

Delaware County's No Wrong Door

Social Services & Community Programs
~ Court & Community Connections ~

1

No Wrong Door

Delaware County's No Wrong Door is a collaborative effort by County Council, Social Services and Community Programs to provide residents with a centralized and coordinated process to streamline access to our programs and providers.

This approach strengthens our communities and allows residents to evaluate available options and make informed decisions about accessing supportive services.

When we link our residents to Social Services and Community Programs such as food, shelter, treatment, early intervention, and subsidized childcare, we are increasing their resiliency and decreasing their risk of becoming unhoused, addicted, ill, and entering poverty or the criminal justice system.

2

Social Services & Community Programs Offices

County Offices of Services for the Aging
 Delaware County Libraries
 Department of Military & Veterans Affairs
 Office of Adult & Family Services
 Office of Children & Youth Services

Office of Drug & Alcohol
 Office of Early Intervention
 Office of Housing & Community Development
 Office of Intellectual & Developmental Disabilities
 Office of Mental Health



3

3

County Offices of Services for the Aging (COSA)

The Department of County Government responsible for planning, coordinating, and administering programs and services for the County's population 60 and older. COSA's goal is to enable senior citizens to maintain their independence and dignity, remain in their own homes and communities with appropriate support services, and to deter or prevent unnecessary institutionalization. Special emphasis is placed on serving those who are frail, living alone and are functionally disabled or otherwise in social or economic need.

County Offices of Services for the Aging- 610-490-1300 or 800-416-4504
Adult Protective Services- 610-490-1300 or 800-416-4504



4

4

Delaware County Libraries (DCL)

Delaware County Libraries is a federated system comprised of 26 member libraries with 28 locations in the western suburbs of Philadelphia, PA. As an agency of County government, our goal is to optimize library service to the citizens of Delaware County through cooperative efforts. An Administrative Headquarters provides support to the member libraries. All member libraries remain independent and set their own policies and procedures.

Delaware County Libraries- (610) 891-8622



5

5

Delaware County Libraries (DCL)

DCL services include:

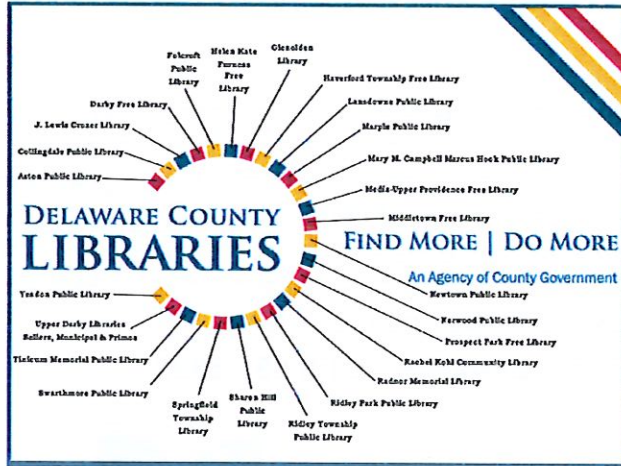
- Electronic resources including eBooks and downloadable audiobooks, along with the POWER Library--high quality research resources not available on the free Internet
- Interlibrary loan and van delivery among all libraries
- 2.1 million print and online materials
- Preschool outreach including storytimes
- Coordinated programs for children and young adults
- A centralized collection of puppets, big books, and theme kits for educators
- Outreach programs and services to older adults



6

6

Delaware County Libraries (DCL)



Department of Military & Veterans Affairs Flyer

Delaware County Department of Military and Veterans Affairs

Delaware County's Department of Military and Veterans Affairs is here to serve our Service Members and their families! Our Veterans Service Offices assist with applying for VA benefits, from start to finish to help maximize the Veterans' entitlements. We will keep fight for what you deserve.

Assistance provided for:

- Compensation Benefits
- Pension Benefits
- Survivor Benefits including DIC
- Disabled Veterans Rural Estate Tax Exemption Program
- Veterans Temporary Assistance Grant
- And much more!

Delaware County Veterans ID Card

Stop by the Treasurer of Deaths office, Room 100 in the Government Center at 80 Delaware County Courthouse

All Veterans must provide a copy of their ID-203 as requested.

Flags & Markers

If you are in need of a standing grave marker, please call us at 610-339-1000.

If you're looking to set up an appointment or if you have any questions, please give us a call at (610) 831-4546. Or you can email us at DCMVA@co.delaware.pa.us

Delaware County Office of Military and Veteran Affairs



Our office is honored to serve veterans and their families with dignity, respect, and a commitment to excellence.

Please Remember:

- You do not need an attorney.
You should never pay a fee.
You should get all entitled benefits for you and your family.

To care for him who shall have borne the battle, and for his widow and his orphan. -Abraham Lincoln

Delaware County Office of Military and Veteran Affairs

Government Center Building
201 W. Front St, Room 106
Media, PA 19063

610-891-4646

DelcoPA.Gov/VetAffairs



Delaware County Council

- Dr. Monica Taylor - Chair
Richard Womack - Vice Chair
Elaine Schaefer - Council Member
Christine Reuther - Council Member
Kevin Madden - Council Member



DELAWARE COUNTY OFFICE OF MILITARY AND VETERAN AFFAIRS

We applaud your service, honor your sacrifice, and admire your courage.

-Delaware County Council

DELAWARE COUNTY OFFICE OF MILITARY AND VETERAN AFFAIRS

U.S. Department of Veterans Affairs
www.va.gov



The Department of Military and Veteran Affairs Staff
Colonel Arthur Jenkins, Tierra Berry, Frank Parfco, Eileen Dougherty, Ed Martin, Jennifer Neidl

Delaware County Veterans Benefits
delcopa.gov

Veterans of the U.S. Armed Forces are entitled to certain benefits that reflect the pride and gratitude the county has for veterans. The Office of Military and Veteran Affairs is your advocate—helping to ensure that you and your dependents receive all the benefits to which you are entitled.

The Office of Military and Veteran Affairs in conjunction with the Office of Recorder of Deeds also administer Veterans ID cards, and Veterans Discount Programs.

Please contact our office to discuss your benefits, eligibility and application process. 610-891-4646

The United States Government has a variety of federal programs available to veterans and their dependents. These Include:

- Disability Benefits
Disability Compensation and Pension
Aid and Attendance
Education and Training
GI Bill
Survivors and Dependents Assistance
Post-Vietnam Vet Assistance
Vocational Rehab & Employment
Home Loan Guarantee
Dependents & Survivors Benefits
Dependency & Indemnity Compensation
Death Pension
Civilian Health & Medical Program
Healthcare & Medical Treatment
Life Insurance
Burial Benefits
Other Programs:
Presumptive Disability Benefits
Homeless Programs
Specialty Adapted Housing

PRESENTATION TITLE



Pennsylvania State Veterans Affairs
www.dmv.state.pa.us

Pennsylvania and Delaware County have a variety of programs and services available to veterans. These Include:

- Blind Veterans Pension
Paralyzed Veterans Real Estate Tax Exemption
Disabled Veterans License Plates
Disabled Veterans Free Hunting/Fishing Licenses
Burial Allowance
Headstone Allowance
Flags and Grave Markers
Temporary Assistance
Veterans Homes
Education Gratuity & Assistance Programs
Veterans ID Cards & Discounts

*Benefits List is a summary only and is subject to change.
*Eligibility requirements must be satisfied

Community Action Agency- Housing for Veterans



**Do You Know A Veteran In Need?
We May Be Able To Help!**

Please Call Community Action Agency of Delaware County, Inc.



610-874-8451



This article was funded (in part) by a grant from the United States Department of Veterans Affairs. The opinions, findings, and conclusions stated herein are those of the author(s) and do not necessarily reflect those of the United States Department of Veterans Affairs.



EDSI Veterans Career Program



CAREER ACCELERATION PROGRAMS FOR **Delco Veterans**

- Choose an industry-specific program in healthcare, customer service, construction, or information technology.
- Career Services available such as resume building, interview preparation, job placement. Our goal is to help you find a job within 40 days of graduating the program.
- VA Benefits protected! Open to veterans of all six military branches of service.



Our veteran program is tailored to help transition participants from military to civilian life through industry-specific instruction and behavioral health support for those who need it. Veterans will receive assistance with job search, resume writing, employment portfolios, and interview preparation, with the ultimate goal of connecting them with employers who are ready to hire.

Contact Brandon Clark today!

BClark@edsolutions.com
(610) 470-2246
160 E. 7th St, Chastat, PA 19013

Each Opportunity Program Through Military Job and services is a business owner. Veterans are individuals who qualified for Equal Opportunity concerns. Please contact Your State Director. All Opportunities Offered are temporary or seasonal. Veterans are not eligible for unemployment benefits. All Veterans are welcome to apply. This program is supported by various sponsors of labor as well as other private and industry funding. Veterans are encouraged to contact the program at 1-800-874-8451 or visit our website at www.edsi.org for more information.

AmeriCorps Job Center



Office of Adult & Family Services (AFS)

Office of Adult and Family Services- oversees a wide range of services and programs to adults and families in Delaware County. These services and programs are delivered by a pool of provider agencies who have many years of experience working within their respective fields. Through contract agreements with providers, Office of Adult and Family Services programs are designed to help determine the best level of care and referrals that are needed to stabilize and support people in Delaware County. These include: Community-wide coordination of Homeless Services via The Homeless Service Coalition (HSC); Services that fall under the Continuum of Care (CoC) for homeless programs; Homeless prevention programs; Emergency shelter and permanent housing programs; Food assistance programs (food pantries); Medical Assistance Transportation Program (MATP); HIV/AIDS housing and services; Delaware County Family Center.

Homeless Outreach- 267-671-4357

Coordinated Entry Assessments

Community Action Agency: 1414 Meetinghouse Rd., Boothwyn

Mon. to Fri., 8:00 AM – 3:00 PM; hours may vary (610) 874-8451

Community Action Agency: 7408 West Chester Pk., Upper Darby

Mon. to Fri., 9:00 AM – 4:00 PM; hours may vary (610) 947-0693

Horizon House: Phone assessments, call (610) 328-1306, x31131

Mon. to Fri., 9:00 AM – 4:00 PM; hours may vary

Salvation Army: 151 West 15th St., Chester (610) 874-0423

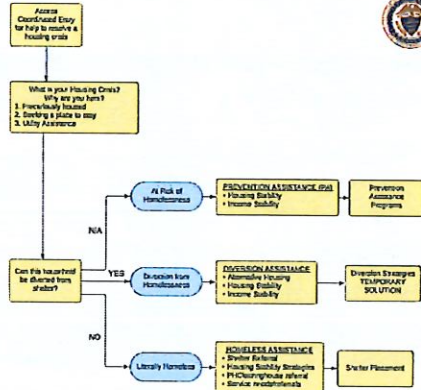
Mon. to Fri., 9:00 AM – 4:00 PM; hours may vary

Horizon House: Mobile Assessments, call (610) 328-1306, x31131

Office of Adult & Family Services Map



Delaware County
Department of Human Services
Homeless Services Map



Coordinated Entry

Revised June 2014

THE DELAWARE COUNTY Coordinated Entry System Fact Sheet

Coordinated Entry (CE) is a system level approach to connect people with a housing crisis efficiently and effectively with interventions that will rapidly resolve their crisis and facilitate housing stability.

The CE process is mandated by the U.S. Department of Housing and Urban Development (HUD). In meeting this mandate, the Delaware County CE system aims to provide participant centered housing solutions through assessments that evaluate vulnerability, severity of needs and housing barriers to resolve the crisis in a timely manner.

Start with CE Request

→

Assess for Housing Crisis Status

→

Develop Housing Stability Plan

→

Place into Housing Program

COORDINATED ENTRY ASSESSMENT LOCATIONS

1) Community Action Agency
2400 First Chester Blvd
Dover, DE, PA 19901
(302) 342-4915
Mon-Fri 9:00 AM - 4:30 PM

2) 1414 Montgomery Rd
Rockway, PA 17768
(610) 866-6448
Mon-Fri 8:30 AM - 4:00 PM

3) The Salvation Army
231 N. 1st St., Chester, PA 19312
(610) 874-4422
Mon-Fri 9:00 AM - 4:00 PM

MOBILE OR PHONE ASSESSMENT

4) Housing Solutions, Inc.
Call (610) 318-1306, ext 31331
Mon-Fri 9:00 AM - 4:00 PM

COORDINATED ENTRY ASSESSMENT MAP

For information about homeless services in Delaware County visit:
www.DelawareCountyHomelessServices.org

Office of Children and Youth Services (CYS)

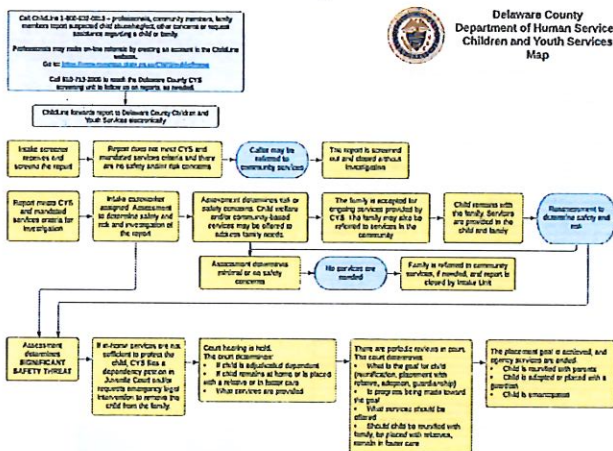
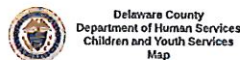
Office of Children and Youth Services- provides for the immediate safety and protection of children, to keep children with their own families whenever possible, to provide temporary, substitute care for children when necessary and to reunite children with their families as quickly as possible after placement. In all cases CYS provides case management, counseling, and related supportive services to abused and/or neglected children from birth up to age 18, and their families. We work directly with children and families in times of crisis while keeping with the agency's mission/goals. The agency offers services to stabilize and offers rehabilitative services to reunite the family.

Office of Children & Youth- 800-416-4511 or After Hours 610-892-8400

ChildLine- 800-932-0313



Office of Children & Youth Services Map



Office of Children & Youth Services Brochure

HOW TO CONTACT CHILDREN & YOUTH SERVICES

Office hours are Monday through Friday, 8:30 a.m. to 4:30 p.m., with evening hours available by appointment only.

Children and Youth Services regional offices serve Delaware County families according to their school district.

UPPER DARBY OFFICE

Haverford, Maple-Newton, Radnor, Southwold-Delco, William Penn, Upper Darby
 CAs (482) 775-2828 Toll Free 1 (800) 944-9478
 Fax (482) 775-2535
 20 South 65th Street, Third Floor
 Upper Darby, PA 19082

EDDYSTONE OFFICE

Chester-Upland, Chester Pike, Darby, Germantown, Valley Forge, Penn-Delco, Rose Tree Media, Springfield, Waddington-Swanton
 CAs (482) 947-1000 Toll Free 1 (800) 944-9478
 Fax (482) 947-3016
 Baldwin Tower, Suite 302 South
 1150 Chester Pike, Eddystone, PA 19022

LEGAL SERVICES DEPARTMENT

Phone (482) 891-5129 Fax (482) 891-0989
 Government Center Building, Room 8-20
 901 W. Front Street, Media, PA 19063

Emergency calls are taken after regular office hours by Emergency Services at (610) 882-4390.

REPORTING SUSPECTED ABUSE OR NEGLECT

Pennsylvania law encourages everyone to report any suspicion of child abuse or neglect in order to protect children.

Certain professionals are required to report. These mandated reporters must make a report of suspected child abuse if they have reasonable cause to suspect that a child is a victim of child abuse under any of the following circumstances:

- The mandated reporter comes into contact with the child in the course of employment, occupation and practice of a profession or through a regularly scheduled program, activity or service.
- The mandated reporter is directly responsible for the care, supervision, guidance or training of the child, or is affiliated with an agency, institution, organization, school, religiously established church or religious organization or other entity that is directly responsible for the care, supervision, guidance or training of the child. A person makes a specific disclosure to the mandated reporter that an identifiable child is the victim of child abuse.
- An individual 14 years of age or older makes a specific disclosure to the mandated reporter that the individual has committed child abuse.

To make a report of suspected child abuse and/or child neglect, contact the Pennsylvania State Child Abuse Hotline (Child Line) at 1 (800) 632-0313.

THE DELAWARE COUNTY OFFICE OF CHILDREN AND YOUTH SERVICES



Office of Children & Youth Services Brochure

SERVICES WE PROVIDE

- Adoption Services
- Child Welfare Day Care
- Community Education
- Emergency Services
- Emergency Shelter Care
- Family Engagement Services
- Family Support Services
- Foster Care & Kinship Services
- Information and Referrals
- In-Home Protective Services
- Intake Evaluation
- Sexual Abuse Unit

Established as a Child Care Service in 1900 by the County governing body, today regional offices in Upper Darby and Eddystone offer social services to over 3,000 families annually in Delaware County.

Agency services and employment opportunities shall be provided without regard to an individual's race, sex, color, religion, creed, national origin, ancestry, disability or limited English proficiency.

Reasonable accommodation shall be provided to clients and employees with a disability (e.g., hearing, speech, vision, mobility impairments).

OFFICE OF CHILDREN AND YOUTH SERVICES WHAT WE DO!

Children and Youth Services of Delaware County provides services to abused and neglected children, from birth to age 18, and their families. Our social service professionals work directly with children and their families in times of crisis.

Services are provided in keeping with our agency's goals, which include:

- Providing for the immediate safety and protection of children
- Keeping children in their own families whenever possible
- Providing temporary, substitute care for children
- Reuniting children with their families as quickly as possible

We typically begin with a family assessment. Case management, counseling, and related supportive services are then provided to the family when children and adolescents can be safely maintained in their own home.

If placement outside the home is necessary, we attempt to locate a relative and friends as possible caregivers. During the child's placement, we offer rehabilitative services to reunite the family. When long term or permanent placement is needed, we work to develop a plan that will best meet the needs of the child.

As mandated by state law, we investigate all reports of abuse and neglect, with a dedicated Sexual Abuse Unit that is responsible for investigating allegations of intrafamilial child sexual abuse and provides ongoing rehabilitative services to children and their families.



Delaware County Council
 Dr. Wesley Taylor, Chair
 Elaine Amoskie, Vice Chair
 Kevin M. Madden
 Catherine A. Ravitch
 Richard R. Womack, At-Large
 Delaware County Website: delcogov.org

Department of Human Services
 Sandra Barbone
 Chief Executive Officer
 Carolyn S. Suttner
 Angela Wiers
 Director
 Children and Youth Services
 Vanessa Pierra
 Supervisor

Office of Drug & Alcohol (D & A)

Also referred to as the Single County Authority (SCA), is an administrative office that oversees the delivery of treatment and prevention services in Delaware County. The Division of Drug and Alcohol Programs provides funding for prevention, intervention, and treatment services (including inpatient and outpatient levels of care) to all eligible Delaware County children, adults, and families.

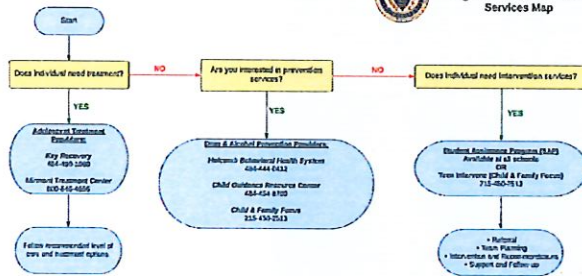
- Keystone Center- Assessment- 610-876-9000 / 24/7 Mon- Fri
- MVP Recovery- Assessment 855-687-2412 / 7am-3pm Mon- Fri
- Merakey- Assessment- 610-537-1765 / 8:30am-1:30pm Mon- Fri
- American Treatment Network- 877-286-5115 / 8am-8pm Mon- Fri



Office of Drug & Alcohol Adolescent Service Map



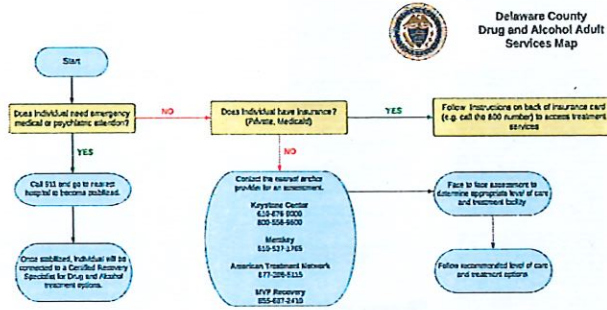
Delaware County Drug and Alcohol Adolescent Services Map



The Delaware County Department of Human Services provides funding for prevention, intervention, and treatment services to all eligible Delaware County children, adults, and families. We contract with agencies who provide an array of services and resources which have an emphasis on best practice, person centered and trauma informed to help a person achieve their highest potential.



Office of Drug & Alcohol Adult Service Map



The Delaware County Department of Human Services provides funding for prevention, intervention, and treatment services to all eligible Delaware County children, adults, and families. We connect with agencies who provide a variety of services and resources which have an emphasis on best practice, person centered and recovery focused to help a person achieve their highest potential.

Office of Drug & Alcohol Brochure

**DELAWARE COUNTY
OFFICE OF HUMAN SERVICES
Drug & Alcohol**

KEYSTONE CENTER
200 Providence Avenue
Crester, PA 19023
610-478-9000
Open 24 hours—Monday through the Friday
Call for appointment on the weekends

MONDAY
206 S. Charge St., Suite 5
Mora, PA 19060
610-487-2412
Walk-in—Monday-Friday
7am-3pm

MANAULTY
800 Centre Pike
Shawnee, PA 19389
610-427-0786

Monday Pro Recovery—Open 8am-2:30pm
The Valley Forge—Bryn Mawr
Saturday 9am-1pm

American Treatment Network
1100 Township Line Rd, Suite 200
Lancaster, PA 17603
610-736-4118
Walk-in Monday-Friday
8am-5pm

MVP Recovery
200 S. Charge St., Suite 5
Mora, PA 19060
610-487-2412

For assistance regarding an emergency assessment, call the 24-hour emergency line at the Keystone Center: 610-478-9000

**Delaware County
Anchor Providers**
Intake and access to services:

KEYSTONE CENTER
200 Providence Avenue
Crester, PA 19023
610-478-9000 or 800-432-8000
Open 24 hours—Monday through the Friday
Call for appointment on the weekends

MVP Recovery
206 S. Charge St., Suite 5
Mora, PA 19060
610-487-2412
Walk-in—Monday-Friday
7am-3pm


MANAULTY
800 Centre Pike
Shawnee, PA 19389
610-427-0786

Monday Pro Recovery—Open 8am-2:30pm
The Valley Forge—Bryn Mawr
Saturday 9am-1pm

American Treatment Network
1100 Township Line Rd, Suite 200
Lancaster, PA 17603
610-736-4118
Walk-in Monday-Friday
8am-5pm

If an individual has private insurance, call the number on the back of your insurance card for assistance. For individual who Medicaid recipients or does not have insurance, contact Drug & Alcohol Center phone for assistance with assessment.

**DELAWARE COUNTY
DEPARTMENT OF
HUMAN SERVICES
Drug & Alcohol**



30 S. 6th Street
Upper Merion, PA 19082
610-733-2343
FAX: 610-733-3378
www.dakhsaa.org

Mission Statement
The mission of the Delaware County Department of Human Services, Drug and Alcohol is to ensure the provision of a comprehensive array of quality, person-centered and client-focused drug and alcohol services for eligible children and adults. We will assess clients to ensure their best interests.

Anchor Providers

DELAWARE COUNTY DEPARTMENT OF HUMAN SERVICES DRUG & ALCOHOL

ANCHOR PROVIDERS

Keystone Center
2001 Providence Avenue
Chester, PA 19313
610-214-4000
800-658-9000

Open 24 hours
YAH in Monday-Friday
Call for an appointment on
the weekend.

American Treatment Network
1120 Township Line Rd, Suite 200
Havertown, PA 19063
7th Location
30 Medical Center Blvd.
Suite 217, Upland, PA 19013
877-288-6118

YAH in
Monday-Friday
8am - 5pm

Mercy
800 Chester Pike
Denton, PA 19079
610-437-1718

YAH in
Monday-Friday
8:30am-1:30pm
& recommended
individuals arrive at 8:30am

MOP Recovery
228 S Orange St, Suite 5
Mills, PA 19063
1st Location
2200 Providence Road
Chester, PA 19313
610-437-2412

YAH in
Monday-Friday
7am-5pm

NOTE: It is not necessary for individuals to call an assessment location before going for an assessment.

RESIDENCY POLICY

Purpose: Delaware County's SCA shall provide treatment services to all eligible county residents in need. Eligibility is determined for individuals who are assessed and/or admitted to the facilities in the need of treatment services MUST be a Delaware County resident. The County Assessment Office (CAO) accepts county residency to be established in past 30 days, and the SCA will also accept this time frame. (Please note that while all efforts should be made to obtain proof of residency, the absence of proof will not prohibit an individual from receiving a Drug and Alcohol assessment or admission into a level of care.)

How to Establish Residency

- Obtain documentation verifying that the client is a resident of Delaware County.
- Documentation can be a photo ID or other accompanying documentation.
- (Please note, the absence of an ID will not prohibit an individual from receiving a Drug and Alcohol assessment or admission into a level of care.)
- All documentation must be submitted, sorted and dated within 30 days of the required date of service.
- Document must include a printed address.

Acceptable Proof of Residency

- Current driver's license or state identification card with address



Anchor Providers

DELAWARE COUNTY DEPARTMENT OF HUMAN SERVICES DRUG & ALCOHOL

- Pay C&A within past 90 days
- Utility bills, who address, within the past 30 days (bills will accept table or credit card bills, not including bills requiring pre-approval for credit card, without bank bills and bank statements)
- Rental bill from landlord
- Adult's written lease agreement
- Written communication from State agencies within 90 days
- Written court (State or County) communications within 90 days—NOT including District Judge's summons, OR a government letter, or tax file bills
- Letter and accompanying invoice with their contract within 90 days
- Passport issued or used within the past year
- Copy of a police incident report.

Adults/next of kin:

- Valid and current photo ID
- Relationship letter from family member, dated and signed, stating type and length of relationship.

Formwork: Letter from the bar on information with the exact information included in the Delaware County A&A Service Request for SCA Treatment Form.

DELAWARE COUNTY A&A
Standardized procedures for assessment and treatment of individuals with substance use disorders.



Certified Recovery Specialist

Delaware County Hospitals

Bryn Mawr Hospital
130 S Bryn Mawr Avenue
Bryn Mawr, PA 19010

Crozer-Chester Medical Center
1 Medical Center Blvd
Upland, PA 19013

Marcy Fitzgerald Hospital
1500 Lansdowne Avenue
Dorby, PA 19023

Middle Memorial Hospital
1058 W Baltimore Pike
Media, PA 19063

Taylor Hospital
175 E Chester Pike
Ridley Park, PA 19078

PHOTO COURTESY OF DELAWARE COUNTY CERTIFIED RECOVERY SPECIALIST PROGRAM

Delaware County Council



Dr. Monica Taylor, Chairman
Elizabeth Paul, Vice Chairman
Kim to 14, Malin
Christine A. Rindler
Richard E. Wronski, Jr.



Jack Sixteneder
Delaware County District Attorney
The Certified Recovery Specialist program is
funded by the Delaware County Dept of Human
Services, King and Shiloh and coordinated
through the efforts of NYP Recovery.



**SURVIVING AN
OVERDOSE:
NEXT STEPS ON
THE ROAD TO
RECOVERY**



The Delaware County Certified Recovery Specialist (CRS) Program's mission is to have trained specialists engage with overdose survivors and connect those individuals with treatment options. The goal is to save lives and end the cycle of addiction.

Certified Recovery Specialist

Seeking Treatment

If you or someone you love has experienced a drug overdose, there is a lot of help available. Treatment is available through Delaware County's Recovery Services. If you are interested in seeking treatment, please contact one of our case managers for assistance or information. Please note that while all efforts should be made to obtain consent of individuals, the absence of consent will not prohibit us from providing a BHA assessment or admission to a level of care.

KEYSTONE CENTER
2020 Providence Ave
Chester, PA 19381
610-674-8000 800-538-8400
Open 24 hours
Call for appointment on the weekend

NYP Recovery
2081 Orange St, Suite 1 Media, PA 19063
3024 Providence Road, Chester, PA 19381
610-687-5413
9:00am - Monday-Friday
7am - Sat

MERCURY
600 Chester Pike
Media, PA 19063
610-337-1345
Open 7 days a week, 10:00am - 6:00pm
Monday - Friday
By appointment Thursday 9 am - 3 pm
and Saturday 9 am - 12 pm

AMERICAN TREATMENT NETWORK
1220 Township Line Rd, Suite 200
Pottsville, PA 17870
30 Marshall Center Blvd, Suite 211,
Lafayette, PA 17843 610-536-5115
9:00am - Monday-Friday
7am - Sat

If you have experienced a trauma, please contact your provider and the police hotline at the back.



Delaware County Certified Recovery Specialist Program

If you or your loved one has experienced an opiate overdose, contact a Certified Recovery Specialist (CRS) who can assist you in the treatment process.

The services of a CRS are free and provided through a partnership of NYP Recovery and the Delaware County Department of Human Services, Drug and Alcohol. NYP has expanded its services. Anyone experiencing a substance use crisis or anyone with related questions may call the CRS line.

A CRS is trained and well-versed in the Drug and Alcohol system and can assist with applying for insurance, setting up appointments, and navigating detox and treatment options.

CRS services are completely voluntary. To speak with a Certified Recovery Specialist, call 855-687-2410

Surviving an overdose: Next steps

- A drug overdose is a traumatic, life-changing experience for individuals and their families. Administration of the overdose-reversing drug Naloxone (Narcan) is saving lives.
- Do not assume that an overdose episode has ended if symptoms improve. Narcan stays active for about 30-90 minutes in the body.
- Individuals must get emergency medical attention after being given a Narcan treatment dose.
- The Narcan may wear off before the opiates wear off and the individual could go into overdose mode again. Repeated doses may be necessary if a person is still showing signs of an overdose.
- Everyone who experiences an overdose needs to be taken to the closest hospital emergency room and should be seen by his or her doctor for follow-up.
- In order to end the cycle of addiction and prevent death, Drug and Alcohol Treatment is strongly recommended. Call a Certified Recovery Specialist to discuss recovery options.

Pregnant Women & Women with Children Resources

Delaware County
 Dept of Human Services
 Drug & Alcohol
 Anchor Providers

Receive over 244 treatment services in a variety of formats from individual to group. One of the providers listed below. Professional treatment services is offered to pregnant women and women with children.

KEYSTONE CENTER
 2201 E. Providence Avenue
 Chester, PA 19329
 610-495-8000 610-495-8000
 Open 24 hours, including holidays — Friday
 call for an appointment or walk-in.

MVP RECOVERY
 225 S. Orange St. Suite 9
 Middletown, PA 17057
 610-492-2412
 Walk-in — Monday — Friday
 Fax — Same

2200 Providence Road Chester, PA 19329
 610-497-2412
 Walk-in — Monday — Friday
 Fax — Same

AMERICAN TREATMENT NETWORK
 1123 Tenthredine Lane, Suite 200
 Middletown, PA 17057
 610-494-4112
 Walk-in — Monday — Friday
 Fax — Same

30 Medical Center Blvd Suite 217, Upper Merion, PA 19373
 610-498-2412
 Walk-in — Monday — Friday
 Fax — Same

HEALTHWAY
 800 Chester Pike
 Chester, PA 19329
 610-492-1785
 Open 24 hours, including holidays — Friday

RESIDENTIAL TREATMENT PROGRAMS

PREGNANT WOMEN / WOMEN WITH CHILDREN
 Family House — Lancaster, PA 17410
 610-392-0709
 Guidance/Knight House — West Chester, PA 19380
 610-392-0701
 Liberty, Inc. — Berks, PA 19020
 717-659-8681
 Fourteen Springs — Johnston, PA 17921
 610-475-4700
 Samaritan House — Carlisle, PA 17022
 610-364-0511

SINGLE WOMEN ACCEPTED
 Guidance Fourteen Springs — Johnston, PA 17921
 717-659-4700
 Guidance Village House — Lancaster, PA 17402
 717-261-4229
 Samaritan House — Carlisle, PA 17022
 610-364-0511

PREGNANT WOMEN / WOMEN ONLY
 Pyramid Health Care — Duncansville, PA 16835
 814-844-3020
 Early pregnancy must discharge prior to delivery
 Woman-Space — Acrony, PA 19020
 610-644-8100

HALFWAY HOUSE / WOMEN ONLY
 Liberty, Inc. — Berks, PA 19020
 717-659-8681
 Pyramid Health Care/Chardonn House — Abers, PA
 814-844-3010

HALFWAY HOUSE / PREGNANT WOMAN WITH CHILDREN
 Guidance Knight House — West Chester, PA 19380
 610-475-2287

DELAWARE COUNTY DEPARTMENT OF HUMAN SERVICES
 DRUG & ALCOHOL



20 S. 69th Street
 Upper Darby, PA 19082

610-713-2365
www.delcohsa.org

Pregnant Women and Women with Children Resources

Pregnant women are offered professional services with support for drug and alcohol treatment alternatives.



Pregnant Women & Women with Children Resources

Other Resources for Women in Delaware County

Child Day Care
 Early Learning Resource Center
 Raych 13 (EES-C)
 Head Start 610-647-1510

Domestic Abuse
 Domestic Abuse Project 610-645-4590
 Women's Commission 610-713-2365

Emergency Assistance (Housing, Food, Fuel)
 Community Action Agency
 Chester 610-474-6441

EMMA's Empowerment
 Managing Addiction Support Program 610-615-6800

Family Centers
 Lansdowne 610-532-2811

Family Support
 Family Management Center 610-871-4570
 Family Support 610-858-7525
 Mother's Home 610-323-4823
 Women's Home 610-875-2911
 Domestic Abuse Project 610-645-4272

Financial and Credit
 Delaware Co Assistance Office
 Chester 610-475-2315
 Dury 610-421-3000
 CLARIF Consumer Credit Counseling 267-763-2311

Copyright © 2014 Delaware County Department of Human Services

Food
 Dean Food Program 215-278-2229
 Women, Infants, & Children (WIC) 610-487-7606
 Health Dept 484-218-2100

Healthcare
 General Medical Assistance
 ChesPest Health Services 610-872-4331
 Chester 610-680-3000
 Upper Darby 610-352-4565
 Delaware County MCOH Office 610-713-2570
 Reproductive Healthline
 Planned Parenthood 610-385-2830
 Mose 610-626-6422
 Yeshiva 610-626-6422

Housing
 Chester Housing Authority 610-876-5961
 Community Action Agency of Delaware County 610-674-4411
 Delaware Co Housing Authority 610-676-2291
 Mide Fellowship House 610-565-0848

Mental Health Information and Services
 610-713-2365
 Women's Resource Center 610-687-4415

Substance Use and Behavioral
 Disasters Services
 Delaware County Office of International and Developmental Disabilities 610-713-2400

Mentoring
 Victim Care Mentoring 610-565-4171

McMullen — Rapid Engagement Services
 484-820-5000

Men's Health Services
 Chester Center Medical Center (CCMC) 610-447-8707

Familying
 Delaware County Children & Youth Services
 Edgelynde 610-447-1000
 Upper Darby 610-713-2000
 Family Support Line 610-691-6276

Ten Parents
 Delaware County Pregnancy Center 484-848-7111
 Carlisle 610-872-2229
 Teenage Pregnancy and Parenting 610-822-0211
 Project One 610-532-2811

Transportation
 Community Transit 610-430-2363
 SEPTA - Get on info 215-262-7300
 Paratransit 215-580-7145

OTHER RESOURCES
 Drug & Alcohol Case Management
 Venable 610-537-5425

Crisis Services
 Delaware County Carleton Recovery Specialists (CRS) 610-687-2470
 Delaware County Crisis Connections Team—24/7
 Mobile Crisis Services 610-687-7927
 Clear Choice Medical Center 610-447-7000

DELAWARE COUNTY DEPARTMENT OF HUMAN SERVICES
 20 SOUTH 69TH STREET
 UPPER DARBY, PA 19082
 610-713-2365 FAX 610-713-2376



Office of Early Intervention (EI)

Provides evidenced-based coaching supports and services to infants/toddlers (birth to age 3) and their families when children are experiencing a developmental delay or have a diagnosis that results in developmental delay. The support and services are at no cost to eligible infants, toddlers, and their families. The Office of Early Intervention is part of a statewide Early Intervention System under the direction of the State Bureau of Early Intervention, Office of Child Development and Early Learning.

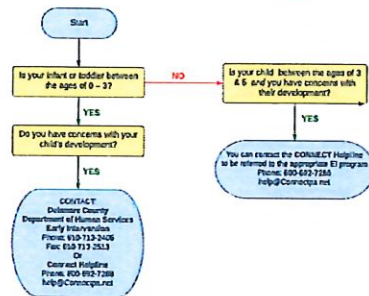
Office of Early Intervention- 610-713-2406



Office of Early Intervention Service Map



Delaware County
Early Intervention Services Map



Office of Early Intervention Brochure

The Office of Early Intervention provides supports and services when the typical resources available to the family using a home-based coaching model are not sufficient.

Early Intervention provides a Screening, Evaluation, & Assessment to determine eligibility.

Once determined eligible for Early Intervention, supports and resources are identified to assist the family in achieving their child's learning & development.

We provide services at no cost for children from birth to 3 years of age.

We work together with many service systems to ensure continuity of care.

ADDITIONAL RESOURCES:

Behavior Supports:
Phone: Extended Assessment: 610-691-7008

Child Outcome Resource Center:
Extended Assessment: 484-484-8700 ext. 1120 or www.doh.pa.gov

Developmental Milestones and Activities:
<https://www.pa.gov/learn/3000-000/>

Preschool (Ages 3-5)

Early Intervention Contact Info:
Del. Co. Informedata Unit: 610-938-2830 ext. 8602 or www.doh.pa.gov

Phone Early Learning Services (Philadelphia BC): 610-672-4500

Delaware County Department of Human Services



Office of Early Intervention
 20 S. 69th Street, 3rd Floor
 Upper Darby, PA 19082
 Phone: 610-713-2406
 Fax: 610-713-2513

Is your child under the age of 3?

Do you have concerns with their development?



Office of Early Intervention Brochure



INFORMATION FOR PROVIDERS WHO ARE REFERRING FAMILIES

- The family has the right to accept or decline services
- If the child is not eligible for ongoing services, they may be eligible for our tracking program, if they meet at least one of the following criteria:
 - *NICU Stay
 - *Low Birth Weight
 - *Elevated Lead Levels
 - *Abuse or Neglect
 - *Homelessness
 - *Baby born to chemically dependent mother
- For Pediatrician's Offices, be sure to include your License # and NPI # on your referrals
- When referring a child, do not prescribe specific services or frequency of services. Please indicate areas of concern.

FACTS FOR FAMILIES:

Once a referral is made to our Intake department, you will be assigned a service coordinator who will contact you to explain our program in more detail.

Your service coordinator will schedule and facilitate an evaluation for your child.

We look at 5 areas of development:

- Cognitive:** Ability to think and learn
- Social and Emotional:** Ability to relate to others
- Communication:** Ability to talk, understand, and express needs
- Physical:** Ability to move, see, and hear
- Adaptive or Self-Help:** Ability to eat, dress, and take care of oneself

SERVICES WE CAN PROVIDE:

- Hearing and Vision Support
- Nutrition
- Physical Therapy
- Occupational Therapy
- Service Coordination
- Social Work
- Special Instruction
- Speech Therapy

To Make a Referral:

Phone: 610-713-2406

FAX: 610-713-2513

CONNECT Helpline: 1-800-692-7288

County Website: www.humanresources2.doh.pa.gov

State Website: www.dhs.pa.gov



Office of Housing & Community Development (OHCD)

The mission of the Office of Housing and Community Development is to promote sound housing and community development in Delaware County with the use of federal, state and local resources.

OHCD is responsible for the planning, administration, and oversight of three federal programs: the Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME) and Emergency Solutions Grants (ESG) Programs.

The office is also charged with oversight of state initiatives funded through the Pennsylvania Department of Community and Economic Development and County initiatives, as funds become available.

Office of Housing & Community Development at 610-891-5425



Office of Intellectual & Developmental Disabilities (OIDD)

Serves all eligible individuals with intellectual and developmental disabilities, and/or autism spectrum disorder who live in Delaware County. Our goal is to improve the lives of people with disabilities. The Delaware County Administrative Entity monitors all service providers and Supports Coordination Organizations serving residents of Delaware County to ensure that they follow Pennsylvania Office of Developmental Programs guidelines. Administrative Entity functions include intake and eligibility determination, provider relations, service authorization, systems coordination, quality management, incident management, and eligibility for and coordination of funding sources. The Delaware County Supports Coordination Organization provides case management services that connect individuals and families to community resources, both paid and unpaid, to provide them with the opportunity to have a self-determined, meaningful lifestyle.

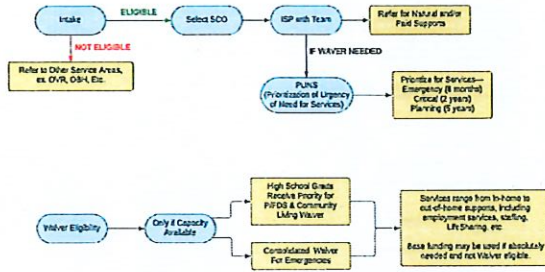
Office of Intellectual and Developmental Disabilities- 610-713-2400



Office of Intellectual & Developmental Disabilities Service Map



Delaware County
OIDD Continuum of Services



Office of Intellectual & Developmental Disabilities Brochure

Supports Coordination

Helping people lead meaningful lives

"My son has adjusted well to his 'new home'. The transition could not have taken place without your insightful encouragement."

"Thanks for helping us get a new place for our home. It has made life a lot easier for my family. Our Supports Coordinator also helped us think of options for our son."

"I want to thank your office for everything you and the staff have done for my son. There is a way I could have figured out how to find or afford these services."

"Our daughter's Supports Coordinator helped her get in-home supports, a day program and transportation. She has also helped when she had medical visits as a teen in the family."

DELAWARE COUNTY COUNCIL

Council
 Dr. Masha Taylor
 Chair
 Felice Paul Schaefer
 Vice Chair
 Kevin M. Madala
 Christine A. Bealder
 Richard R. Wrensch

Sharon Curran
 Chief of Human Services and Community Support

Angela Ryan Heflin Interim Director
 Department of Human Services

Jared M. Driskill
 MCHESD Administrator

Alysha Riddick-Lewis
 EDD Deputy Administrator

Alexandra Holton-Rivett (Rivett)
 Deputy Administrator
 Supports Coordination Organization

SUPPORTS COORDINATION ORGANIZATION OF DELAWARE COUNTY HUMAN SERVICES

Supporting individuals with intellectual disabilities, children and adults with autism, and children with developmental disabilities in leading meaningful lives through choice and self-determination.

Delaware County Human Services Office of Intellectual and Developmental Disabilities
 20 South 6th Street, 4th Floor
 Upper Merion, PA 19082
 610-713-1800
human.services@delaware.org

Office of Intellectual & Developmental Disabilities Brochure

<p>Delaware County Supports Coordination Organization</p> <p>"Your Guide to Services & Supports"</p> <p>Mission: The Delaware County Supports Coordination Organization (SCO) assists individuals with intellectual and developmental disabilities and their families to locate quality supports and services to lead safe, healthy, meaningful lives.</p> <p>Role: The Supports Coordinator is an individual's guide to service providers, including but not limited to, day programs, job supports, residential services, in-home supports, respite, transportation, advocacy and community integration. The Supports Coordinator is your partner, research assistant and advocate.</p> <p>Focus on Delaware County: The Delaware County Supports Coordination Organization (SCO) focuses exclusively on and works with Delaware County residents. All Delaware County Supports Coordinators are highly trained and well-versed on the resources, services and supports available to Delaware County residents. Your Delaware County Supports Coordinator is dedicated to finding the right combination of resources, services and supports suited to you or your family member.</p>	<p>Getting Started</p> <p>"Navigating a Complex System"</p> <p>Families must first contact the Delaware County Administrative Entity to determine if the individual meets eligibility requirements. Contact 616-713-2339 for information.</p> <p>Once it is determined that you are eligible for supports in the Intellectual and Developmental Disability system, you will meet with a Supports Coordinator to coordinate supports for you and your family.</p> <p>Supports Coordinator's Role: Your Supports Coordinator will meet with you and your family to develop a plan and work to get that plan in place. Some of the coordinator's goals are to:</p> <ul style="list-style-type: none"> • Conduct a Prioritization of Urgency of Needs (PUN) assessment • Develop an Individual Service Plan (ISP) that outlines needed services • Locate, coordinate and monitor services and supports • Assist individuals to maximize sources of financial support • Locate genetic community supports such as gene clubs, support groups • Monitor the services to ensure the person's ISP is being followed • Maintain and update ISP information annually 	<p>Community Support Options</p> <p>"Making Choices"</p> <p>Making Choices: Your Delaware County Supports Coordinator will help you and your family learn about state and local resources. There are many qualified providers to choose from and each individual family has to decide which supports best meet their unique needs.</p> <p>You will be assisted in accessing a variety of natural and paid supports that may include:</p> <ul style="list-style-type: none"> • Person/Family Directed Services • Employment Services • Community Services and Supports • In-Home and Community Supports • Respite Opportunities • Life-Sharing and other Residential Options • Adult Educational Opportunities • Home Adaptation Services <p>If you are not eligible for paid services, your Supports Coordinator can assist you in locating and coordinating natural community supports.</p>
---	--	---

Supports Coordination

COUNTY OF DELAWARE
DEPARTMENT OF HUMAN SERVICES
Office of Intellectual and Developmental Disabilities
 20 South 69th Street
 Wispers Dale, PA 19082
www.delaware.gov
 Administrative Center
 (410) 724-4293
 FAX # (410) 312-2518

Supports Coordination

Mission: The Supports Coordination Organization (SCO) assists individuals with intellectual disabilities and their families to locate quality supports and services to lead safe, healthy, meaningful lives.

Role: The Supports Coordinator is an individual's guide to service providers, including but not limited to, day programs, job supports, residential services, in-home supports, respite, transportation, advocacy and community integration. The Supports Coordinator is your partner, research assistant and advocate.

"Navigating a Complex System"

Supports Coordinator's Role: Your Supports Coordinator will meet with you and your family to develop a plan and work to get that plan in place. Some of the Supports Coordinator's goals are to:

- Conduct a Prioritization of Urgency of Needs (PUN) assessment
- Develop an Individual Service Plan (ISP) that outlines needed services
- Locate, coordinate and monitor services and supports
- Assist individuals to maximize sources of financial support
- Locate genetic community supports such as gene clubs, clubs, and support groups
- Monitor the services to ensure the person's ISP is being followed
- Maintain and update ISP information annually

Community Support Options

Making Choices: The Supports Coordinator will help you and your family learn about state and local resources. There are many qualified providers to choose from and each individual family has to decide which supports best meet their unique needs.

You will be assisted in accessing a variety of natural and paid supports that may include:

- Community Participation
- Employment Services
- In-Home & Community Support Services
- Respite Programs
- Life-Sharing and other residential options
- Adult educational opportunities
- Support managed by the individual/family

If you are not eligible for paid services, your Supports Coordinator can assist you in locating and coordinating natural community supports.

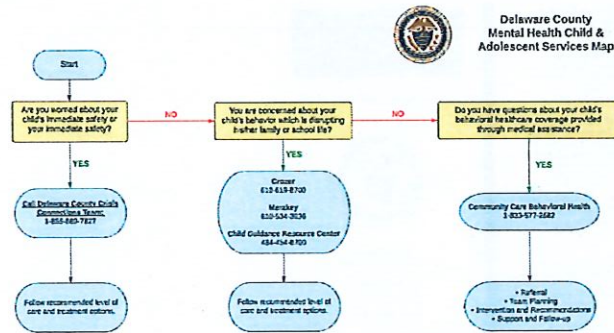
Office of Mental Health (MH)

Mental Health is an administrative office within the Delaware County Department of Human Services. This office assures appropriate services are available for children, adolescents and adults who experience mental health challenges. We contract with agencies who provide an array of services and resources which are focused on the principles of recovery, resiliency, and self-determination. Our County and HealthChoices funded Programs include Psychiatric Rehabilitation, Outpatient Treatment, Case Management, Residential Support Services, Acute Inpatient Treatment, Crisis, and Peer Support Services, Community-Based services, In-Home Based services, School-Based Services, Partial Hospitalization, Mobile Crisis, and Crisis Center.

Delaware County Mobile Crisis Services- 855-889-7827



Office of Mental Health Adolescent Service Map

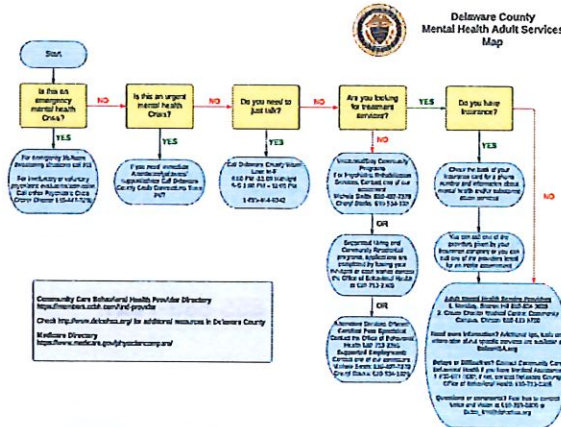


Delaware County
Mental Health Child &
Adolescent Services Map

The Delaware County Department of Human Services contracts with agencies who provide an array of services which are focused on trauma informed principles, recovery, resilience, and self-determination. These services and programs are delivered by a pool of provider agencies.



Office of Mental Health Adult Service Map



Office of Mental Health Brochure

Delaware County Dept of Human Services Mental Health Office
In County Contracted Providers

- CareLink Community Support Services
- Child Guidance Resource Centers
- Community Care Behavioral Health
- Community Interactions
- Compass
- Crozer Chester Medical Center
- Delaware County Community College
- Elwyn
- Elvo
- Mercy Fitzgerald Hospital
- Inpatient Behavioral Health Systems
- Horizon House
- Mental Health Partnerships
- MindCity
- National Alliance on Mental Illness (NAMI)
- PearStory, LLC
- Voice and Vision, Inc.

Delaware County Mental Health Crisis Services

Mobile Crisis
Delaware County Crisis Connections Team
DCCCT
855-689-7627

Mercy Catholic Medical Center
Mercy Fitzgerald Campus
Emergency Department
Lansdowne Avenue & Bailey Road
Dorsey, PA 19023
610-237-4210

Crozer Chester Medical Center
One Medical Center Blvd.
Upland, PA 19013
610-447-7600

Intake and Access to Outpatient Mental Health Services
Crozer Chester Medical Center
610-619-8700

Merakly
610-534-3636

Community Care Behavioral Health Member Services
1-833-577-2629
En español: 1-833-759-3157
TTY/DD: (Dial 711)
Request: 1-833-545-5151
Website: <https://www.dchhs.com/>

DELAWARE COUNTY DEPARTMENT OF HUMAN SERVICES

MENTAL HEALTH OFFICE



33 S. 69th Street
Upper Merion, PA 19082
610-715-2345
FAX: 610-715-2379
www.dchhs.org

Mission Statement
The mission of the Delaware County Department of Human Services, Mental Health Office is to ensure the provision of a comprehensive array of quality, person-centered, evidence-based mental health services for eligible children and adults that supports them to maximize their human potential.

Mental Health Crisis Court

What is Mental Health Crisis Court?



The Mental Health Crisis Court is a division of the Delaware County Court of Common Pleas responsible for administering Pennsylvania's involuntary commitment laws for persons with mental illness. Patients may retain private legal counsel if they wish. For those who do not retain private legal counsel, a court appointed attorney will be present. Individuals under the age of 18 years should be accompanied by a family member or guardian.

Where is the Mental Health Crisis Court?

The Mental Health Crisis Court is held at Greer Chester Medical Center - North Campus, 301 W 15th Street, Upland, PA 19013. Enter through the front door of the Wound Care Center. Due to the ongoing pandemic, all court proceedings are being held virtually. Any questions concerning, please call MHC office at 610-719-2265.

When is Crisis Court?

Court is regularly held on Tuesday and Friday mornings beginning at 9:30 AM.

In the event of a holiday, check with the Inpatient social worker.

per 11-201 Revised 10-27-11 MS-0-14-16, 18, 19, 21, 22 MS-0-14-16 Revised 08-08-2014 (MS-0-14-16-1-12)



What happens at a Mental Health Crisis Hearing?

A 302 is a petition for an involuntary commitment of up to 120 hours. The 302 must be filed by the person who observed the behavior. If the hospital treatment team recommends further hospitalization beyond the 120 hours, a Mental Health 303 Hearing is scheduled. A patient has the right to agree or disagree with what the 302 petition says and with the treatment team's recommendation for further hospitalization. Testimony from both sides of the issue will be heard by the Court. If the Mental Health Review Officer determines the patient should be held for further treatment, a 303 Order is issued. This is a court order for extended treatment in a psychiatric setting for a period of no more than 20 days. It is suggested that the 302 petitioner attend, via telephone, to offer testimony for the court hearing.

A 302 is a Petition for Involuntary commitment of up to 120 hours. A 303 is a Court Order for a extended treatment of no more than 20 days.

What to expect on the day of Crisis Court

Prior to the Crisis Court Hearing each patient will be given the opportunity to speak with the appointed patient attorney. The patient's Psychiatrist reviews all relevant information prior to the court hearing. Family members or friends may be available for this examination, if the patient desires. The 302 petitioner is encouraged to be available for the court hearing, via telephone, to offer the testimony written on the 302 petition.

After being examined by the psychiatrist, the patient has the opportunity to speak with the court-appointed patient attorney.

When a patient agrees to receive further treatment the patient is escorted into the courtroom to enter his/her agreement for continued treatment on the record before a hearing officer.

When a patient requests a hearing, the patient is escorted into the courtroom to tell the Court why he/she does not think that further treatment is required before a hearing officer. The hearing officer will render a decision that is in the best interest of the patient after listening to testimony from all parties. Family members/friends may accompany the patient at this time.

Mental Health Crisis Services

DELAWARE COUNTY CRISIS SERVICES

County-wide 24/7 Behavioral Health Crisis Line Delaware County Crisis Coordination Team (CCCT)	610-840-7827 800-539-8000 610-879-9000																																								
MIU CRISIS SERVICES GREER CHESTER MEDICAL CENTER	Greer Medical Center Bldg. 15th and, PA 19013 610-441-7633 610-440-7638 (FAX)																																								
MIU BASE SERVICE UNIT CONIC GENERALITY CAMPUS	303 W 15th Street Conic, PA 19023 610-418-8700 (on-call/urgent)																																								
DATA ASSIGNMENT GREER CHESTER MEDICAL CENTER	7:00am - 3:00pm M-F (PAPER ADMISSIONS) Greer Medical Center Bldg. 15th and, PA 19013 610-418-7370																																								
<table border="0"> <tr><td>Adam</td><td>Edgemont</td><td>Lower Chelmer</td><td>Seneca (Rural)</td></tr> <tr><td>Barfoot</td><td>Elwyn</td><td>Myrtle Brook</td><td>Springtown</td></tr> <tr><td>Berwyn</td><td>Easton</td><td>Media</td><td>Thunbury</td></tr> <tr><td>Berwyn</td><td>Elwyn</td><td>Mt. Airy</td><td>Tulare</td></tr> <tr><td>Chesler (for 4 pvt.)</td><td>Georgetown</td><td>North Providence</td><td>Upland</td></tr> <tr><td>Chesler (for 4 pvt.)</td><td>Georgetown</td><td>Perkasie</td><td>Upper Chester</td></tr> <tr><td>Chesler (for 4 pvt.)</td><td>Georgetown</td><td>Proctor Park</td><td>Upper Providence</td></tr> <tr><td>Chesler (for 4 pvt.)</td><td>Georgetown</td><td>Ridley Park</td><td>Wilmington</td></tr> <tr><td>Chesler (for 4 pvt.)</td><td>Georgetown</td><td>Rose Valley</td><td>Wrentham</td></tr> <tr><td>Chesler (for 4 pvt.)</td><td>Georgetown</td><td>Shillington</td><td>Wyomissing</td></tr> </table>	Adam	Edgemont	Lower Chelmer	Seneca (Rural)	Barfoot	Elwyn	Myrtle Brook	Springtown	Berwyn	Easton	Media	Thunbury	Berwyn	Elwyn	Mt. Airy	Tulare	Chesler (for 4 pvt.)	Georgetown	North Providence	Upland	Chesler (for 4 pvt.)	Georgetown	Perkasie	Upper Chester	Chesler (for 4 pvt.)	Georgetown	Proctor Park	Upper Providence	Chesler (for 4 pvt.)	Georgetown	Ridley Park	Wilmington	Chesler (for 4 pvt.)	Georgetown	Rose Valley	Wrentham	Chesler (for 4 pvt.)	Georgetown	Shillington	Wyomissing	
Adam	Edgemont	Lower Chelmer	Seneca (Rural)																																						
Barfoot	Elwyn	Myrtle Brook	Springtown																																						
Berwyn	Easton	Media	Thunbury																																						
Berwyn	Elwyn	Mt. Airy	Tulare																																						
Chesler (for 4 pvt.)	Georgetown	North Providence	Upland																																						
Chesler (for 4 pvt.)	Georgetown	Perkasie	Upper Chester																																						
Chesler (for 4 pvt.)	Georgetown	Proctor Park	Upper Providence																																						
Chesler (for 4 pvt.)	Georgetown	Ridley Park	Wilmington																																						
Chesler (for 4 pvt.)	Georgetown	Rose Valley	Wrentham																																						
Chesler (for 4 pvt.)	Georgetown	Shillington	Wyomissing																																						
MIU BASE SERVICE UNIT MIDDLETOWN	800 Chester Pike Middletown, PA 19041 610-544-8006 (on-call/urgent)																																								
DATA ASSIGNMENT M-F 8:30am-3:00pm	610-543-2745																																								
<table border="0"> <tr><td>Allen</td><td>Edley Township</td><td>Lancaster</td><td>Ridley Park</td></tr> <tr><td>Andover</td><td>Easton</td><td>Levittown</td><td>Smyrna (2nd Tier)</td></tr> <tr><td>Berwyn</td><td>Easton</td><td>Malvern</td><td>St. Davids</td></tr> <tr><td>Berwyn</td><td>Elwyn</td><td>Martins</td><td>Stevens Hill</td></tr> <tr><td>Chesler (for 4 pvt.)</td><td>Georgetown</td><td>Meridian Square</td><td>Springfield</td></tr> <tr><td>Chesler (for 4 pvt.)</td><td>Georgetown</td><td>North Easton</td><td>Upper Darby</td></tr> <tr><td>Chesler (for 4 pvt.)</td><td>Georgetown</td><td>North Easton</td><td>Villanova</td></tr> <tr><td>Chesler (for 4 pvt.)</td><td>Georgetown</td><td>North Easton</td><td>Wynne</td></tr> <tr><td>Chesler (for 4 pvt.)</td><td>Georgetown</td><td>North Easton</td><td>Wyomissing</td></tr> </table>	Allen	Edley Township	Lancaster	Ridley Park	Andover	Easton	Levittown	Smyrna (2nd Tier)	Berwyn	Easton	Malvern	St. Davids	Berwyn	Elwyn	Martins	Stevens Hill	Chesler (for 4 pvt.)	Georgetown	Meridian Square	Springfield	Chesler (for 4 pvt.)	Georgetown	North Easton	Upper Darby	Chesler (for 4 pvt.)	Georgetown	North Easton	Villanova	Chesler (for 4 pvt.)	Georgetown	North Easton	Wynne	Chesler (for 4 pvt.)	Georgetown	North Easton	Wyomissing					
Allen	Edley Township	Lancaster	Ridley Park																																						
Andover	Easton	Levittown	Smyrna (2nd Tier)																																						
Berwyn	Easton	Malvern	St. Davids																																						
Berwyn	Elwyn	Martins	Stevens Hill																																						
Chesler (for 4 pvt.)	Georgetown	Meridian Square	Springfield																																						
Chesler (for 4 pvt.)	Georgetown	North Easton	Upper Darby																																						
Chesler (for 4 pvt.)	Georgetown	North Easton	Villanova																																						
Chesler (for 4 pvt.)	Georgetown	North Easton	Wynne																																						
Chesler (for 4 pvt.)	Georgetown	North Easton	Wyomissing																																						
<table border="0"> <tr><td>CHESLER COUNTY - FREE SERVICE LINE</td><td>610-844-6146</td></tr> <tr><td>CHESLER COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES</td><td>610-344-4000</td></tr> <tr><td>DELAWARE COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES</td><td>610-276-3646</td></tr> <tr><td>DELAWARE COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES</td><td>610-276-3646</td></tr> <tr><td>DELAWARE COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES</td><td>610-276-3646</td></tr> <tr><td>DELAWARE COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES</td><td>610-276-3646</td></tr> </table>	CHESLER COUNTY - FREE SERVICE LINE	610-844-6146	CHESLER COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES	610-344-4000	DELAWARE COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES	610-276-3646	DELAWARE COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES	610-276-3646	DELAWARE COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES	610-276-3646	DELAWARE COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES	610-276-3646																													
CHESLER COUNTY - FREE SERVICE LINE	610-844-6146																																								
CHESLER COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES	610-344-4000																																								
DELAWARE COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES	610-276-3646																																								
DELAWARE COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES	610-276-3646																																								
DELAWARE COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES	610-276-3646																																								
DELAWARE COUNTY - 24/7 BEHAVIORAL HEALTH DEVELOPMENTAL SERVICES	610-276-3646																																								

Healthy Kids, Healthy Schools Initiative: ConnectED Program



Healthy Kids, Healthy Schools: ConnectED Program is a comprehensive program designed to support children and families concerned about youth mental wellness and potential substance use disorders. The program's focus is on integrating a "No Wrong Door" approach, promoting healthy kids, fostering healthy schools, and utilizing a warm handoff strategy to ensure seamless support and care for every child.

No Wrong Door Approach

- Unified Access Points: All school personnel, from teachers to counselors, are trained to recognize signs of mental health or substance use concerns and guide students and families to the appropriate resources without delay.
- Resource Hubs: The Hub provides information and services for mental health services, substance use prevention programs, and family support.
- Intuitive Enrollment: Creates a welcoming atmosphere that encourages parents and families to seek help without fear of stigma or judgment.

Healthy Kids, Healthy Schools

- Health Education: Integrates the integral role of parents, teachers and educators and education into school curriculum, learning or prevention, healthy living, health literacy, and the importance of seeking help.
- Wellness Programs: Promote initiatives that increase physical activity, nutrition, and emotional well-being.
- Parental involvement: Offer workshops and resources for parents to help them understand and support their children's mental health and wellness.

Warm Handoff Approach

- Personalized Referrals: When a youth is identified as needing additional support, the ConnectED Coordinator personally introduces the student and family to mental health professionals or community resources, ensuring a smooth transition.
- Ongoing Support: Regular follow-ups and check-ins are conducted to ensure the family is receiving the necessary support and to address any additional needs.
- Collaborative with Providers: Establish partnerships with local healthcare providers and mental health specialists to create a network of support tailored to each individual's needs.




Funded through the Delaware County Department of Human Services



ConnectED Program

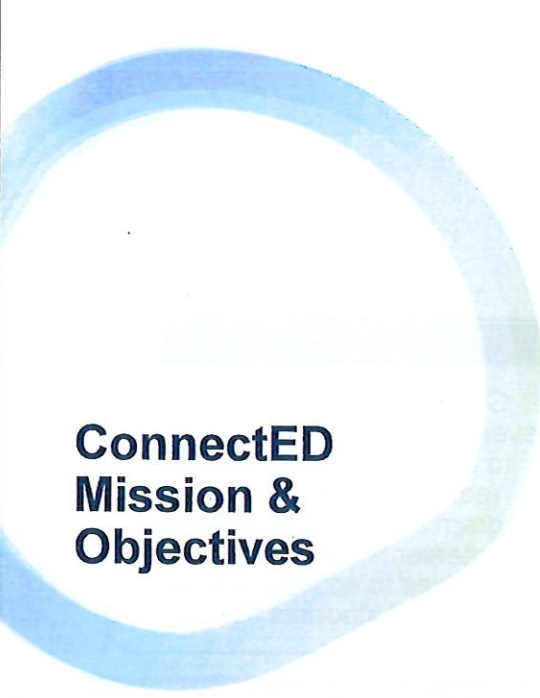
Delaware County's ConnectED Program is a comprehensive initiative designed to support the academic, social, emotional, and behavioral well-being of students within the County School districts.

Grounded in the belief that every student deserves access to a nurturing and inclusive learning environment the program integrates assessment, intervention and support services to address a wide range of students needs.



- ConnectED operates under the realm of prevention and early intervention which allows the opportunity for parents, caregivers, and educators to call MVP and speak to a live person 24/7 even if they may have a simple question about resources, how to identify behavioral health concerns or need a linkage to a provider
- Weekdays from 8:30- 4:30pm the ConnectED Coordinator triages the youth and links them to appropriate services in actual time.
- This is what makes ConnectED stand out from our traditional behavioral health treatment referral processes and Student Assistance Programs, it is providing an immediate warm hand off to the right door!

55



**ConnectED
Mission &
Objectives**

Mission is to promote student success by identifying and addressing barriers to learning and well-being.

Core Objectives:
Early Intervention: Identify students who may be experiencing academic, social, emotional, or behavioral difficulties as early as possible to prevent academic failure and disengagement.

56

ConnectED Objectives



Collaboration: Foster collaboration among school personnel, parents, students, and community partners to coordinate services share information and maximize resources.



Prevention and Education: Provide prevention programs, educational workshops, and resources to promote positive mental health, social-emotional skills, and resilience among students, staff and families.

57

57

Collaborative Partnerships: The success of the ConnectED Program relies on strong collaboration and partnerships among various stakeholders including:

- School Administrators, Teachers, Counselors and Support Staff
- Parents, Guardians, and Families
- Mental Health Professionals
- Medical Providers and Community Health Organizations
- County and Community agencies and organizations providing social services, enrichment programs, and extracurricular activities



58

58

Contact ConnectED:

MVP Recovery

855-687-2410

DelCo CONTACT- Family Peer Connection Program

DELCONTACT
Family Peer Connection

What is DelCo CONTACT & How does it work?

Many DelCo CONTACT Family Peer Connection members are recovering from substance use disorders and are looking for ways to stay sober and healthy. DelCo CONTACT is a peer support program that provides a safe and supportive environment for individuals who are recovering from substance use disorders. DelCo CONTACT is a peer support program that provides a safe and supportive environment for individuals who are recovering from substance use disorders.

Expected Outcomes

- Will support through the recovery process of individuals struggling with substance use disorders.
- Will help you build a strong and healthy recovery community that will help you stay sober and healthy.
- Will help you build a strong and healthy recovery community that will help you stay sober and healthy.
- Will help you build a strong and healthy recovery community that will help you stay sober and healthy.


Tiffany Long
Peer Support Specialist
DelCo CONTACT
855-687-2410

S.T.A.R. PROGRAM
MENTAL HEALTH & SUBSTANCE USE
STABILIZATION CENTER

24/7 BEHAVIORAL HEALTH URGENT CARE

2200 PROVIDENCE AVE CHESTER, PA 19013

CALL 24/7: 855-MVP-2410



Introducing the MVP Recovery STAR Program:

STAR (Stabilization Through Assessment and Referral)

In an ever-evolving landscape of mental health and substance use challenges, the MVP Recovery STAR Program emerges as a pioneering force, dedicated to dismantling barriers and delivering compassionate care to all in need. Our 24/7 Behavioral Health Urgent Care is a state-of-the-art behavioral health program meticulously designed to address the intricate needs of our community, setting new standards in compassionate care and innovative solutions.



The MVP Recovery STAR Program is more than just a service—it's a lifeline. With a comprehensive range of Mental Health, Medical and Substance Use Stabilization services, we provide holistic support tailored to each individual's unique journey towards recovery. Our team of dedicated professionals stands ready to offer personalized care and guidance, fostering a sense of empowerment and hope in every individual we serve.

What sets us apart is our unwavering commitment to excellence. Through a blend of cutting-edge techniques, evidence-based practices, and time-tested methodologies, we strive to alleviate the mental health and substance use crisis facing our society.

Join us in our mission to transform lives and build a healthier, more resilient community. The MVP Recovery STAR Program. Where compassion meets innovation, and every door leads to healing.

THE MVP RECOVERY S.T.A.R. PROGRAM OFFERS:

- 24/7 Linkage to Mental Health & Substance Use Treatment
- 24/7 Access to Certified Recovery Peer Specialists
- 24/7 Access to Psychiatric Services
- 24/7 Access to Licensed Medical Professionals for wound care and other healthcare support

 MADE INTO VISIT OUR WEBSITE WWW.MVPRECOVERY.ORG  RECEIVED THROUGH THE DELAWARE COUNTY DEPARTMENT OF HUMAN SERVICES, DRUG & ALCOHOL

61



Behavioral Health Services

Call 24/7:
855-MVP-2410


mvprecovery.org

Call 24/7:
855-MVP-2410

- 24/7 Warm Hand Off Program for Substance Use & Mental Health Treatment Placement
- Outpatient Substance Use & Mental Health Treatment
- Medication Assisted Treatment
- Methadone Maintenance
- Psychiatrist Services
- Certified Recovery Specialist
- Sober Living

62

DelCo Crisis Connections Team

Behavioral Health Services:
Delaware County Crisis Connections Team 

Elwyn is proud to lead the Delaware County Crisis Connections Team. We are available 24 hours a day, every day of the week.

Mobile Crisis and Intervention Programs are designed to address complex needs contributing to crisis and instability, including family systems distress, youth substance abuse, homelessness, and youth violence behaviors, symptoms, and outcomes that raise concern for personal harm to self or others.

We Listen

Life is not always easy for those who are challenged by a mental health, substance abuse, trauma, violence or other crisis that has an emotional, behavioral, or physical impact on the individual and their family and friends who care about them. Crisis of crisis can be frightening and overwhelming.

That's where the Crisis Connections Team comes in.

Our mission is to listen, assess your needs, help you gain control, and provide connections to needed resources, wherever you are.

Our community crisis services are recovery-oriented, trauma sensitive, and evidence-based.

Get help now, at your location

If you or someone else, need immediate help with a mental health or substance abuse crisis, Mobile Crisis will come to you. Any time of day or night, and we will come to any location in Delaware County - whether it's a home, a school, police station, emergency room or your community setting.

Our trained crisis response teams will provide:

Assessment

We'll assess the situation, and work to understand the immediate crisis and its causes.

Intervention

We'll use brief, therapeutic interventions to stabilize the situation, and to help you or those affected to regain control.

Referral

If needed, we will assist you in obtaining immediate help. This may include a referral for outpatient services, an inpatient hospital admission, or an emergency psychiatric facility.

The Mobile Crisis Team is culturally diverse and available to help people of all ages, including children, adolescents, adults, and the elderly. Professional interpreters are available for non-English speaking individuals who may benefit from our services.



Help is only a phone call away. Get help wherever you are. **855.889.7827**

elwyn.org



DelCo Crisis Connections Team

Behavioral Health Services - Delaware County Crisis Connections Team

Crisis Prevention

In addition to providing help and support during times of trouble, we proactively try to prevent crisis from arising. We partner with community groups, educators, law enforcement, medical professionals, faith leaders, and others to raise awareness of mental health issues related to psychiatric illness, substance abuse, trauma, and violence.

Educational Sessions

We offer educational sessions on general mental health needs or address specific situations, ranging from 1 hour to 90 days. Our 90-day suicide intervention workshop, Applied Suicide Intervention Skills Training (ASIST), is an internationally utilized evidence-based program developed by LivingWorks, with the goal of helping anyone to intervene in a suicide situation.

Community Awareness

We are available to present our programs to interested groups throughout Delaware County.

To learn more about our outreach programs, contact us at 855-889-7827.



Delaware County Crisis Connections Team

The Delaware County Crisis Prevention Team program was developed and is managed by Elwyn Crisis Services on behalf of a Delaware County Office of Behavioral Health and Community Care Subsequent Health of Pennsylvania. The Services are in compliance with all children and adults residing in Delaware County, PA.



For a list of all Delaware County Crisis Connections Team Qualified Mental Health Professionals, click on Behavioral Health Services on our website.

Mobile Crisis Team Get help wherever you are. **855.889.7827**

Since 1932, Elwyn has helped people with serious, intellectual, developmental, and self-harm challenges. We are proud to have been an internationally recognized leader in human services organization, and have always been on the forefront of innovation. To learn more, visit elwyn.org.

elwyn.org



DelCo Warm Line

Adult Behavioral Health Services:
Delaware County Crisis Connections Team
The Warm Line 

1.855.464.9342

We are here to listen.

The Warm Line is
FREE and CONFIDENTIAL.

Monday to Friday: 8:00 p.m. to 12:00 a.m.
Saturday and Sunday: 1:00 p.m. to 11:00 p.m.

We provide support to individuals who aren't in crisis, but are struggling with an emotional and mental health challenge. A peer specialist will listen and problem-solve, and offer direction to other crisis services if necessary.



Developed and funded in collaboration with the Delaware County Department of Human Services Office of Behavioral Health, the Delaware County Council, Community Care Behavioral Health, and Elwyn.

Since 1882, Elwyn has helped people with autism-related developmental and behavioral challenges and mental health issues achieve their full potential through human services programs. We have a unique focus on the trust and respect.

[To learn more visit elwyn.org](http://www.elwyn.org)



65

65

DelCo Crisis Telehealth Helpline

Delaware
County
Telehealth
Helpline
855-464-9342

To provide Emotional Support to the Delaware County community we have opened a Telehealth Helpline which will operate 24 hours a day, 7 days a week. Individuals working or living in Delaware County can use this resource by calling 855-464-9342 to speak to a Certified Peer Specialist or Mental Health Professional. The call is confidential and may be anonymous if the caller prefers.

Developed and funded by Delaware County Council and the Delaware County Department of Human Services.



66

66

Human Services Brochures and GIS Maps

Human Services Brochures:

[Human Services Brochures - Delaware County Department
of Human Services \(delcohsa.org\)](http://delcohsa.org)

GIS MAP:

[GIS Maps - Delaware County Department of Human
Services \(delcohsa.org\)](http://delcohsa.org)



67

67

No Wrong Door Outreach

We are currently available to provide a stadium folder that contains our brochures to be displayed in our county offices, libraries, schools, and our community partners to increase awareness of our services and programs.

If you would like to schedule a brief meeting with us to drop off a stadium folder and provide an overview of our services, we would be happy to be to do so.

Please contact us at 610-713-2115 Monday- Friday between the hours of 8:30am- 4:30pm or via email NoWrongDoor@delcohsa.org

68

68

Contacting DelCo's No Wrong Door

To better assist our residents with accessing our services, we have a dedicated No Wrong Door phone number where residents can call to inquire about services or receive assistance in being linked to our programs.

Please call 610-713-2115 Monday- Friday between the hours of 8:30am- 4:30pm or via email at NoWrongDoor@delcohsa.org

69

69

Thank you!!!

70

County of Delaware



71

71