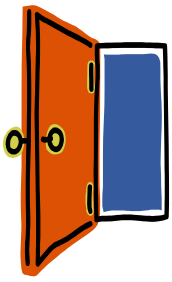
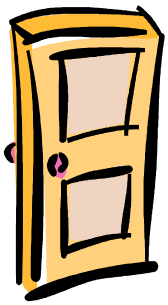
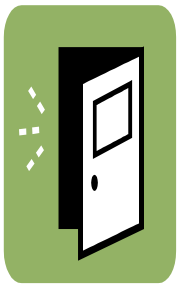
THE MANY DOORS TO CONSUMER EMPOWERMENT







A Guide to Advocacy for
Mental Health Consumers
in Pennsylvania

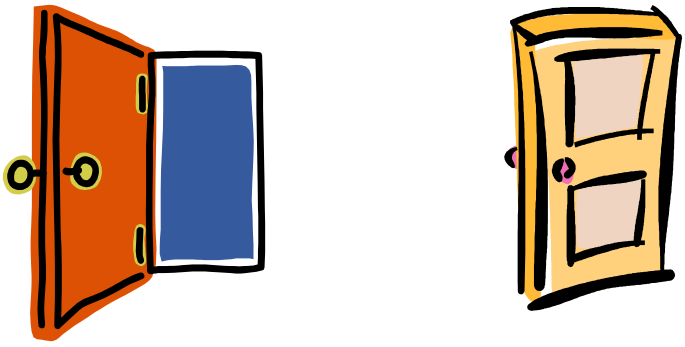
PENNSYLVANIA Health Law PROJECT

PMHCA

Last Updated 2011

“The Doors We Open and Close Each Day Decide the Lives We Live”

Flora Whittemore



There is a lot of talk lately in the mental health system about “Consumer Empowerment”. Consumer empowerment is about taking your life into your own hands. It is about making choices and decisions that work for you. It is about deciding which doors to open and which doors to close.

This guide was created to help people in Pennsylvania who are dealing with mental illness learn about the mental health system and when, where, and how you can shape it – if you choose to.

Some of this may be of interest to you – some may not. There may be one door, or several, you want to open and explore further.
It is your Choice!

That is the whole point of Consumer Empowerment.

Why Get Involved?

Inspiration from other consumers who chose to get involved in shaping the mental health system…

"I can help change what happens to me and others; it has helped to benefit my recovery" – EVELYN

"If you're better informed, you can be a better advocate" – SANDRA

"I feel like I can make a difference" – ANTHONY

"Ongoing relationships with policymakers mean a lot. He looked us in the eyes. Now we're more like equals" – RUTHANN

"I feel useful enough to feel that I am making a difference in the community"
– CARLA

"I have learned how to listen, then react" – DANNI

"We've learned to persevere and not give up!" – CHRIS

"Even if nothing changes, we feel like we gave it our best shot" – JAMES

"I feel more comfortable as a leader" – CHUCK

"I want to pass it on – information, energy, the belief that we're worth advocating for" – ROSE MARIE

You Can Make a Difference too!

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- Flora Whittemore

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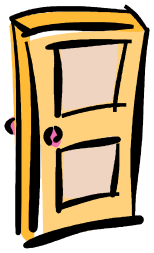
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What's Behind Door Number **1***?*



"The Language of Mental Health"

The Mental Health system, like most systems, has a language all its own. In order to navigate this system it is helpful to learn the language that others use. Words such as "consumer empowerment" and "recovery" have become an important part of the language of mental health.

The Mental Health System – "Then" & "Now"

"Then" - The History of the Mental Health System

For many, many years people with serious mental illness were not expected to get well. Since people were not expected to get well, they needed to be "taken care of" by doctors, nurses, therapists, family members, and institutions. Back then; there was little hope for people with serious mental illness to have a full and meaningful life.

"Now" - What Has Changed?

Over the years there has been a growing voice of consumers/survivors/ex-patients speaking out about their experiences with mental health and their journey toward wellness. The consumers at the forefront of the movement began to describe the elements that were critical to healing. Relationships, hope, choice, and meaning were identified as key to recovery. In addition, improved medications have been helpful in managing symptoms without awful side effects.

More Behind Door Number **1***…*

What Role Can I Play in the Recovery Movement?
Before the recovery movement, the mental health system relied on the knowledge and experience of doctors, therapists, nurses and other professionals to determine what was best for people dealing with mental illness. Now, the recovery movement relies on the knowledge and experience of consumers, partnering with professionals and the community. Read on to learn about the different ways you can help the mental health system move toward recovery by becoming an empowered and involved consumer.

Mental Health Recovery

What is meant by Recovery?
Recovery is a self-determined and holistic journey that people undertake to heal and grow. Recovery is facilitated by relationships and environments that provide hope, empowerment, choices, and opportunities that promote people reaching their full potential as individuals and community members. – *OMHSAS "A Call for Change"*

How Can a Mental Health System Support Recovery?
To support recovery, the focus must be on consumer choice, hope, and healing. Doctors, therapists, and mental health administrators must treat consumers and family members as partners in the system of care.

How Can I Help Build a Mental Health System that Supports Recovery?
There are many, many ways – here are just a few:

1) Get involved – speak up and speak out by sharing your thoughts, feelings, and ideas.
2) Attend CSP meetings. *(See Page 7)*
3) Help develop your county's Mental Health Plan. *(See Page 9)*
4) Encourage and support other consumers to get involved.
5) Help your county build a strong Consumer/Family Satisfaction Team. *(See Page 8)*
6) Treat others in the system with respect and expect the same for yourself.
7) Help develop the Service Area Plan for your county's state hospital. *(See Page 10)*
8) Help your county develop consumer-driven services. (*See Page 13)*
9) Develop support groups for consumers. (*See Page 19)*
10) Work as a partner with providers, other consumers, family members, advocates, county mental health administrators, workgroups, and committees.

More Behind Door Number **1***…*

Consumer Empowerment

What is Consumer Empowerment?

Simply said, "Consumer Empowerment" means feeling in charge of your own life, your mental illness, and your recovery. This doesn't mean you don't need help. It means others work with you instead of doing for you.

What is a Consumer Empowered Mental Health System?

It is a system that includes consumers in all decision-making about programs and policies. It is a system where you - the consumer - have a voice, have choices, and have access to the services and supports you need. It is a system where you have the opportunity to develop and run services. It is a system of partnering and mutual respect.

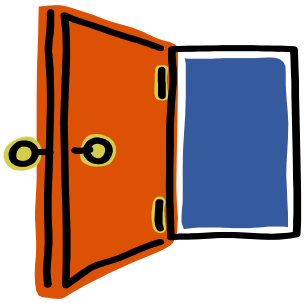
How Do I Help Build a Mental Health System that Supports Consumer Empowerment?

First, become empowered as a consumer. Not everyone will be empowered in the same way. The idea is to find the tools you need to support your recovery and life. You may have to do something new or uncomfortable to start to take charge of your life. Trust what you know about yourself and share that knowledge. Keep sharing with others until you are sure you are being heard. Then, work with people in the mental health system to make sure it is hearing your voice and the voices of many consumers. Insist that services and supports are developed with consumers, for consumers, and by consumers!

How Do I Do That?

Read on to learn more about the many doors to a consumer empowered mental health system…

What's Behind Door Number 2?



"Who's Who in the Mental Health System?"

The Mental Health "System" consists of consumers, family members, providers, advocates, behavioral health plans, and county and state mental health administrators. To be an effective consumer advocate, it is helpful to know the role of each part of the system and how to contact and connect with others who make up the system, in order to shape the system.

Providers

Providers are doctors, therapists, case managers, social workers, nurses, and other mental health professionals who offer individual, family, or group treatment services to those with mental illness and to mentally ill substance abusers. There are different types of provider agencies such as partial hospital programs, outpatient programs, and psychiatric rehabilitation programs. To learn more about the providers in your county, contact your county Mental Health Program. Turn to Page 23 for contact information for your county.

Advocacy Organizations

These organizations support and help those dealing with mental illness, addictions, or both. Advocacy organizations support consumer empowerment. On Pages 15 & 16 you will find information about several local, regional, and statewide advocacy organizations. Consumers can also choose to start their own advocacy organization.

More Behind Door Number 2…

Behavioral Health Plans

Behavioral health plans are managed care organizations that provide mental health and drug & alcohol services through contracted providers. If you have Medical Assistance (ACCESS card) your behavioral health plan is a Behavioral Health Managed Care Organization, which vary from county to county. These plans have consumer advisory boards and complaint and grievance panels that include consumer representation. As a consumer involved with the health plan, you can help assure that others get the services they need. If you are in one of these health plans you can call them to learn more about opportunities for consumer participation. Turn to Page 26 for the phone number of the behavioral health plan in your county.

Single County Authority

The Single County Authority (SCA) is the county administration that is responsible for oversight of drug & alcohol service providers in your county. The Single County Authority is charged with monitoring the quality and quantity of providers in the county to meet the prevention, intervention and treatment needs related to drug and alcohol abuse and addiction. The SCAs, in turn, are monitored by the Bureau of Drug & Alcohol Programs within the state's Department of Health. Turn to Page 39 for the contact information for the SCA in your county.

County Mental Health Administrators

Each county mental health office has a mental health administrator and other staff responsible for the oversight of mental health services and supports in the county. It is important for county staff to have regular contact with, and input from, consumers and family members about what is and isn't working in the mental health system. The county staff works <u>for</u> the consumers and their families. Turn to Page 23 to find out how to contact your county mental health administrators.

More Behind Door Number **2***…*

State Mental Health Administrators

The people at the state level who are responsible for developing and monitoring the mental health system for Pennsylvania work for the PA Department of Public Welfare (DPW) in the Office of Mental Health and Substance Abuse Services (OMHSAS). OMHSAS is advised by the Mental Health Planning Council, also known as the OMHSAS Advisory Committee (OMHSAS Advisory *See Page 11*). Staff work together with each of the county mental health offices, but are also responsible for making sure the county administrators are meeting the needs of mental health consumers and their families.

The OMHSAS Office is divided into 4 regions across the state. The Western Region Field Office oversees 23 counties: *Erie, Warren, McKean, Potter, Crawford, Venango, Forest, Elk, Cameron, Mercer, Clarion, Jefferson, Clearfield, Lawrence, Butler, Armstrong, Indiana, Beaver, Allegheny, Westmoreland, Washington, Fayette and Greene*. Their phone number is 412-565-5226.

The Central Field Office oversees 24 counties: *Clinton, Lycoming, Columbia, Centre, Union, Montour, Snyder, Northumberland, Mifflin, Cambria, Blair, Juniata, Dauphin, Huntington, Perry, Lebanon, Cumberland, Lancaster, Somerset, Bedford, Fulton, Franklin, Adams and York.* Their phone number is 717-705-8396.

The Northeast Field Office oversees 15 offices: *Tioga, Bradford, Susquehanna, Wayne, Sullivan, Wyoming, Lackawanna, Pike, Luzerne, Monroe, Carbon, Schuylkill, Lehigh, Northampton and Berks.* Their phone number is 570-963-4335.

The Southeast Field Office oversees 5 counties: *Bucks, Montgomery, Chester, Delaware and Philadelphia.* Their phone number is 610-313-5844.

What's Behind Door Number **3***?*



"Learning How I Can Make a Difference"

There are many ways for you to shape the mental health system so that it responds to your needs and the needs of other consumers in your county. Learn about the parts of the system that are already in place where you can add your voice.

The Community Support Program (CSP)

What is CSP?
CSP stands for Community Support Program. Every county has or should have a CSP that works as a group to address issues about mental health. The group includes consumers, family members, providers - anyone interested in improving the mental health system. Everyone is welcome!

When Do CSPs Meet?
Most groups meet monthly for 1-2 hours. Call your County Mental Health office to find out when and where CSP meets in your county. See page 23 for the phone number of your County Mental Health Program.

What Happens at CSP Meetings?
There are discussions about ways to improve the programs and support services for people dealing with mental illness, and announcements about upcoming events. Meetings are used to problem solve areas of concern in the mental health system. Some examples include monitoring services (C/FST reports) and advising in the county planning process.

More Behind Door Number **3***…*

What Could I Contribute at a CSP Meeting?
Whatever fits for you. Some people share ideas, some share personal experiences, some ask questions, some listen to what others have to say.

Why is My Voice Needed at CSP Meetings?
Because you know what works best for you. Without your ideas, thoughts and opinions, others are just making their best guess about what you want and need for your recovery.

The Consumer/ Family Satisfaction Team (C/FST)

What is the Consumer/Family Satisfaction Team (C/FST)?
The C/FST is a group of consumers and family members who interview other consumers and family members about the mental health services they have received.

Why Are People Interviewed?
So they can share what they liked, and what they didn't, about the services they received and make suggestions for improvements. Interviews can be done anonymously.

How is the Information from the Interviews Used?
The information is used to address, correct or improve a specific problem with a behavioral health provider, and/or to make improvements to a part of the behavioral health system.

Where Do the Interviews Take Place?
The interviews can take place in person or over the phone. In person interviews occur at a provider site or any place that is comfortable and convenient.

How Long Does the Interview Take?
The interview can be completed in 20 minutes to an hour, depending on how much the person has to say.

More Behind Door Number **3***…*

How Can I Get Involved with the C/FST?
Here are just a few ways to get involved:

1) You can be interviewed about any mental health or drug & alcohol services you receive.
2) You can ask your provider or your county CSP to schedule a speaker from the C/FST to talk more about the purpose of C/FST.
3) You can become employed as a C/FST interviewer if your county Team is hiring.

How Do I Contact the C/FST?
Turn to Page 28 for the contact information for your C/FST Program.

The County Mental Health Plan

What is the County Mental Health Plan?
The Mental Health Plan is the document that sets out the mission, goals, and needed services for adults with mental illness, in a given county. It is important that this plan be developed with input from consumers and family members who use public mental health services.

What is the Purpose of the County Mental Health Plan?
The purpose of the Plan is for the county to describe the current efforts being made, as well as the efforts still needed, to enable adults with mental illness to live, work, learn and participate fully in their communities.

Is a New Plan Written Each Year?
Yes, but the county should always be reviewing the past Plan when developing the next year's Plan to determine what needs to stay the same and what changes should be made.

Is the Mental Health Plan Available to Anyone Who Wants to See It?
Absolutely! The current Plan, as well as past Plans, can be obtained at the County Mental Health Administration office or a copy can be mailed to any

person requesting it. See Page 23 to find out how to contact your County Mental Health office.

Why Might I Want to get Involved in the Mental Health Planning Process?
Because you want to make sure you and others have the services you need. For example, if your county does not have a drop-in center, you can advise that one be included in the county plan.

How Can I Get Involved in the Mental Health Planning Process?
There are several ways:

1) Find out what is in the current county Mental Health Plan.
2) Find out what mental health services and supports currently exist in the county.
3) Find out what services may be needed, by asking consumers and family members.
4) Identify what services are **not** helpful and where program funding can be shifted to build new programs.
5) Tell other consumers and family members about the importance of the Mental Health Plan and the importance of their input.
6) Attend the CSP meetings (see Page 7) to discuss the Plan.
7) Ask questions about the Plan. If something in the Plan doesn't make sense, say so.
8) Ask questions about the cost of services to help determine the value of a given service.
9) Provide ideas and suggestions about the services and supports needed in the county to be included in the Plan.

The Service Area Plan

What is the Service Area Plan?
This is a Plan developed by a group of counties and their state hospital that lays out how to decrease the use of state hospitals and increase the use of community mental health services for consumers.

What is the Purpose of the Service Area Plan?
To bring together all interested persons to identify the strengths and needs of each county's community mental health services and support for adults.

More Behind Door Number **3***…*

What is the Service Area?
The service area is the counties served by each state hospital. For example, the area served by Allentown State Hospital includes Lehigh, Northampton, Carbon, Monroe and Pike counties. Contact your County Mental Health Office (see Page 23) to find out which state hospital covers your county.

Are All the Service Area Plans Working Toward the Same Goals?
Yes. The state Office of Mental Health and Substance Abuse Services developed three goals to be reached over a five-year period. The shared goals are: 1) within five years, no person will remain in a state hospital for more than two years, 2) within five years, no person will be involuntarily committed to a community hospital more than twice in one year, 3) within five years, the number of consumers who end up in jail will be reduced.

How Can I Get Involved in Meeting the Goals of the Service Area Plans?
There are several ways to get involved:

1) Become familiar with your county's Service Area Plan by reading it and reviewing it.
2) Contact the county Mental Health Administration to find out when and where the Service Area Plan meetings occur.
3) Attend meetings when possible and provide ideas about what services and supports you and others need to stay well and live in the community.

OMHSAS Advisory Committees

What are the OMHSAS Advisory Committees?
The OMHSAS Advisory Committees are 3 Committees made up of appointed members who are responsible for providing feedback to OMHSAS on the mental health and drug and alcohol service system in PA. The 3 Committees are the Adult Committee, the Older Adult Committee and the Children's Committee. The Committee members are consumers, persons in recovery from addictions, family members, providers, advocates, health plans and county administrators. There are 30 people appointed to each Committee, as well as OMHSAS staff.

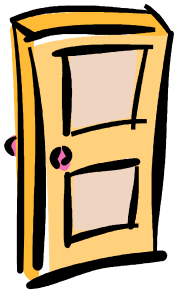
More Behind Door Number **3***…*

What Issues Would the Committees Raise with OMHSAS?
Any number of issues that affect mental health and drug and alcohol services in the State. For example, the Children's Committee might advise OMHSAS about the need for more in-home services for kids with mental health issues. Or the Adult Committee might make recommendations for the state to increase the number of services for persons with both mental illness and substance abuse problems.

How Often Do the Committees Meet?
The Committees meet every other month in Harrisburg for a daylong meeting. The 3 Committees each meet half the day, and then all 3 Committees meet jointly for half the day. **Meetings are open to non-members.** There are also workgroups that meet at other times and communication that occurs by mail or email. The workgroups are open to non-committee members.

How Can I Get Appointed to One of the Three Committees?
You must complete an application and submit it to OMHSAS. Generally speaking, you need to be involved in local activities such as CSP, SAP or C/FST before getting appointed to one of the statewide OMHSAS Advisory Committees. If you are appointed, your travel expenses to and from the meetings are reimbursed by OMHSAS.

What's Behind Door Number 4?



"Consumer-Driven Programs"

It is essential for consumer-driven programs to be at the core of a mental health system that is consumer-empowered and recovery-focused. Listed below are examples of consumer-driven programs. Find out if programs like these, or others, exist in your county.

Drop-in Centers
These are places designed for consumers and operated by consumers, although some Drop-ins are not consumer driven. Drop-in centers can offer a range of services such as psychosocial rehabilitation, socialization, education, support, community outreach, recreation, computer skills, job skill development, budgeting classes and other recovery tools. These "other recovery tools" might include learning to develop a Wellness Recovery Action Plan (WRAP) or how to write a Mental Health Advanced Directive. Turn to Page 32 for a list of Drop-in Centers.

Psychiatric Rehabilitation Programs
Commonly referred to as "Psych Rehab", these programs are key to a consumer-empowered mental health system. Psych Rehab is a non-medical service for people with serious mental illness to help them achieve success in living, learning, working, and in their social and family relationships. There are three types of psychiatric rehabilitation programs: mobile services (provided to you in your home); site based (provided at a facility); and the clubhouse model (focused on work-related activities). Each consumer's psych rehab program is unique because it is developed by the consumer based on his or her own needs, goals and desires.

More Behind Door Number **4***…*

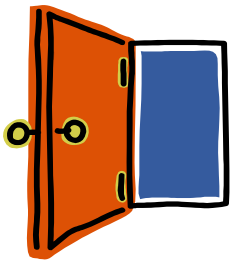
Warmline
A Warmline is a confidential telephone support service for those dealing with mental illness. (A Warmline is not a crisis line.) Trained consumers who are recovering from mental illness staff the Warmline. The Warmline offers guidance, support, reassurance and a listening ear, to consumers who may be feeling stressed, lonely, anxious, confused or depressed. A Warmline also offers hope from a consumer who has been in the same shoes as the caller.

Peer Support
Peer Support Services are offered by consumers for consumers with mental illness. The consumers providing these services are trained to offer others support and assistance in their recovery. Support services can include advocacy, education, help with developing community supports, crisis management, and referrals to other services. These services are designed to promote empowerment, self-determination and coping skills for consumers through mentoring and connections to other needed resources.

Fairweather Lodge
Fairweather Lodge is a program where consumers live and work together and provide support to one another. Consumers live together in small groups in a house and own and operate a small business. There is no live-in professional staff at any Lodge, but they are available for training and emergencies. Together, consumers manage their household and their business by sharing responsibilities and using group problem solving skills.

Contact your County Mental Health office to find out if any of the above consumer-driven programs exist in your county. *Turn to Page 23 for the contact information for your County Mental Health office.*

What's Behind Door Number 5?



"Join Others in Consumer Empowerment"

There are many local and statewide organizations that are focused on consumer empowerment. Those listed below are membership organizations you can join if you choose.

Pennsylvania Mental Health Consumers Association (PMHCA) – This statewide organization is governed and operated by and for mental health consumers. It provides individual advocacy, systems advocacy, information and referrals, technical assistance to CSP and C/FST, and a resource library for mental health consumers. PMHCA also provides trainings on topics such as empowerment and recovery. Membership dues for consumers are $10 a year and can be waived for those with a fixed income. PMHCA can be reached at 1-800-887-6422 or by emailing them at pmhca@pmhca.org. You can learn more about PMHCA on their website at www.pmhca.org.

The Mental Health Association in Pennsylvania (MHAPA) – This organization works on behalf of mental health consumers through advocacy, education and public policy. Advocacy work focuses on consumer empowerment and making sure people have access to services and supports. Education is provided to eliminate discrimination against mental illness by improving public understanding, attitudes and actions regarding mental health and mental illnesses. Public policy work is focused on developing and supporting policies that promote mental health, consumer empowerment and access to care. MHAPA can be reached at 1-866-578-3659 or by emailing them at info@mhapa.org. You can learn more about MHAPA on their website at www.mhapa.org.

See Page 30 for a list of local Mental Health Associations (MHAs).

More Behind Door Number **5***…*

NAMI PA – This is a statewide organization that helps mental health consumers and their families rebuild their lives and meet the challenges of mental illness. NAMI PA provides programs of support and education, and advocates for better mental health services for their members. They also work to fight stigma and discrimination against those with mental illness through public education. NAMI PA can be reached at 1-800-223-0500 or by emailing them at nami-pa@nami.org. You can learn more about NAMI PA on their website at www.namipa.org. The website also includes information, news and website for NAMI PA affiliates from across Pennsylvania.

The Pennsylvania Recovery Organizations Alliance, Inc. (PRO-A) – This organization works to eliminate stigma and discrimination against those affected by alcoholism and other drug addiction through education and advocacy. They do this by providing education and outreach, developing their membership, publishing a newsletter and monitoring the activities and budgets of state and county agencies responsible for drug and alcohol services. You can contact PRO-A at 1-800-858-6040 or by emailing them at info@pro-a.org. You can learn more about PRO-A on their website at www.pro-a.org. The website also provides information about the PRO-A Regional Affiliates from across the state; Message Carriers, the RASE Project, PRO-ACT and MOMSTELL, that provide services to specific counties.

What's Behind Door Number# 6?



"Learning the Jargon"

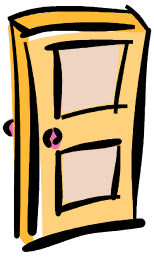
The Mental System has a language all its own. It is helpful to become familiar with the acronyms (those initials everyone loves to use!)

Acronyms – Commonly used initials that stand for something

BH-MCO	Behavioral Health Managed Care Organization
CAO	County Assistance Office
C/FST	Consumer/ Family Satisfaction Team
CPS	Certified Peer Specialist
CRR	Community Residential Rehabilitation
CSP	Community Support Program
CSTAP	Consumer Satisfaction Team Alliance of PA
D&A	Drug & Alcohol
DPW	Department of Public Welfare
HC	HealthChoices
HMO	Health Maintenance Organization
ICM	Intensive Case Manager
LTSR	Long Term Structured Residence
MA	Medical Assistance
MCO	Managed Care Organization
MH	Mental Health
MHA	Mental Health Association
MR	Mental Retardation
NAMI	National Alliance for Mental Illness
OMAP	Office of Medical Assistance Programs
OMHSAS	Office of MH and Substance Abuse Services
PCP	Primary Care Practitioner
PH-MCO	Physical Health Managed Care Organization
RC	Resource Coordinator
SAP	Service Area Plan
SSA	Social Security Administration
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income
WRAP	Wellness Recovery Action Plan

☺ Just when you learn all of these, there will surely be new ones added!☺

What's Behind Door #7?



"Volunteering"

Volunteering is another way to become an empowered consumer. Here are a few ways you can get involved to help yourself, other consumers and the mental health system.

Serving on a Board of Directors

What is a Board of Directors?
A Board of Directors is the group of people who are legally responsible for the oversight of a non-profit organization. For example, non-profit mental health treatment programs, drop-in centers and mental health associations all have a Board of Directors.

What Do the Board Members Do?
Board members are legally responsible for making sure the organization carries out its mission and have funding to continue its work. Board members have duties such as monitoring the organization's programs and budgets, raising money, planning short-term and long-term goals, and raising awareness about the work of the organization.

How Can I be an Effective Board Member?
- Attend all board meetings.
- Become very familiar with the organization's programs.
- Contribute your time, ideas, experience and expertise.
- Act in the best interest of the organization.

More Behind Door Number 7…

Serving on an Advisory Council

What is an Advisory Council?
An advisory council provides advice to behavioral health managed care plans or an organization's Board of Directors and/or the staff. An advisory council is different from the Board because they do not have the legal responsibility for the organization. The council is often made up of people who have first-hand experience with the services of the organization. Mental health consumers make good advisory council members for mental health organizations.

What Do the Advisory Council Members Do?
Often advisory council members are given specific tasks to work on, or subjects to explore. The Board of Directors might ask the advisory council to make recommendations about one area of the organization such as ways to expand services or how to improve services.

How Can I Be an Effective Member of an Advisory Council?
Understand the organization, attend meetings, and contribute your ideas and experiences.

Consumer-Run Support Groups

What are Consumer-Run Support Groups?
These are groups created by mental health consumers for mental health consumers. Support groups share experience and hope with one another about mental illness and recovery. There are no professionals who participate in consumer-run support groups, but some consumers are professionals in the community.

What Types of Support Groups are there?
There are no limits to the types of support groups that exist or that can be created. There are groups for people dealing with certain illnesses such as depression or bipolar disorder. There are groups for people with mental illness

and addiction, which are sometimes called "double-trouble" groups. There are support groups for family members of those with mental illness. There are groups for men only, or for women only, or for parents of kids with mental illness.

Where Do Support Groups Meet?

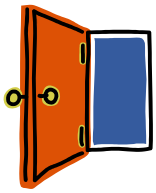
Groups can meet anywhere they find an available space. Many places such as drop-in centers, churches or provider organizations provide free space for support groups to meet.

Conclusion

How Do I Know Which Doors to Open?

This guide contains a lot of information about consumer empowerment and how consumers can shape the mental health system to meet their needs. Read the information in the boxes below for a review of how, when and where you can make a difference.

If you want to give input on the services you are now getting ---



Open the door to the Consumer/ Family Satisfaction Team
See Page 8

If you want to work with others on mental health consumer advocacy and education---



Open the doors to CSP, PMHCA, MHAPA, or NAMI
See Pages 7, 15 & 16

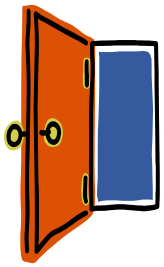
If you have ideas for new programs in your county ---



Open the door to the County Mental Health Plan
See Page 9

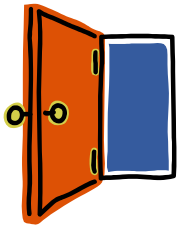
More of the Conclusion…

If you want the right community programs in place to keep consumers out of state hospitals ---



Open the door to the Service Area Plan
See Page 10

If you want to work with others on drug & alcohol advocacy---



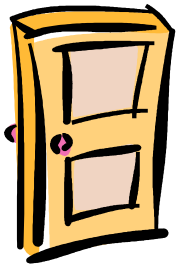
Open the door to
Pro-A
See Page 16

If you want to know more about what is happening in mental health and recovery in your county---



Open the door to a CSP meeting
See Page 7

If you want to meet others and share your experiences---



Open the door to a Drop-in Center
See Page 13

APPENDIX

County Mental Health/Mental Retardation Offices

Allegheny
Marc Cherna
(412) 350-5701

Armstrong/Indiana
Kenneth Sheasley
(724) 548-3451

Beaver
Gerard Mike
(724) 847-6225

Bedford/Somerset
Randy Hay
(814) 443-4891

Berks
Edward B. Michalik
(610) 478-3271

Blair
Lisa Hann
(814) 693-3023

Bradford/Sullivan
Bill Lavelle
(570) 265-1760

Bucks
Phillip Fenster
(215) 442-0760

Butler
Carmine Scotece
(724) 284-5114

Cambria
Cindy McLaughlin
(814) 534-2800

Cameron/Elk/McKean
Cynthia Zembryki
(814) 362-4601

Carbon/Monroe/Pike
Sheila Theodorou
(570) 420-1900

Centre
Carol Waltz
(814) 355-6782

Chester
Gary Entrekin (Acting)
(610) 344-6265

Clarion
Evan Dittman
(814) 226-1080

Clearfield/Jefferson
Colette Dushac
(814) 265-1060

Columbia/Montour/Snyder/Union
Philip Keating
(570) 275-5422

Crawford
David Crowe
(814) 336-4352

Cumberland/Perry
Dennis Marion
(717) 240-6320

Dauphin
Dan Eisenhauer
(717) 780-7050

Delaware
Dorothy Klein
(610) 713-2330

Erie
Mary Kwiatkowski
(814) 451-6800

Fayette
Lisa Ferris-Kusniar
(724) 430-1370

Forest/Warren
Mary Kushner
(814) 726-2100

Franklin/Fulton
Kelly Goshen
(717) 264-5387

Greene
Karen Bennett
(724) 852-5276

Huntingdon/Mifflin/Juniata
Patricia Serra
(717) 242-6467

Lackawanna/Susquehanna
Stephen Arnone
(570) 346-5741

Lancaster
Jim Laughman
(717) 299-8021

Lawrence
John Klenotic
(724) 658-2538

Lebanon
Kevin Schrum
(717) 274-3415

Lehigh
M. Elizabeth Miosi
(610) 782-3500

Luzerne/Wyoming
Toni Cisowski
(570) 825-9441

Lycoming/Clinton
Deborah Duffy
(570) 323-6467

McKean
Charlotte Chew-Sturm
(814) 887-3357

Mercer
Catherine Main
(724) 662-1550

Montgomery
Eric Goldstein
(610) 278-3642

Northampton
Kathleen Kelly
(610) 974-7555

Northumberland
Judith Davis
(570) 495-2002

Philadelphia
Michael Covone
(215) 685-5460

Potter
James Kockler
(814) 544-7315

Schuylkill
Dan McGrory
(570) 621-2890

Tioga
Samuel Greene
(570) 724-5766

Venango
Jayne Romero
(814) 432-9753

Washington
Robert Harms
(724) 228-6832

Wayne
Margaret Ennis
(570) 253-9200

Westmoreland
Kathleen Wohlgemuth
(724) 830-3617

York/Adams
Steve Warren
(717) 771-9618

Behavioral Health Plans

Community Care Behavioral Health Organization
www.ccbh.com

Adams
1-866-738-9849

Allegheny
1-800-553-7499

Berks
1-866-292-7886

Bradford
1-866-878-6046

Cameron
1-866-878-6046

Carbon
1-866-473-5862

Centre
1-866-878-6046

Chester
1-866-622-4228

Clarion
1-866-878-6046

Clearfield
1-866-878-6046

Columbia
1-866-878-6046

Elk
1-866-878-6046

Forest
1-866-878-6046

Huntingdon
1-866-878-6046

Jefferson
1-866-878-6046

Juniata
1-866-878-6046

Lackawanna
1-866-668-4696

Luzerne
1-866-668-4696

McKean
1-866-878-6046

Mifflin
1-866-878-6046

Monroe
1-866-473-5862

Montour
1-866-878-6046

Northumberland
1-866-878-6046

Pike
1-866-473-5862

Potter
1-866-878-6046

Schuylkill
1-866-878-6046

Snyder
1-866-878-6046

Sullivan
1-866-878-6046

Susquehanna
1-866-668-4696

Tioga
1-866-878-6046

Union
1-866-878-6046

Warren
1-866-878-6046

Wayne
1-866-878-6046

Wyoming
1-866-668-4696

York
1-866-542-0299

TTY
1-877-877-3580

En Español
1-866-229-3187

Community Behavioral HealthCare Network of Pennsylvania, Inc.
1-888-722-8646
www.cbhnp.org

Bedford	Cumberland	Fulton	Lycoming
Blair	Dauphin	Lancaster	Perry
Clinton	Franklin	Lebanon	Somerset

Value Behavioral Health of Pennsylvania
http://www.vbh-pa.com
TTY (hearing impaired) 1-877-615-8502

Armstrong
1-877-688-5969

Beaver
1-877-688-5970

Butler
1-877-688-5971

Cambria
1-866-404-4562

Crawford
1-866-404-4561

Erie
1-866-404-4560

Fayette
1 877-688-5972

Greene
1-877-688-5973

Indiana
1-877-688-5974

Lawrence
1-877-688-5975

Mercer
1-866-404-4561

Venango
1-866-404-4561

Washington
1-877-688-5976

Westmoreland
1-877-688-5977

Community Behavioral Health
www.phila-bhs.org

Philadelphia 1-888-545-2600

Magellan Behavioral Health
www.magellanhealth.com

Bucks 1-877-769-9784
Delaware 1-888-207-2911
Montgomery 1-877-769-9782
Northampton 1-866-238-2312
Lehigh 1-866-238-2311

Consumer and Family Satifaction Teams (C/FSTs) in Pennsylvania

Allegheny County
Consumer Action Response Team, CART
NAMI Southwestern Pennsylvania
(412) 281-7333

Armstrong/Indiana C/FST
NAMI Southwestern Pennsylvania
Armstrong (724) 548-1151
Indiana (724) 471-7108

Beaver County C/FST
MHA of Beaver County
(724) 775-7650

Bedford C/FST
Bedford MH/MR
(814) 623-5166

Berks C/FST
MHA of Reading and Berks
(610) 775-3000

Blair County CST
Contact Altoona
(814) 946-0531

Bradford/Sullivan CST
The Main Link
(570) 888-5083

Bucks County CST, Inc.
Creating Satisfaction Together
(215) 442-1599

Butler County C/FST
The Grapevine Center
(724) 283-1704

Cambria County C/FST
NAMI of Cambria County
(814) 322-7380

Cameron and Elk CST
Cameron/Elk MH/MR
(814) 772-8016 x141

Carbon/Monroe/Pike CST
Resources for Human Development
(570) 476-9228

Centre County C/FST
Belfonte Family Resource Center
(814) 357-8286

Chester County C/FST
COAD Group
(610) 594-9740

Clarion County CST
Clarion County MH/MR
(814) 226-6252 ext. 518

Clearfield/Jefferson CST
Clearfield/Jefferson MH/MR
(814) 265-1060 ext. 361

Lycoming/Clinton CST
CILNCP
(570) 327-9070 ext.104 or 800-984-7492

Columbia/Montour/
Snyder/Union – CMSU CST
Outlook of CMSU
(570) 784-2208

Crawford County CST
(814) 336-2152

Cumberland/Dauphin/Perry/
Lebanon/Lancaster/
Huntingdon/Mifflin/Juniata
Consumer Satisfaction Services
(717) 651-1070

Delaware County FST
MHA of SE PA
(610) 713-9401 ext. 104
Delaware County CST, Inc.
Philadelphia CST
(610) 713-2388

Erie County CST
MHA of Northwestern PA
(814) 452-4462

Fayette County CST
MHA in Fayette County
(724) 438-6738

Forest/Warren CST
Forest/Warren Dept. of Human Services
(814) 726-8432

Franklin/Fulton CST
MHA of Franklin/Fulton
(717) 264-4301

Greene County C/FST
Steps in Side Inc.
(724) 852-5395

Lackawanna/Luzerne/Susquehanna/
Wayne/Wyoming CST
Advocacy Alliance
(570) 342-7762

Lancaster
CST of Lancaster County
(717) 397-0600

Lawrence County CST
PMHCC
(724) 657-0226

Lebanon County CST
MHA of Lebanon County
(717) 273-5781

Lehigh/Northampton
Lehigh Valley C/FST Inc.
(610) 861-2741

Mercer County C/FST
(724) 962-2690

Montgomery
CST of Montgomery County, Inc.
(610) 270-3685

Montgomery County FST
Youth and Family Advocacy Center
(610) 279-8511 x123

Northumberland County C/FST
NORCO
(570) 648-8545

Philadelphia
CST of Philadelphia
(215) 923-9627

Potter County CST
Potter County Human Services
(814) 544-7315

Schuylkill County C/FST
Advocacy Alliance
(570) 628-0155

Somerset County CST
Somerset County MH/MR
(814) 443-4891

Venango County C/FST
Community Services of Venango County
(800) 611-6217 ext. 39

Washington County C/FST
Community Action Southwest
(724) 225-9550 ext. 405

Westmoreland C/FST
MHA in Westmoreland County
(724) 834-6351

York/Adams C/FST
York/Adams MHA
(717) 843-6973

Mental Health Associations (MHAs) in PA

MHA of Allegheny County
1945 Fifth Avenue
Pittsburgh, PA 15219
Telephone: 412/391-3820
Fax: 412/391-3825
www.mhaac.net

MHA in Armstrong County
150 South Jefferson Street
Suite 4
Kittanning, PA 16201
Telephone: 724/548-5054

MHA in Beaver County
105 Brighton Avenue
Rochester, PA 15074
Telephone: 724/775-4165
Fax: 724/775-8523
www.mhapa.org/beaver.htm

Mental Health Association in Butler
140 North Elm Street
Butler, PA 16001
Telephone: 724/287-1965
Fax: 724/287-7090

MHA of the Capital Region
111 Valley Street Extension
Marysville, PA 17053
Telephone: 717-957-4263
Fax: 717/957-4299

MHA of the Central
Susquehanna Valley
37 West Main Street, Suite 204
Bloomsburg, PA 17815
Telephone: 570/784-9583
Fax: 570/784-3220

MHA in Fayette County
27 Connellsville Street
Uniontown, PA 15401
Telephone: 724/438-6738
Fax: 724/438-8484

MHA of Franklin / Fulton County
540 East Washington Street
Chambersburg, PA 17201
Telephone: 717/264-4301
Fax: 717/264-3591

MHA in Lancaster County
639 Janet Avenue
Lancaster, PA 17601
Telephone: 717/397-7461
Fax: 717/397-2530
www.mhapa.org/lancaster.htm

MHA of Lebanon County
136 North 9th Street
Lebanon, PA 17046-4903
Telephone: 717/273-5781

MHA of Northwestern PA
1101 Peach Street
Erie, PA 16501
Telephone: 814/452-4462
Fax: 814/456-6593
www.mhanp.org

Northeastern PA –
The Advocacy Alliance
846 Jefferson Avenue
P.O. Box 1368
Scranton, PA 18501
Telephone: 570/342-7762
Fax: 570/207-9194
www.theadvocacyalliance.org

MHA of Reading & Berks County
122 West Lancaster Avenue, Suite 207
Shillington, PA 19607-1874
Telephone: 610/775-3000
Fax: 610/775-4000

Mental Health Assn. of SE PA
1211 Chestnut Street, Suite 1100
Philadelphia, PA 19107
Telephone: 215/751-1800
800/688-4226
Fax: 215/636-6300
www.mhasp.org

MHA of Washington County
15 S. College
Washington, PA 15301
Telephone: 724/225-2061
Fax: 724/225-4770

MHA in Westmoreland County
409 Coulter Avenue, Suite 4
Greensburg, PA 15601-1034
Telephone: 724/834-6351
Fax: 724/838-0894
www.mhawc.org

MHA of York & Adams Counties
36 South Queen Street
York, PA 17403
Telephone: 717/843-6973
Fax: 717/843-0185

Drop-In Centers

Allegheny

Mercy Behavioral Health: Renaissance Center
910 Penn Avenue
Pittsburgh, PA 15206
Ph. (412) 261-0875

New Horizons
616 Lincoln Avenue
Pittsburgh, PA 15202
Ph. (412) 766-8060
Fax (412) 766-8440

People's Oakland
3433 Bates Street
Pittsburgh, PA 15213
Ph. (412) 683-7570 or (412) 683-7140
Fax (412) 683-7150

Turtle Creek Valley
201 East 18th Street
Homestead, PA 15120
Ph. (412) 461-3811
Fax (412) 464-9748

Wellspring Center
900 Watson Street
Pittsburgh, PA 15219
Ph. (412) 263-2545
Fax (412) 323-6985

Mon-Yough (TSR)
500 Walnut Street –3rd Floor
McKeesport, PA 15132
Ph. (412) 675-8300
Fax (412) 675-8527

Chartiers
250 Mount Lebanon Boulevard
Suite 314
Pittsburgh, PA 15234
Ph. (412) 561-3662
Fax (412) 561-5902

Southside Connection
2100 Wharton Street
Suite 200
Pittsburgh, PA 15203
Ph. (412) 488-2257

Chain of Hope
611 South Avenue
Pittsburgh, PA 15221
Ph. (412) 247-5018
Fax (412) 731-2684

Second Hope Drop-In Center
10147 Frankstown Road
Penn Hills, PA 15235
Ph. (412) 241-6511

Center for New Hope in Life
1601 Mayview Road
Bengs Building
Mayview State Hospital
Bridgeville, PA 15017
Ph. (412) 257-6859

Allegheny/Westmoreland

Maverick Drop-In Center
1005 Fifth Avenue
New Kensington, PA 15068
Ph. (724) 337-2386

Armstrong

New Vision Drop-In Center
107 N. Jefferson Street
Kittanning, PA 16201
Ph. (724) 543-2063
Fax (724) 543-2063

Armstrong/Indiana

Self-Help Alliance in Indiana County
845 Maple Street
Suite 15
Indiana, Pa 15701
Ph. (724) 463-0702
Fax (412) 463-0702

Consumer Outreach Center
440 Central Street
Rossiter, PA 15772
Ph. (814) 938-1982

Beaver

Phoenix Center
105 Brighten Avenue
Rochester, PA 15074
Ph. (724) 775-4165
Fax (724) 775-8523

Bedford

HOPES
220 South Thomas Street
Bedford, PA 15522
Ph. (814) 623-5166 or (814) 623-8481

Berks

Circle of Friends
432 Walnut Street
Reading, PA 19601
Ph. (610) 478-1984

Bradford

118 Desmond Street
Sayre, PA 18840
Ph. (570) 888-5083
anne@epix.net

Bucks

Lenape Valley Foundation (The Barn)
967 Newtown Road
Warminster, PA 18974
Ph. (215) 957-2202

NAMI-PA – Lower Bucks Consumer Center
8612 New Falls Road
Levittown, PA 19054
(215) 945-3700

Penn Core at Wellspring
915 Lawn Avenue
Sellersville, PA 18960
Ph. (215) 257-4760
Fax (215) 257-6629

Butler

Grapevine Center
140 North Elm Street
Suite B
Butler, PA 16001
Ph. (724) 283-1704
Fax (724) 283-8635

Cambria

Image Center
240 Vine Street
Johnstown, PA 15901
Ph. (814) 539-7804 or (814) 539-2724
Fax (814) 539-3318

Northern Cambria Drop-In Center
437 South Center Street
Ebensburg, PA 15931
Ph. (814) 472-1036
Fax (814) 472-6226

Cameron/Elk

COPE Drop-In Center
305 Race Street
Ridgway, PA 15853
Ph. (814) 776-2664

Carbon

Carbon/New Hope Drop-In Center
188 South 1st Street
Lehighton, PA 18235
Ph. (610) 377-5799

Centre

MUST
713 Stratford Drive
State College, PA 16801
Ph. (814) 231-4575

Chester

Community Crossroads
533 East Gay Street
West Chester, PA 19380
Ph. (610) 429-1702
Fax (610) 429-1703

Clarion

Together We Stand
133 West Main Street
Clarion, PA 16214
Ph. (814) 226-4041

Clearfield/Jefferson

Dream Team Drop-In Center
501 East Market Street
Suite #2
Clearfield, PA 16830
Ph. (814) 768-7731
Fax (814) 768-7732

Columbia

Outlook
609 Market Street
Bloomsburg, PA 17815
Ph. (570) 784-2208

Crawford

YWCA Social Connection
201 West Spring Street
Titusville, PA 16343
Ph. (814) 827-3931

CHAPS
944 Liberty Street
Meadville, PA 16335
Ph. (814) 333-2924
Fax (814) 337-0008

Cumberland

Mechanicsburg Drop-In Center
Mailing Address:
ATTN: Lisa Ratcliff Webb
Aurora Social Rehabilitation Services
401 Division Street
Harrisburg, PA 17110
Ph. (717) 232-6675

Dauphin

Patch 'N' Match, Inc.
1711 North Front Street
Harrisburg, PA 17102
Ph. (717) 232-5575
Fax (717) 232-5575

Delaware

Delaware County Project SHARE
401 Chester Pike
Darby, PA 19023
Ph. (610) 532-6330
Fax (610) 532-6336

Chester City Consumer Center
3101 West 7th Street
Chester, PA 19013
Ph. (610) 497-4300
Fax (610) 497-4400
cccc@mhasp.org

Erie

Our Place
1101 Peach Street
Erie, PA 16501
Ph. (814) 452-4462
Fax (814) 456-6563

Fayette

Archives Drop-in Center
121 High Street
Brownsville, PA 15417
Ph. (724) 785-0130
Fax (724) 785-0130

Huntingdon

Huntingdon Drop-In Center
212 Fourth Street
Huntingdon, PA 16652
Ph. (814) 643-1364
Fax (814) 643-9311

Juniata

Juniata County Friendship Club
2 Cedar Street
Mifflintown, PA 17059
Ph. (717) 436-2077

Lackawanna

The Recovery Center
310 Adams Avenue (Rear)
Scranton, PA 18503
Ph. (570) 504-0913

Lancaster

ICAN in Lancaster
614 North Duke Street
Lancaster, PA 17602
Ph. (717) 299-3743
Fax (717) 299-7001

Keystone Drop-In Center
230 South Queen Street (Rear)
Lancaster, PA 17603
Ph. (717) 397-9379
Fax (717) 394-4132

Arch Street Center
223 West Orange Street
Lancaster, PA 17603
Ph. (717) 392-8536 or (717) 392-8022
Fax (717) 392-7697

Lawrence

NextStep
301 Highland Avenue
New Castle, PA 16101
Ph. (724) 658-6775
Fax (724) 654-6627

Lebanon

Halcyon Activity Center
39 South 8th Street
Lebanon, PA 17042
Ph. (717) 272-3291
Fax (717) 271-1008

Lehigh

LCS Drop-In Center
675 Tacoma Street
Allentown, PA 18103
Ph. (610) 437-7919

Luzerne

Our Choices Drop-In Center
First Presbyterian Church (Rear)
Corner of Church and Broad
Hazelton, PA 18201
Ph. (570) 455-1669

Nanticoke Drop-In Center
24 East Broad Street
Nanticoke, PA 18634
Ph. (570) 735-6004

McKean

Steps
62 Main Street
Bradford, PA 16701
Ph. (814) 362-6260

Mercer

Our Friends Place
133 South Irvine Avenue
Sharon, PA 16146
Ph. (724) 981-1166 ext. 101
Fax (724) 981-1907

Mifflin

Sunshine Connection
100 South Main Street
Lewistown, PA 17044
Ph. (717) 242-4755
Fax (717) 242-1263

Monroe

Monroe County Drop-In Center
1174 Main Street
Stroudsburg, PA 18360
Ph. (570) 426-6189
Fax (570) 278-4438

Montgomery

Bryn Mawr Consumer Center
1001 West Lancaster Avenue
Bryn Mawr, PA 19010
Ph. (610) 527-1511
Fax (610) 527-3097

Abington Consumer Center
1925 Old York Road
Abington, PA 19001
Ph. (215) 830-8888
Fax (215) 830-8868

Norristown State Hospital Consumer Center
Building #6
Norristown, PA 19401
Ph. (610) 313-5840
Fax (610) 313-5772

Pottstown Consumer Center
249 High Street
Pottstown, PA 19464
Ph. (610) 970-5301
Fax (610) 970-5244

Lansdale Peer Resource Center
51 East 2nd Street
Lansdale, PA 19446
Ph. (215) 855-2492

Montgomery County Project SHARE
538 DeKalb Street
Norristown, PA 19401
Ph. (610) 272-7997
Fax (610) 272-4891

Northampton

Northampton County Drop-In Center
2020 Worthington Avenue
Bethlehem, PA 18017
Ph. (610) 954-5501
Fax (610) 954-5702

Northumberland

St. Matthews Episcopal Church
Front and Woodlawn Streets
Sunbury, PA 17801
Ph. (570) 644-9088

ICAN of N.O.R.C.O.
412 East Sunbury Street
Shamokin, PA 17872
Ph. (570) 644-9088
Fax (570) 644-9089

Philadelphia

Northeast Consumer Center
6801 Frankford Avenue
Lower Level
Philadelphia, PA 19135
Ph. (215) 624-6229 or (215) 624-6163

North Philadelphia (Do-Drop-In)
Consumer Center
2221 North Broad Street – 4th Floor
Philadelphia, PA 19132
Ph. (215) 236-7675
Fax (215) 236-6760

A New Life Consumer Center
3119 Spring Garden Street
Philadelphia, PA 19104
Ph. (215) 243-0550 or (215) 243-0681
Fax (215) 243-0903

Schuylkill

Advocacy Alliance
300 South Centre Street
Pottsville, Pa 17901
Ph. (570) 628-0155

Somerset

PeerStation
597 East Main Street
Somerset, PA 15501
Ph. (814) 443-9185
Fax (814) 443-4898

Susquehanna

New Beginnings Drop-In Center
P.O. Box 365
Montrose, PA 18801
Ph. (570) 278-4242
Fax (570) 278-4438

Tioga

Saint James Drop-In Center
St. James Apartments
Building B CRR
Mansfield, PA 16933
Ph. (570) 662-2821 or (570) 662-2621

Reachout Foundation
229 Plaza Blvd.
Suite 19
Morrisville, PA 19067
Ph. (215) 428-0404
Fax (215) 428 2835

Union

I CAN Too
Christ Lutheran Church
Third and Lewis Streets
Lewisburg, PA 17837
Ph. (570) 523-8018

Venango

Morning Haus
222 Seneca Street
Oil City, PA 16301
Ph. (814) 676-1009
Fax (814) 676-1009

Warren

Friendship House
27 Hospital drive
Building 11
Warren, PA 16365
Ph. (814) 726-4354
Fax (814) 726-8432

Washington

The Circle Center
140 Brownson Avenue
Washington, PA 15301
Ph. (724) 225-1561

Westmoreland

First Link Drop-In Center
Torrance State Hospital
P.O. Box 111
Torrance, PA 15779
Ph. (724) 537-6120

Olive Branch Drop-In Center
215 Corbet Street
Tarentum, PA 15084
Ph. (724) 224-1600

Guardian Angel Drop-In Center
132 Nature Park Road
Greensburg, PA 15601
Ph. (724) 837-0690 ext 403

Maverick Drop-in Center
868 Fourth Avenue
New Kensington, PA 15068
Ph. (724) 334-2386

Step-Up Drop-In Center
326 Main Street
Latrobe, PA 15650
Ph. (724) 537-6120
Fax (724) 537-6203

West Place Clubhouse
114 South Main Street
Greensburg, PA 15601
Ph. (724) 834-2727
Fax (724) 836-3688

Wayne

New Horizons Drop-In Center
100 7th Street
Honesdale, PA 18431
Ph. (570) 647-0256

York

The Drop-In Center
409 West King Street
York, PA 17103
Ph. (717) 845-6919
Fax (717) 848-5767

Bureau of Drug and Alcohol Programs
Single County Authorities (SCAs)

Adams/York
(717) 771-9618
Steve Warren, MH-MR D&A Admin.

Allegheny
(412) 350-3857
James Allen, Deputy Administrator of D&A Services

Armstrong/Indiana
(724) 354-2746
Charlene Givens, Executive Director

Beaver
(724) 847-6220
Kate Lichius, SCA Administrator

Bedford
(814) 623-5009
Dawn Housel, Executive Director

Berks
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George Vogel, Jr., Executive Director

Blair
(814) 693-3023
Judith Rosser, D&A Program Coordinator

Bradford/Sullivan
(570) 265-1760
Phil Cusano, SCA Director

Bucks
(215) 773-9313
Margaret E. Hanna, Executive Director

Butler
(724) 284-5114
Betty Gaul, D&A Administrator

Cambria
(814) 536-5388
Jim Bracken, Administrator

Cameron/Elk/McKean
(814) 642-9541
Andrew Lehman, SCA Executive Director

Carbon/Monroe/Pike
(570) 421-3669
Richard Mroczka, M.S., Exec. Director

Centre
(814) 355-6744
Carol Waltz, D&A Administrator

Chester
(610) 344-6620
Kim Bowman, Executive Director

Clarion
(814) 226-1080
Evan Dittman, Administrator

Clearfield/Jefferson
(814) 371-9002
Mary Lash, Executive Director

Clinton
(570) 323-8543
Toll Free (888) 941-2721
Shea Madden, Executive Director

Columbia/Montour/Snyder/Union
(570) 275-5422
Barbara Gorrell, Administrator

Crawford
(814) 724-4100
Deborah J. Duffy, Executive Director

Cumberland/Perry
(717) 240-6300
Jack Carroll, Executive Director

Dauphin
(717) 635-2254
Smittie Brown, Executive Director

Delaware
(610) 713-2365
Ed Sulek, SCA Administrator

Erie
(814) 451-6870
Richard Seus, Executive Director

Fayette
(724) 438-3576
Deanna Sherbondy, SCA Executive Director

Forest/Warren
(814) 726-2100
Betsy Miller, SCA Director

Franklin/Fulton
(717) 263-1256
James Rodgers, SCA Administrator

Greene
(724) 852-5276
Cheryl Andrews, SCA Adminstrator

Huntingdon/Mifflin/Juniata
(717) 242-1446
S. Raymond Dodson, SCA Administrator

Lackawanna
(570) 963-6820
Ann Marie Santarsiero, Executive Director

Lancaster
(717) 299-8023
Richard A. Kastner, Executive Director

Lawrence
(724) 658-5580
Judy Thompson, Executive Director

Lebanon
(717) 274-0427
Susan F. Klarsch, Executive Director

Lehigh
(610) 782-3556
Phil Arnold, D&A Administrator

Luzerne/Wyoming
(570) 826-8790
Michael D. Donahue, Administrator

Lycoming
(570) 323-8543
Toll Free (888) 941-2721
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Mercer
(724) 662-1550
Kim Anglin, SCA Administrator

Montgomery
(610) 278-3642
Barbara Dery, D&A Administrator

Northampton
(610) 997-5800
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Northumberland
(570) 495-2154
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Philadelphia
(215) 546-1200
Fred Way, Executive Director

Potter
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Colleen Wilbur, SCA Director

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Susan Farnsworth, D & A Administrator

Somerset
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Robert King, SCA Director

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Robin Kaminski-Waldowski, Administrator

Tioga
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Samuel Greene, SCA Director

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(814) 678-6580
Bonnie Summers, Administrator

Washington
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Donna Murphy, Executive Director

Wayne
(570) 253-6022
Bonnie Tolerico, Executive Director

Westmoreland
(724) 684-9000
Colleen Hughes, Executive Director

If you have any questions about the information contained in this consumer guide, or for help accessing mental health or drug & alcohol services, call:

The Pennsylvania Health Law Project Helpline
1-800-274-3258
www.phlp.org

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