





Presentation Outline

- Overview of Mental Health System
- Overview of Department of Human Services
- Overview of Office of Behavioral Health (OBH)
 - ❖ Comprised of 3 Bureau's:
 - Adult Mental Health
 - Child/Adolescent Mental Health
 - Drug and Alcohol
 - ❖ Treatment Supports
 - ❖ Adjunct Service Supports to Treatment
 - ❖ Advocacy Services
 - ❖ Resources for Problem Resolution
 - ❖ Residential Programs and Services



Office of Mental Health and Substance Abuse Services



Allegheny County Dept. of Human Services



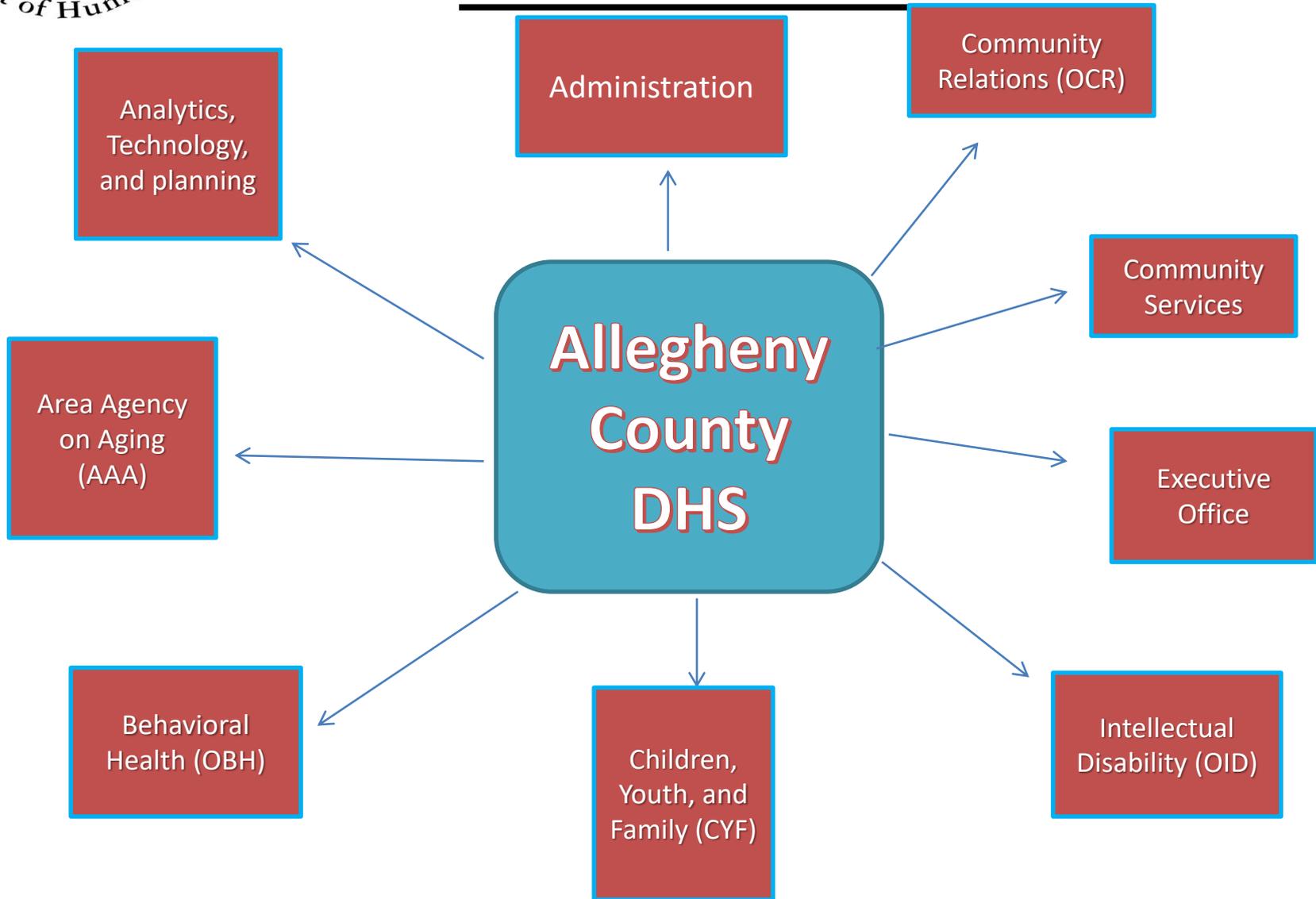
Office of Behavioral Health



Providers (YOU!)



Allegheny County Department of Human Services





Allegheny County Department of Human Services Offices

➤ Executive Office

➤ Support Offices

❖ AIMS – Office of Administration

▪ DHS Operations Management

❖ OCR – Office of Community Relations

▪ <http://www.alleghenycounty.us/Human-Services/About/Offices/Community-Services.aspx>

▪ Allegheny Link

▪ Directors Action Line

❖ DARE – Office of Data Analysis, Research and Evaluation



Allegheny County Department of Human Services Offices

➤ Integrated Program Offices

❖ AAA- Area Agency on Aging

- For individuals 60 and older
- AAA Senior line 412-350-5460

❖ OBH – Office of Behavioral Health

***Drug and Alcohol *Child/Adolescent MH * Adult MH**

❖ CYF – Office of Children, Youth and Families

❖ OID – Office of Intellectual Disability

- You must be diagnosed with an intellectual disability prior to the age of 22 in order to qualify for this system.
- OID Main number 412-253-1399



ODP, Autism, Intellectual Disability (ID) and Developmental Disability (DD) Resources

- www.MyODP.org
- Autism Connection of PA: <https://autismofpa.org/>
- PA ARC: <http://thearcpa.org/>
- American Psychiatric Association:
www.psychiatry.org/psychiatrists/practice/dsm/educational-resources/dsm-5-fact-sheets



DHS website navigation and activity

<http://www.alleghenycounty.us/human-services/index.aspx>



Office of Behavioral Health

Child/Adolescent Bureau:

- Program Specialists
- School Based Liaisons
- Behavior Health Specialists
- Early Intervention Coordinator
- Education Specialists

SHARED SERVICES

MONITORING

PHARMACY

IRES

MATP

Adult Bureau:

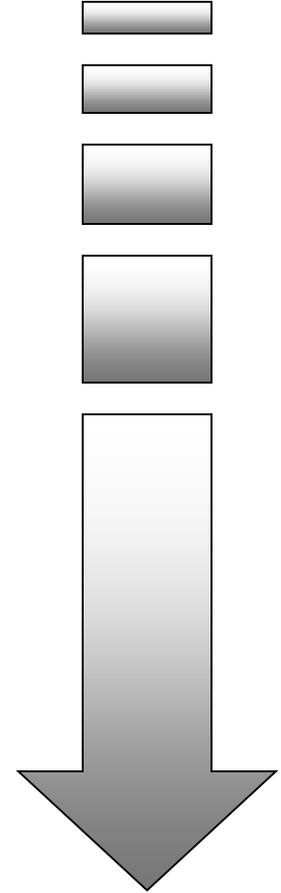
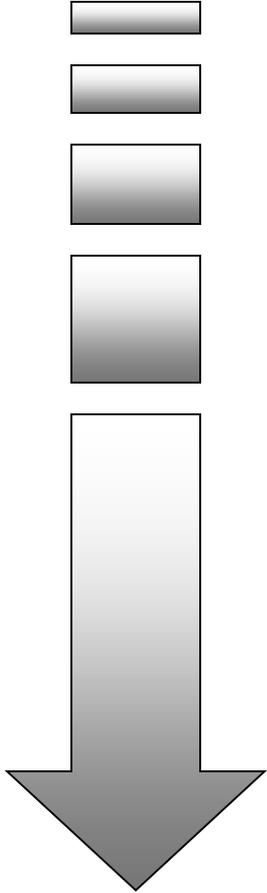
- Program Specialists
- Community Integration Team
- CHIPP Team
- Residential Specialists
- Justice Related Services



Service Continuum

Least Restrictive

Most Restrictive





Adjuncts to Treatment

- **Service/Support Coordination**
 - ❖ (AFIT) Alliance for Infants and Toddlers
 - ❖ Life Project
 - ❖ RTF Group
- **Student Assistance Program**
 - ❖ SAP Coordinator
- **Joint Planning Team/Hi-Fidelity Wrap**
- **Respite**
- **Service Coordination**
- **Psychiatric Rehabilitation**
- **Social Rehabilitation**
- **Drop In Centers**
- **Crisis Services**
 - ❖ RESOLVE Crisis Network
 - 1-866-796-8226 (1-866-7 YOU CAN)
 - ❖ CACTIS
 - 412-864-5067
 - CACTISreferral@upmc.edu
- **Vocational/Educational**



Referrals to Services

- Certified Peer Specialist, Supported Employment, Psych/Soc Rehab, and Supportive Housing
 - ❖ Contact provider directly to make referral
- ECSC and Mobile Meds
 - ❖ “Specialized Services” referral form: sample form located on SC New Hire training site
- Youth Support Partner
 - ❖ 412-442-8977



Additional Supports, Services and Advocacy

- Peer Support

- Warm-line/Warm and Friendly Call Program
 - ❖ Warmline # 1-866-661-9276 (WARM)

- Advocacy Agencies -
 - ❖ Disability Rights of PA (DRP)

 - ❖ Allegheny Family Network (AFN)



Additional Supports, Services, and Advocacy

- **Allegheny County Coalition for Recovery (ACCR) -**
<http://coalitionforrecovery.org>
 - ❖ Mission
 - ❖ 5 Sub-committees
- **NAMI – National Alliance on Mental Illness**
- **Community Support Program (CSP)**
 - ❖ Committee comprised of stakeholders including persons in services, persons with lived experiences, family members and providers.
 - ❖ Purpose is to help the system become more recovery oriented



Managed Care

- Community Care Behavioral Health (CCBH)
 - ❖ Managed Care Provider
 - ❖ <https://www.ccbh.com/>

- Allegheny Health Choices, Inc. (AHC)
 - ❖ Managed Care Monitor
 - ❖ <https://www.ahci.org/>



Mitigating Complex Problems

- Internal Processes
- Team Meetings or Case Conferences
 - ❖ can be requested by anyone
- County Integrated Service Planning Meetings
 - ❖ Typically requested by one of the involved provider. Request goes to county
- CSP/ACSP
- Disposition Planning
 - ❖ Formal request submitted to county by inpatient unit
 - ❖ Anyone on treatment team can request a dispo meeting



Problem Resolution

- Agency Complaint and Grievance Procedures
- Director's Action Line (DAL)
 - ❖ 1-800-862-6783
- Consumer Action Response Team (CART)
 - ❖ 412-281-7333
- Community Care
 - ❖ 1-800-553-7499
- Office of Mental Health Substance Abuse Services
 - ❖ 412-565-5226

Review of a case from open to close

- Review referral
- Schedule initial intake
- Intake paperwork
- CANS/ANSA
- Service planning
- Crisis plan
- Monthly visits at a minimum
- Link to services
- Update assessments and plans every 6 months
- Progress notes-if it's not documented, it didn't happen
- Engagement-45 days since last face-face
- Assertive outreach attempts
- Closure form/discharge summary

Review referral

Schedule Initial
Intake

Intake Paperwork

CANS/ANSA

Service Planning

Crisis Plan

Update
Assessments and
Plans Every 6
Months

Progress Notes

If it's not
documented, it didn't
happen!!

Monthly Visits
(at a minimum)

Link to Services

you're the “go-to”
person

Engagement

45 days since last
face-face

Assertive outreach

- Phone calls
- Home visits
- Emergency contact
- Jail
- Hospitals
- Other service providers
- Community outreach
- Engagement letter

Closure Form/Discharge Summary



Adult Mental Health Residential Programs

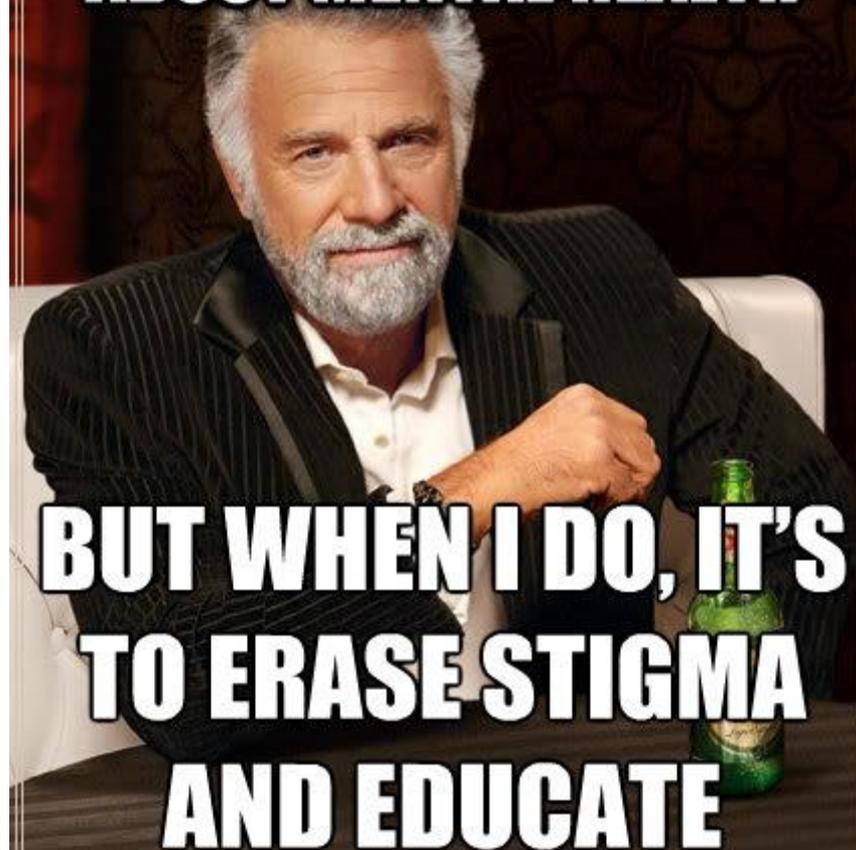
- Comprehensive Mental Health Personal Care Home (CMHPCH)
- Long-Term Structured Residence (LTSR)
 - ❖ Community based program that is secured 24/7
- Community Residential Rehabilitation (CRR)
 - ❖ Group Home – 72% income requirement room/board
 - ❖ Apartment – 40% rental income requirement
 - ❖ Co-Occurring Disorder (COD) Group Home – 72% income requirement room/board
- 24/7 Supportive Housing (On-Site)
- Specialized Residences
 - ❖ Small homes based in the Community with Specialized support
- Personal Care Home (PCH)
- Dom Care Home



Housing Resources

- **Allegheny County Housing Authority**
412-335-8940
- **Housing Authority of the City of Pittsburgh**
412-456-5000
- **McKeesport Housing Authority**
412-673-6942
- **Housing Authority of the City of Pittsburgh-Handicap accessible**
412-456-5282
- **Pittsburgh Community Services Inc. (Bi-Weekly rental information)**
412-904-4713
- **Dom Care Program (Area Agency on Aging)**
412-350-5460
- **Bureau of Human Services Licensing (Personal Care Home Information)**
412-565-5614
- **Allegheny County "The Link"**
1-866-730-2368
- **Allegheny County Health Dept.**
412-350-4046

**I DON'T ALWAYS TALK
ABOUT MENTAL HEALTH**



**BUT WHEN I DO, IT'S
TO ERASE STIGMA
AND EDUCATE**



Questions & Answers

