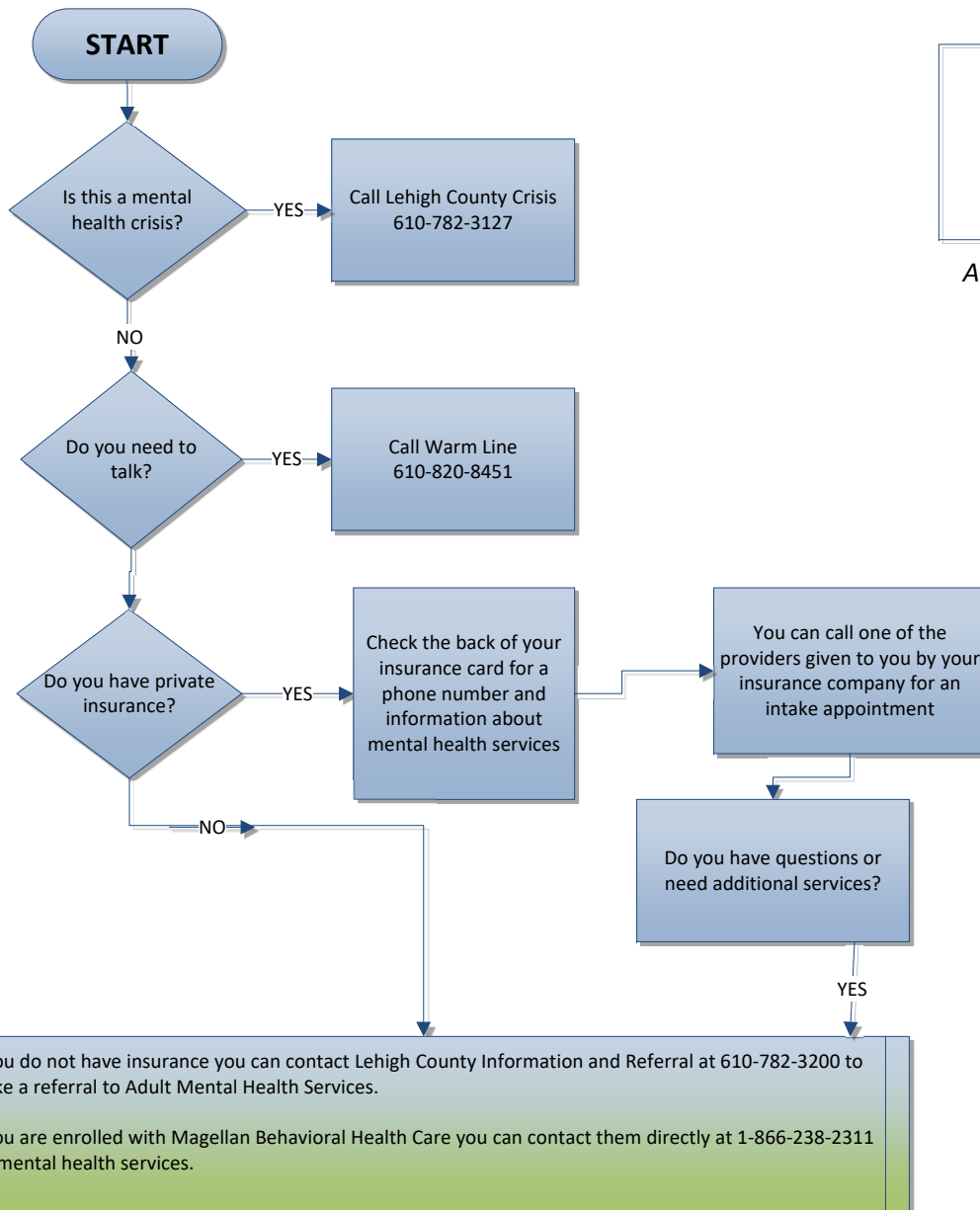




Lehigh County Adult Mental Health Services Map

A map to help you navigate mental health services for people 18 or older.



Assessment can provide eligibility and referrals for:

Treatment

- Medication Management
- Outpatient Therapy
- Mental Health Case Management
- Psychiatric Rehabilitation programs
- Assertive Community Treatment Team (ACT Team)
- Acute Care Partial Hospitalization
- Crisis Residential program
- Inpatient hospitalization

Community Services and Supports

- Supported Employment
- Supported Housing
- Drop In Center
- Compeer
- Community Support Program
- Certified Peer Supports
- Mental Health advocacy services
- Specialty community support groups

Other Systems

- Other Human Services departments
- Mental Illness and Substance Abuse (MISA) Team

Check www.lehighcounty.org for additional resources in Lehigh County

Maps of other Lehigh County systems can be found at <https://home.lehighcounty.org/hsmmap>

PLEASE NOTE: This information could change. Updated versions are available at <https://home.lehighcounty.org/hsmmap/AdultMHMap.pdf>

August 2021

Lehigh County Adult Mental Health Services

A guide to service

Introduction:

If you or a loved one have received a mental health diagnosis, you may be feeling worried, afraid and emotionally exhausted. Unfortunately, this is also when you need to learn and navigate a whole new world — the mental health system. It can be confusing and overwhelming. But help is available, and you aren't alone! Mental health challenges are common and treatable.

Lehigh County offers many treatment options and levels of mental healthcare for adults. New and specialized therapies, best practices, and progressive programs are available. Local advocates and supportive services can offer comfort, advice and encouragement. The information provided here will help you find what you need to feel better.

As you explore the service Map, remember that you will want to be an informed consumer. Just as we're asked to participate in our recovery process with physical healthcare, we must engage in the mental health recovery process. Learn all you can, ask questions, and advocate for yourself or your loved one. There is reason to hope; people do get better every day.

Emergency Services: Anyone who is experiencing a mental health emergency should call Lehigh County's Crisis Intervention Service at 610-782-3127.

Free telephone, mobile and walk-in counseling is available to all Lehigh County residents regardless of income or insurance, 24 hours a day, 7 days a week. Mobile hours are offered between 8:30 am and 12:00 am and walk-in hours are between 8:00 am and 5:00 pm.

What to expect when you call

Lehigh County's Mental Health Providers:

Providers are required to offer an appointment within 7 days of a request. You may be asked if you have medical assistance to cover the cost of services, or information on insurance coverage. Providers may also assist with the first step in obtaining a diagnosis, or obtaining medical assistance, if you are eligible. Have all relevant information on hand, and be sure to ask questions if you are unsure about any information you are given.

Important to know:

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- ◆ **Seek Help Promptly** - Like many physical health conditions, mental health conditions are easier to treat, and have a better chance for full recovery if treated *promptly*. Anyone who is struggling with mental health and emotional wellbeing should not wait.
- ◆ **Talk Therapy** - The benefits of talk therapy have been researched, and are often part of a treatment plan. This type of treatment relies on developing a trusting and comfortable relationship with the mental health professional. Sometimes it takes time, and it's not uncommon to try a few therapists before finding the "right fit." Try not to be discouraged if this happens; it's a necessary part of the process. It will be worth the effort in the end.
- ◆ **Find Support** - While receiving mental health treatment, individuals should not forget their '*natural supports*,' or the relationships that occur naturally in one's every-day life. These may include family, friends, co-workers and neighbors. They may also include church groups, gardening clubs or the YMCA exercise class.
- ◆ **Individual Rights** - Similar to people with other illnesses, people with mental illnesses have the right to choose treatment providers, make decisions about treatment, and even refuse treatment, except for in very specific situations. Self-direction and personal empowerment are key concepts to recovery, even though this may, at times, be frustrating to concerned loved ones.
- ◆ **Get the Facts** - There is a lot of information about mental health on the internet, but not everything you read is based in fact. It's important to know and utilize reliable web sites when searching for information.

Explanation of Mental Health Treatment Services:

1. **Medication Management** - Following an initial psychiatric evaluation, any prescribed medications are monitored by a psychiatrist, a medical doctor (M.D.) specializing in treating the brain. (Just as a cardiologist is a medical doctor specializing in treating the heart.) Because psychiatrist appointments are not intended to provide therapy, they last about 15 minutes each month to focus on how the medications are working. Medication management is provided along with other therapeutic services.
2. **Outpatient Therapy** - This includes counseling sessions provided by trained professionals (psychologists, social workers or professional counselors) on a regular basis. Sessions may be for individuals, families, or for other types of groups. Specialized treatment may be prescribed, depending on a person's diagnosis. These include:
 - ⇒ **Cognitive Behavioral Therapy (CBT)** - aims to change a person's thinking to be more adaptive and healthy
 - ⇒ **Dialectical Behavioral Therapy (DBT)** - comprehensive therapy that teaches coping skills
 - ⇒ **Evidence-Based Trauma Treatments** - specifically designed therapies for children, men and women
3. **Mental Health Case Management** - A case manager may be assigned to help obtain and coordinate services and supports, including helping with benefits applications, arranging for housing, or supported employment, and assuring the services are delivered as planned.
4. **Psychiatric Rehabilitation** - There are different types of rehabilitation programs to provide support or help to build skills, according to individual needs. Programs include activities to promote symptom management, social skills, personal adjustment, job skills, and independent living skills for one to function well in the community with minimal professional help. Individuals should ask about rehabilitation options.
5. **Assertive Community Treatment Team (ACT)** - provided only when the need is indicated, this comprehensive and intensive 24-hour a day treatment utilizes a team of clinicians. ACT may encompass mental health, substance abuse and rehabilitative services.
6. **Co-occurring Treatment** - Treatment for individuals who abuse or are addicted to alcohol or other drugs and have a diagnosed mental illness.
7. **Acute Care Partial Hospitalization** - This structured day program provides intensive support in an out-patient setting. Intended to be a short-term treatment, program participation is usually 1 to 2 weeks.
8. **Crisis Residential Treatment** - A treatment option available to uninsured individuals and those who are covered by Medical Assistance, this is a short-term (up to 10 days) voluntary, unsecured residential care to help individuals stabilize symptoms and avoid hospitalization.
9. **Inpatient Hospitalization** - There are several psychiatric hospitals in the region that provide secure settings for individuals with acute symptoms and/or needing to stabilize medications, as well as those who may be at risk of harm to themselves or others. The average in-patient hospitalization stay is 10 -14 days.
10. **Mental Health Emergency** - Crisis Intervention is a free, 24/7 service in red box on page 1 of this guide.
11. **Warmline**— This is a non-therapeutic telephone support service for adults who need clinical guidance or information pertaining to mental health. Contact Warmline between 6am to 10am and from 4pm to 12am daily.

Explanation of Community Services and Supports:

1. **Supported Housing** - There are different levels of housing support services which may include teaching life skills, so individuals may live as independently as possible. Service providers on the map can provide more information.
 - ⇒ **Community Residential Rehabilitation (CRR)** - 24/7 group home settings
 - ⇒ **Supported Living** - skill building services provided in a person's home
2. **Supported Employment** - This service provides pre and post job support, including assistance with resume writing, interviewing skills, job seeking, and on-the-job support, as well as assistance maintaining welfare benefits while working. Contact Carelink Career Services at 610-437-5627 or ask service providers on the map.
3. **Peer Support** - Certified Peer Specialists are people in recovery who have been trained to use their experiences to help others using mental health services. They have "walked the walk" and can offer connections and hope. Service providers on the map can provide more information about peer support services.
4. **Community Support Program - CSP** is part of a state-wide coalition of mental health consumers, family members, professionals, and community members working together to help adults with serious mental illnesses live successfully in the community.
5. **Compeer** - This is an affiliate of the national non-profit that matches persons with mental illnesses in one-to-one friendships with caring, trained community volunteers. It is a program of the Mental Health Association. Contact Compeer at 610-436-4445.
6. **Mental Health Advocacy and Community Groups** - There are many types of advocacy and support groups available in Lehigh County, including NAMI (National Alliance on Mental Illness) 484-947-5643 or www.nami.org and the Arc of Lehigh County at 610-882-2102 or www.arcoflehighcounty.org. Service providers on the map may help locate these groups.
7. **Advocacy Alliance Consumer and Family Satisfaction Teams** - This provides individuals, families, behavioral health providers, counties and Medicaid managed-care organizations the opportunity to evaluate the quality of existing individual behavioral health services and to dialogue about potential improvements. These changes lead to a better system of mental health and addiction services focused on personal recovery. The teams play an important role in recommending specific quality improvements based on detailed collection, documentation and analysis of consumer feedback.
8. **Clubhouse of the Lehigh Valley** - This offers persons with mental illness a safe and healing environment wherein each person is given the opportunity to explore their personal and vocational potential to their fullest and to receive support in achieving their goals. The Clubhouse is operated by the Good Will Keystone Area and is located at 1437 West Gordon St. Allentown, PA 18102. They are opened Monday through Friday from 8am to 4pm and can be reached at 610-433-9910.
9. **Drop In Center** - This is a place for residents ages 18 and older with mental health challenges can go and make friends while feeling empowered. The drop-in center offers games, education and resources all in a positive environment. This is operated by the Goodwill Keystone Area and is located at 1437 West Gordon St Allentown, PA 18102. The hours of operation are Monday through Friday 4pm to 7:30 pm and Saturday 2pm to 7:30 pm and can be reached at 610-433-9910.
10. **Daybreak Social Rehabilitation** - This is a weekday drop-in center which gives people living with mental illness or physical disabilities, elderly or those who struggle with HIV/AIDS a place to belong. Daybreak serves three balance meals a day each week day and provide staff that can teach life skills and work with members to provide stability and help them reach their full potential. This is operated by the Goodwill of the Keystone Area and is located at 1437 West Gordon St. Allentown, PA 18102. They can be reached at 610-433-9910.