



# Reaching Out to You

## NBHCC Community Newsletter

### Recovery Can Happen

Day in and day out people are recovering from mental illness and drug and alcohol problems. This happens through people being committed to treatment and using the supports which can be found in the community.

No longer do people have to be held captive to the mental illness and addictions that affect their lives. NBHCC along with Community Care has been promoting recovery based principles with providers.

Providers have been encouraged to consider additional things affecting a member's life such as housing and vocational goals.

NBHCC and Community Care are excited to announce a new recovery based treatment program for adults which is called Psychiatric Rehabilitation. This is a program which will allow people to focus on goals other than their illness.

Psychiatric Rehabilitation programs also allow consumers to be active participants in their own recovery process.

Another benefit of Psychiatric Rehabilitation is it helps to reduce the stigma those who receive mental health services experience. One way this can occur is by having people with

mental illness live and work within the community.

People in these programs will be able to work on vocational/volunteer goals along with goals of daily living such as balancing a check book, riding the bus, making a grocery list among many other things.

NBHCC and Community Care are very excited about this new program and the potential it brings for many more people to begin the process of recovery. For more information contact your provider or Community Care.

### NBHCC Updates

Northeast Behavioral Health Care Consortium's (NBHCC) mission is to enhance access to high quality and fiscally responsible Behavioral Health (i.e., mental health and/or drug and alcohol) services with an emphasis on Recovery for adults and Wellness/Resiliency for children and youth.

NBHCC continues to reach out to consumers, family members and the local behavioral health system to solicit input and feedback in order to improve the system. NBHCC has contracted with the Advocacy Alliance to conduct satisfaction surveys with consumers and providers. There have also been several second level complaints and grievances handled by NBHCC. In addition, NBHCC has been working with Community Care to ensure that the behavioral health services meet the needs of the consumers within NBHCC's four county joinder.

### We Would Love to Hear From You

#### NBHCC Contacts:

James Gallagher-Chief Executive Officer

Ed McCarthy- Chief Administrative Officer

Ellen Walsh-Chief Quality Officer

Celia Browning-Children's and Intersystem's Director

Erin Fiske-Quality Management Director

Phone: (570) 344-2005  
 Web address: [www.nbhcc.org](http://www.nbhcc.org)  
 Email: [mail@nbhcc.org](mailto:mail@nbhcc.org)

### Inside this issue:

<b>Who is Community Care?</b>	<b>2</b>
<b>What is CASSP?</b>	<b>2</b>
<b>Consumer/Family Satisfaction Team</b>	<b>3</b>
<b>What is CSP?</b>	<b>3</b>
<b>Domestic Violence Can Harm Your Health</b>	<b>4</b>

Call NBHCC if you need a member handbook.



Community Care is a managed care organization that takes care of your behavioral health services.

## Who Is Community Care

**Community Care** is a managed care organization that takes care of your behavioral health services. Use the services of Community Care when you need information about or want to get care for:

- \* **A mental health condition.**
- \* **An alcohol problem.**
- \* **A drug problem.**

### Community Care Offers Information

They answer questions about your health plan and your benefits. They also answer questions about your mental health or drug and alcohol treatment plans. Ask them about self-help groups in your community.

### Referrals

They refer you to health and social services not covered by your health plan. They can also refer you to self-help and support groups.

### Treatment

They can help you find treatment for a mental health or drug and alcohol problem and help you make an appointment.

### Health Coordination

They help all of your healthcare providers work together to meet your needs.

### Care Management

Care Manager's work with you and your provider to help you coordinate your treatment for behavioral health care services.

A **Care Manager** is a health professional, such as a nurse, social worker, or psychologist, who works for Community Care.

### Calling Community Care

All calls are toll-free. Call us 24 hours a day, 7 days a week with your questions.

### Phone Number

1-866-668-4696

### TTY

1-877-877-3580

### En Español

1-866-229-3187

### Business Hours

8:30 AM to 5:00 PM, Monday through Friday

### Emergency Hours

24 hours a day, 7 days a week



## What is CASSP?

The Pennsylvania State Child and Adolescent Service System Program (CASSP) initiative was developed to provide a comprehensive system of care for children and adolescents with mental health needs. This system was developed to ensure that all services for children adhere to several key principles.

**Child – Centered:** meet the needs of the individual child. They are

developmentally appropriate, strengths based and child specific.

### Family Focused:

recognize the family as the primary support system for the child. Families participate as a full partner in decision making and treatment planning.

### Community Based:

Whenever possible, services are delivered in the child's home community – using formal and informal community supports..

**Multi – System:** Services are planned with all systems involved in the child's life.

### Culturally Competent:

recognize and respect the ideas, values, beliefs and practices of a child's ethnic group.

### Least restrictive/Least

**intrusive:** Services take place in settings that are the least restrictive/intrusive to meet the child's needs. We encourage you to speak to your provider regarding the CASSP principles.



## Consumer/Family Satisfaction Teams

Your behavioral health is important to us and we want to know about your satisfaction with services as well as any problems you may be having.

NBHCC has hired the Advocacy Alliance to conduct consumer and family satisfaction surveys. The Consumer/Family Satisfaction Team members interview people who are receiving mental health or drug and alcohol services. They also interview the family members of people who are receiving mental health or drug and alcohol services.

Some team members have used behavioral health services themselves. Other team members have a family member who received behavioral health services.

This group tries to find out whether or not people are happy with the care and services they receive. After the interview, the Satisfaction Team member talks with the provider, Community Care, and the appropriate county authority about services.

The Consumer/Family Satisfaction Team doesn't identify or tell anyone any personal information about the Member. They just give a

report of how people in general feel about services they receive. The Satisfaction team and these other groups work together to improve the care they are giving people.

The Advocacy Alliance recently completed the 2007-2008 Member Satisfaction Survey. The results showed that 79% of Members who made appointments for counseling/treatment received an appointment as soon as they wanted.

63% of members reported that compared to one year ago, their ability to deal with daily problems is much better or a little better.

57% of Members reported that their ability to accomplish things is much better or a little better and 60% reported that their ability to deal with symptoms is much better or a little better.

34% of Adult Members who responded reported they were told about self-help or consumer run programs and 57% of Members who responded reported that they were told about different treatments available for their condition.

87% of those who reported regarding the treatment their child/

adolescent receives reported that their child's/adolescent's treatment are discussed completely with them. 87% reported that their family was always or usually received the help they wanted for their child/adolescent .

Overall it is felt that the Members show satisfaction with the services they are receiving.

You may ask for an interview with a Consumer/Family Satisfaction team member. The team member will ask you questions about your mental health or drug and alcohol services.

The interview will take 10-15 minutes. You can ask for a Satisfaction Team member at your provider's office or call your county's Consumer/Family Satisfaction team directly.

You can also become a member of the Consumer/Family Satisfaction Teams.

To receive more information about becoming a Consumer/Family Satisfaction Team Member of to complete a survey contact The Advocacy Alliance at **((570) 342-7762.**

## What IS CSP?

The Community Support Program (CSP) of Pennsylvania is a coalition of mental health consumers, family members and professionals working to help adults with serious mental illnesses and co-occurring disorders live successfully in the community. This statewide coalition

links CSP nationally with regional and local CSP's throughout the State. The CSP vision is that every adult with a serious mental illness, including persons with co-occurring disorders, will enjoy the highest quality of life. Quality of life consists of inclusion in the community, easy access to

and choice of comprehensive treatment, services and supports, and multiple opportunities to enhance personal growth and recovery. The local CSP meets Monthly at The Advocacy Alliance & Greenhouse. For More information speak to your provider or contact NBHCC.

If you are not happy with the services you are receiving in the HealthChoices program, you or a family member can file a complaint. For more information refer to your member handbook or contact Community Care.

Reaching Out to You



NAME  
ADDRESS

77 Glenaura National  
Boulevard  
2nd Floor  
Moosic, PA 18507

---

## Domestic Violence Can Harm Your Health

Did you know that domestic violence can be harmful to your health? New studies show that domestic and sexual violence can create problems that last a lifetime. Individuals who have experienced this type of violence are at greater risk for many health problems. These problems include heart disease, stroke, asthma, arthritis, heavy drinking and the need for a cane or wheelchair. The risk is high. Those who have experienced domestic violence are 80% more likely to have a stroke, 70% more likely to have heart disease, 60 % more likely to have asthma and 70% more likely to drink heavily. The underlying cause that may link domestic violence to health problems is stress and its effect on the body.

Are you in a healthy relationship? If the answer is yes – great! Studies show that healthy relationships lead to better physical and mental health, longer life and good things for children.

Are you in an unhealthy relationship? If you are, your health and safety may be in danger. You may be feeling depressed or anxious. However, there are some steps you can take to help you cope and improve your health.

Talk with your doctor or someone you trust about what is going on and the pain you have experienced. Reduce your stress by reaching out for help. If you are being hurt by your partner, it is not your fault. You deserve to be safe and healthy.

If you are worried and you need to talk, call us.

National Domestic Violence Hotline  
1-800-799-7233 (SAFE)  
1-800-787-3224 (TTY for the Deaf)  
[www.ndvh.org](http://www.ndvh.org)

National Teen Dating Abuse Hotline  
1-866-331-9474  
1-866-331-8453 (TTY for the Deaf)  
[www.loveisrespect.org](http://www.loveisrespect.org)

Help is available in English and Spanish and many other languages.  
All contact with the hotlines is free and confidential.

We're on the Web  
[www.nbhcc.org](http://www.nbhcc.org)  
[www.ccbh.com](http://www.ccbh.com)

Phone: 570-344-2005  
Fax: 570-344-4806

