

### Who will know about my substance abuse treatment?

By State and Federal regulations, your participation in treatment cannot be revealed to anyone without a signed consent form indicating to whom, and for what purposes specific items of information can be released. Under no circumstances, except a medical emergency where your life can be in endangered, can information be released without a signed consent by you. Even after consent has been signed, it can be revoked at anytime verbally or in writing.

### What other assistance is available to me?

In addition to an assessment and treatment, Case Management and Certified Recovery Specialists are available to individuals during treatment and those returning home from treatment to the community. Services are designed to provide one-on-one support, advocacy and assistance in identifying and accessing community supports and services specific to your needs.

### What if I am not satisfied with my treatment?

If the source of your dissatisfaction is related to a specific agency policy or practice, you may file a formal complaint directly to that agency. If your services are County funded, you may file a complaint with the County Program. It is always advisable to contact the provider first in an effort to resolve your concerns.

### How can I obtain more information about Drug and Alcohol services provided by Lehigh County?

Recorded information concerning all of Lehigh County's Drug and Alcohol Programs can be obtained by calling (610) 782-3555.

The Lehigh County Information and Referral Unit is the entry point for all Human Services. When you contact them, a professional caseworker will:

- ❖ Listen to you and answer your questions
- ❖ Ask questions about you, or your family member's needs
- ❖ Tell you about options for getting help
- ❖ Provide information about human services in the community, through County Government, and can make referrals to our Department's specialized offices. Lehigh County Information and Referral can be reached at (610) 782-3200.

### Are there other services available to support my recovery?

Lehigh County has three Recovery Centers offering community, acceptance, meetings, activities, workforce development, and more. Free of charge, no appointment needed.

**Allentown Center for Recovery** St. John's UCC  
36 S. 6<sup>th</sup> Street, Allentown. (267) 210-2218

**Change on Hamilton** 927 Hamilton Street,  
Allentown. (484) 350-3916

**REACH LV** (teens) 860 Broad Street, Emmaus.  
(610) 421-6443

# LEHIGH COUNTY DRUG & ALCOHOL ABUSE SERVICES

## FREQUENTLY ASKED QUESTIONS



Lehigh County  
Government Center  
17 South 7<sup>th</sup> Street  
Allentown, PA 18101  
(610) 782-3200

[www.lehighcounty.org](http://www.lehighcounty.org)

## What is Lehigh County Drug & Alcohol abuse services?

The Lehigh County Drug & Alcohol Program is the local authority responsible for the development and delivery of services to Lehigh County residents affected by substance use and abuse. Programs include Prevention, Intervention, Education and Treatment.

## How can I gain access to County funding?

For persons seeking treatment services, an appointment for an assessment is scheduled. During the assessment information will be gathered to determine the level of treatment that is needed. Also, assistance will be provided in completing the necessary paperwork; including a liability determination, release(s) of information and may include an application to the Department of Public Welfare for Medical Assistance. At that time, eligibility for County funded assistance will be made. Lehigh County Assessment Providers are:

### **Confront**

1130 Walnut Street  
Allentown PA, 18102  
(610) 433-0148

### **Habit OpCo, Inc.**

2970 Corporate Court, Suite 1  
Orefield PA, 18069  
(610) 481-0444

### **Hispanic American Organization**

462 West Walnut Street  
Allentown, PA 18102  
(610) 435-5345

### **M.A.R.S., Inc.**

826 Delaware Avenue  
Bethlehem PA, 18015  
(610) 419-3101

### **NorthEast Treatment Center**

44 East Broad Street, Suite 20  
Bethlehem, PA 18018  
(610) 868-0435

### **Orchard Behavioral Health (KidsPeace)**

451 W Chew Street  
Allentown PA 18102  
(610) 799-7100

### **Pyramid Healthcare**

Roma Corporate Center  
1605 N. Cedar Crest Blvd., Suite 602  
Allentown PA 18104  
(610) 434-1126

### **Step-by-Step, Inc.**

2015 Hamilton Street, Suite 103  
Allentown PA 18104  
(610) 776-1224

## What happens during an assessment?

An Assessment is the first step in the process for an individual to get the help they need. During this “interview process”, information will be gathered concerning:

1. History of presenting problem
2. Any acute needs requiring immediate attention at the time of contact
3. The most appropriate level of care
4. Any special needs related to medical conditions, medications, women and children issues, mental health concerns, physical handicaps, cultural, ethnic and sexual orientation considerations
5. Placement at or referral to the Provider most suited to meet your needs

## What is a financial liability determination?

For those individuals who are eligible for County funded treatment, a Financial Liability Determination will be completed. This form will determine if the individual will be responsible to pay for a portion of their treatment. By State Regulation, the order for payment of services is:

1. Self-pay
2. Private insurance
3. Medicare / Medicaid
4. County Drug & Alcohol funding
5. A combination of any of the above

## Are there any preferential populations for placements?

The Department of Drug and Alcohol Programs specifies who is considered a priority population.

**LEHIGH COUNTY DRUG AND ALCOHOL IS WITH YOU EVERY STEP OF THE WAY!**

