



PARTICIPANT HANDBOOK

**Mental Health Association of
Southeastern Pennsylvania
1211 Chestnut Street
Philadelphia, PA 19107
215.751.1800
www.mhasp.org**

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Thank you for enrolling with MHASP,

an organization dedicated to helping individuals with mental health conditions direct their own recovery journeys, and preparing family members to play supportive roles.

Our work is guided by the following beliefs:

- Persons with serious mental health conditions can and do recover. Children, youth, adults, family members and communities have the capacity for resilience and recovery.
- Creating an environment of hope is the first step for a successful recovery journey.
- Recovery is different for each person but is possible for all.
- Recovery occurs in the community and with connections to natural supports.
- The active involvement of individuals with mental health conditions and of family members is essential for system transformation and successful outcomes.

Throughout our organization, individuals in recovery and family members serve in leadership positions as employees, volunteers, and members of our board of directors. Our belief in individuals' potential to recover and in family members' ability to provide support is based on the lived experience of many of our employees and volunteers.

We recognize that the persons best able to shape their own futures are those who come through our doors seeking help: you and other service participants. Now that you have enrolled in an MHASP service, our employees, volunteers, and other participants will help you identify your goals and work to achieve them.

Again, welcome to MHASP, an organization dedicated to the belief that a better future is possible and to nurturing opportunities for you to find and hold on to hope.

Warm regards,

Bill Dinwiddie,

Chief Executive Officer



Mental Health Association of Southeastern Pennsylvania (MHASP) is a nonprofit organization that develops, supports and promotes innovative education and advocacy services. MHASP serves adults, and children impacted by mental health challenges through our services and advocacy efforts.

VISION

Individuals challenged by mental health conditions are empowered to direct their recovery journeys, and family members are prepared to play supportive roles, as members of informed and inclusive communities.

MISSION

To promote groundbreaking ideas and create opportunities for resilience and recovery by applying the knowledge learned from the people we support, employ and engage in transformative partnerships.

KEY RECOVERY CONCEPTS WE HAVE EMBRACED

- **Hope:** The recovery journey is anchored by the belief that a better future is possible – that individuals can and do overcome obstacles and accomplish their life goals.
- **Support:** Involvement with peers and others who are empathetic, encouraging, non-judgmental, and who share knowledge gained from their experience is critical to recovery. The opportunity to provide such support is invaluable.
- **Respect:** Accepting others as equals and receiving such acceptance in return enhances self-esteem and promotes recovery; societal acceptance reduces discrimination and stigma.
- **Cultural Sensitivity:** Culture provides a context in which to understand the recovering person. To understand culture, one must identify deeply held attitudes, values, beliefs, and practices.
- **Strengths Based:** Recovery occurs as people identify and use their multiple strengths, resiliencies, coping skills, talents, abilities and capabilities.

KEY RECOVERY CONCEPTS CONTINUED

- **Education and Learning:** Acquiring the knowledge and skills to go beyond personal challenges and to use resources that support personal growth, autonomy and well-being fosters recovery.
- **Self-Determination and Choice** are cornerstones of recovery and necessary for empowerment. One has to be offered options in order to be in control of one's life.
- **Holism:** Recovery informs all aspects of life, from the mind to the body to the spirit.
- **Personal Responsibility:** Recovery requires the courage to make decisions, to take risks, to rely on oneself with the help of others, and to realize that it is up to each person to achieve his/her purpose in life.
- **Empowerment:** Individuals gain self-confidence and self-esteem as they learn to express themselves, make decisions and find that their actions make a difference.

PARTICIPANT RIGHTS

As a MHASP participant, you have the right to:

1. Receive accurate, easily understood information that may help you to make more informed health care decisions;
2. Not be discriminated against on the basis of age, race, ethnicity, color, national origin, marital status, disability, religion, genetic information, economic status, on the basis of actual or perceived sexual orientation, actual or perceived gender identity, and/or actual or perceived gender expression or source of payment;
3. To be treated with dignity, respect, fairness, consideration, equality, and to be free from abuse, neglect or mistreatment;
4. Participate in your recovery service planning process;
5. Manage personal financial affairs (unless you have been informed by social security that you need a Representative Payee);
6. Access to emergency services;
7. Request a change of staff members from your individual service team;
8. Retain all Civil rights and liberties; and practice religion or faith of choice
10. Confidentiality of your Health Information
Participants have the right to communicate with MHASP staff members in confidence and to have the confidentiality of their individually identifiable information protected.

PARTICIPANT RIGHTS

If you receive services from Homeward Bound, you have these additional rights,

1. Receiving or sending mail without interference of staff or other participants;

Restriction of Rights

The only time your rights can be restricted is when a licensed professional has determined that you may be in danger to yourself or others.

Participant Responsibilities

MHASP believes in you and therefore encourage you to assume as much responsibility as possible. We believe that greater participation in your services increases the likelihood of achieving the outcomes you may wish to accomplish.

- Taking an active part in the development of your service planning,
- Telling staff what you want and need from your services,
- Sharing information with staff that is relevant to your services, and
- Telling staff if you are not satisfied with services, or feel you have been treated unfairly.

We encourage behavior that is respectful to all individuals,

YOUR INITIAL MEETING

We will:

1. Inform you about the services we offer and ask you what you want to be involved in. We will also give you information on where to find other mental health services/substance abuse services within the county system of care,
2. Give you information on how to access those services outside MHASP, and what to do in the event of an emergency,
3. Give you information regarding your right to and the process to file a complaint or grievance when you feel you are not receiving a level of service that meets your satisfaction, in MHASP and your County MH System.
4. Ask you to sign the Approval to Receive Services that indicates you have been made aware of and understand your rights and that this pamphlet was reviewed and given to you.

LIMITED ENGLISH PROFICIENCY

It is our responsibility to ensure that all participants have meaningful and equal access to services. This responsibility encompasses the most basic of human needs, the need for communication and understanding.

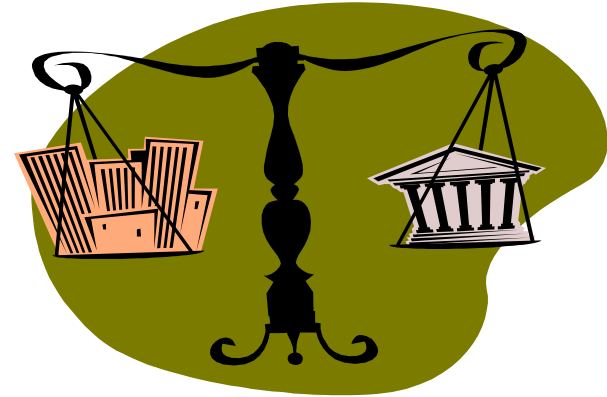
In order to ensure effective communication service staff will make every effort to ensure communication and understanding for those participants or their immediate families who are identified as having Limited English Proficiency (LEP).

In addition, the public offices have been equipped with universal symbols for bathrooms, and exits.

Once a participant or their family has been identified as needing translation or interpretive services, service staff will contact the corresponding appropriate agency to identify a translator/interpreter.

FREEDOM OF CHOICE / SERVICE AVAILABILITY

MHASP is an agency, which provides a wide array of services. By enrolling in our service we will support your personal development. If MHASP is unable to provide all the services you require, we will assist you in reviewing the services provided by your area service providers. If you wish to exercise your right to seek services elsewhere, designated staff will assist you in identifying and accessing these available services, if they are available elsewhere. Your signature on the Approval to Receive Service indicates that the above procedures have been explained to you, that the MHASP staff you are working with has informed you of your local website, and has given you information about services available in the County.



FEDERAL AND STATE LAWS PROTECTING PERSONS WITH DISABILITIES

Americans with Disabilities Act 1990

Prohibits discrimination against persons diagnosed with disabilities. Disabilities are defined as “mental or physical impairments which substantially limit one or more basic life activities”.

Rehabilitation Act 1973

Prohibits discrimination on the basis of “handicap” and requires employers and educational programs to make reasonable accommodations to meet the needs of persons with disabilities.

MHASP ENCOURAGES FAMILY & FRIEND INVOLVEMENT

MHASP staff will be asking you to identify people who are important to you and who you count on for support and who may assist you in your recovery process. Examples of potentially supportive people are:

- Immediate family members (parents, children, spouses/partners, brothers/sisters)
- Relatives (grandparents, cousins, uncles, aunts, nieces/nephews, etc.)
- Friends and romantic relationships (boyfriends/girlfriends)
- Roommates, coworkers, classmates, support group, AA or NA sponsors or members,
- Ministers, Rabbis, Priests
- Physicians, physical therapists, chiropractors, and other healthcare workers,
- Therapists and case workers (welfare, social security, protective services, etc), administrators or supervisors of programs that consumers attend, probation officers, etc.
- Employers, landlords, teachers/faculty.

HIPAA

HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT

protects your health information and gives you the choice to decide whom, where and when it can be shared with

YOU HAVE THE RIGHT:

To talk to us, knowing what you tell us will be kept private;

To choose how we can use your information;

To choose the people we send your information to;

To look at your record and ask for a copy;

To ask to make changes (amendments) in your record;

To get a list of people or organizations that we sent your information to;

To stop an authorization that said we could release your information;

If you feel that any of your privacy rights have been violated you may file a Privacy complaint with the Mental Health Association at Southeastern Pennsylvania by contacting the QI & Compliance Director (267.507.3947), and if you are not satisfied with the results, you may contact and give information to the Secretary of the U.S. Department of Health and Human Services of Civil Rights. (Contact information on page 21)

A full copy of the Privacy Notice will be posted at the site. To request a copy of the Privacy Notice that will explain these rights in detail ask a staff member or contact the QI and Compliance Director at 267.507.3947.

HIPAA HOW TO: IF YOU WANT TO KNOW WHO HAS SEEN YOUR HEALTH INFORMATION

Pick up the form entitled “Participant Request for Accounting of Disclosures of Health Information from a member of your Individualized Recovery Team.

Fill out the form

Submit this form to any member of your Individualized Recovery Team who will then forward it to the Quality Improvement and Compliance Department at 1211 Chestnut St. Philadelphia, PA 19107. This unit will respond to you within 10 days.

When the request processed and completed, you will receive a copy of the information (free of charge) and a copy will also be placed in your health record.



HIPAA HOW TO: IF YOU DO NOT WANT SOMEONE TO SEE YOUR HEALTH INFORMATION

Pick up the form entitled “Participant Request Form for Restriction of Uses/Disclosures of Private Health Information or for Confidential Communications from a member of your Individualized Recovery Team.

Fill out the form.

Submit the form to any member of your Individualized Recovery Team who will then forward it to the manager and /or supervisor for approval.

If the request is not fulfilled, the manager /supervisor will then forward the form to the Quality Improvement and Compliance Department at 1211 Chestnut St., Philadelphia, PA 19107

If the QIC is unable to make a decision, it will be reviewed at the Privacy Board and make the final decision and get back to you within 10 business days—they will also forward a copy of the request to your program or residence where it will be filed in the request/release section of your record.

If your request is denied, you may appeal the decision following the proper appeal procedure.

If your request is approved, your information will be kept private from these individuals.

HIPAA HOW TO: CHANGE INFORMATION IN YOUR HEALTH RECORD

Pick up the form titled,
“Participant Request to Amend or Add Health Information” from a
member of your individualized Recovery Team.

Fill out the form.

Submit this form to any member of your Individualized Re-
covery Team who will then forward it to his/her supervisor/
manager—a copy of the form will be filed in the Release
Request Section of your record.

If your request is approved, schedule an appointment to ob-
tain a copy of the page you wish to change.

Write your corrections on the back of the copy (never cross-
out the original information or use white out). Your com-
ments will be field in your record next to the original docu-
ment.

All individuals who previously received a copy of
your information will also receive a copy of the
amendment.



MHASP staff are dedicated to providing the most ex-
ceptional supports for people who choose our service.
However, even with our best efforts sometimes people
may not be pleased with some aspects of the services.
When this happens, you can ask us for support to file
your complaint. MHASP staff members will provide
helpful supports so that you can complete the process.

1. We suggest that you first discuss your concern di-
rectly with the service staff, especially the Supervisor/
Manager of the Service. Sometimes things can be re-
solved at a “local Level” more easily than you think.
2. If you are not satisfied with the outcome of the com-
plaint you can file a grievance with the MHASP Admin-
istration, with your insurance provider, State or local
offices or directly to the US government.
3. You DO NOT have to bring your complaint to
MHASP first. You may take your complaint directly to
your insurance provider, state or local MH/MR office or
to the federal government if you wish.

IF YOU WANT TO FILE A COMPLAINT

You are encouraged to first speak directly with the service staff or manager involved to resolve the complaint informally.

If you are not satisfied with the results

Pick up the form titled, "MHASP Complaint/Grievance," from a member of your Individualized Recovery Team and fill out the form

Submit the form to the Division Director or the MHASP Compliance department, or another member of your Individualized Recovery Team who will then forward it to the Quality Improvement and Compliance Department at 1211 Chestnut St. Philadelphia

The Division Director has 5 working days to respond to your concern

You will receive a copy of the complaint with our recommended resolution of the concern

If you are not satisfied with the outcome, you may appeal the decision, by filing a grievance

IF YOU WANT TO FILE A GRIEVANCE

Pick up the form titled, "MHASP Grievance" any member of your Individualized Recovery Team and fill out the form

Submit the form to the Compliance Department

The Director of Service operations will respond to your concern within 10 working days

You will receive a copy of the grievance

If you are not satisfied with the outcome, you may appeal the decision to other authorities



APPEAL PROCESS

(Supports from outside of MHASP)

If you are not satisfied with the outcome of your complaint or grievance processes, you have the right to appeal any decision to the proper authority.

You are NOT required to report issues to MHASP before seeking supports from these authorities. You may contact them at any time if you choose to do so.

Mental Health Association of Southeastern PA
1211 Chestnut Street, 11th floor
Philadelphia, PA 19107-4122

Department of Public Welfare
Bureau of Equal Opportunity
Room 223, Health & Welfare Building
PO Box 2675
Harrisburg, PA 17105

U.S. Dept. Of Health & Human Services
Office of Civil Rights
Suite 372, Public Ledger Building
150 South Independence Mall West
Philadelphia, PA 19106-9111

PA Human Resources Commission
Philadelphia Regional Office
110 N. 8th Street
Suite 501
Philadelphia, PA 19107

Commonwealth of Pennsylvania
DPW Bureau of Equal Opportunity
Southeastern Regional Office
801 Market Street, Suite 5034

Mental Health Association of Southeastern Pennsylvania

Discharge Bill of Rights

For Peer Support Services

If I am discharged from a MHASP Services I have the right to complete a new referral/recommendation form at any time should my circumstances change and I wish to return to the service.

If I am discharged and submit a new referral/recommendation, my paperwork will be reviewed to determine if I am eligible for MHASP services and if eligible I will be added to the intake list or waiting list.

If I am discharged and no longer eligible for services a letter will be sent within 30 days of my referral/recommendation outlining why I will not be accepted back into the MHASP services.

If I am discharged from a MHASP program for any of the following reasons listed below I may not be considered for re-admission into the service:

- If you behave in a physically threatening or sexually aggressive manner towards staff or other participants you may be asked to leave the service for a specific period of time.
- Participant is enrolled in another CPS Service.
- Found to be ineligible/inappropriate for services based on criteria set by the Department of Public Welfare (DPW)
- Age out, determined by your county of residence.

SERVICES PROVIDED

Advocacy is a fundamental part of the mission of the Mental Health Association of Southeastern Pennsylvania and among its greatest strengths. The principal mission of the Advocacy Division is the identification and remediation of systems gaps, and positive systems change, through direct advocacy; proactive and reactive policy initiatives; appropriately focused criticisms, grievance, and protest; and grass-roots organizing. The work of the Advocacy Division strives to be culturally and logistically sensitive, life-stage appropriate and inclusive; holistically encompassing access to services and community resources, including housing, employment, education, family inclusion, spirituality, wellness, lessening justice system involvement; and forensic system improvement for those with behavioral health needs.

The Advocacy Division includes a team of advocates that directly educates and assists individuals with service delivery complaints and grievances, in navigating benefit systems, protects participant rights in inpatient and outpatient settings, makes linkages to community resources, teaching/guiding mental health participants to educate their peer groups and the public about mental health conditions, and in assisting participants to fully engage in democratic processes. Knowledge obtained through these direct service activities, interfacing transformation.

Division member functions include benefits access, Norristown State Hospital institutional advocacy, participant citizenship, Einstein/Belmont Ombudsman, older adult, youth and housing systems advocacy, and mental health and related policy and systems advocacy. Specific activities include the following:

- Boards, and task force
- Community organizing
- Political education
- Policy and systems research

Benefits Specialist

- Assistance acquiring benefits
- Grievance and appeal process
- Referrals to community resources
- Legal Referral Services
- Training and Technical Assistance
- Internal and Intra-agency

Institutional and Patient Advocacy located at Norristown State Hospital, Institutional and Patient Advocacy

- Protect and insure the rights of Norristown Patients
- Teach self-advocacy
- Transition to Community
- Represents MHASP at various coalitions
- Community Organizer
- Helps participants engage in political activities
- Voter Registrations
- Advocacy Campaigns

Einstein Ombudsman Care Coordinator

- Civil Commitment Court for Einstein and Belmont
- Explains the 302 process to participants and families
- Insures participant rights during hearings
- Einstein/Belmont inpatient units
- Runs groups
- Onsite advocate
- Models recovery
- Provides transitional supports in the community
- Voices of Recovery Group
- Continues to be available to participants post-inpatient

PEER SUPPORT TEAMS

Peer Support teams are a free-standing peer support services open to adults who have a behavioral health or co-occurring diagnosis. The Certified Peer Specialists on the Peer Support teams assist the service participants in finding their path, which leads to independent, fulfilling, and productive lives in the community. Peer support is usually delivered by a Certified Peer Specialist who comes from the lived experience and is committed to promoting and modeling all of the recovery values.

- Friends Connection - Montgomery County
- PeerNet Certified Peer Support- Bucks County
- PeerNet Certified Peer Support-Philadelphia Co
- Trail Guides Mentoring Program, Montgomery Co
- Friends Connection Philadelphia Co
- CRIF Self Directed Care and Peer Support, Delaware Co

Compeer Services

Compeer services provide one-to-one volunteer supportive friendships and mentoring relationships to adults and youth in mental health recovery. Our community-based services achieve positive outcomes such as reduced social isolation and greater community integration for individuals on their recovery journey. MHASP works with volunteers to train and “match” people who have similar interests, leisure pursuits and hobbies in Chester and Philadelphia Counties.

- Compeer Philadelphia County
- Compeer Chester County

CRIF Self-Directed Care

The CRIF Self-Directed Care Program is a two-year pilot program which attempts to study the role that self-direction plays in the mental health recoveries of individuals living with severe mental health diagnoses. The CRIF Program, providing services to eligible participants in Delaware County, PA, couples traditional Medicaid-reimbursable peer-support services alongside an emphasis on individual participants budgeting for other Medicaid-reimbursable services as well as non-traditional items or services identified by the participant as fitting their Recovery goals.

Homeless Outreach

Outreach response workers in, Delaware and Philadelphia Counties, many of whom have experienced homelessness first hand, build trusting relationships that enable individuals who are homeless to accept placement in appropriate settings where they may obtain needed opportunities to recover their lives. The outreach teams attempt to establish a rapport that gradually leads to acceptance and openness to seeking help. Outreach teams conduct street outreach at times when people, with additional hours of service delivery during summer and winter weather emergencies.

- Delaware County Connect
- Delaware County Connect-by-Night (CBN)
- Philadelphia Airport Outreach Services
- Philadelphia Homeless Outreach

Recovery & Education Centers

MHASP was the first agency in the country to offer Drop-In Centers, a radical idea at the time, that people in recovery could help others thinking about taking the first steps in recovery. Now these Recovery & Education Centers in, Bucks, Delaware, Montgomery and Philadelphia Counties connect participants to natural community supports along with offering a warm and welcoming place to come to engage in the service system. Offering unique facility-based options the Centers are actively engaged in connecting people to resources and services in community environments. In all instances, the focus of these services will be driven by the service participant with an aim toward community integration and the use of existing community resources. The Centers offer recovery education alternatives to the individuals we are serving like WRAP (Wellness Recovery Action Plan) is an excellent example.

- A New Life-Philadelphia County
- The WELL, Philadelphia County
- Norristown, Montgomery County
- Pottstown, Montgomery County
- Bryn Mawr, Montgomery County
- Rainbow House, Bucks County
- Darby Share Delaware County
- Chester City, Delaware County

Representative Payee Services

The Representative Payee (RP) Financial Services provide bill paying, and fund distribution services to participants with mental health challenges who need support handling their finances, and to assist participants with developing budgeting and money management skills required for personal budget management. MHASP is funded by Philadelphia, Montgomery, Delaware and Chester counties to provide this service.

Residential Services

MHASP offers a range of recovery oriented residential services from transitional to permanent housing in Delaware, Montgomery and Philadelphia Counties. In all instances tenants are offered the opportunity to obtain skills for community living. While partnering with staff, some of whom are people in recovery with a mental health diagnosis; participants receive assistance in seeking permanent housing, obtaining employment and/or public benefits.

- Delaware County Connect-to-Permanency (CTP)
- Halfway There - Montgomery County
- Homeward Bound - Philadelphia

Health Services

HealthCHECK offers individual check-ups and basic nursing care, such as -blood pressure screening, blood sugar testing and medication assistance, while also making referrals and linkages to other physical and behavioral health services in the communities we serve in. A HealthCHECK nurse is available at all MHASP Recovery and Education Centers in Montgomery and Philadelphia Counties at least one day per week.

Mobile Nurse Services: Montgomery & Philadelphia

Targeted Case Management

Targeted Case Management service coordination is the professional practice in which the service recipient is a partner, to the greatest extent possible, in assessing needs, defining desired outcomes, obtaining services, treatments and supports, and in preventing and managing crisis. Our services work to improve the quality of life for people with mental health conditions who are homeless and in Philadelphia, people who are currently receiving services and require assistance in coordinating these services and people who are being released from prisons and jails.

- ACCESS
- Share/Forensics

Training & Education

MHASP offers a wide range of recovery and resilience based training and consultation.

- Institute for Recovery and Community Integrations
- Involved Consumer Action Network (ICAN)
- Training and Education Center (TEC)

Family and Youth Division

Children’s Crisis Response Center – Advocacy Project (CRC-AP) — provides on site support, referrals and direct advocacy for Philadelphia families/caregivers of children and youth admitted to the Philadelphia Children’s Crisis Response Center at Germantown Hospital. Program is located in Philadelphia.

Family Empowerment Satisfaction Team (FEST) — The Family Empowerment Satisfaction Teams with services in Delaware and Montgomery Counties ask parents, caregivers of children and youth about their experience with behavioral health services, with the goal of making services more family and youth driven. Using the collective feedback about what worked and what can be improved. FEST advocates with counties, providers and manager care organizations to help create services and supports that meet the needs of youth and their families.

Parent Empowerment through Advocacy & Knowledge (PEAK) The PEAK Workshop series offered in Delaware and Philadelphia Counties is a community-based model for educating and empowering parents/caregivers of children and youth with emotional and behavioral health challenges. PEAK engages parents/caregivers in a dynamic educational process that equips them with the knowledge, skills, and resources to become their children’s most effective advocates. The PEAK curriculum features presentations by professional human service providers from local child-serving systems; peer-to-peer discussions with family advocates and interactive discussions by participants.

Parenting Plus — A 10-12 week workshop offered in Delaware, Montgomery and Philadelphia Counties which provides parenting skills education to parents with a mental health challenge so they can cope and interact effectively with their children in ways that promote their own recovery and dignity while also enhancing the safety and well-being of their children. The curriculum educates participants about the three major developmental stages of childhood and

addresses other topics such as anger management, self-care and wellness and parenting from a distance. Parents are also encouraged to openly discuss their illness with their children and to build a comfort level that enables them to talk about their mental health issues in age-appropriate ways that contribute to understanding and trust in the parent-child relationship.

Parents Involved Network (PIN) — PIN provides information, support, referrals for parents/caregivers to help them become the best advocate for their children. Parent Advocates who have been through the experience themselves support families whose children have behavioral health challenges. PIN also advocates locally and statewide influencing policy issues affecting children and youth who have emotional or behavioral health challenges. Services are located in Delaware, Philadelphia and Montgomery counties.

Training & Education Center (TEC) — Provides training and education services to family members and service providers. Family services include family consultation, family workshops, family problem-solving groups and a support group for adult daughters/sons and siblings of people with a mental health disorder. Services for providers include training related meeting standards for family inclusion and



It is a top priority that you are successful and obtain the services for which you are eligible and deserve. Our staff is committed to working with you.

WHAT IS WRAP?

WELLNESS RECOVERY ACTION PLAN

WRAP was developed by Mary Ellen Copeland. **WRAP®** is a self-management and recovery system developed by a group of people who had mental health difficulties and who were struggling to incorporate a [wellness “tool box” and strategies into their lives. WRAP is designed to:

- Decrease and prevent intrusive or troubling feelings and behaviors
- Increase personal empowerment
- Improve quality of life

Assist people in achieving their own life goals and dreams.

WRAP is a structured system to monitor uncomfortable and distressing feelings and behaviors and through planned responses, reducing modifying or eliminating them. It also includes plans for responses from others when you cannot make decisions, take care of yourself or keep yourself safe.

Who could use **WRAP**:

- Anyone who wants to create positive change in the way they feel, or increase their enjoyment in life.

Anything from deep sadness, arthritis, hearing voices, diabetes to “burn out.”

People who are using **WRAP** say:

- “It helps me feel prepared.”

“I feel better more often and I’m able to improve the overall quality of my life.”

The person who experiences symptoms is the one who develops their personal WRAP. The person may choose to have supporters and health care professionals help them create their WRAP.

The **WRAP** system was developed by people who have been dealing with a variety of psychiatric symptoms for many years and who are working hard to feel better and get on with their lives. Mary Ellen Copeland has shared it with people with other illnesses and they too believe that it can be easily adapted for use with other conditions.

What People are Saying About WRAP.....

“Recovery & WRAP have changed my life.”

“I’ve gone from being totally disabled to being able to live a full and rich life. I am so grateful.”

“Everything has improved at our organization. People are recovering and moving forward with their lives. Our work is so much more fulfilling.”

“Finally, something I can do to help myself.”

“I used to spend months, even years, in the hospital. Now I have a bad afternoon or a bad day. And it’s all because I use WRAP.”

“WRAP for me is about personal responsibility. I can just let my “symptoms” take over my life. Or I can take personal responsibility, use my WRAP, and do what I need to do to take care of myself and feel better.”

“In the years that I have been using WRAP, everything has changed in my life. I used to spend all my time just sitting around, watching TV and smoking. Now I hardly ever watch TV, I’ve given up smoking, I’ve gone back to school and I have a real job. And I have a wonderful partner. I never thought life could be this good.”

“This has changed my life completely. I used to think of myself as this “mentally ill” person. Now I am a person who knows how to take care of myself and help myself in difficult time. If I am feeling badly or having a hard time, I take action. And there are so many simple, safe things I can do.”

“The word crisis has a different meaning for me now. I used to think it was a crisis when I felt really anxious and upset. I thought I needed to go into the hospital or get my medications increased. Now a crisis is when everything is so bad I need others to take over for me. And I don’t have them anymore, because now I know how to take care of myself.”

MHASP SERVICES

TARGETED CASE MANAGEMENT SERVICES

ACCESS Case Management – Eligibility Requirements: Adults, 18+, severe mental illness and chronic homelessness, resident of Philadelphia County. Intake Procedures: A referral comes from the Office of Mental Health. Call 267-507-3950

Share Targeted Case Management – Eligibility Requirements: Adults, 18+, severe mental illness, resident of Philadelphia County. Intake Procedure: A referral comes from the Office of Mental Health. Call 267-507-3950

Airport Outreach – Eligibility Requirements: Adults, 18+, severe mental illness, chronic homelessness, and addiction issues. Work to improve the quality of life for chronically homeless people located at the Philadelphia International Airport. Call 267-507-3950

PEER SUPPORT SERVICES

PeerNet – Philadelphia and Bucks Counties: is a free-standing peer support program. Eligibility Requirements: MA eligible, Adults 18 +, who meet OMHSAS Adult Priority Group diagnosis, living in either Philadelphia or Bucks County. Recommendations must be approved by a practitioner of the healing arts. Call Philadelphia 267-507-3473, Bucks 267-507-3995

CRIF (Self Directed Care) – Eligibility Requirements: MA eligible, Adults 18 +, who meet OMHSAS Adult Priority Group diagnosis, and living in Delaware County. Referral: **CRIF** is in collaboration with the Office of Behavioral Health of Delaware County, Magellan Health Services, and the University of Pennsylvania. Call 267-507-3873.

Trail Guides – Eligibility Requirement: MA eligible, Adults 18 to 26, who meet OMHSAS Adult Priority Group diagnosis and is a resident of Montgomery County. Recommendations must be approved by a practitioner of the healing arts. Call 610-292-9922, Ext. 108.

Friends Connection, Philadelphia Co.-Friends Connection , Montgomery Co. – Eligibility Requirements: Adults, 18+, dual diagnosis (mental illness and substance abuse), residence of Philadelphia or Montgomery County. Intake Procedure: referral through recovery coach/case manager, intake completed by Peer Service Support. Philadelphia 215-599-4011, Montgomery County- 610-292-9922 Ext. 116.

COMMUNITY SUPPORT SERVICES

Bucks, Chester and Philadelphia County Compeer – Eligibility Requirements: Adults 18+, mental illness, looking for companion to assist in community integration. Intake Procedures: Case manager or self referral, complete an application. Call Philadelphia County 267-507-3846, Chester County 610-436-4445, Bucks County 215-785-2825.

Representative Payee – Eligibility Requirement: Adults, 18+ who receive income (SS, welfare, etc) and are unable to manage finances. Intake Procedure: Proof of income required, referral by case manager, intake completed upon admission. Call 215-751-1800.

Delaware County Supportive Housing Programs and Shelter

CONNECT/CONNECT BY NIGHT/CONNECT TO PERMANENCY

– Eligibility Requirements: Adults, 18+, mental illness, chronic homelessness, resident of Delaware County. Intake Procedures: Referral through outreach or case manager, intake completed upon proof of homelessness. Call 610-652-1590.

RECOVERY AND EDUCATION CENTERS

A New Life-Philadelphia, Bryn Mawr, Project Share-Montco, Project Share-Delco, Chester City, The Well -Philadelphia, Rainbow House-Bucks Co, and Pottstown. Recovery Education Centers – Eligibility Requirement: Adults, 18+ mental illness, seeking socialization and community integration. Intake Procedures: none A New Life 215-243-0903, Chester City 610-497-4440, The Well-Philadelphia 267-507-3470, Bryn Mawr 610-527-3097, Delaware County Project Share 610-532-6336, Pottstown 610-970-5244, Montgomery County Project Share 610-272-7997 and Bucks Co Rainbow House 267-507-3995

RESIDENTIAL SERVICES

Halfway There – Eligibility Requirement: Adults, 18+, in need of housing, resident of Montgomery Co. Intake Procedure: Proof of homelessness, referral by case manager, intake completed as needed. Call 610-272-8067.

Homeward Bound CRRS: A 24-hour facility that assist adults with mental illness and/or dual diagnosis (mental illness and substance abuse) to live successfully in the community. Eligibility Requirement: Adults, 18+, (referrals must come through the department of behavioral health). Call 267-507-3780.

Mobile Nurse Program-Health check – Eligibility Requirement: Adults, 18+, Coordinating physical and behavioral health care services to special needs populations. Call 267-507-3470.

Ombudsman/Care Coordinator – Eligibility Requirement: Adults, 18+, who have been 302'd (involuntarily committed) at Einstein Hospital. Intake Procedure: Intake completed if needed. Call 215-456-7430.

SERVING FAMILIES COMMUNITY and FAMILY EDUCATION

Children's Crisis Response Center Advocacy Project (CRC-AP) One Penn Blvd, Center Tower, 3rd floor, Philadelphia, PA 19144 215.951.8835; 267.974.1557; 215.667.9659

Family Empowerment Satisfaction Team (FEST)

Delaware Co. 610.713.9401 Montgomery Co. 610.279.8511

Parents Empowerment through Advocacy & Knowledge

(PEAK) Delaware Co 610.713.9401; Philadelphia 267.507.3872

Parenting Plus can refer themselves or be referred by an agency. Delaware Co. 610.713.9401; Montgomery Co. 610.279.8511; Philadelphia Co. 267.507.3872

Parents Involved Network (PIN) : Delaware Co. 610.713.9401; (*Spanish Available*) Montgomery Co. 610.279.9401; Philadelphia Co. 267.507.3860 (*Spanish and Cambodian available*)

TEC Family Center – Eligibility Requirement: Adults, adolescents, children of mentally ill family members who need support and coping skills. Intake Procedure: Self or family member referral. Call 215-751-1800.

Information and Referral – Eligibility Requirement none. Responds to questions from callers seeking information about services or other behavioral health issues. Call 215-751-1800.

Institute for Recovery and Community Integration – Educational workshops, Mental Health Recovery and Community Integration Education Groups, WRAP Trainings, Certified Peer Specialist Program and Technical Assistance are all offered through the Institute. Call 215-751-1800.

Training and Education Center (TEC) provides training and education services to family members and service providers. Some fees apply to some services for non-Philadelphia residents or agencies. Philadelphia Co. 267.507.3863