THE MANY DOORS TO CONSUMER EMPOWERMENT

A Guide to Advocacy for Mental Health Consumers in Pennsylvania
“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!
# Table of Contents

“*The Doors We Open and Close Each Day Decide the Lives We Live*”  
- Flora Whittemore

## Door #1 – The Language of Mental Health
- The Mental Health System – Then & Now  
  Page 1  
- Mental Health Recovery  
  Page 2  
- Consumer Empowerment  
  Page 3

## Door #2 – Who’s Who in the Mental Health System
- Providers  
  Page 4  
- Advocates  
  Page 4  
- Behavioral Health Plans  
  Page 5  
- County Administrators  
  Page 5  
- State Administrators  
  Page 6

## Door #3 – Learning How I Can Make a Difference
- The Community Support Program (CSP)  
  Page 7  
- The Consumer/Family Satisfaction Team (C/FST)  
  Page 8  
- The County Mental Health Plan  
  Page 9  
- The Service Area Plan  
  Page 10  
- OMHSAS Advisory Committees  
  Page 11

## Door #4 – Consumer-Driven Programs
- Drop-in Centers  
  Page 13  
- Psychiatric Rehabilitation Programs  
  Page 13  
- Warmline  
  Page 14  
- Peer Support Specialist  
  Page 14  
- Fairweather Lodge  
  Page 14

## Door #5 – Join Others in Consumer Empowerment
- PA Mental Health Consumers Association (PMHCA)  
  Page 15  
- Mental Health Association in Pennsylvania (MHAPA)  
  Page 15  
- National Alliance for Mentally Ill (NAMI)  
  Page 16  
- PA Recovery Organization Alliance (PRO-A)  
  Page 16
Table of Contents (continued)

Door #6 – Learning the Jargon
“CSP”, “C/FST”, “SAP”… Keeping it All Straight  

Door #7 – Volunteering
Serving on a Board of Directors  
Serving on an Advisory Council  
Consumer-Run Support Groups  

Conclusion - The Many Doors to Consumer Empowerment
How Do I Know Which Doors to Open?  

Appendix
Contact Information for:  
County Mental Health Offices  
Behavioral Health Plans  
Consumer/ Family Satisfaction Teams  
Mental Health Associations in PA  
Drop-in Centers  
Single County Authorities
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 for the consumers and their families. Turn to Page 23 to find out how to contact your county mental health administrators.
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, Huntingdon, Perry, Lebanon, Cumberland, Lancaster, Somerset, Bedford, Fulton, Franklin, Adams and York. Their phone number is 717-705-8396.


The Southeast Field Office oversees 5 counties: Bucks, Montgomery, Chester, Delaware and Philadelphia. Their phone number is 610-313-5844.
“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
More Behind Door Number 3...

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! 😊
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.
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
### County Mental Health/Mental Retardation Offices

<table>
<thead>
<tr>
<th>County</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allegheny</td>
<td>Marc Cherna</td>
<td>(412) 350-5701</td>
</tr>
<tr>
<td>Armstrong/Indiana</td>
<td>Kenneth Sheasley</td>
<td>(724) 548-3451</td>
</tr>
<tr>
<td>Beaver</td>
<td>Gerard Mike</td>
<td>(724) 847-6225</td>
</tr>
<tr>
<td>Bedford/Somerset</td>
<td>Randy Hay</td>
<td>(814) 443-4891</td>
</tr>
<tr>
<td>Berks</td>
<td>Edward B. Michalik</td>
<td>(610) 478-3271</td>
</tr>
<tr>
<td>Blair</td>
<td>Lisa Hann</td>
<td>(814) 693-3023</td>
</tr>
<tr>
<td>Bradford/Sullivan</td>
<td>Bill Lavelle</td>
<td>(570) 265-1760</td>
</tr>
<tr>
<td>Bucks</td>
<td>Phillip Fenster</td>
<td>(215) 442-0760</td>
</tr>
<tr>
<td>Butler</td>
<td>Carmine Scotece</td>
<td>(724) 284-5114</td>
</tr>
<tr>
<td>Cambria</td>
<td>Cindy McLaughlin</td>
<td>(814) 534-2800</td>
</tr>
<tr>
<td>Cameron/Elk/McKean</td>
<td>Cynthia Zembryki</td>
<td>(814) 362-4601</td>
</tr>
<tr>
<td>Carbon/Monroe/Pike</td>
<td>Sheila Theodorou</td>
<td>(570) 420-1900</td>
</tr>
<tr>
<td>Centre</td>
<td>Carol Waltz</td>
<td>(814) 355-6782</td>
</tr>
<tr>
<td>Chester</td>
<td>Gary Entrekin (Acting)</td>
<td>(610) 344-6265</td>
</tr>
<tr>
<td>Clarion</td>
<td>Evan Dittman</td>
<td>(814) 226-1080</td>
</tr>
<tr>
<td>Clearfield/Jefferson</td>
<td>Colette Dushac</td>
<td>(814) 265-1060</td>
</tr>
</tbody>
</table>
Columbia/Montour/Snyder/Union  Greene  
Philip Keating  Karen Bennett  
(570) 275-5422  (724) 852-5276  

Crawford  Huntingdon/Mifflin/Juniata  
David Crowe  Patricia Serra  
(814) 336-4352  (717) 242-6467  

Cumberland/Perry  Lackawanna/Susquehanna  
Dennis Marion  Stephen Arnone  
(717) 240-6320  (570) 346-5741  

Dauphin  Lancaster  
Dan Eisenhauer  Jim Laughman  
(717) 780-7050  (717) 299-8021  

Delaware  Lawrence  
Dorothy Klein  John Klenotic  
(610) 713-2330  (724) 658-2538  

Erie  Lebanon  
Mary Kwiatkowski  Kevin Schrum  
(814) 451-6800  (717) 274-3415  

Fayette  Lehigh  
Lisa Ferris-Kusniar  M. Elizabeth Miosi  
(724) 430-1370  (610) 782-3500  

Forest/Warren  Luzerne/Wyoming  
Mary Kushner  Toni Cisowski  
(814) 726-2100  (570) 825-9441  

Franklin/Fulton  Lycoming/Clinton  
Kelly Goshen  Deborah Duffy  
(717) 264-5387  (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](http://www.ccbh.com)

<table>
<thead>
<tr>
<th>County</th>
<th>TTY</th>
<th>Spanish</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adams</td>
<td>1-877-877-3580</td>
<td>1-866-229-3187</td>
</tr>
<tr>
<td>Allegheny</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Berks</td>
<td>1-866-738-9849</td>
<td></td>
</tr>
<tr>
<td>Bradford</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Cameron</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Carbon</td>
<td>1-866-473-5862</td>
<td></td>
</tr>
<tr>
<td>Centre</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Chester</td>
<td>1-866-622-4228</td>
<td></td>
</tr>
<tr>
<td>Clarion</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Clearfield</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Columbia</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Elk</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Forest</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Huntingdon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jefferson</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Juniata</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Lackawanna</td>
<td>1-866-668-4696</td>
<td></td>
</tr>
<tr>
<td>Luzerne</td>
<td>1-866-668-4696</td>
<td></td>
</tr>
<tr>
<td>McKean</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Mifflin</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Monroe</td>
<td>1-866-473-5862</td>
<td></td>
</tr>
<tr>
<td>Montour</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Northumberland</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Pike</td>
<td>1-866-473-5862</td>
<td></td>
</tr>
<tr>
<td>Potter</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Schuylkill</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Snyder</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Sullivan</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Susquehanna</td>
<td>1-866-668-4696</td>
<td></td>
</tr>
<tr>
<td>Tioga</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Union</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Warren</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Wayne</td>
<td>1-866-878-6046</td>
<td></td>
</tr>
<tr>
<td>Wyoming</td>
<td>1-866-668-4696</td>
<td></td>
</tr>
<tr>
<td>York</td>
<td>1-866-542-0299</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Community Behavioral Health</th>
<th>Value Behavioral Health of Pennsylvania</th>
<th>Community Behavioral Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedford</td>
<td>Cumberland</td>
<td>Armstrong</td>
</tr>
<tr>
<td>Blair</td>
<td>Dauphin</td>
<td>1-877-688-5970</td>
</tr>
<tr>
<td>Clinton</td>
<td>Franklin</td>
<td>1-877-688-5970</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lycoming</td>
<td>Lanestr</td>
<td>Lawrence</td>
</tr>
<tr>
<td></td>
<td>Perry</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Somerset</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Armstrong</th>
<th>Erie</th>
<th>Mercer</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-877-688-5969</td>
<td>1-866-404-4560</td>
<td>1-866-404-4561</td>
</tr>
<tr>
<td>Beaver</td>
<td>Fayette</td>
<td>Venango</td>
</tr>
<tr>
<td>1-877-688-5970</td>
<td>1 877-688-5972</td>
<td>1-866-404-4561</td>
</tr>
<tr>
<td>Butler</td>
<td>Greene</td>
<td>Washington</td>
</tr>
<tr>
<td>1-877-688-5971</td>
<td>1-877-688-5973</td>
<td>1-877-688-5976</td>
</tr>
<tr>
<td>Cambria</td>
<td>Indiana</td>
<td>Westmoreland</td>
</tr>
<tr>
<td>1-866-404-4562</td>
<td>1-877-688-5974</td>
<td>1-877-688-5977</td>
</tr>
<tr>
<td>Crawford</td>
<td>Lawrence</td>
<td></td>
</tr>
<tr>
<td>1-866-404-4561</td>
<td>1-877-688-5975</td>
<td></td>
</tr>
</tbody>
</table>

Community Behavioral Health  
www.phila-bhs.org

Philadelphia 1-888-545-2600

Magellan Behavioral Health  
www.magellanhealth.com

Bucks 1-877-769-9784  Montgomery 1-877-769-9782  
Delaware 1-888-207-2911  Northampton 1-866-238-2312  
Lehigh 1-866-238-2311
## Consumer and Family Satisfaction Teams (C/FSTs) in Pennsylvania

<table>
<thead>
<tr>
<th>County</th>
<th>Team Name</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allegheny County</td>
<td>Consumer Action Response Team, CART</td>
<td>NAMI Southwestern Pennsylvania, (412) 281-7333</td>
</tr>
<tr>
<td>Beaver County C/FST</td>
<td></td>
<td>MHA of Beaver County, (724) 775-7650</td>
</tr>
<tr>
<td>Bedford C/FST</td>
<td></td>
<td>Bedford MH/MR, (814) 623-5166</td>
</tr>
<tr>
<td>Berks C/FST</td>
<td></td>
<td>MHA of Reading and Berks, (610) 775-3000</td>
</tr>
<tr>
<td>Blair County CST</td>
<td></td>
<td>Contact Altoona, (814) 946-0531</td>
</tr>
<tr>
<td>Bradford/Sullivan CST</td>
<td></td>
<td>The Main Link, (570) 888-5083</td>
</tr>
<tr>
<td>Bucks County CST, Inc.</td>
<td></td>
<td>Creating Satisfaction Together, (215) 442-1599</td>
</tr>
<tr>
<td>Butler County C/FST</td>
<td></td>
<td>The Grapevine Center, (724) 283-1704</td>
</tr>
<tr>
<td>Cambria County C/FST</td>
<td></td>
<td>NAMI of Cambria County, (814) 322-7380</td>
</tr>
<tr>
<td>Cameron and Elk CST</td>
<td></td>
<td>Cameron/Elk MH/MR, (814) 772-8016 x141</td>
</tr>
<tr>
<td>Carbon/Monroe/Pike CST</td>
<td></td>
<td>Resources for Human Development, (570) 476-9228</td>
</tr>
<tr>
<td>Centre County C/FST</td>
<td></td>
<td>Belfonte Family Resource Center, (814) 357-8286</td>
</tr>
<tr>
<td>Chester County C/FST</td>
<td></td>
<td>COAD Group, (610) 594-9740</td>
</tr>
<tr>
<td>Clarion County CST</td>
<td></td>
<td>Clarion County MH/MR, (814) 226-6252 ext. 518</td>
</tr>
<tr>
<td>Lycoming/Clinton CST</td>
<td></td>
<td>CILNCP, (570) 327-9070 ext.104 or 800-984-7492</td>
</tr>
<tr>
<td>Columbia/Montour/</td>
<td></td>
<td>Snyder/Union – CMSU CST, (570) 784-2208</td>
</tr>
<tr>
<td>Cumberland/Dauphin/Perry/</td>
<td></td>
<td>Lebanon/Lancaster/ Huntingdon/Mifflin/Juniata Consumer Satisfaction Services, (717) 651-1070</td>
</tr>
<tr>
<td>Delaware County CST</td>
<td></td>
<td>Delaware County CST, Inc. Philadelphia CST, (610) 713-2388</td>
</tr>
</tbody>
</table>
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

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 CST
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 CTS
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

<table>
<thead>
<tr>
<th>Association</th>
<th>Address</th>
<th>Telephone</th>
<th>Fax</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>MHA of Allegheny County</td>
<td>1945 Fifth Avenue</td>
<td>412/391-3820</td>
<td>412/391-3825</td>
<td><a href="http://www.mhaac.net">www.mhaac.net</a></td>
</tr>
<tr>
<td>MHA of the Central Susquehanna Valley</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>in Armstrong County</td>
<td>150 South Jefferson Street</td>
<td>724/548-5054</td>
<td>724/438-8484</td>
<td></td>
</tr>
<tr>
<td>MHA in Fayette County</td>
<td>27 Connellsville Street</td>
<td>724/438-6738</td>
<td>724/438-8484</td>
<td></td>
</tr>
<tr>
<td>MHA in Beaver County</td>
<td>105 Brighton Avenue</td>
<td>724/775-4165</td>
<td>724/775-8523</td>
<td><a href="http://www.mhapa.org/beaver.htm">mhapa.org/beaver.htm</a></td>
</tr>
<tr>
<td>MHA of Franklin / Fulton County</td>
<td>540 East Washington Street</td>
<td>717/264-4301</td>
<td>717/264-3591</td>
<td></td>
</tr>
<tr>
<td>in Lancaster County</td>
<td>639 Janet Avenue</td>
<td>717/397-7461</td>
<td>717/397-2530</td>
<td><a href="http://www.mhapa.org/lancaster.htm">mhapa.org/lancaster.htm</a></td>
</tr>
<tr>
<td>Mental Health Association in Butler</td>
<td>140 North Elm Street</td>
<td>724/287-1965</td>
<td>724/287-7090</td>
<td></td>
</tr>
<tr>
<td>MHA of the Capital Region</td>
<td>111 Valley Street Extension</td>
<td>717-957-4263</td>
<td>717/957-4299</td>
<td></td>
</tr>
<tr>
<td>MHA of Lebanon County</td>
<td>136 North 9th Street</td>
<td>717/273-5781</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Center Name</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mercy Behavioral Health: Renaissance Center</td>
<td>910 Penn Avenue</td>
<td>(412) 261-0875</td>
<td></td>
</tr>
<tr>
<td>New Horizons</td>
<td>616 Lincoln Avenue</td>
<td>(412) 766-8060</td>
<td>(412) 766-8440</td>
</tr>
<tr>
<td>People's Oakland</td>
<td>3433 Bates Street</td>
<td>(412) 683-7570 or (412) 683-7140</td>
<td>(412) 683-7150</td>
</tr>
<tr>
<td>Turtle Creek Valley</td>
<td>201 East 18th Street</td>
<td>(412) 461-3811</td>
<td>(412) 464-9748</td>
</tr>
<tr>
<td>Wellspring Center</td>
<td>900 Watson Street</td>
<td>(412) 263-2545</td>
<td>(412) 323-6985</td>
</tr>
<tr>
<td>Mon-Yough (TSR)</td>
<td>500 Walnut Street –3rd Floor</td>
<td>(412) 675-8300</td>
<td>(412) 675-8527</td>
</tr>
<tr>
<td>Chartiers</td>
<td>250 Mount Lebanon Boulevard</td>
<td>(412) 561-3662</td>
<td>(412) 561-5902</td>
</tr>
</tbody>
</table>

## Allegheny/Westmoreland

<table>
<thead>
<tr>
<th>Center Name</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southside Connection</td>
<td>2100 Wharton Street</td>
<td>(412) 488-2257</td>
<td></td>
</tr>
<tr>
<td>Chain of Hope</td>
<td>611 South Avenue</td>
<td>(412) 247-5018</td>
<td>(412) 731-2684</td>
</tr>
<tr>
<td>Second Hope Drop-In Center</td>
<td>10147 Frankstown Road</td>
<td>(412) 241-6511</td>
<td></td>
</tr>
<tr>
<td>Center for New Hope in Life</td>
<td>1601 Mayview Road</td>
<td>(412) 257-6859</td>
<td></td>
</tr>
</tbody>
</table>

## Armstrong

<table>
<thead>
<tr>
<th>Center Name</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Vision Drop-In Center</td>
<td>107 N. Jefferson Street</td>
<td>(724) 543-2063</td>
<td>(724) 543-2063</td>
</tr>
</tbody>
</table>

---

32
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
Haley 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

Luenter
Our Choices Drop-In Center
First Presbyterian Church (Rear)
Corner of Church and Broad
Hazleton, 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
<table>
<thead>
<tr>
<th><strong>Monroe</strong></th>
<th><strong>Northampton</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Monroe County Drop-In Center</td>
<td>Northampton County Drop-In Center</td>
</tr>
<tr>
<td>1174 Main Street</td>
<td>2020 Worthington Avenue</td>
</tr>
<tr>
<td>Stroudsburg, PA 18360</td>
<td>Bethlehem, PA 18017</td>
</tr>
<tr>
<td>Ph. (570) 426-6189</td>
<td>Ph. (610) 954-5501</td>
</tr>
<tr>
<td>Fax (570) 278-4438</td>
<td>Fax (610) 954-5702</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Montgomery</strong></th>
<th><strong>Northumberland</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Bryn Mawr Consumer Center</td>
<td>St. Matthews Episcopal Church</td>
</tr>
<tr>
<td>1001 West Lancaster Avenue</td>
<td>Front and Woodlawn Streets</td>
</tr>
<tr>
<td>Bryn Mawr, PA 19010</td>
<td>Sunbury, PA 17801</td>
</tr>
<tr>
<td>Ph. (610) 527-1511</td>
<td>Ph. (570) 644-9088</td>
</tr>
<tr>
<td>Fax (610) 527-3097</td>
<td>Fax (570) 644-9089</td>
</tr>
</tbody>
</table>

| Abington Consumer Center           | ICAN of N.O.R.C.O.                       |
| 1925 Old York Road                | 412 East Sunbury Street                  |
| Abington, PA 19001                | Shamokin, PA 17872                       |
| Ph. (215) 830-8888                 | Ph. (570) 644-9088                       |
| Fax (215) 830-8868                 | Fax (570) 644-9089                       |

<table>
<thead>
<tr>
<th>Norristown State Hospital Consumer Center</th>
<th>Philadelphia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building #6</td>
<td>Northeast Consumer Center</td>
</tr>
<tr>
<td>Norristown, PA 19401</td>
<td>6801 Frankford Avenue</td>
</tr>
<tr>
<td>Ph. (610) 313-5840</td>
<td>Lower Level</td>
</tr>
<tr>
<td>Fax (610) 313-5772</td>
<td>Philadelphia, PA 19135</td>
</tr>
<tr>
<td></td>
<td>Ph. (215) 624-6229 or (215) 624-6163</td>
</tr>
</tbody>
</table>

| Pottstown Consumer Center            | North Philadelphia (Do-Drop-In) Consumer Center |
| 249 High Street                      | 2221 North Broad Street – 4th Floor           |
| Pottstown, PA 19464                  | Philadelphia, PA 19132                       |
| Ph. (610) 970-5301                   | Ph. (215) 236-7675                           |
| Fax (610) 970-5244                   | Fax (215) 236-6760                           |

| Lansdale Peer Resource Center        | A New Life Consumer Center                  |
| 51 East 2nd Street                   | 3119 Spring Garden Street                   |
| Lansdale, PA 19446                   | Philadelphia, PA 19104                      |
| Ph. (215) 855-2492                   | Ph. (215) 243-0550 or (215) 243-0681        |
|                                          | Fax (215) 243-0903                          |

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

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
(610) 376-8669
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 Administrator

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
Shea Madden, Executive Director

Mercer
(724) 682-1550
Kim Anglin, SCA Administrator

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

Northampton
(610) 997-5800
Mary Carr, Executive Director

Northumberland
(570) 495-2154
Samuel R. Williamson, MEd LPC, CAC, Administrator

Philadelphia
(215) 546-1200
Fred Way, Executive Director

Potter
(814) 544-7315
Colleen Wilbur, SCA Director

Schuylkill
(570) 621-2890
Susan Farnsworth, D & A Administrator

Somerset
(814) 445-1530
Robert King, SCA Director

Susquehanna
(570) 278-1000
Robin Kaminski-Waldowski, Administrator

Tioga
(570) 724-5766
Samuel Greene, SCA Director

Venango
(814) 678-6580
Bonnie Summers, Administrator
Washington
(724) 223-1181
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

The Original Guide for SW PA was written by Pennsylvania Health Law Project & Funded by the Staunton Farm Foundation

This expanded statewide version was done by Pennsylvania Mental Health Consumers’ Association & Funded by OMHSAS

January 2007