A Guide to Outpatient Behavioral Health Services for Philadelphia County’s Children and Adolescents Enrolled in Medical Assistance and CHIP

WHERE TO GO FOR HELP
SECTION 1: INTRODUCTION

What is a behavioral health issue?

A behavioral health issue is the way someone thinks, acts, or feels that gets in the way of his/her daily life. Most people struggle with the way they think, act, or feel at times. When these issues come all of a sudden or they do not go away, it may be a sign that your child needs help.

Some common behavioral health issues in children are:

- ADHD – Attention Deficit Hyperactivity Disorder
- Anxiety
- Depression
- Autism

Who will help my child?

Behavioral health providers are people who are trained to care for behavioral health issues. Behavioral health providers come from many different backgrounds. Your child can see more than one behavioral health provider at a time. All of the behavioral health providers that work with your child are part of your child’s care team.

You are your child’s strongest advocate, and you can lead your child’s care team. If you need some help or advice on how to do this you can call Parents Involved Network (PIN), a parent support group in Philadelphia, at (267) 507-3860.

Most children will work with these behavioral health providers:

1. Therapist
A therapist can be a psychologist or a social worker. The therapist will meet most often with your child and will give your child the most support. The therapist will also be your main contact.

2. Psychiatrist
A psychiatrist is the medical doctor on your child’s care team. The psychiatrist is usually the one who prescribes medications, if they are needed.

Other professionals can be part of your child’s care team. These include nurses, teachers, or your child’s primary care doctor. By having these other people who know your child on the care team, it can help everyone understand what the main issues really are, and what kind of help is best.
Your child has talents and skills, and your family has qualities that make it strong and special. Your care team should always make sure that these special skills are talked about and used to help make your child and family stronger.

**MY CHILD NEEDS HELP. WHAT DO I DO?**

*The first thing you should do is get your child health insurance*

If you do not have health insurance, call Public Citizens for Children and Youth at (215) 563-5848 x17 for help.

Some people are denied health insurance or are told that they are “not eligible.” If this has happened to your child, you can still get help. You can find agencies that take uninsured children in the red pages in this guide. Look for agencies that have free services or a “sliding scale fee.” A sliding scale fee is a small fee that you will be asked to pay for the services.

**If you do have health insurance, there are different ways to find a behavioral health provider.**

1. You can call your insurance company.
   a. If you have Medical Assistance, call Community Behavioral Health (CBH) at 1 (888) 545-2600.
   b. If you have CHIP or private insurance, call the number on the back of your insurance card.
2. You can go to the red pages in this guide for a list of agencies in your area.
3. You can go to the back pocket for a list of providers in your schools.
4. You can also ask your child’s doctor, school nurse, or school counselor for help.

When you call a behavioral health provider, you need to ask if they still take your insurance. Also, be ready to set up your first appointment when you call. Some providers may not be able to see your child right away. You can call different providers to find the appointment that works best for you. But, you should only keep one appointment. Cancel any appointments that you do not need.
SECTION 2: TYPES OF CARE

I’VE CALLED A BEHAVIORAL HEALTH PROVIDER. WHAT HAPPENS NEXT?

When you call a behavioral health provider, you will make an intake appointment. At the intake appointment, the behavioral health provider will do an evaluation of your child. The behavioral health provider may also speak with you. You may be asked how your child deals with other people, how your child has been acting, and about your child’s physical health. All of this information will help decide what care is best for your child.

WHAT ARE BEHAVIORAL HEALTH SERVICES?

Behavioral health services are the types of help your child can get for his or her behavioral health issues. There are many types of behavioral health services. The most common types of behavioral health services are outpatient and community-based.

WHAT IS THE DIFFERENCE BETWEEN OUTPATIENT AND COMMUNITY-BASED SERVICES?

One of the differences between these services is where the care takes place.

Outpatient services will take place in your behavioral health provider’s office. So, you will go to the provider for your appointments. Outpatient services can include:

- Individual counseling, where your child works one-on-one with his/her therapist
- Group counseling, where your child gets to work with the therapist and other children who have similar needs
- Family counseling, where your whole family works with the therapist

Community-based services come to you. They give your child support at home and at school. Common types of community-based services are:

- **Wraparound**
  Wraparound gives your child help where he/she needs it. This can be both at home and at school. A wraparound team is made up of three workers, and depending on your child’s needs, he/she will get one or more of these services:

  1. **Behavior Specialist Consultant** — figures out the best plan for your child’s care.
  2. **Therapeutic Staff Support** — gives your child one-on-one help in school.
  3. **Mobile Therapist** — gives therapy to your child and family.

- **School-based services: see section 3 for more information**

Children who get community-based services must have Medical Assistance. These services must also be ordered by a psychologist or psychiatrist. To learn more about how to get these services for your child, call Community Behavioral Health at 1 (888) 545-2600 or talk to your child’s behavioral health provider.
SECTION 3: SCHOOL-BASED SERVICES

WHAT ARE THE SCHOOL-BASED SERVICES?

There are several school-based services in the School District of Philadelphia. Each school has different services. For a list of services in the schools, see the handout in the back pocket of this guide.

THE MOST COMMON SCHOOL-BASED SERVICES ARE:

WRAPAROUND (OR BEHAVIORAL HEALTH REHABILITATION SERVICES)

Wraparound gives children help both in school and at home. The Therapeutic Staff Support (TSS) is the Wraparound worker who will give a child one-on-one help in the classroom. TSS is available to students through highschool but mostly works with children in kindergarten-8th grade.

SCHOOL THERAPEUTIC SERVICES (STS):

STS includes both individual support and group therapy for children. Children who are in kindergarten-8th grade can get STS.

STS HAS THREE PARTS:

1. **Lead Clinician** — this worker gives children therapy at school.
2. **Behavioral Health Worker** — this worker gives children help in the classroom.
3. **Group Mobile Therapy** — this is where a group of children with behavioral health needs get to work together

CHILDREN ACHIEVING THROUGH RE-EDUCATION (CARE)

CARE gives children the most help in school. For this service a child leaves his/her school and goes to a classroom with other children who have similar behavioral health needs. A teacher and at least one therapist works with each CARE class. CARE is for children in 2nd-7th grades.

The CARE classes are not in every school in Philadelphia. A child might have to go to a different school if he/she is put into a CARE class. There is transportation that can help children get to the new school. To find out what schools have CARE classes, please see the hand-out in the back pocket.

WHAT SCHOOL-BASED SERVICES ARE THERE FOR MY YOUTH IN HIGH SCHOOL?

Most of the school-based services focus on children in kindergarten-8th grade. When a student enters high school, there are school counselors that he/she can see. There are also many outpatient services for teens. For a list of outpatient services, go to the red pages in this guide. You can also contact your school’s Resource Specialist. The Resource Specialist will be able to help you find outpatient services for your child.

If your child goes to Frankford High School, there is an Outpatient Clinic that he/she can go to. For more information about the Outpatient Clinic at Frankford High School, go to the page in the back pocket of this guide.
**HOW CAN MY CHILD GET THESE SERVICES?**

If your child already has a therapist, talk to him to see if school-based services could be good for your child. You can also ask for help from your child's school. Contact the school's CSAP coordinator, school counselor, or principal. The school will use CSAP to figure out if your child needs school-based care.

**WHAT IS CSAP?**

*CSAP is the Comprehensive Student Assistant Process (CSAP). CSAP is there to help any student who is having trouble at school.*

CSAP has three levels, or tiers. The type of care a child gets is based on the level he/she is in.

**Tier 1.** This level of CSAP works on helping the child in a group of children with similar issues, in the classroom. The child's teacher will meet with other teachers to make a plan for how to best help each child.

**Tier 2.** This level of CSAP gives more individual help to a child. The school counselor will set up a meeting with you, your child's teacher, and other school staff, such as the nurse. All of you will work together to create a plan to help your child.

A second meeting should take place in 30 days. This will give you the chance to find out how your child is doing. If this meeting does not take place in 30 days, you should ask the school counselor to set up a meeting.

**Tier 3.** This level of CSAP has the most support for a child. At this level, the school counselor will ask for special services for your child. This could be making an Individualized Education Plan (IEP) for your child or moving him/her to a CARE class.

You can also skip CSAP and ask for an evaluation done by a school psychologist, of your child right away. This evaluation will find out what services would best help your child. You should ask for this evaluation if your child is often having problems at school, such as being sent home a lot of the time. Contact the principal and the school's special education director to ask for an evaluation. When you ask for an evaluation, you will have to sign a form that gives the school permission to do the evaluation. The school has 60 days to do the evaluation after you sign the form.

**DO I HAVE TO PAY FOR THESE SCHOOL-BASED SERVICES?**

No, you do not have to pay for any services your child gets at school. These services are paid for by Medical Assistance (MA). So, your child needs to have MA to get these services.

Children with CHIP or private insurance may still be able to get these services. Children with private insurance can have MA at the same time. Children with CHIP may be able to switch to MA. Call PCCY at (215) 563-5848 x17 for more information.
SECTION 4: PAYING FOR CARE

HOW DO I PAY FOR CARE FOR MY CHILD?

In most cases, your child’s health insurance will pay for his/her care.

1. Medical Assistance (MA)
   Children who have MA can get all “medically necessary” behavioral health services for free. Services are called “medically necessary” when a doctor orders them. In Philadelphia, Community Behavioral Health pays for behavioral health services for people with MA. You can call Community Behavioral Health at 1 (888) 545-2600.

2. CHIP – Children’s Health Insurance Program
   CHIP is Pennsylvania’s health insurance program for uninsured children and teens. You may be charged monthly fees and co-payments based on your income.

   In Philadelphia, CHIP insurance is provided through 4 different health insurance companies. These 4 companies are listed below.

   Two of these companies use another company to manage their behavioral health services. The phone numbers for more information about their behavioral health services are also listed below.

   • Aetna: 1 (800) 755-2422
   • UnitedHealthcare: 1 (800) 414-9025
   • Kidz Partners (through CompCare): 1 (877) 710-8222
   • Kidz Partners’ Special Needs Unit: 1 (866) 500-4571 [has case managers to help members access special needs services]
   • Keystone Health Plan East (through Magellan): 1 (800) 688-1911
3. Private Insurance
Most people get private insurance through their jobs. Here is a list of the common types of private insurance in our area. Call the provided phone numbers for more information about their behavioral health services.

- **Aetna**: 1 (800) 424-1580
- **Cigna**: 1 (800) 926-2273
- **Independence Blue Cross (Personal Choice)**: 1 (800) 626-8144
- **Oxford**: 1 (800) 201-6991
- **TRICARE (Health Net)**: 1 (877) 874-2273
- **United Behavioral Health Care**: 1 (800) 562-2532

You can also call the member services number on the back of your insurance card. Member services will be able to tell you what kinds of behavioral health services your insurance covers and they can provide a list of providers who accept your insurance.

**CAN MY CHILD GET SERVICES EVEN WITHOUT HEALTH INSURANCE?**

Children who do not have health insurance can get services at one of the Community Mental Health Centers. These centers have free or very low cost behavioral health care for people who are not eligible for insurance or are uninsurable due to immigration status. They will help anyone who lives in Philadelphia. Go to the red pages to find these health centers.

If you are denied services at any of the Community Mental Health Centers because you do not have insurance, call the Department of Behavioral Health and Intellectual disAbility Services at (215) 685-5400. Please have the name of the person denying you an appointment and the date you called the center.

**Remember** – most children in Philadelphia can get health insurance. If your child does not have health insurance, you can call PCCY’s confidential Child Health Watch Helpline at (215) 563-5848 x17. PCCY can help you apply for insurance over the phone. You can also contact your neighborhood County Assistance Office (welfare office). If you have Internet access, you can apply for health insurance on COMPASS at www.compass.state.pa.us.
SECTION 5: WHAT CAN I EXPECT OF THESE SERVICES?

HOW LONG WILL MY CHILD WAIT TO GET THESE SERVICES?

If your child has Medical Assistance, behavioral health providers must see your child within 7 days. If your child needs urgent care, the provider must see him/her within 24 hours. If it is an emergency, you can take your child to the city’s behavioral health emergency room. See page 18 for more information.

Some behavioral health agencies may not be able to see your child within 1 week. But do not give up and do not get discouraged. Try calling other agencies to find out if they can see your child sooner. If you still are having a hard time getting your child seen by a behavioral health provider, call PCCY at (215) 563-5848 x17 for help.

DO I NEED TO GIVE PERMISSION FOR MY CHILD TO SEE A THERAPIST?

If your child is under the age of 14, you will need to give permission before he/she can start to get care. Children who are age 14 or older and have Medical Assistance or CHIP do not need your permission to get care. However, some behavioral health providers may ask that you give permission before they will begin to help your child, even if he/she is 14 or older.

WHAT IF I AM UNHAPPY WITH MY CHILD’S BEHAVIORAL HEALTH PROVIDER OR THEIR CARE PLAN?

If your child is getting outpatient or community-based services:

You have the right to ask for your child to see a different therapist or go to a different behavioral health provider. Before you ask for this change, you should try talking with the current therapist. You can tell him/her about your worries, and see if the therapist can make changes without getting in the way of your child’s care.

If there is a more serious problem, you can also file a complaint with the behavioral health provider. If the problem is not fixed, you can file a complaint with your behavioral health insurance company. You will need to call your insurance company and ask them how to file the complaint.

If your child has Medical Assistance, you can also call Philadelphia’s Office of Mental Health at (215) 685-5400. When you call, ask for a children’s program representative.
If your child is getting school-based services:

You should talk about your worries with your child’s care team. You have the right to ask for this team meeting at any time. You should contact the school counselor or principal to arrange the team meeting. The team meeting should include all of the school staff who are involved in your child’s care.

If your child has an Individualized Education Plan (IEP), you should contact the special education director at your child’s school. The special education director is in charge of the care of children who have IEPs, and should be your main contact person in the school if you have any worries. If you have any more concerns about your child’s IEP, you should contact the Mental Health Association of Southeastern PA at (215) 751-1800 or the Disability Rights Network at 1 (800) 692-7443.

WHAT IF I NEED HELP GETTING MY CHILD TO THERAPY?

If your child has Medical Assistance, you can get help. The Medical Assistance Transportation Program either gives you free rides to your child’s appointments or repays you for what it costs to get your child to his/her appointments.

In order to use the Medical Assistance Transportation Program, you must:
1. Have an ACCESS card, which you get from the Pennsylvania Department of Welfare.
2. Fill out Section I of the Medical Assistance Transportation Program Application and have your doctor fill out and sign Section II

For more information about this program, call LogistiCare at 1 (877) 835-7412. You can also get more information at http://matp.pa.gov.
## WHERE TO GO FOR HELP

### Outpatient/Community-Based Services in Philadelphia

**Service Codes:** Counseling—I-Individual; F-Family; G-Group; P-Psychiatrist; CB-Community-based; SA-Sexual abuse; B-Bereavement; Play-Play therapy; FB-Family-based; W-Wraparound; D&A-Drug&alcohol

Note: Philadelphia County contracted agencies are in bold and provide services to any Philadelphia County Resident, whether insured or uninsured.

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<th>No</th>
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<th>Location</th>
<th>Phone/Website</th>
<th>Insurance</th>
<th>Services</th>
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<td>1</td>
<td>Delaware County Professional Services</td>
<td>1420 Walnut St. 19102</td>
<td>(610) 892-3800 <a href="http://www.dcpsonline.com">www.dcpsonline.com</a></td>
<td>CHIP Private</td>
<td>Counseling: I, F, G SA, B, Play</td>
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<td>2</td>
<td>JFK Community Mental Health/ Mental Retardation Center</td>
<td>112 N. Broad St. 19102</td>
<td>(215) 568-0860 <a href="http://www.jfkmhmr.org">www.jfkmhmr.org</a></td>
<td>Medical Assistance</td>
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<td>3</td>
<td>Philadelphia Consultation Center</td>
<td>313 S. 16th St. 19102</td>
<td>(215) 732-8244 <a href="http://www.pcctherapy.com">www.pcctherapy.com</a></td>
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<td>Counseling: I, F G P CB FB D&amp;A SA, B, Play</td>
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<td>4</td>
<td>Harmony Mental Health Services, Inc.</td>
<td>2400 Chestnut St. 19103</td>
<td>(215) 568-5900 <a href="http://www.harmonynps.com">www.harmonynps.com</a></td>
<td>CHIP Private</td>
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<td>5</td>
<td>The Consortium, Inc.</td>
<td>26 S. 40th St. 19104</td>
<td>(215) 596-8300 <a href="http://www.consortium-inc.org">www.consortium-inc.org</a></td>
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<td>6</td>
<td>Elwyn</td>
<td>4040 Market St. 19104</td>
<td>(215) 895-5588 <a href="http://www.elwyn.org">www.elwyn.org</a></td>
<td>Medical Assistance</td>
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<td>7</td>
<td>Intercultural Family Services, Inc.</td>
<td>4254-56 Chestnut St. 19104</td>
<td>(215) 386-8490 <a href="http://www.ifsinc.org">www.ifsinc.org</a></td>
<td>Medical Assistance</td>
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<td>8</td>
<td>Bethanna Community Services</td>
<td>1212 Wood St. 19107</td>
<td>(215) 335-6500 x206 <a href="http://www.bethanna.org">www.bethanna.org</a></td>
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<td>9</td>
<td>Children's Service, Inc.</td>
<td>1315 Walnut St. Suite 200 19107</td>
<td>(215) 670-5952 <a href="http://www.csichild.org">www.csichild.org</a></td>
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<td>Hall Mercer Child &amp; Family Outpatient Services</td>
<td>245 S. 8th St. 19107</td>
<td>(215) 829-5554</td>
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<td>Jefferson University Outpatient Services</td>
<td>833 Chestnut St., Suite 270 19107</td>
<td>(215) 955-8291</td>
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<td>Philadelphia Mental Health Center</td>
<td>1235 Pine St. 19107</td>
<td>(215) 735-9379 <a href="http://www.philamentalhealth.org">www.philamentalhealth.org</a></td>
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<td>13</td>
<td>CORA Services, Inc.</td>
<td>8540 Verree Rd. 19111</td>
<td>(215) 342-7660 <a href="http://www.coraservices.org">www.coraservices.org</a></td>
<td>CHIP Private</td>
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<td>15</td>
<td>Children’s Crisis Treatment Center</td>
<td>417 N. 8th St. Suite 402</td>
<td>(215) 496-0584; (215) 496-0707</td>
<td>Medical Assistance CHIP</td>
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<td>Eleventh Street Family Health Services</td>
<td>850 N. 11th St.</td>
<td>(215) 769-1103</td>
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<td>19123</td>
<td><a href="http://www.fp.cn.us">www.fp.cn.us</a></td>
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<td>P, CB, B, SA, Play</td>
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<td>JFK Poplar Clinic</td>
<td>321 W. Girard Ave.</td>
<td>(215) 235-6250</td>
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<td>NorthEast Treatment Centers</td>
<td>493 N. 5th St. Suite D</td>
<td>(215) 408-4944</td>
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<td>Best Behavioral Healthcare, Inc.</td>
<td>5043 Frankford Ave.</td>
<td>(215) 744-4343 x0</td>
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<td>Greater Philadelphia Health Action</td>
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<td><a href="http://www.gphainc.org">www.gphainc.org</a></td>
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<td>NHS, Human Services</td>
<td>265 E. Lehigh Ave.</td>
<td>(215) 427-1500</td>
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<td><a href="http://www.nhsonline.org">www.nhsonline.org</a></td>
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<td>Shalom, Inc. (Ages 8+)</td>
<td>1080 N. Delaware Ave., # 602</td>
<td>(215) 425-7727</td>
<td>Medical Assistance</td>
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<td>Wedge Medical Center</td>
<td>6701 N. Broad St.</td>
<td>(215) 276-3922</td>
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<td>Northern Home for Children</td>
<td>5301 Ridge Ave.</td>
<td>(215) 482-1423</td>
<td>Medical Assistance</td>
<td>Counseling: I, F, G</td>
</tr>
<tr>
<td></td>
<td></td>
<td>19128</td>
<td><a href="http://www.northernhome.org">www.northernhome.org</a></td>
<td>Private</td>
<td>P, W, SA, B, Play</td>
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<tr>
<td>26</td>
<td>Resources for Human Development</td>
<td>90 Rochelle Ave.</td>
<td>(215) 508-3300</td>
<td>Medical Assistance</td>
<td>Counseling: I,F</td>
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<td></td>
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<td>19128</td>
<td><a href="http://www.rhd.org">www.rhd.org</a></td>
<td>Private</td>
<td>P, W, Play</td>
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<tr>
<td>27</td>
<td>Interface Psych Services Inc.</td>
<td>2401 Pennsylvania Ave., Suite 1 A2</td>
<td>(215) 866-5331</td>
<td>CHIP</td>
<td>Counseling: I, F</td>
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<tr>
<td></td>
<td></td>
<td>19130</td>
<td><a href="http://www.interfacepsych.com">www.interfacepsych.com</a></td>
<td>Private</td>
<td>P, CB, SA, B, Play</td>
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<tr>
<td>28</td>
<td>Belmont Center for Comprehensive Treatment</td>
<td>4200 Monument Rd.</td>
<td>(800) 220-4357</td>
<td>Medical Assistance</td>
<td>Counseling: I, F</td>
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<td></td>
<td></td>
<td>19131</td>
<td></td>
<td>CHIP</td>
<td>P, CB, W, FB</td>
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<td>Private</td>
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<tr>
<td>29</td>
<td>Community Council</td>
<td>4900 Wyalusing Ave.</td>
<td>(267) 295-8850</td>
<td>Medical Assistance</td>
<td>Counseling: I, F, G</td>
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<tr>
<td></td>
<td></td>
<td>19131</td>
<td><a href="http://www.ccmhmr.org">www.ccmhmr.org</a></td>
<td>Private</td>
<td>P, CB, W, FB</td>
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<tr>
<td>No</td>
<td>Name</td>
<td>Location</td>
<td>Phone/Website</td>
<td>Insurance</td>
<td>Services</td>
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<tr>
<td>33</td>
<td>Nueva Vida</td>
<td>3169 N. 5th St. 19133</td>
<td>(215) 426-9680</td>
<td>Medical Assistance</td>
<td>Counseling: I,F P B</td>
</tr>
<tr>
<td>34</td>
<td>Nueva Vida</td>
<td>616 W. Lehigh Ave. 19133</td>
<td>(215) 229-8857</td>
<td>Medical Assistance</td>
<td>Counseling: I,F P B</td>
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<tr>
<td>35</td>
<td>Pan American</td>
<td>2561 N. Front St. 19133</td>
<td>(215) 425-8909</td>
<td>Medical Assistance</td>
<td>Counseling: I,F P</td>
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<tr>
<td>40</td>
<td>Nueva Vida</td>
<td>112 E. Allegheny Ave. 19134</td>
<td>(215) 291-1250</td>
<td>Medical Assistance</td>
<td>Counseling: I,F P B</td>
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<tr>
<td>42</td>
<td>Asociación de Puertorriqueños en Marcha</td>
<td>3263 N. Front St. 19140</td>
<td>(267) 546-9700 or (267) 546-9701 <a href="http://www.apmphila.org">www.apmphila.org</a></td>
<td>Medical Assistance</td>
<td>Counseling: I,F,G P, SA, B</td>
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<tr>
<td>43</td>
<td>Asociación de Puertorriqueños en Marcha</td>
<td>4301 N. Rising Sun Ave. 19140</td>
<td>(267) 296-7220 or (267) 296-7221 <a href="http://www.apmphila.org">www.apmphila.org</a></td>
<td>Medical Assistance</td>
<td>Counseling: I,F,G P, CB, SA, B</td>
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<td>44</td>
<td>Multicultural Wellness Center</td>
<td>120 W. Wyoming Ave. 19140</td>
<td>(215) 324-8190</td>
<td>Medical Assistance</td>
<td>Counseling: I,F G P, FB, SA, B, Play</td>
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<tr>
<td>No</td>
<td>Name</td>
<td>Location</td>
<td>Phone/Website</td>
<td>Insurance</td>
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<td>46</td>
<td>Pan American</td>
<td>4519 N. 5th St. 19140</td>
<td>(215) 457-1620</td>
<td>Medical Assistance CHIP</td>
<td>Counseling: I, F P</td>
</tr>
<tr>
<td>47</td>
<td>Belmont Behavioral Health (Einstein)</td>
<td>1200 W. Tabor Rd. 19141</td>
<td>(215) 456-9832</td>
<td>Medical Assistance CHIP</td>
<td>Counseling: I, F P, FB, Play</td>
</tr>
<tr>
<td>48</td>
<td>Wedge Medical Center</td>
<td>4913 N. Broad St. 19141</td>
<td>(215) 329-3200</td>
<td>Medical Assistance</td>
<td>Counseling: I,F P, SA, B</td>
</tr>
<tr>
<td>49</td>
<td>WES Health Center</td>
<td>1315 Windrim St. 19141</td>
<td>(215) 456-2626</td>
<td>Medical Assistance Sliding scale fee</td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>Presbyterian Children's Village</td>
<td>6517 Chester Ave. 19142</td>
<td>(610) 525-5400</td>
<td>Medical Assistance CHIP</td>
<td>Counseling: I,F G P, SA, B, Play</td>
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<tr>
<td>52</td>
<td>The Health Annex</td>
<td>6120 B Woodland Ave. 19143</td>
<td>(215) 727-4721</td>
<td>Medical Assistance Sliding scale fee</td>
<td></td>
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<tr>
<td>53</td>
<td>Abbotsford Falls Family Practice &amp; Counseling</td>
<td>4700 Wissahickon Ave., Suite 118 19144</td>
<td>(215) 843-2580</td>
<td>Medical Assistance Sliding scale fee</td>
<td></td>
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<tr>
<td>54</td>
<td>Juvenile Justice Center of Philadelphia</td>
<td>100 W. Coulter St. 19144</td>
<td>(215) 849-2112 x5221</td>
<td>Medical Assistance</td>
<td>Counseling: I,F G P, W, SA, B, Play</td>
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<tr>
<td>56</td>
<td>Intercultural Family Services, Inc.</td>
<td>2317 S. 23rd St. 19145</td>
<td>(215) 468-4673</td>
<td>Medical Assistance Sliding scale fee</td>
<td></td>
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<tr>
<td>58</td>
<td>Wedge Medical Center</td>
<td>1939 S. Juniper St. 19148</td>
<td>(215) 271-5822</td>
<td>Medical Assistance</td>
<td>Counseling: I,F P, SA, B</td>
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<tr>
<td>59</td>
<td>Center for Family Relationships</td>
<td>1600 Magee Ave. 19149</td>
<td>(215) 539-5367</td>
<td>Medical Assistance Sliding scale fee</td>
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<tr>
<td>61</td>
<td>SRI Psychological Services</td>
<td>2824 Cottman Ave., Suite 19   19149</td>
<td>(215) 885-3337</td>
<td>CHIP Private</td>
<td>Counseling: I, F P, Play</td>
</tr>
<tr>
<td>No</td>
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<td>Phone/Website</td>
<td>Insurance</td>
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<tr>
<td>63</td>
<td>NHS Human Services Outpatient Clinic - Knights Road</td>
<td>11082 Knights Rd. 19154</td>
<td>(215) 632-9040 <a href="http://www.nhsonline.org">www.nhsonline.org</a></td>
<td>Medical Assistance</td>
<td>Counseling: I, F P</td>
</tr>
<tr>
<td>64</td>
<td>SPIN, Inc.</td>
<td>10521 Drummond Rd. 19154</td>
<td>(215) 612-7625 <a href="http://www.spininc.org">www.spininc.org</a></td>
<td>Private</td>
<td>Counseling: I, F P</td>
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</tbody>
</table>

### Specialized Services – Trauma

All of the following agencies provide Trauma-Focused Cognitive Behavioral Therapy (TF-CBT), and may provide other evidence-based treatments, as well.

**Key:**

**Types of trauma program addresses:**

- A - Abuse (physical, sexual and/or emotional)
- V - Violence (Domestic and/or Community/school)
- H - Homicide (lost loved one to homicide, and/or witnessed homicide)
- B - Traumatic grief

<table>
<thead>
<tr>
<th>No</th>
<th>Name</th>
<th>Location</th>
<th>Phone/Website</th>
<th>Insurance</th>
<th>Services</th>
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<tr>
<td>65</td>
<td>Children's Crisis Treatment Center</td>
<td>1823 Callowhill St. 19103</td>
<td>(215) 496-0707 <a href="http://www.cctckids.org">www.cctckids.org</a></td>
<td>Medical Assistance</td>
<td>Sex, trauma; Refugee trauma A, V, H, B</td>
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<tr>
<td>66</td>
<td>SAFE</td>
<td>227 N. 18th St. 19103</td>
<td>(215) 854-7036</td>
<td>Medical Assistance</td>
<td>Sex, abuse victims; A Counseling: I, F P</td>
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<tr>
<td>68</td>
<td>Assessment and Treatment Alternatives</td>
<td>1225 Vine St. 19107</td>
<td>(215) 405-2100 <a href="http://www.atainc.org">www.atainc.org</a></td>
<td>Medical Assistance CHIP Private</td>
<td>Sex, abuse victims; A, V, H, B Play</td>
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<tr>
<td>69</td>
<td>Penn Center for Youth and Family Trauma Response and Recovery</td>
<td>245 S. 8th St. 19107</td>
<td>(215) 829-5467 <a href="http://www.med.upenn.edu/traumaresponse">www.med.upenn.edu/traumaresponse</a></td>
<td>Medical Assistance</td>
<td>A, V, H, B Counseling: I, F P, Play</td>
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<tr>
<td>70</td>
<td>Joseph J. Peters Institute (JJPI)</td>
<td>100 S. Broad St., Suite 1700 19110</td>
<td>(215) 701-1560 <a href="http://www.jjp.org">www.jjp.org</a></td>
<td>Medical Assistance CHIP Private Sliding scale fee</td>
<td>Sex, trauma Counseling: I, F G A P</td>
</tr>
</tbody>
</table>
Locations of Behavioral Health Centers
Outpatient/Community-Based Services in Philadelphia

1 Delaware County Professional Services
2 JFK Community Mental Health/Mental Retardation Center
3 Philadelphia Consultation Center
4 Harmony Mental Health Services, Inc.
5 The Consortium, Inc.
6 Elwyn
7 Intercultural Family Services, Inc.
8 Bethanna Community Services
9 Children's Service, Inc.
10 Hall Mercer Child & Family Outpatient Services
11 Jefferson University Outpatient Services
12 Philadelphia Mental Health Center
13 CORA Services, Inc.
14 Northeast Community Mental Health Centers
15 Children's Crisis Treatment Center
16 Eleventh Street Family Health Services
17 JFK Poplar Clinic
18 NorthEast Treatment Centers
19 Best Behavioral Healthcare, Inc.
20 Greater Philadelphia Health Action
21 NHS, Human Services
22 Shalom, Inc. (Ages 8+)
23 Wedge Medical Center
24 Intercommunity Action, Inc. (Interac)
25 Northern Home for Children
26 Resources for Human Development
27 Interface Psych Services Inc.
28 Belmont Center for Comprehensive Treatment
29 Community Council
30 WES Health Center
31 COMHAR
32 Northeast Community Mental Health Centers
33 Nueva Vida
34 Nueva Vida
35 Pan American
36 Citywide Community Counseling
37 COMHAR
38 Hispanic Community Counseling Services
39 Hispanic Community Counseling Services
40 Nueva Vida
41 Mednet Healthcare System
42 Asociación de Puertorriqueños en Marcha (A.P.M) Mental Health Clinic
43 Asociación de Puertorriqueños en Marcha (A.P.M) Mental Health Clinic
44 Multicultural Wellness Center
45 Northeast Community Mental Health Centers
46 Pan American
47 Belmont Behavioral Health (Einstein)
48 Wedge Medical Center
49 WES Health Center
50 Presbyterian Children's Village
51 Greater Philadelphia Health Action
52 The Health Annex
53 Abbottsford Falls Family Practice & Counseling
54 Juvenile Justice Center of Philadelphia
55 CATCH
56 Intercultural Family Services, Inc.
57 Greater Philadelphia Health Action AL-Assist Behavioral Health Care Center
58 Wedge Medical Center
59 Center for Family Relationships
60 Northeast Community Center for MH/MR
61 SRI Psychological Services
62 PATH, Inc.
63 NHS Human Services Outpatient Clinic - Knights Road
64 SPIN, Inc.

Specialized Services--Trauma

65 Children's Crisis Treatment Center
66 SAFE
67 Women Organized Against Rape (WOAR)
68 Assessment and Treatment Alternatives
69 Penn Center for Youth and Family Trauma Response and Recovery
70 Joseph J. Peters Institute (JJPI)
71 Jewish Family and Children's Services
72 Northern Home for Children
73 Anti-Violence Partnership of Philadelphia
SECTION 6: WHAT WILL BE EXPECTED OF ME?

WHAT WILL BE EXPECTED OF ME WHILE MY CHILD IS GETTING BEHAVIORAL HEALTH HELP?

You may be getting help for your child. But, you have a very important role in his/her care. In fact, you are a part of your child’s care team. This means that you should expect to be actively involved in your child’s care.

There are several key things that you should do to make sure that your child is getting the most out of his/her care.

• **You must get your child to his/her appointments.**
  
  In order for your child to get the most out of his/her care, you need to make sure that your child attends all of his/her appointments. If you cannot make an appointment, you must call your behavioral health provider and let them know that you cannot make it. There may be another child who is waiting for an appointment and can take that spot.

• **You must attend re-assessments.**
  
  Behavioral health providers will re-assess your child once every few months for services like Wraparound and STS. The behavioral health providers use these re-assessments to make sure your child’s care plan is working for your child. You must go to these re-assessments. If you do not go to these re-assessments, your child’s provider will not be able to keep on helping your child.

• **If your child has Medical Assistance (MA) or CHIP, you must renew your insurance.**
  
  CHIP needs to be renewed once a year. Contact the insurance company on your insurance card to do this. MA needs to be renewed once every 6 months. Look for a letter in the mail already filled out with your information, that you have to make any changes on and send back.

  If you do not renew CHIP once a year or if you do not renew MA once every 6 months, your child will no longer be covered by that insurance. This means that your child will no longer be able to get help.

Also, as part of your child’s care team, you should expect to work closely with your child’s therapist and listen to the therapist’s advice for how to best help your child.

*Someday you may also decide that in order to better help your child you want to get some additional care for yourself. If you want to get some behavioral health help for yourself, you should talk to your child’s therapist or other behavioral health providers. You can also contact one of the behavioral health agencies listed on the red pages. Most of these agencies see both adults and children.*
SECTION 7: SPECIAL SERVICES

WHAT SHOULD I DO IN AN EMERGENCY?

If the emergency is putting someone’s life at risk, call 911.

If your child is having a behavioral health emergency, you can call the Children’s Crisis Response Center at (215) 951-8300. You can also go to the Crisis Response Center right away. It is located in Albert Einstein Medical Hospital. You should try to call ahead first, so the staff can let you know what documents to bring with you. The Crisis Response Center is open 24-hours a day.

Einstein Children’s Crisis Response Center
Germantown Campus
1 Penn Blvd., between Chew and Wister Streets
Philadelphia, PA 19144

If your child is having a behavioral health emergency and you are not sure where to go or what to do, you can also call the Mental Health Delegate Line at (215) 685-6440. The Mental Health Delegate Line can send a Mobile Emergency Team (MET) for home visits. If your child cooperates, MET can transport you and your child to the CRC. A parent or guardian must go with the child to the CRC.

You can also call the Crisis and Suicide Counseling Hotline at (215) 686-4420. Trained suicide and crisis intervention staff can provide counseling right away. They will also help you find more services.

WHAT RESOURCES ARE AVAILABLE FOR TRAUMA?

Trauma can be caused by a child seeing or going through a wide variety of negative events. These include:

- Car crashes
- Natural disasters
- Painful medical procedures
- Terrorism

- Violence at home or in the community
- Sexual, physical, emotional, or verbal abuse
- Neglect
- Sudden loss or death of a loved one

Children can recover from trauma. Some will recover with good family and community supports. Other children will need some more help. If the child does not get help, it can lead to long-term, harmful effects. If your child does not get better or gets worse after going through trauma, you should get help from a behavioral health provider that has trauma-focused treatment.

Trauma-focused treatment is specially designed to help children and their families overcome trauma-related difficulties. To find a trauma-focused provider, see the red pages.

WHAT RESOURCES ARE AVAILABLE FOR DRUG AND ALCOHOL TREATMENT FOR CHILDREN AND TEENS?

There are many behavioral health providers in Philadelphia that have drug and alcohol treatment for children and teens. Agencies that offer drug and alcohol treatment are listed in the red pages. If you have Medical Assistance, you can also call Community Behavioral Health (CBH) at 1 (888) 545-2600 for more information.
SECTION 8: OTHER RESOURCES

PARENTING CLASSES
Carson Valley Children's Aid
www.carsonvalley.org

Allegeny West Neighborhood Center
(215) 225-2649
2300 West Allegheny Ave., Philadelphia, 19132

Frankford Neighborhood Center
(215) 535-1039
4451 Frankford Ave., Philadelphia, 19124

Logan Olney Neighborhood Center
(215) 456-5670
800 West Olney Ave, Philadelphia, 19120

Council of Spanish Speaking Organizations, Inc. (Concilio)
(215) 627-3100
www.elconcilio.net

The Federation of Neighborhood Centers (FNC)
(215) 989-3566 x1103
www.federationnc.org

Neighborhood Interfaith Movement
(215) 843-5600
www.nimphillyphilly.org

Pennsylvania Family Support Alliance
1 (800) 448-4906
www.pa-fsa.org

Turning Points for Children
(215) 875-3400
www.pssckids.org

PARENT SUPPORTS AND RESOURCES

NAMI-Philadelphia
1 (800) 223-0500; 1 (717) 238-1514
http://philadelphia.nami.org

Parent Action Network
(215) PARENTS (215-727-3687)

Parent to Parent of Pennsylvania
Parent to Parent direct line – 1 (888) 727-2706
Special Kids Network – 1 (800) 986-4550 (works with Parent to Parent)
www.parenttoparent.org

The Arc of Philadelphia
(215) 229-4550
2350 West Westmoreland St., Philadelphia 19140

Catholic Social Service – Family Service Centers
www.catholicsocialservicesphilly.org
[Direct link to family services sites: www.familyservices-phl.org/]

Northeast Philadelphia
7340 Jackson St., Philadelphia, 19136
(215) 624-5920

Southwest Philadelphia
6214 Grays Ave., Philadelphia, 19142
(215) 724-8550

Casa del Carmen
4400 North Reese St., Philadelphia 19140
(215) 329-5660
En espanol: www.familyservices-phl.org/casadelcarmenespanol.html

The Center for Autism
www.thecenterforautism.org
General Info: (215) 878-3400
3905 Ford Rd., Suite 6, Philadelphia, 19131
Intake: (215) 220-2121
2801 Grant Ave., Philadelphia, 19114
Intake: (215) 220-2163

Consumer Satisfaction Team, Inc.
www.thecest.com
520 N. Delaware Ave., Philadelphia, 19123
(215) 923-9627

Easter Seals of Southeastern Pennsylvania Division
sepa.easterseals.com

Healing Hurt People [St. Christopher's Hospital for Children]
3601 A Street, 2nd floor, 19134
(215) 427-3427

Parent Education Network (PEN)
www.parentednet.org
1 (800) 522-5827

Parents Involved Network (PIN)
(267) 507-3860
1211 Chestnut St., Floor 11, Philadelphia 19107

HELPFUL INTERNET SITES

Community Behavioral Health
www.dbhids.org/community-behavioral-health

COMPASS
http://www.humanservices.state.pa.us/compass

Disability Rights Network of Pennsylvania
dmopa.org

Division for Early Childhood: The Council for Exceptional Children
www.dec-sped.org

Education Law Center
www.elc-pa.org

Mental Health Association of Southeastern Pennsylvania (MHASP)
www.mhap.org

National Child Traumatic Stress Network
www.nctsnet.org

Pennsylvania Health Law Project (PHLP)
www.phlp.org

Pennsylvania Yellow Pages for Kids
www.yellowpagesforkids.com

Public Citizens for Children and Youth
www.pccy.org

The Children's Advocacy Project
www.cap4kids.org/Philadelphia

www.pccy.org 19
SECTION 9: GLOSSARY

1. Behavioral health issue — is the way someone thinks, acts, or feels that gets in the way of his/her daily life.
2. Behavioral health providers — people who are trained to care for behavioral health issues
3. Therapists — a type of behavioral health provider who gives the most one-on-one care to children with behavioral health needs. They can be a psychologist (MS, MA, PsyD, or PhD) or a social worker (MSW or PhD).
4. Psychiatrist — a type of behavioral health provider who is the medical doctor (MD, DO) of a child’s care team and who usually orders medications.
5. Sliding scale fee — a small fee that uninsured persons may be asked to pay when getting behavioral health services.
6. Behavioral health services — the types of help your child can get for his/her behavioral health issues.
7. Outpatient services — types of behavioral health services that you receive in a behavioral health provider’s office. These can include individual, group, or family therapy.
8. Community-based services — types of behavioral health services that are provided at home or in school. These can include wraparound and school-based services.
9. Wraparound — a type of community-based service that gives support to the child both in the home and at school. Depending on your child’s needs, the team might include TSS, a Behavior Specialist Consultant, and a Mobile Therapist.
10. Behavior Specialist Consultant — this Wraparound worker figures out what the best care plan is for a child.
11. Mobile Therapist — this Wraparound worker will provide therapy for your child and family
12. Therapeutic Staff Support (TSS) — this Wraparound worker is trained to give a child one-on-one help in the classroom.
13. School-Based Services — behavioral health services that are provided at schools. These include Wraparound, School Therapeutic Services (STS), and Children Achieving through Re-Education (CARE).
14. School Therapeutic Services (STS) — a school-based service that gives students support through both individual and group therapy. The STS team is made up of a Lead Clinician, Behavioral Health Worker, and Group Mobile Therapy.
15. Lead Clinician — an STS worker who will give children therapy at school.
16. Behavioral Health Worker — an STS worker who will give children help in the classroom.
17. Group Mobile Therapy — the part of STS where children with similar behavioral health needs will get to work together.
18. Children Achieving through Re-Education (CARE) — a school-based service that gives students with behavioral health needs the most support at school.
19. Comprehensive Student Assistant Process (CSAP) — a process used in the schools to help students who are having trouble at school.
20. Medical Assistance (MA) — the type of insurance that pays for community-based services. Your child may be eligible for MA based on your income or if your child has special needs.
21. Community Behavioral Health (CBH) — this is the insurance company who pays for behavioral health services for children insured through Medical Assistance in Philadelphia.
22. Children’s Health Insurance Program (CHIP) — Pennsylvania’s health insurance program for uninsured children and teens. In Philadelphia, CHIP is provided by Keystone Health Plan East, UnitedHealthcare, Kidz Partners, and Aetna.
23. Medical Assistance Transportation Program (MATP) — a program that gives your child free rides to his/her behavioral health appointments or repays you for the costs of getting your child to his/her care.
24. Resource Specialist — a specially trained person in public schools who can help you find outpatient services, and other supports and services, for your children.
For supporting this project, special thanks to:

The Pew Charitable Trusts
and
The William Penn Foundation

FOR MORE INFORMATION CONTACT:

Public Citizens for Children and Youth
1709 Benjamin Franklin Parkway, Sixth Floor
Philadelphia, PA 19103
215-563-5848
info@pccy.org / www.pccy.org

Design, Layout and Printing by Printcrafters, Inc.
For help with referrals to STS and CARE, you can also call the school’s provider directly.

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>School</th>
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<tr>
<td>DeBurgos, Julia</td>
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For help with referrals to STS and CARE, you can also call the school’s provider directly.

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