



## Mental Health Services

Residents of Allegheny County have access to a wide range of mental health services for children, adolescents and adults. Services range from immediate response to a mental health crisis or emergency, to long-term treatment, support and rehabilitation for children and adolescents with serious emotional disturbance(s) and adults with serious and persistent mental illness. Community information, outreach and consultation services are also available.

Community Care Behavioral Health is the Behavioral Health Managed Care Organization for Allegheny County Medical Assistance recipients and can also assist uninsured and underinsured Allegheny County residents with accessible mental health treatment services.

### MENTAL HEALTH SERVICES MISSION AND PURPOSE

THE BUREAUS OF ADULT MENTAL HEALTH SERVICES AND CHILDREN AND ADOLESCENTS MENTAL HEALTH SERVICES—THROUGH APPROXIMATELY 43 COMMUNITY-BASED AGENCIES—PROVIDE, CONTRACT FOR AND MONITOR SERVICES DESIGNED TO MEET THE MENTAL HEALTH NEEDS OF OUR CITIZENS. SERVICES ARE DESIGNED TO RESPOND EFFECTIVELY TO IMMEDIATE NEEDS AND, UTILIZING THE STRENGTHS OF INDIVIDUALS AND FAMILIES, EMPOWER PEOPLE WITH MENTAL ILLNESS AND CHILDREN AND ADOLESCENTS WITH SERIOUS EMOTIONAL DISTURBANCE TO LIVE SUCCESSFULLY.

# Mental Health Services

## DHS VISION

TO CREATE AN ACCESSIBLE, CULTURALLY COMPETENT, INTEGRATED, AND COMPREHENSIVE HUMAN SERVICES SYSTEM THAT ENSURES INDIVIDUALLY TAILORED, SEAMLESS, AND HOLISTIC SERVICES TO ALLEGHENY COUNTY RESIDENTS, IN PARTICULAR, THE COUNTY'S VULNERABLE POPULATIONS.

## DHS PRINCIPLES

ALL SERVICES WILL BE: HIGH QUALITY—REFLECTING BEST PRACTICES IN CASE MANAGEMENT, COUNSELING, AND TREATMENT. READILY ACCESSIBLE—IN NATURAL, LEAST-RESTRICTIVE SETTINGS, OFTEN COMMUNITY-BASED. STRENGTHS-BASED—FOCUSING ON THE CAPABILITIES OF INDIVIDUALS AND FAMILIES, NOT THEIR DEFICITS. CULTURALLY COMPETENT—DEMONSTRATING RESPECT FOR INDIVIDUALS, THEIR GOALS, AND PREFERENCES. INDIVIDUALLY TAILORED AND EMPOWERING—BY BUILDING CONFIDENCE AND SHARED DECISION-MAKING AS ROUTES TO INDEPENDENCE RATHER THAN DEPENDENCY. HOLISTIC—SERVING THE COMPREHENSIVE NEEDS OF FAMILIES AS WELL AS INDIVIDUALS THROUGH TANGIBLE AID AND A FULL CONTINUUM OF SERVICES—INFORMATION EXCHANGE; PREVENTION; EARLY INTERVENTION; CASE MANAGEMENT & CRISIS INTERVENTION; AFTER CARE.

## OFFICE OF BEHAVIORAL HEALTH - ADMINISTRATION

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*Produced by the Office of Community Relations, 1/09*

## Office of Behavioral Health (OBH) Mental Health Services



*To respond effectively to immediate needs and, utilizing the strengths of individuals and families, empower people with mental illness and children and adolescents with serious emotional disturbance to live successfully.*

# Mental Health Services

## Telephone and Mobile Crisis Intervention Service

**1-888-796-8226**

Allegheny County, in partnership with Western Psychiatric Institute and Clinic (WPIC), supports re:solve, the county-wide crisis intervention service. re:solve provides telephone crisis intervention, mobile behavioral health crisis intervention services and walk-in crisis for all residents of Allegheny County. Confidential crisis counseling (24 hours / 7 days a week), emergency support, and referrals by professional mental health and addictions counselors are available for all County residents – children, adolescents, adults and seniors. Callers will receive immediate crisis counseling and/or be referred to someone for ongoing assistance. A mobile crisis team is available 24 hours / 7 days a week, and walk-in services and short-term overnight services are also available. Specialized teams are on hand for child, adolescent and family interventions. Individuals whose symptoms pose a danger to themselves or others may be mandated for an inpatient psychiatric evaluation. For mental health emergencies that may require involuntary examination and treatment, please call the Information, Referral and Emergency Services (IRES) line at 412-350-4457.

## Inpatient and Extended Acute Care

Inpatient psychiatric services and extended acute care are available for people who are acutely ill to assist with stabilization so that they can return and remain in a community setting during their on-going recovery. Inpatient services help to stabilize symptoms, and extended acute care provides intensive psychiatric/behavioral health intervention 24 hours/day, 7 days/week for up to 180 days. Extended acute care is intended as a step down from an acute hospitalization.

## Community Treatment Services

Most people don't need an inpatient level of care, but do need and want mental health treatment services. These services may include assessment, evaluation, diagnosis, collaborative treatment planning, medication prescription and management, and individual, group, family and play therapies. Community Treatment Services are available in many forms and locations, including people's homes, schools, workplaces or other community settings, as well as in community mental health centers. Community Treatment Services are known by many names, depending upon their focus, location, intensity and frequency. Some community treatment services are known as Outpatient, Partial Hospital, Family-Based Mental Health, Mobile Therapy or Community Treatment Teams.

## Recovery and Rehabilitation Services

Allegheny County citizens with serious mental illnesses have access to a range of services that can help them to function at their optimal levels. People can receive services to help them live their lives fully at home through residential and housing support services, at work through vocational rehabilitation services, and in many areas of their lives through social and psychiatric rehabilitation services.

## Peer Support Services

Adults with mental illness help each other in many ways through Peer Support services. Whether at drop-in centers, in programs or by phone, support, assistance and socialization are available. Through a number of community providers, Allegheny County citizens with mental illness now have access to a consumer-operated system of support and advocacy.

## System of Care for Children and Adolescents with Serious Emotional Disturbance

The Department of Human Services System of Care Initiative (SOI) brings together children and youth with serious emotional disturbance(s), their families, professionals from interrelated fields and other community members into a coordinated network of culturally sensitive services that are designed to meet the "full range" of needs of the young people within their communities. There are three programs in the System of Care Initiative: Starting Early Together (SET) for children from birth to 6 years of age, Community Connections for Families (CCF) for children and youth ages 6 to 14 years and Partnerships for Youth

Transition (PYT) for youth and young adult ages 14 to 25 years.

## Service Coordination

Children and adolescents with serious emotional problems and adults with serious mental illnesses are often involved with a number of systems, such as education, work, physical health care, legal or court, Social Security, Medical Assistance, and Medicare. Each of these systems is focused upon a particular area and may have eligibility requirements, rules, and/or regulations that are often confusing. Service Coordination helps to ensure that the work of these systems is coordinated in the best interest of each consumer.

## Community Information, Outreach and Consultation Services

The Mental Health system in Allegheny County works with schools, employers and social services to ensure that education and services are available to all Allegheny County residents who need and want them. Education services are an important part of ensuring that Allegheny County residents have factual information that dispels the fear, prejudice and stigma that are often borne by people with mental illness. On site assessments and treatment, as well as consultations with teachers, principals, guidance counselors and parents are available in school districts throughout Allegheny County. In addition, direct assistance and advocacy services are provided to children and parents in developing individualized education plans for children and adolescents with emotional problems.

## Behavioral Health Partnerships with School Districts

The Partnerships:

- Offer on-site assessment and treatment;
- Consult with teachers, principals, guidance counselors and parents; and
- Provide assistance to children and parents in developing individualized education plans for children with emotional problems.