19401
2. **Pottstown District office**, (610) 327-4280  
24 Robinson St., Pottstown, PA 19464

**Note: There are no interviews done at the Pottstown location.**

If you have Internet access you can apply for health insurance on COMPASS at [www.compass.state.pa.us](http://www.compass.state.pa.us)

### **What if My Child is Uninsurable?**

Even if your child is uninsurable because of immigration status, Community Behavioral Health Centers must treat your child. These services will either be free or very low cost, depending on your income. See the map on the **purple pages** for a listing of these centers.

If your child is uninsurable, and is experiencing an emergency medical condition, your child may be eligible for Emergency Medical Assistance (EMA). EMA is available to people who, besides their immigration status, would be eligible for insurance through Medical Assistance. Please contact the Pennsylvania Health Law Project at (800) 274-3258, for more information and assistance regarding EMA.

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

### **For Children Birth to 3 years old:**

Montgomery County Behavioral Health/Developmental Disabilities Department, Early Intervention program  
(610) 277-7176

## **For Children Age 3 to School Age:**

Montgomery County Intermediate Unit (IU)  
(610) 755-9400

## **A CHILD'S INSURANCE DOESN'T COVER BEHAVIORAL HEALTH SERVICES. WHAT CAN I DO?**

Even if a child has insurance, sometimes it does not cover all of the 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 Medical Assistance. To find out more, call PCCY at (215) 563-5848 x17.

## **WHAT IF MY CHILD NEEDS HELP GETTING TO THERAPY?**

All children insured through 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 (MATP), 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 TransNet at (215) 542-RIDE (7433). You can also apply for MATP online at [www.suburbantransit.org/docs/matp.html](http://www.suburbantransit.org/docs/matp.html). To receive transportation you have to complete Section I of the MATP 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 Montgomery 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 Montgomery 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 for which your child is eligible.

The **CHIP** insurance companies in this region are Aetna, AmeriChoice and Keystone Health Plan East (Independence Blue Cross, Caring Foundation). Listed below are their most direct phone numbers for behavioral health services:

**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 Pennsylvania, you probably use one of the companies below. Listed below are 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) 201-6991

**TRICARE (Health Net):**

1(877) TRICARE,

(1-877-874-2273)

**United Health Care:**

1(800) 562-2532



## 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.\**

### **Carson Valley Children's Aid- Norristown Neighborhood Center**

(610) 279-2755 • [www.carsonvalley.org](http://www.carsonvalley.org)

At the Norristown Family Center, families can take advantage of such programs as parent education, Parents as Teachers (PAT), the Fatherhood Initiative and short-term case management. The Parent Education Program works with parents to increase their knowledge of and ability to respond to the needs of their children. PAT provides in-home services such as developmental screening, to parents of children birth-age 5, in the Norristown Area School District.

### **Child, Home and Community**

(215) 348-9770 • [www.chcinfo.org](http://www.chcinfo.org)

144 Wood St., Doylestown, PA 18901

CHC's goal is to ensure healthy births, enhance family stability and promote self-sufficiency, for teen parents and their children. Childbirth classes, a parent support group and career development are available for teens and young adults, free of charge. CHC also offers programs in some schools in Bucks and Montgomery Counties.

### **The Center for Parenting Education**

(215) 657-5720 • [www.centerforparentingeducation.org](http://www.centerforparentingeducation.org)

1863 Old York Road, Suite B, Abington, PA 19001

A variety of programs and activities that can help parents as they raise their children are offered by this organization: parent discussion groups, education workshops, online programs and personal parent coaching. Families can hold a membership for \$45 /year, which makes them eligible for discounted programs and activities. Membership, however, is not necessary. Fee waivers are available to eligible families. The Center for Parenting Education also provides trainings to child care programs, using PQAS certified parenting educators.

### **Family Services-Pottstown Family Center**

(610) 326-1610 • [www.fsmontco.org](http://www.fsmontco.org)

1976 E. High St., Pottstown, PA 19464

This organization meets the needs of families in the community through several support programs, such as home visitation for parents of children birth-age five, to help families understand and promote healthy child development; a parent-child playgroup; parent education workshops; a pregnant and parenting teen program and the SHARE food program.

### **Pennsylvania Family Support Alliance**

1(800)448-4906 • [www.pennsylvaniafamilysupportalliance.org](http://www.pennsylvaniafamilysupportalliance.org)

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).

## PARENT SUPPORT GROUPS

*The following is a list of groups and organizations that can support families who have children with developmental, behavioral and/or social-emotional health needs.*

### **ACLAMO Family Centers/ACLAMO Centro de Familias**

(610) 277-2570 (Norristown)

512 West Marshall Street, Norristown, PA 19401 (main office)

(610) 970-2134 (Pottstown)

515 Walnut Street, Pottstown, PA 19464 • [www.aclamo.org](http://www.aclamo.org)

ACLAMO is a bilingual (Spanish-English) human services agency that provides bilingual patient navigation; case management (including preliminary intake and assessment); assistance to obtain health insurance for children and adults; referrals for bilingual, professional behavioral health services; and medical translation and interpretation. ACLAMO also has a partnership with Central Montgomery MH/MR called "Conexiones" Latino Mental Health Initiative.

### **Arc of Montgomery County**

(610) 265-4700 • [www.marcpa.org/](http://www.marcpa.org/)

3075 Ridge Ave., Eagleville, PA 19403

Arc is an advocacy organization that supports families who have family members with intellectual and related disabilities. Specifically related to children, Arc assists families in navigating the special education system and connects families to peers, supports and recreational activities for their children.

### **Children & Adults with Attention-Deficit/Hyperactivity Disorder (CHADD)**

(610) 409-9623 (Montgomery County CHADD) •

[www.chadd.net](http://www.chadd.net)

CHADD is the nation's leading non-profit organization serving individuals with AD/HD and their families. Chapters offer support for individuals, parents, teachers, professionals, and others through support group meetings and events.

### **NAMI Montgomery County**

(215) 886-0350 • [www.montconami.com](http://www.montconami.com)

This chapter is part of the National Alliance for the Mentally Ill, which is an advocacy organization dedicated to improving the lives of families affected by severe mental illness. There are a few locations throughout the county to attend a support group meeting, including Glenside, Pottstown and Norristown. **(Se habla español en Norristown; llama (610) 278-4916).**

### **Parent to Parent of Pennsylvania**

1(888)727-2706 • [www.parenttoparent.org](http://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 and other special health/educational needs.

### **YWCA Tri-County Area**

(610) 323-1888 • [www.ywcapottstown.org/](http://www.ywcapottstown.org/)

315 King Street, Pottstown, PA 19464

The YWCA offers a variety of classes and workshops for women and children, including an adult literacy center, English as a second language, family literacy, one-on-one tutoring, a parents' network, child care and women EXCEL.

## **OTHER PARENT RESOURCES**

### **The Center for Autism**

(215) 878-3400 • [www.autismhelp.org](http://www.autismhelp.org)

3905 Ford Road, Suite 6, Philadelphia, PA 19131

The Center provides information and services for families with a child on the autism spectrum. Some of what the Center offers includes Specialized Autism Services (SAS), evaluation services, professional consultation and family support services.

### **Consumer Satisfaction Team of Montgomery County**

(610) 270-3685

1001 Sterigere Street, Building 6, Norristown, PA 19401

CST is a team of mental health consumers and their family members who assess the quality of mental health care in Montgomery County. They meet with consumers, providers, Magellan and the County Office of Mental Health and Substance Abuse to share information and make recommendations for improvements.

### **Children & Adult Disability & Educational Services (CADES)**

(610) 328-5955 • [www.cadeservices.org](http://www.cadeservices.org)

401 Rutgers Avenue, Swarthmore, PA 19081

CADES aims to empower people with disabilities to reach their highest potential through disability and educational services like the Linda Joy Gross Center for Child Development. The Center serves children birth-age 5 with one or more developmental delays. No fees are charged to families for either of these programs.

### **CONNECT Information and Referral Services**

1(800)692-7288

CONNECT Information and Referral Services provides information to parents with concerns regarding a child's development. A list of materials can be obtained by calling the 800 number. To get information about referring a child over the age of 3 for an evaluation or to receive information about preschool EI services, contact Consultline at (800) 879-2301.



### **Easter Seals of Southeastern Pennsylvania-Montgomery County Division**

Tucker & Perry Gresh Center,  
(215) 368-7000

Early Steps Center, (215) 661-9901

[www.easterseals-sepa.org](http://www.easterseals-sepa.org)

Children and adults living with physical and/or developmental disabilities can find all types of services and programs

provided by Easter Seals. Available support includes a social skills group; summer day camps; "Bright Beginnings," for children who are at-risk of developmental delays; and "Step-Up," a highly structured small group program to help children with significant developmental delays.



### **The Institute for Safe Families**

[www.instituteforsafefamilies.org](http://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 and working with providers to further disseminate information and messages about family safety and family violence.

### **Parent Education Network (PEN)**

1(800) 522-5827 • [www.parentednet.org](http://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) - Montgomery County Chapter**

(610) 279-8511 • [www.pinofpa.org](http://www.pinofpa.org)

700 East Main Street, Norristown, PA 19401

PIN is a project of the Mental Health Association of Southeastern Pennsylvania that assists parents and caregivers of children with emotional and behavioral disorders.

### **RecCare, Inc.**

(215) 886-0880 • [www.reccare.com](http://www.reccare.com)

RecCare provides direct care services to individuals with various social, emotional and developmental challenges, chronic conditions or special needs to help broaden or develop their recreational skills. RecCare also offers staff development classes, presentations, and pre-service/in-service trainings to various entities.

### **Southeastern Pennsylvania Autism Resource Center (SPARC)**

(610) 430-5678 • [www.wcupa.edu/SPARC](http://www.wcupa.edu/SPARC)

At SPARC, services are available for those, ages 2 - approximately 25, who are diagnosed with an Autism Spectrum Disorder (ASD). Diagnostic services, behavioral therapeutic services, feeding evaluations and treatment, consultative services and peer mentoring are available. All therapeutic services are fee for service.

## HELPFUL INTERNET SITES

### COMPASS

[www.humanservices.state.pa.us/compass](http://www.humanservices.state.pa.us/compass)

You can find your way to health and social services in Pennsylvania, in a variety of languages.

### Disability Rights Network of Pennsylvania (DRN)

<http://drnpa.org/>

DRN works with people with disabilities and their families to ensure their rights to live in their communities with the services they need, free of discrimination, and neglect, and with control over their services.

### Division for Early Childhood- The Council for Exceptional Children

[www.dec-sped.org](http://www.dec-sped.org)

The Division for Early Childhood (DEC) is especially for individuals concerned with children with special needs, birth through age eight, and their families. DEC promotes policies and evidence-based practices that support families and enhance the optimal development of young children.

### Education Law Center

[www.elc-pa.org](http://www.elc-pa.org)

The Education Law Center is a non-profit legal advocacy and educational organization, dedicated to ensuring that all of Pennsylvania's children have access to a quality public education.

### Magellan Behavioral Health

[www.magellanhealth.com](http://www.magellanhealth.com)

Magellan Behavioral Health is the contracted behavioral health insurance organization for Medical Assistance clients in Montgomery County. You can visit this website to locate behavioral health providers in your area and for other member services.

### Mental Health Association of Southeastern Pennsylvania (MHASP)

[www.mhasp.org](http://www.mhasp.org)

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

### Montgomery County Behavioral Health/Developmental Disabilities Department

[mhmrda.montcopa.org/mhmrda/site/default.asp](http://mhmrda.montcopa.org/mhmrda/site/default.asp)

This link will take you directly to the page where you can connect to the offices of Mental Health and Developmental Disabilities and to the Early Intervention program.

**Montgomery County Intermediate Unit**

[www.mciu.org/mciu23/site/default.asp](http://www.mciu.org/mciu23/site/default.asp)

This website offers information about Montgomery County's Intermediate Unit services and programs.

**National Child Traumatic Stress Network**

[www.nctsnet.org](http://www.nctsnet.org)

This organization's mission is to raise the standard of care and improve access to services for traumatized children, their families and communities, throughout the United States.

**Pennsylvania Health Law Project (PHLP)**

[www.phlp.org](http://www.phlp.org)

PHLP provides free legal services and advocacy to Pennsylvanians having trouble accessing publicly funded health care coverage or services.

**Pennsylvania Yellow Pages for Kids**

[www.yellowpagesforkids.com](http://www.yellowpagesforkids.com)

Find professionals in the fields of education, healthcare, law and advocacy for children with disabilities, for your state on this website.

**Public Citizens for Children and Youth**

[www.pccy.org](http://www.pccy.org)

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

**Talaris**

[www.talaris.org](http://www.talaris.org)

Talaris is a research institute that provides general information for parents about child development from birth to age five. This website features a research-based developmental timeline organized by the child's age.

**Zero to Three**

[www.zerotothree.org](http://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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**FOR MORE INFORMATION CONTACT:**



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