



NORTHAMPTON COUNTY MH

2801 Emrick Blvd
Bethlehem, PA 18020

Phone: 610-829-4840

TTY: 610-997-5840

Fax: 610-974-7596

Vision and Mission Statement

Through a partnership of the mental health community, we will continue to develop, improve, and provide a full range of high quality, culturally competent, caring, and recovery-based community services that are flexible; consumer and family driven; and supportive of consumer responsibility, independence, empowerment, choice, satisfaction, and hope for the future.

Service Delivery

Mental Health services are targeted for adults who are seriously mentally ill and children/adolescents who are seriously emotionally disturbed or at-risk of becoming so. Initial access to our services is through our Information and Referral Unit. Staff members at our Mental Health Office are responsible for case managing ongoing services for consumers.

The following services are provided by the agency either directly or via contracts with area service providers: Crisis Intervention Services including Telephone Counseling, Mobile Crisis, and Crisis Residential Services; Outpatient Services; Targeted Case Management (Intensive Case Management and Resource Coordination); Psychiatric Rehabilitation Services; Assertive Community Treatment Team Services; Facility and Community Based Vocational Programs; Residential Services; Family Support Services; Housing Support Services; Social Rehabilitation Services; Family Based Services; Peerline Services. The agency also offers Disaster Mental Health Services.

Under the Student Assistance Program, mental health services are provided to students on site at area elementary, middle and high schools. Short-term inpatient services are provided by area hospitals on either a voluntary or involuntary basis. Service philosophy is consumer oriented (client-centered and strengths-based) with the goal of offering a continuum of recovery based services that allow persons to remain in their community.

Deputy Administrator & Administrative Staff

Brian Watson

Deputy Administrator for MH

Phone: 610-829-4815

e-mail: bwatson@Northamptoncounty.org

Melanie Greczy

Forensic, Housing and Children's Unit Supervisor

Phone: 610-829-4827

e-mail: mgreczy@northamptoncounty.org

Cathy Kromer

CHIPP Coordinator

Phone: 610-829-4817

email: ckromer@northamptoncounty.org

Walter Barnett

MH/EI/DP Fiscal Officer

610-829-4837

e-mail: wbarnett@northamptoncounty.org

Roxanne Rockmore

Clerical Support

610-829-4833

e-mail: rrockmore@northamptoncounty.org

Access to Services

Access to services is through our Information and Referral Unit which is located at 2801 Emrick Blvd, Bethlehem PA 18020. This unit is open from 8:00 a.m. to 5:00 p.m. Monday through Friday. The telephone number is 610-829-4800. When a person calls into this unit, he/she will speak with an information and referral specialist who will review the caller's concerns and service needs and direct that person to where these needs can best be met. Depending upon the information provided, the caller may be scheduled to meet with an intake specialist or may be referred directly to non-county treatment resources. The latter may occur if the caller qualifies for services provided elsewhere and/or if their insurance coverage requires them to use a specific provider network.

For those persons who are scheduled to meet with an intake specialist, an appointment will be scheduled within seven to ten days of the initial call. The intake appointment will be conducted at the Office of Mental Health located at 2801 Emrick Blvd, Bethlehem PA 18020. Upon arrival, the consumer will be given a social history form to complete which will take approximately thirty minutes. The social history form can also be completed prior to the scheduled intake by downloading a copy from our website at the following link:

http://www.northamptoncounty.org/northampton/lib/northampton/depts/humanservices/mentalhealth/paperwork/mh_adult_intake.doc

Once the social history is completed an intake case manager will meet with the consumer to review the social history and discuss service needs. This intake interview also includes a discussion of confidentiality regulations, development of a treatment plan, completion of any

needed releases of information, and a determination of financial liability for services (how much one can expect to pay for services on a monthly basis based upon income). The entire intake appointment will take from one and a half to two hours.

While the above procedure outlines the process for obtaining the majority of county funded mental health services, there are some services to which consumers have direct access without having to go through the formal intake process. These include Clubhouse Services, Drop-In Center Services, and Crisis Intervention Services.

Crisis Intervention Services

Crisis Intervention services are available 24 hours a day by calling 610-829-4801 or 610-252-9060. The crisis unit is located at 2801 Emrick Blvd, Bethlehem PA 18020. Services include telephone counseling, mobile crisis, walk-in crisis, and assistance in accessing inpatient care and short-term crisis residential services.

Telephone Support Services

The PEER LINE is a toll-free phone number for people in Northampton County who are seeking a listening ear for additional support in their recovery from mental illness. The PEER LINE is peer-run and peer-friendly. Callers to the PEER LINE will speak directly to other individuals who have experienced the mental health recovery process.

Hours of operation: 24 hours a day

1-855-PA-PEERS (727-3377)

Recovery Partnership
70 West North Street
Suite 101

Bethlehem, Pa 18018

www.recoverypartnership.org

Crisis Residential Programs

Hope House

3606 Hecktown Road
Bethlehem, PA
Phone: 610-882-2008

Robbins Bower

910 East Emmaus Ave.
Allentown, PA 18103
Phone: 610-791-7878

These programs provide short-term residential services for individuals in psychiatric crisis, offering a safe and supportive environment for people who temporarily need assistance until they stabilize or until other arrangements can be made. The programs are licensed by the Commonwealth of Pennsylvania Department of Public Welfare, Office of Mental Health and Substance Abuse Services. Two or more trained staff members are on duty 24 hours a day, 365 days a year. The maximum capacity in each facility is eight persons with a length of stay for up to five days. The County Program may authorize additional time when warranted. Staff members focus on assisting consumers to resolve their immediate crises and to mobilize support systems and ongoing treatment in the community.

Reflections- Whole Life Recovery Community

1360 Main Street
Hellertown, PA 18055
Phone: 610-748-1011

This is for individuals who are experiencing overwhelming distress and feel they would benefit from connecting with others who have been there. It is short-term 24 hour peer to-peer support within a home-like environment. It is a non-medical supportive approach.

Emergency Shelter- Safe Harbor

536 Bushkill Drive
Easton, PA 18042
Phone: 610-258-5540

Outpatient Mental Health Clinics

Assessment and treatment services are offered via these programs that include psychiatric evaluation, therapy and ongoing medication monitoring. Services are individualized, strengths-based, and are not time-limited. Services for all age groups are offered here:

Cedar Point Family Services/

New Directions

(bi-lingual services available)

2456 Brodhead Road
Bethlehem, PA 18020
Phone: 610-758-8011

Northeast Treatment Centers

(does not accept Medicare)

6 South Third St
Easton, PA 18042
Phone: 610-253-6760

Holcomb Behavioral Health

(does not accept Medicare)

929 Northampton Street
Easton, PA 18042
610-330-9862

BET-EL

(bi-lingual services available)

307 E 4th Street
Bethlehem, PA 18015
Phone: 610-849-2291

Haven House

1530 Hanover Avenue
Allentown, PA 18109
Phone: 610-433-6181
www.havenbhs.com

OMNI Behavioral Health

175 South 21st Street
Easton, PA 18042
Phone: 610-250-9300

Life Guidance

(bi-lingual services available)

19 E. Elizabeth Avenue
Bethlehem, PA 18018
Phone: 610-865-1699

Northeast Treatment Centers

(does not accept Medicare)

44 E. Broad Street; Suite 020
Bethlehem, PA 18018
Phone: 610-868-0435

Pinebrook Services(serves children, adolescents, & adults)

1101 Northampton St
Easton, PA 18042
610-559-8151
www.pinebrookservices.org

Pinebrook Services(serves children, adolescents, & adults)

402 N. Fulton Street
Allentown, PA 18102
Phone: 610-432-3919
www.pinebrookservices.org

Pinebrook Services(serves children, adolescents, & adults)

16 S Broadway, Suite 2
Wind Gap, PA 18091
Phone: 610-863-8151
www.pinebrookservices.org

Children's Services available to County Residents

Outpatient Services for Children without Insurance

Same as those offered to adults but less clinics available. Most Children in the County are MA eligible.

School Based Services

As part of its Student Assistance Program, the County Mental Health Program contracts with Valley Youth House to provide on-site, short-term counseling services to students at area elementary, middle, and high schools located in Northampton County. These services are provided by mental health professionals and may include individual and group approaches. In the course of providing this service, these counselors may identify problems that would better be addressed through more intensive and/or long-term treatment approaches. In such instances, counselors will then make referrals to community-based services as appropriate. Referrals for school based services are made directly by on-site school personnel.

Respite Care

In-Home Respite Services

Respite services are available on a limited basis for eligible children/adolescents who are actively involved with the county's mental health services. The Youth Advocacy Program (YAP), and Valley Youth House (VYH) provide in-home services for children/adolescents. Respite services are intended for use in circumstances such as:

- Family need for temporary relief
- Provide a positive role model for a child
- Promote socialization in the community

Residential Services for Children/Adolescents

These services consist of two types, CRR Host Home care and residential treatment facilities. CRR Host Home care is provided in "foster" type homes with specially trained host parents and includes treatment for the child/adolescent living there temporarily and to his/her family to which they will return. These placements are short term and family involvement is essential. Residential Treatment Facilities are placements for those severely emotionally disturbed children and adolescents who are not able to be successfully treated in a family or community setting/program. These placements are also intended to be short-term in nature and with an emphasis on family therapy. For more information contact Gary Millheim at 610-829-4822.

Drop-In Centers

The Drop-In Centers are open to all mental health consumers in Northampton County who are interested in meeting people and making new friends. They provide a friendly social atmosphere with scheduled daily activities including games, arts & crafts, discussion and education groups, vocational activities, and much more. Light refreshments are served daily. The locations are:

Northampton County Drop-In Center	Easton Community Drop-In Center
70 W North Street	60 N 4th Street
Bethlehem PA 18018	Easton PA 18042
Phone: 610-954-5501	Phone: 610-252-8420
Fax: 610-954-5702	Fax: 610-250-9611
E-mail: ncdropin@enter.net	
Hours of Operation	
Monday 3:00 PM - 8:00 PM	Monday 12:00 PM - 8:00 PM
Tuesday 12:00 PM - 8:00 PM	Tuesday 12:00 PM - 8:00 PM
Wednesday 3:00 PM - 8:00 PM	Wednesday 12:00 PM - 8:00 PM
Thursday 12:00 PM - 8:00 PM	Thursday 12:00 PM - 8:00 PM
Friday 3:00 PM - 8:00 PM	Friday 12:00 PM - 9:00 PM
Saturday Closed	Saturday 11:00 AM - 4:00 PM

Van transportation is available on scheduled days for transportation. The Northampton County Drop-In Center is operated by Recovery Partnership and the Easton Community Drop-In Center is operated by Salisbury Behavioral Health.

Clubhouse Psychiatric Rehabilitation Program

Modeled after the Fountain House program in New York City, the Clubhouse movement offers consumers interested in fulfilling work a guaranteed place to come, to belong, and to enjoy meaningful relationships as they seek the confidence and skills necessary to lead vocationally productive and socially satisfying lives. Here is their contact information:

**Unity House Psychiatric
Rehabilitation Program**
117 W. 4th Street
Bethlehem, PA 18015
<http://www.unityclubhouse.com>

This site is open Monday thru Thursday from 8:30 am till 4:00 pm and Fridays from 8:30 am till 3:00 pm. Consumers are encouraged to stop by for a visit. After-hour social activities are also scheduled.

Vocational/Employment Programs

RHD (Resources for Human Development) operates Café The Lodge which offers (limited) vocational training and experience. The Lodge is a program developed as a part of the closure of the Allentown State Hospital.

Associated Production Services Inc. (APS)

950 Pembroke Road
Bethlehem, PA 18018
Phone: 610-867-6659

APS is an affirmative industry program that provides an integrated, supported work environment in which trainees can experience employment in a manufacturing/packaging business. The facility operates from 8:30 am to 3:45 pm, Monday thru Friday. Workers at APS earn a training wage and this job can be a vehicle for developing the skills needed to attain higher-paying jobs throughout the community.

Private Industry Council (PIC)

1601 Union Blvd.
Allentown, PA 18102
Phone: 610-437-5627

VIA of the Lehigh Valley, Inc.

336 W. Spruce Street
Bethlehem PA 18018
Phone: 610-317-8000

PIC and VIA are supported employment programs that combine vocational assessment, placement of a consumer in a competitive job, on-the-job training, and long-term support. The worker will earn competitive wages while working in a flexible, individualized, consumer-centered program, guided by a team that includes staff members from PIC or VIA, the Office of Vocational Rehabilitation, and NC Mental Health.

Case Management Services

Administrative Case Management

All consumers who are actively involved with the Northampton County Mental Health Program initially receive this level of care. Consumers will continue at this level throughout the time their cases are active with us, unless we find they require a higher level of care known as targeted case management. Administrative case management services are designed to first provide an initial assessment and determination of eligibility for other mental health programs. Once this is determined, initial and ongoing service planning will occur which will result in linkages to selected services, authorization of these services, monitoring of services received, and outreach from the assigned Administrative Case Manager.

Targeted Case Management

Targeted case management refers to programs that provide intensive and goal-directed case management services to adults with serious and persistent mental illness. Services are targeted for those persons for whom traditional community mental health services alone have not been effective. This may include persons who have not achieved and maintained health and stability in the community and persons who, without these services, would continue to experience hospitalization, incarceration and/or homelessness). Caseloads are much smaller and regular face-to-face contact is required.

Northampton County funds intensive case management services and blended case management services for adults. The blended program allows a person to continue to receive case management services from the same worker even though the frequency of contacts fluctuate. In order to provide intensive case management services and blended case management services to adults, contracts are held with community vendors including Northwestern Human Services, Holcomb Behavioral Health, and Resources for Human Development.

Targeted case managers assist consumers in linking up to community and provider resources. These programs provide assistance to consumers in identifying, accessing, and learning to use community resources in meeting treatment/service plan objectives. These units also maintain emergency on-call services twenty-four hours per day, seven days per week. Services are guided by the principle that adults with serious mental illness can recover and live successfully in their communities when individualized services and supports are provided. Referrals for targeted case management services must be made through our regular intake process (via the consumer's assigned Administrative Case Manager) if an individual does not have Magellan Behavioral Health services.

Assertive Community Treatment Teams

Our most intensive outpatient case management and treatment services are offered by our Assertive Act Community Treatment Teams (sometimes referred to as community teams, and

CHIPPS teams). These services were developed as part of our Community/Hospital Integration Projects Program (CHIPP) specifically to serve those individuals coming out of Allentown State Hospital and to divert others from needing long term hospital level care. These programs offer ICM level case management plus other team-delivered treatment and support services including emergency on-call services twenty-four hours per day, seven day per week, and the capacity for daily medication monitoring. Northwestern Human Services, Horizon House and Resources for Human Development are the providers for these programs.

As is the case with our other targeted case management programs, ACT services are targeted for those persons for whom traditional community mental health services alone have not been effective. This includes persons who have not achieved and maintained health and stability in the community and persons who, without these services, would continue to experience hospitalization, incarceration and/or homelessness. Referrals for ACT/CHIPPS team services must be made through our regular intake process (via the consumer's assigned Administrative Case Manager).

Psychiatric Rehabilitation Services: (Program Based and Mobile)

Staff in these programs provide skills, training, support, and education to assist consumers so that they can achieve successful community living. Site-based services are provided at a supported apartment site managed by Salisbury Behavioral Health. Mobile services are provided by Step-by-Step at scattered independent living sites. They involve the provision of services at the residences of consumers. Haven House provides a non-residential site based program at their facility which is co-located with their outpatient program. Referrals for these programs are made through the County program if an individual does not have Magellan Behavioral Health services.

Housing Levels of Care

Independent Apartments

There are 2 single apartments and 3 double apartments on 13th Street in Easton. These units are County subsidized. The apartments are managed by Step-By-Step Inc. Smoking is not permitted; furnished.

There are 10 independent apartments located on Packer Avenue in Bethlehem. Salisbury Behavioral Health is the landlord for these apartments. These apartments are not subsidized, so applicants must have Valley Housing, a housing authority voucher, or be able to pay the rent independently. Pets are allowed, but must be approved by Salisbury Behavioral Health. Smoking is not permitted in these apartments; unfurnished.

Moravian IV, with 8 units, and North Street, with 2 units, are managed by Moravian Development Corporation. Apartments are subsidized. Smoking is not permitted; unfurnished.

The Lodge - Easton. There are 7 subsidized independent apartments managed by RHD on Butler Street. Electric is extra. Smoking is not permitted; unfurnished.

There are 5 independent apartments on 4th Street in Bethlehem. Step-By-Step (SxS) serves as the landlord. These apartments are subsidized. Smoking is not permitted; unfurnished.

Non-county; apply through Step-By-Step.

There are 10 (Northampton County) townhouse apartments located on Gordon Street in Allentown. These units are subsidized. Barbara Cooper of Valley Housing is the contact person for these apartments. Barbara can be reached at 610-866-0124. Smoking is permitted; unfurnished.

Non-county; apply through Valley Housing.

Salisbury Behavioral Health manages 12 single independent apartments in Hellertown, in 3 buildings. Apartments are subsidized. Smoking in apartments is not permitted. A tenant may have an approved pet in his or her apartment; unfurnished.

Non-county; apply through Salisbury Behavioral Health.

Information about applying for an Independent Apartment can be obtained by calling Northampton County Mental Health Housing Specialists at 610-829-4835 or 610-829-4831.

Supported Apartments

NCMH offers 2 different types of supported apartments. Salisbury House operates a site in Bethlehem. This site has 1 single and 5 double-occupancy apartments. These apartments are staffed 16 hours a day. The staff office is located on the second floor above an end unit of the apartment complex. All medications are kept in the staff office and all dosages are monitored. Staff work with residents to learn cooking, cleaning, grocery shopping and other daily living tasks as needed. Residents may live at this residence as long as they continue to need this level of care. All residents have their own bedrooms, but they share all of the apartment common areas with their respective roommate. The apartments are fully furnished. Smoking is not permitted.

Resources for Human Development operates a supported living program. The Lodge, program staffing is based on individual need. As these individuals progress in their recovery, staff time is adjusted accordingly. Residents in this program will live either in shared living or in their own apartment. When individuals no longer require the program they may remain in their apartment. There is a central lodge that serves as the hub for any employment/business related activities. The Lodge is also used for meetings and program group sessions. Graduates of the program may continue to participate in the Lodge activities as long as they would like. This program serves 12 individuals. There is no overnight staffing and no medication management; unfurnished. ***One does not need to be a resident in The Lodge program to join and participate in Lodge activities.**

www.TheLodge-rhd.org

Community Residential Rehabilitation (Group Homes)

Step-by-Step

623 W. Union Boulevard

Bethlehem, PA 18018

Phone: 610-867-2031

Contact: Christine Stendell

The Mental Health Program funds 2 full-care group homes for adults that are operated by Step-by-Step, Inc. These homes offer access to 24-hour supervision for Northampton County residents who are diagnosed with a serious mental illness and require this level of care. Residents are assisted in acquiring daily living skills in order to move forward in their recovery and eventually live independently. The Main Street site operates with a behavioral modification philosophy and has a capacity of 12 beds. The Main Street CRR is considered to be transitional in nature with an average length of stay of about 6 months. Center Street (8 beds) is considered a longer-term CRR with average lengths of stay expected to exceed 1 year.

Referrals to these programs are made through the County program. Consumers must be active in the County Mental Health Program, have a serious mental illness, and have a need to acquire certain skills before moving to more independent living arrangements in the community. All programs are voluntary and residents are expected to abide by certain house rules.

Specialized Behavioral and/or Medical Homes

These programs serve 3 or 4 individuals in a home. Everyone has their own furnished rooms. The programs have 24/7 staff. Staff is trained to deal with specific behavioral and medical needs. Mental Health treatment is not provided in these programs. Psychiatric treatment may be accessed through ACT, Partial Hospitalization Programs or traditional outpatient services. Individuals may live in these homes as long as this level of care is required. COMHAR, Access Services, RHD and Fitzmaurice are the providers for these homes.

Enhanced Community Residential Rehabilitation (CRR)/All Inclusive Residence (AIR)

NCMH offers one AIR program. It is located in a rural setting and is operated by Resources for Human Development (RHD). The home serves 8 individuals. Everyone has their own furnished room. The program is staffed 24/7. A psychiatrist, psychiatric nurse, Certified Peer Specialist, therapist and case management staff are all included in this program. The home has a cat and a dog that reside in the home. Residents may live there as long as this level of care is required.

Long Term Structured Residence (LTSR)

This home serves 8 individuals and mental health treatment is provided in the home. Everyone has their own furnished room with a private powder room. This is the most restrictive setting available in the community. The program is staffed 24/7. Individuals may live at the LTSR as long as they require this level of care. A signed MA 51 form needs to be completed by a physician stating the individual requires LTSR level of care. COMHAR is the provider.

Other Housing Supports

Short-Term Rental Assistance

This program provides security deposit for qualifying individuals. This program is administered through Step-By-Step.

Recovery Partnership

Recovery Partnership (formerly The Lehigh Valley Consumer/Family Satisfaction Team, Inc.) is an organization authorized by Northampton County Office of Mental Health to provide consumer satisfaction team services. Created out of the need for a reliable method of monitoring and reporting satisfaction within the mental health system, Recovery Partnership is a team of individuals who are either consumers of mental health services or family members of consumers, and those vested in improving the mental health system.

Recovery Partnership

70 W. North Street, Suite 101
Bethlehem, Pennsylvania 18018
Phone 610-861-2741
Toll Free 1-888-691-4278
Fax 610-861-2781
www.recoverypartnership.org

Recovery Partnership listens closely to consumers and families to collect information and report on their level of satisfaction with services, in order to achieve a better understanding of what is working and what may need to be changed to improve consumer satisfaction.

Other significant areas of involvement:

Northampton County Mental Health Treatment Court Started in January of 2015. This is a diversionary court focused on eventual elimination of charges once the individual completes the Court program. Each individual has a treatment plan designed for them that is then court ordered. The individual can receive incentives for doing well, reprimands for non-compliance. Any Northampton County resident who commits a non-violent crime can be referred to the Mental Health Court by their defense attorney. Those applications are then reviewed by the County's District Attorney, assessed by the Mental Health team if approved, then voted on by the entire multi-disciplinary team for acceptance in to or denial from MH Court.

Three current Grants:

1. PCCD grant for Crisis Intervention Regional Training Coordination.
2. Northampton County Gaming Grant which funds Gambling Education and Employment Education classes as well as funding the CIT Training courses.
3. PCCD grant for Justice Involved Housing Initiative, (Housing vouchers for individuals involved in the Criminal Justice system).

The MH Deputy is currently the Chairman for the County's Criminal Justice Advisory Board which oversees the County's Strategic reentry plan, among other initiatives. This Board involves members from the Jail, a Judge, the Chiefs of both Juvenile and Adult probation, Directors and Deputies from every Human Service agency and members the Criminal Justice Administration.

The Mental Health Forensic staff not only participate in the MH Court but are also involved in the County's Reentry Coalition, which focuses on all things reentry: identifying services needed, improving services available for returning citizens and collaboration between all disciplines and divisions for a common goal- to reduce recidivism.

They also oversee the Forensic Advocacy Collaboration Team run biweekly at the Jail to focus on reentry for those individuals with significant MH diagnoses who need an intense level of discharge planning.

Employment Transformation Committee- meets every other month to address issues of employability in NC and how to address them/improve upon them.