For more tips and resources for individuals, children, young adults, families, and communities, visit DBHIDS.ORG/BOOST

#HealthyMindsPhilly
#mindPHL

Photo: Steve Weinik
Numbers to Know
Places to Go

For more tips and resources for individuals, children, young adults, families, and communities, visit DBHIDS.ORG/BOOST

#HealthyMindsPhilly
#mindPHL

Photo: Steve Weinik
The City of Philadelphia's Department of Behavioral Health and Intellectual disAbility Services offers resources, services, and advocacy through a strong partnership with a network of healthcare providers to help people, whether they are uninsured or under-insured, lead a fulfilling life in a supportive community free of stigma.

**HealthyMindsPhilly.org**
A friendly, no-cost resource to support the wellness of all Philadelphians. Features include 24/7 online behavioral health screening, access to Mental Health First Aid trainings, and comprehensive resources.

Philadelphia's comprehensive behavioral health managed care system for Medicaid recipients. CBH is a diverse and innovative organization that supports wellness, resiliency, and recovery for all Philadelphians.

Learn more about CBH at [CBHPhilly.org](http://CBHPhilly.org).

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**Phone Numbers**

<table>
<thead>
<tr>
<th>Emergency Hotlines*</th>
<th>800-273-8255</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Suicide Prevention Lifeline</td>
<td>215-685-6440</td>
</tr>
<tr>
<td>Veterans dial 1</td>
<td>215-683-6100</td>
</tr>
<tr>
<td>Mental Health Crisis Line</td>
<td>877-401-8835</td>
</tr>
<tr>
<td>Child Protective Services</td>
<td>866-723-3014</td>
</tr>
<tr>
<td>Adult Protective Services</td>
<td>215-232-1984</td>
</tr>
<tr>
<td>Domestic Violence Hotline</td>
<td>215-685-5900</td>
</tr>
<tr>
<td>Homeless Outreach Hotline</td>
<td>215-829-5709</td>
</tr>
<tr>
<td><strong>Intellectual disAbility Services</strong></td>
<td></td>
</tr>
<tr>
<td>Main office</td>
<td>215-685-6440</td>
</tr>
<tr>
<td>Emergency line</td>
<td>215-685-5900</td>
</tr>
</tbody>
</table>

**Substance Use Treatment**

| Community Behavioral Health*             | 888-545-2600 |
| Behavioral health services for Medicaid recipients | 215-546-1200 |
| Substance use services for those under and uninsured | 800-848-1880 |

**More Services**

| Mental Health First Aid Training         | 215-790-4996 |
| City Hall Connection, Philly311         | 311           |

---

**24-Hour Services**

For immediate help, call **215-685-6440** or visit a **crisis response center** in your area:

<table>
<thead>
<tr>
<th>Friends Hospital</th>
<th>Hall Mercer</th>
<th>Children's Crisis Response Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>4641 Roosevelt Blvd.</td>
<td>234 S. 8th St.</td>
<td>3300 Henry Ave., Falls Center 2, Suite 3N</td>
</tr>
<tr>
<td><strong>Einstein Medical Center</strong></td>
<td>Episcopal Hospital</td>
<td><strong>NET Access Point</strong> (Opioid Treatment)</td>
</tr>
<tr>
<td>5501 Old York Rd.</td>
<td>100 E. Lehigh Ave.</td>
<td>499 N. 5th St.</td>
</tr>
<tr>
<td>215-951-8300</td>
<td>215-707-2577</td>
<td>844-533-8200</td>
</tr>
</tbody>
</table>

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**Online Services**

**HealthyMindsPhilly.org**

**Community Behavioral Health**

**DBHIDS.org**
DBHIDS provides behavioral health services, resources, and advocacy through a network of providers to help people access mental health, substance abuse, and intellectual disability services and supports.

For mental health and addiction services
888-545-2600
215-685-6440
For mental health crises

**Crisis Response Centers**

- **Friends Hospital**
  4641 Roosevelt Blvd.
  215-831-2600

- **Einstein Medical Center**
  5501 Old York Rd.
  215-951-8300

- **Episcopal Hospital**
  100 E. Lehigh Ave.
  215-707-2577

- **Hall Mercer**
  245 S. 8th St.
  215-829-5433

- **Children’s Crisis Response Center**
  3300 Henry Ave., Suite 3N
  215-878-2600

- **NET Access Point** (Opioid Treatment)
  499 N. 5th St.
  844-533-8200

**Online Services**

- [HealthyMindsPhilly.org](http://HealthyMindsPhilly.org)
  Free, 24/7 online behavioral health screening, access to Mental Health First Aid trainings, and resources

- [CBHPhilly.org](http://CBHPhilly.org)

**Phone Numbers**

- **CBH Member Services**
  Mental health and addiction services for people with and without insurance
  888-545-2600

- **National Suicide Prevention Lifeline**
  Veterans dial 1
  800-273-8255

- **Domestic Violence Hotline**
  866-723-3014

- **Homeless Outreach**
  215-232-1984

- **Intellectual disAbility Services**
  215-685-5900

DBHIDS provides behavioral health services, resources, and advocacy through a network of providers to help people access mental health, substance abuse, and intellectual disability services and supports.

www.DBHIDS.org
888-545-2600
Servicios de salud mental y adicción
215-685-6440
Emergencias de salud mental

Centros de Ayuda para Crisis

Friends Hospital
4641 Roosevelt Blvd.
215-831-2600

Einstein Medical Center
5501 Old York Rd.
215-951-8300

Episcopal Hospital
100 E. Lehigh Ave.
215-707-2577

Hall Mercer
245 S. 8th St.
215-829-5433

Children’s Crisis Response Center
3300 Henry Ave., Suite 3N
215-878-2600

NET Access Point (Opioid Treatment)
499 N. 5th St.
844-533-8200

Servicios Web

HealthyMindsPhilly.org
Servicio de evaluación mental gratuito disponible 24 horas al día, acceso a Primeros Auxilios para la Salud Mental y otros recursos

C·B·H
Compañía de seguro de salud mental para aquellos que reciben Medicaid. Para más información, siga a CBHPhilly.org

Números Telefónicos

CBH Member Services
servicios de salud mental y adicción para personas con o sin seguro medico
888-545-2600

Línea Nacional de Prevención del Suicidio
888-628-9454

Violencia Doméstica
866-723-3014

Servicios de Discapacidad Intelectual
215-685-5900

DBHIDS ofrece servicios de salud mental, recursos y apoyo a través de una red de proveedores de servicios que ayudan a las personas a acceder servicios de salud mental, tratamiento de drogas y alcohol, y discapacidad intelectual
# Mental Health Help During COVID-19

For more resources visit mindPHLtogether.com

<table>
<thead>
<tr>
<th>24/7 Mental Health &amp; Addiction Services</th>
<th>Free Behavioral Health Screening</th>
<th>School District Counseling Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>CBH</td>
<td>HealthyMinds.philly.org</td>
<td>833-PHL-HOPE 833-745-4673</td>
</tr>
<tr>
<td>888-545-2600 CBHPhilly.org</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Crisis Text Line</th>
<th>24/7 Crisis Hotline</th>
<th>24/7 Opioid Treatment Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRISIS TEXT LINE</td>
<td>215-685-6440</td>
<td>844-533-8200 215-408-4987</td>
</tr>
<tr>
<td>Text: HOME to 741741</td>
<td></td>
<td>Access Point</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mental Health Warm-line</th>
<th>National Suicide Prevention Lifeline</th>
<th>24/7 COVID-19 Helpline Referral &amp; Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>267-687-4381 non-emergency</td>
<td>800-273-8255</td>
<td>855-284-2494</td>
</tr>
</tbody>
</table>

For more tips and resources for individuals, children, youth, families, and communities, visit DBHIDS.ORG/BOOST
Coping with COVID-19

For more tips and resources for individuals, children, young adults, families, and communities, visit DBHIDS.ORG/BOOST

#HealthyMindsPhilly #mindPHL

Photo: Steve Weinik
How to take care of your mental health during the coronavirus outbreak

Dr. Sosunmolu Shoyinka MD, MBA, Chief Medical Officer, City of Philadelphia Department of Behavioral Health and Intellectual disAbility Services (DBHIDS)

As we approach the anniversary of the onset of COVID-19 worldwide, people all over the world are experiencing a variety of emotions. As a result of COVID-19, most people have experienced isolation, stress, anxiety, and confusion at some point. Many have lost loved ones. Many others have lost their usual source of income.

Reading and hearing about the number of deaths from COVID-19 is distressing. Family and other relationships have been particularly stressed by isolation and distancing protocols put in place to limit the spread of COVID-19. Amidst all this, there has been an increase in alcohol and/or drug use to cope. Even with the approach of spring and the availability of vaccines, anxiety and stress levels remain high for many.

Those with pre-existing anxiety and other mental health conditions may be particularly at risk. Individuals and teams whose work brings them in contact with infected persons have experienced stress and anxiety about possibly contracting COVID-19 and/or spreading it to their loved ones. Other groups at risk for increased stress include the elderly, those caring for sick or vulnerable persons, and those experiencing significant changes to work, travel, or family life. For some groups, such as working parents of young children, youths, teachers, caregivers and first responders, the pandemic has been particularly challenging.

Regardless of status or work function, we can anticipate that all of us have already experienced (or will, at some point) some increased stress.

At times like this, it is important to continue to take steps to promote mental wellness and resilience.

DBHIDS aligns with SAMHSA, Mental Health America, the Centers for Disease Control, American Psychological Association, and the American Psychiatric Association to make the following recommendations:

1. **Connect with people:** Reaching out to people you trust is one of the best ways to reduce anxiety, depression, loneliness, and boredom during social distancing, quarantine, and isolation. Make phone calls frequently, use software such as Zoom, Google Meet, FaceTime, and text messaging to stay connected.

2. **Relax:** Calm your body often by doing things that work for you—take deep breaths, stretch, meditate, pray, or engage in home-based exercise including yoga. Pace yourself between stressful activities and do something fun after a hard task.

For more tips and resources for individuals, children, youth, families, and communities, visit DBHIDS.org/Boost
3. **Get outside in nature—if feasible:** Parks are a safer option than indoor meeting spaces when looking for recreation. We encourage you to use the City’s Parks and Recreation resources in ways that are safe and that comply with current City guidelines. Being outdoors in spaces such as FDR Park, Fairmount Park, and the Wissahickon Valley Park, or just a walk to your local park, can help boost your mood. Just remember to wear a mask, practice social distancing and wash or sanitize your hands frequently.

4. **Do not ignore your health; talk to your doctor:** Continue to schedule remote tele-health appointments for mental health, substance use, or physical health needs.

5. **Stay informed using credible sources:** This helps us stay grounded and centered with accurate and timely information. For Philadelphians, we recommend visiting the City of Philadelphia’s COVID-19 webpage. You can also text COVID-19PHL to 888-777 to receive updates to your phone. The City has also set up a 24-hour helpline (1-800-722-7112) if you need to speak with a healthcare professional.

6. **Consider limiting media exposure:** While it is important to stay informed, constant monitoring of news and social media can trigger anxiety and stress, so it is equally as important to create a healthy balance to minimize overexposure.

7. **Make time for yourself:** For parents of young children who may have to balance work with homeschooling, try to plan scheduled “me time” when you can unplug and do something you enjoy and find relaxing - just for you. The same recommendations apply for caregivers.

8. **More tips for children and young adults:** Check out these tips on schooling during COVID-19 for students and college-age youths from Mental Health America.

In addition to these tips, we encourage you to visit HealthyMindsPhilly.org where you can find COVID-19 Mental Health Awareness & Resources. This is a free website powered by DBHIDS that provides behavioral health resources and a free, quick and anonymous mental health check-up to gauge your emotional well-being.

We also encourage people to take care of one another and check in with those around us who might be facing challenges during this uncertain time, so together we can stay well. Remember, you are not alone.

For more tips and resources for individuals, children, youth, families, and communities, visit DBHIDS.org/Boost
Behavioral Health Screenings

Understanding your behavioral health is a key part of maintaining your overall health. Identifying signs and symptoms of behavioral health challenges, such as depression, anxiety, substance abuse, and other addictions, is an important first step.

Behavioral health screenings are quick, free, and anonymous and are available 24/7. Think of them as check-ups from the neck up!

After taking a screening, you will learn whether you or someone you care about might be experiencing symptoms of a behavioral health disorder. The screening tool is *not intended* to diagnose for any particular disorder. Instead, it will help you learn more about what kind of follow-up might be appropriate and will offer a variety of resources and referral information.

**Screenings are available for:**
- Substance Use Disorders
- Bipolar Disorder
- Generalized Anxiety Disorder
- Post-traumatic Stress Disorder
- Depression
- Alcohol Misuse
- Eating Disorders
- Adolescent Depression*

*Adults take on behalf of a child they are concerned about

visit [healthymindsphilly.org/screening](http://healthymindsphilly.org/screening)

For more information contact:
HealthyMindsPhilly@phila.gov
215-685-3755

“We felt it was a great way to engage the community.”

– Screening Partner

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**Screening Partner**
The year 2020 was one of the most challenging years in U.S. history, and 2021 has presented us challenges as well. The confluence of the economic recession, racial injustice, political unrest, and the COVID-19 pandemic has left many of us off balance and uncertain: however, Philadelphians have always been a community of hope and resilience. In addition to our existing tools such as wearing face coverings, practicing proper hand hygiene, and social distancing, the development of vaccines has now provided us with another tool in our toolbox to combat the COVID-19 pandemic. Through an emergency use authorization from the Food and Drug Administration (FDA), we can now receive vaccines that have been studied and proven to have high efficacy. Scientist and public health officials assure us that these vaccines are safe and remarkably effective.

While this is positive news, there are some communities that have not automatically embraced the announcement of a mass inoculation program. Past racially biased and at times dangerous health policies and clinical experiments have targeted particularly vulnerable Black and Brown communities. Additionally, economic, and cultural inequities in the U.S. healthcare system that disproportionately harm Black and Brown communities are real reasons why people are skeptical and unsure about new vaccines.

Despite these disturbing realities, the faith leaders of the DBHIDS Faith and Spiritual Affairs Advisory Board recommend considering the vaccine as another viable option to mitigate the effects of COVID-19. This virus continues to impact our city, and communities of color continue to bear its disproportionate impact.

We encourage you to seek counsel from a trusted medical expert if you have questions or concerns and become familiar with the City's phased approach to vaccine distribution. If you feel this choice is right for you please register to be notified when you are eligible to receive the vaccine. You can also visit the Philadelphia Department of Public Health website to view frequently asked questions and answers.

As you discern, continue to slow the spread of COVID-19 by wearing a face covering, maintaining social distance, and practicing proper hand-washing hygiene. As you care for yourself, you care for our city.

Sincerely,
The Faith and Spiritual Affairs Advisory Board of DBHIDS

“At first, I was nervous, because of the unknown and my needed to take it due to my other health issues. I have strong faith in God and as I prayed, I heard the message that the vaccine would be to my advantage.

I found out that the first to receive the vaccine were the doctors and nurses giving the vaccine. That encouraged me to consult with my doctor who explained that it is safe and encouraged me to get the vaccine”

Arthur Robinson, House Manager
Transformation to Recovery Hope House South Philly

The Department of Behavioral Health and Intellectual disAbility Services

Faith and Spiritual Affairs Advisory Board Vaccination Statement
Children, Youth, and Families

For more tips and resources for individuals, children, young adults, families, and communities, visit DBHIDS.ORG/BOOST

City of Philadelphia
DBHIDS
DEPARTMENT of BEHAVIORAL HEALTH and INTELLECTUAL DISABILITY SERVICES

#HealthyMindsPhilly
#mindPHL

Photo: Steve Weinik
‘Pandemic Fatigue’: The Impact of Prolonged Social Distancing on Children’s Mental Health

Tamra Williams, Chief Medical Officer, DBHIDS Community Behavioral Health

Researchers and public health experts continue to collect important data on children’s mental health during the COVID-19 pandemic, but the full impact of pandemic mitigation measures on child/adolescent mental health may not be known for some time.

According to the Centers for Disease Control and Prevention (CDC), in addition to pandemic-related stressors, there may be unintended consequences of public health efforts to effectively manage the pandemic, including reduced or modified access to places such as schools and clinical and community agencies where trained adult professionals are able to identify and help children who may be struggling with mental health or other social-emotional problems.

We do, however, know that children and adolescents thrive on positive peer social interactions and that the traditional ways children interact with friends has been significantly limited by the steps required to curb the spread of COVID-19. Those social-emotional bonds are critically important for children and especially teens.

As we enter one year since the early stages of the pandemic in March 2020, the real challenge for children is how to physically distance while maintaining socially and emotionally close to others.

Though it is important to balance the risk of screen-time overload, technology remains a key resource for allowing children to continue to feel connected to their peers.

Equally important is catching warning signs of mental health distress.

In young children, signs* may include:

- Fussiness and irritability, crying more easily, and being more difficult to console.
- Trouble falling asleep or waking up more during the night.
- Increased clinginess, hitting, frustration, biting, and more frequent or intense tantrums
- Urgently demanding things, they need while seeming unable to feel satisfied

In older children and adolescents, signs may include:

- Changes in mood or behavior that are not usual for your child, including hearing or seeing things that others do not hear or see
- Loss of interest in things they used to enjoy
- Trouble falling or staying asleep or sleeping all the time.
- Changes in weight or eating patterns
- Changes in appearance and basic personal hygiene
- Increased talk about death or suicide

*Source: HealthyChildren.org

Catching these symptoms early and using tele-health services can mean avoiding an urgent mental health crisis and a visit to the Emergency Department. Most community-based treatment programs offer in-person and virtual options, including those that may be best equipped to treat pediatric mental health concerns. Anyone can contact the Member Services team at Community Behavioral Health at 1-888-545-2600 or go to cbphilly.org for information and connections. If you have private insurance, you can contact your insurance company to get connected to a program.

For more tips and resources for individuals, children, youth, families, and communities, visit DBHIDS.org/Boost
<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children's Crisis Response Center</td>
<td>855-548-7332 PhilachildrensCRC.com</td>
</tr>
<tr>
<td>24/7 Mental Health &amp; Addiction Services</td>
<td>888-545-2600 CBHPHILLY.org</td>
</tr>
<tr>
<td>Child Behavior Therapy</td>
<td>EPIC <a href="mailto:EPIC_DBHIDS@phila.gov">EPIC_DBHIDS@phila.gov</a></td>
</tr>
<tr>
<td>Prevention &amp; Intervention</td>
<td>215-400-4930 philasd.org/prevention</td>
</tr>
<tr>
<td>24/7 Crisis Hotline</td>
<td>215-685-6440</td>
</tr>
<tr>
<td>24/7 Opioid Treatment Support</td>
<td>844-533-8200 215-408-4987</td>
</tr>
<tr>
<td>Mental Health Warm-line</td>
<td>267-687-4381 non-emergency</td>
</tr>
<tr>
<td>National Suicide Prevention Lifeline</td>
<td>800-273-8255</td>
</tr>
<tr>
<td>School District Counseling Services</td>
<td>833-PHL-HOPE 833-745-4673</td>
</tr>
</tbody>
</table>

For more tips and resources for individuals, children, young adults, families, and communities, visit [DBHIDS.ORG/BOOST](http://DBHIDS.ORG/BOOST)
Parenting in a Pandemic

The COVID-19 pandemic over this past year has caused parents and caregivers to be stretched in many ways - virtual schooling, work demands or loss of employment, and fewer opportunities for exercise, recreation, and connection with family and friends. Maintaining social and emotional health and wellness can be challenging for parents/caregivers at this time. This is especially true for families of children with behavioral health needs or other exceptionalities.

Here are some tips and resources to help maintain wellness for children, families, and caregivers.

**Caregiver Wellness Tips**

Caregivers should take care of themselves mentally and physically.

- Eat healthy meals, exercise regularly, and get enough sleep.
- Find ways to relax and take breaks. Five minute breaks reduce stress.
- Find support from people who understand. You can join a support group or talk with friends and family who are also caregivers.

**Youth Wellness Tips**

Children of all ages want to know: Am I safe? Are my caregivers safe? How will this affect my daily life?

- Talk with kids about COVID-19, violence, and other traumatic events, listen for fears and address concerns.
- If you notice a change in behavior (excessive worry or sadness, unhealthy eating or sleeping, or trouble concentrating) contact a pediatrician or mental health specialist for assistance.

**Family Resources**

**Philadelphia Family Voices** – for information and peer support for families of children with behavioral health concerns, including autism, call 484-228-1229

**The DBHIDS Family Member Advisory Committee** is a group of parents and caregivers who are raising or have raised children with behavioral health needs in Philadelphia. For more information, email melodie.jackson@phila.gov.

**Philadelphia Health Dept** - tips for parents of young children – Phila.gov

**Philadelphia Health Dept** - resources for families Spanish language – Phila.gov

**Mood Boosting Tips for Families** – HealthyChildren.org

**Parenting in a Pandemic** – Healthy Children.org

**Toolkit To Help Kids During The Coronavirus Shutdown** – PCCY.org

**Autistic Support Family Website** for families and caregivers – Phila School District

**COVID-19 resources for families of children with autism spectrum disorder** – PA Autism

**COVID-19 Resources for Children in Phila.** – Tips, food banks, housing, and basic needs

**Southeast Asian Community Resources** – SEAMAAC.org ကြက်စီး 中文

For more tips and resources for individuals, children, young adults, families, and communities, visit **DBHIDS.org/Boost**
Intensive Behavioral Health Services

A treatment program for children and adults up to age 21 with social, emotional, and behavioral challenges

The IBHS treatment team works with you and your family in your home, in the school, or in other community settings.

To learn more, call 888-545-2600
or talk to your:
- school counselor
- mental health provider
- pediatrician

The Office of Mental Health and Substance Abuse Services (OMHSAS) has established new regulations for Intensive Behavioral Health Services (IBHS) to replace Behavioral Health Rehabilitation Services (BHRS) for the delivery of child and adolescent services in the home, school, and community.

For more tips and resources for individuals, children, young adults, families, and communities, visit DBHIDS.ORG/BOOST
Our priority is to ensure that all children throughout the City of Philadelphia have access to behavioral health services and resources during a crisis. The Philadelphia children's crisis system is designed to:

- Prevent crisis whenever possible.
- Ensure interventions provide rapid relief and a sense of control to the child and family.
- Provide services in a family-focused, strength-based, trauma-informed manner.

The following options are available to help a child and family access the support they need during a behavioral health crisis:

<table>
<thead>
<tr>
<th>Is the child already connected to behavioral health services?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact the behavioral health provider.</td>
</tr>
<tr>
<td>If additional assistance is needed, please contact Community Behavioral Health Member Services at 888-545-2600 24 hours/7 days per week</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Does the child require an urgent, same-day behavioral health evaluation?</th>
</tr>
</thead>
<tbody>
<tr>
<td>People Acting To Help (PATH) Urgent Care Center</td>
</tr>
<tr>
<td>8220 Castor Ave., Philadelphia, PA 19152</td>
</tr>
<tr>
<td>215-728-4651</td>
</tr>
<tr>
<td><strong>Hours of Operation:</strong> Monday – Friday 10 a.m. to 4 p.m. Closed on holidays</td>
</tr>
<tr>
<td>Accessible to public transit; on-site parking available</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Does the family require assistance or guidance regarding a child’s behaviors or emotions?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Philadelphia Crisis Line</td>
</tr>
<tr>
<td>215-685-6440</td>
</tr>
<tr>
<td>24 hours/7 days per week</td>
</tr>
<tr>
<td>• Telephonic Support</td>
</tr>
<tr>
<td>• Request Children’s Mobile Crisis Team</td>
</tr>
<tr>
<td>• Guidance regarding 302 petitions</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Is the child experiencing emotions or behaviors that may cause a life-threatening injury to him/herself or others?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Philadelphia Children's Crisis Response Center</td>
</tr>
<tr>
<td>3300 Henry Ave., Falls Two Building 3rd Floor Philadelphia, PA 19129</td>
</tr>
<tr>
<td>215-878-2600</td>
</tr>
<tr>
<td><strong>Hours of Operation:</strong> 24 hours/7 days per week</td>
</tr>
<tr>
<td>Accessible to public transit; on-site parking available</td>
</tr>
</tbody>
</table>
Youth Suicide Prevention

Quick Tips

- **Trust your child:** Some people think children use suicide to “get something” or “do it for attention.” If your child or a youth opens up to you about suicide, trust that they mean it and get help in that moment.

- **Listen more than you talk:** It is important to let your child or young adult feel heard. Listen non-judgmentally with empathy. This is just as scary for them as it is for you. They need you to listen.

- **Don’t keep it a secret:** Suicide can feel big and overwhelming, but there are resources available to you. Keeping your child’s suicidal thoughts a secret only puts them at higher risk. You don’t have to face this alone. Connect with resources or the Philadelphia Crisis Line 215-686-4420.

Risk factors and warning signs that a youth may be thinking about suicide.

<table>
<thead>
<tr>
<th>Risk Factors</th>
<th>Warning Signs</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Mental health disorders (mood disorders, anxiety disorders)</td>
<td>• Talking about wanting to die or give up</td>
</tr>
<tr>
<td>- Hopelessness</td>
<td>• Researching ways to end their life</td>
</tr>
<tr>
<td>- Major physical illness</td>
<td>• Talk about feeling trapped</td>
</tr>
<tr>
<td>- History of trauma, abuse, or violence</td>
<td>• Increase in isolation or withdrawing</td>
</tr>
<tr>
<td>- Previous attempts</td>
<td>• Sleeping too much or too little</td>
</tr>
<tr>
<td>- Loss of an important relationships</td>
<td>• Extreme mood swings</td>
</tr>
<tr>
<td>- Self-harm</td>
<td>• Talking about being a burden to parents, family, or others</td>
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</tbody>
</table>

5 Steps to Connect to Help

- **Ask directly about suicide:** Ask in a caring and direct manner. “Are you thinking about suicide?” This can open communication and more likely to get an honest response. Remember to stay calm if the answer is “yes.”

- **Be there:** Listen empathically and ask questions about what got them to think about suicide. You want to let them know you are going to be there even if the conversation is scary.

- **Keep them safe:** Do not leave them alone. Ask questions to see if there is a plan, how they would end their life, if they have access to the means to complete their plan, and when they plan to attempt. This information will be useful for professional support.

- **Help them connect:** Make sure you connect your child with support in that moment. You can reach out to a hotline. National Suicide Prevention Hotline 800-273-8255 or Philadelphia Crisis Line 215-686-4420. If danger is immediate, contact 911.

For more tips and resources for individuals, children, young adults, families, and communities, visit [DBHIDS.org/Boost](http://DBHIDS.org/Boost)
• **Follow-up:** Just because you are past the crisis moment doesn't mean you are done. Make sure the child engages in long-term support depending on their risk. That support can come from professional services (therapist or psychiatrist), the school district, faith communities, or even within their home through more natural support.

**Resources for Youths**

• **Philadelphia Crisis Line** (215-686-4420): The Philadelphia Crisis Line is available 24/7 to everyone within Philadelphia County. This service can offer risk assessment, crisis counseling, and connection to additional resources such as **Children's Mobile Crisis teams** and **Crisis Response Centers**.

• **Philadelphia Children's Crisis Response Center** (215-878-2600): This Crisis Response Center works with youths aged 3-17 and is available 24/7. They offer assessment, stabilization, and connection to additional resources throughout the Philadelphia community.

• **PATH Children's Urgent Care Center** (215-728-4651): The PATH Urgent Care works with people age 3-21 who receive school services. They are open from 10 a.m. to 4 p.m. Monday through Friday. The urgent care offers assessment, crisis counseling, psychiatrist services, and connection to outside services.

• **National Suicide Lifeline** (800-273-8255): The National Suicide Lifeline is available 24/7 to anyone who may need to discuss their suicidal or are in a crisis. The offer a crisis counselor, assessment, and further connection local crisis support.

• **Crisis Text Line** (text HOME to 741-741): The Crisis Text Line is a free 24/7 service for anyone identifying as being in a crisis. They offer an immediate connection to a crisis counselor who can work with youth on a variety of topics. They also offer connection to local crisis centers.

• **The Trevor Lifeline** (866-488-7386): This organization offers resources, peer insight, and a Talk Line for youths who identify with the LGBTQ+ community. Youths can access 24/7 support. [thetrevorproject.org](http://thetrevorproject.org)

• **You Matter:** This website offers a safe space for youths to share experiences around mental health and wellness. Blogs are written by youths for youths. [youmatter.suicidepreventionlifeline.org](http://youmatter.suicidepreventionlifeline.org)
If your child has been referred to CBH by a healthcare professional, contact CBH Member Services:

1-888-545-2600
TTY: 1-888-436-7482

For your convenience, Member Services is available every day, 24/7. During your call, a member services staff member will help you locate a provider agency who can schedule your child for an evaluation.

CBH is a non-profit contracted by the City of Philadelphia to manage the delivery of mental health and substance use services, also called behavioral health services, for people receiving Medicaid in Philadelphia County.

CBH wants to give you the knowledge you need to make sure you and your child get the highest quality service. We appreciate the opportunity to partner with you as you seek help for your child.
A Good Place to Start

Many services begin with an intake appointment. Your treatment team may then recommend that you participate in a Comprehensive Biopsychosocial Evaluation (CBE). This evaluation is a comprehensive way to learn about your child and how they are functioning at home and in all domains of their lives and to understand if your child has emotional or behavioral health challenges that may be impacting them.

This evaluation will also help to identify which services will be helpful for your child and family to have the best outcomes for treatment. It’s important for the evaluator to hear what you think is causing the emotional/behavioral problems, explain why they are recommending services, and prepare you for what outcomes you can anticipate.

Questions to Think About Before an Evaluation:

- **Why do you think** your child is having behavioral/emotional problems?
- **How often** do the behavioral problems happen and at what time of day do they occur?
- **What is impacting** your child’s well-being when the behaviors occur?
- **What have you already tried** to do to handle the behaviors?
- **What are the** past/current stressors in your child’s life or in the family’s life?

Bring any important documents or information that would be helpful for an evaluation, such as all paperwork that involves past evaluations of your child’s behaviors.
Philly HopeLine
Hope Is Only A Call Away

CALL OR TEXT FOR FREE
1-833-PHL-HOPE (1-833-745-4673)

SERVICES
• Free mental health counseling
• Grief support
• Emotional wellness
• Counseling for COVID-19 related losses
• New: Dedicated service hours for grieving LGBTQ+ youth

SCHEDULE
Mondays – Fridays 10 a.m. – 8 p.m.
Holidays 12 p.m. – 4 p.m.
Queer and Trans Youth Grief and Emotional Support Hours
Thursdays 4 p.m. – 8 p.m.
& Fridays 1 p.m. – 4 p.m.

ABOUT US
The Philly HopeLine is an award-winning free, confidential helpline sponsored by Uplift Center for Grieving Children and the School District of Philadelphia. It is staffed by Masters's level clinicians from Uplift, and is open to all Philadelphia students and families. Our interpretation line offers translations into over 100 languages.

UPLIFTPHILLY.ORG/PHILLY-HOPELINE
Support for Communities

Recent events have deeply impacted the wellbeing of Philadelphia communities. You are not alone! The community becomes the safety net for people in tough times. Check on neighbors, family, and friends who may need support.

For more tips and resources for individuals, children, young adults, families, and communities, visit DBHIDS.ORG/BOOST

City of Philadelphia

#HealthyMindsPhilly
#mindPHL

Photo: Steve Weinik
HealthyMindsPhilly.org
A website with your health in mind.
Healthy Minds Philly is a public health resource for all Philadelphians.

About 25% of adults and 20% of children experience a behavioral health disorder. The Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) has partnered with Screening for Mental Health, Inc. (SMH) to offer Healthy Minds Philly, a virtual resource designed to provide awareness and education on behavioral health issues and to offer helpful information. It is available 24 hours a day, 7 days a week.

Healthy Minds Philly is home to quick, free and anonymous “check-up from the neck up” screenings so Philadelphians can find out about their own mental and emotional well-being. It is also where you can learn about Mental Health First Aid, a training that teaches the skills needed to identify and respond to signs of behavioral health challenges; a community event calendar where you can also request support from the DBHIDS or have your community event promoted; a blog that covers a variety of wellness topics; a comprehensive resource list to help Philadelphia connect to the right health services; and access to a variety of wellness tools and information.

Check out HealthyMindsPhilly.org and...

Help Yourself, Help Others

“I find this site to be incredibly useful. Philadelphia needs this.”
—Community Member

For more information contact:
HealthyMindsPhilly@phila.gov
215-685-3755
Mental Health First Aid

We think of First Aid as something administered to people in need of physical health intervention. What about people who need immediate assistance for their mental health?

• Mental Health First Aid (MHFA) is a free program that teaches you the skills needed to identify, understand, and respond to signs of behavioral health challenges or crises. Aid is administered until appropriate treatment and support are received or until the crisis is resolved. Philadelphia is one of the first metropolitan areas in the U.S. to implement free MHFA on a large scale.

• Mental Health First Aid will help you recognize behavioral health disorders, increase your confidence when offering help in a crisis, and greatly improve how helpful you can be to your family, friends, co-workers.

• Individuals become certified in MHFA by completing an interactive 8 hour course, taught by certified instructors, that provides an overview of the signs and symptoms of behavioral health issues.

Get Trained

For more information:
visit www.HealthyMindsPhilly.org
email mhfa_philly@pmhcc.org
call 215.685.3755
Network of Neighbors Responding to Violence is a neighbor-driven network of Philadelphians who are trained to provide support to communities immediately after violent traumatic incidents.

We are a network of trained trauma responders providing group interventions and technical support to communities following an incident of violence or a traumatic event.

The Network helps to:

- Assist and support communities after a tragedy
- Provide psychological first aid, immediate support following an incident of violence or trauma
- Provide post traumatic stress management interventions
- Offer referrals for clinical services and wellness resources

267-233-4837

DBHIDS.org/NetworkofNeighbors
NetworkofNeighbors@phila.gov

Network of Neighbors Responding to Violence is a neighbor-driven network of Philadelphians who are trained to provide support to communities immediately after violent traumatic incidents.

We are a network of trained trauma responders providing group interventions and technical support to communities following an incident of violence or a traumatic event.

The Network is not a 24-hour crisis service.
For behavioral health services call 888-545-2600.
WHERE TO TURN DURING COVID-19:
Resources for People Experiencing Homelessness in Philadelphia (Updated August 21, 2020)


Due to the rapidly changing situation, please call organizations to confirm services. To print additional copies of the latest version, visit projecthome.org/wheretoturn. Please email suggestions to wheretoturn@projecthome.org.

For more food, health, and human services in the Philadelphia region visit 211sepa.org or call 2-1-1 or 866-964-7922 or text 898-211.

GENERAL PHILADELPHIA COVID RESOURCES
Philadelphia COVID-19 Text Alerts: Text COVIDPHL to 888-777 to receive updates
Philadelphia Coronavirus Helpline: 800-273-8255, 800-221-6333

Philadelphia COVID-19 Updates: philadelphia.gov/covid

HEALTHCARE

Stephen Klein Wellness Center, Project HOME, 2144 Cecil B. Moore Ave., 215-320-6187, projecthome.org/skwc: If you are looking for a medical provider or for dental services, call Mon-Fri, 9AM-5PM to see if you are able to be seen.

Mary Howard Health Center, 125 S 9th St, 215-592-4500
Walk-in, telehealth visits, and in-person appointments.
Mon-Thurs: 7AM-5PM (Walk-ins: 7AM-2:30PM) Fri: 7AM-3PM (Walk-ins: 7AM-1:30PM)
Call 855-887-9229 if you have COVID-19 symptoms

PHMC Dental, 1200 Callowhill Street, Lower Level, 215-309-6223
Tele-dental and emergency appointments.
Mon & Wed: 8AM-5PM, Tues & Thurs: 8AM-4PM, Fri: 8AM-12PM

Y-HEP Youth Health Center (ages 13-24), 1207 Chestnut St 5th Floor, 215-344-1632
Pediatric Clinic (12 or younger), 215-525-8600

FIGHT COVID-19 testing, 267-436-3126

RECOVERY RESOURCES

Alcohol & Other Drug Information and Recovery Support Line: 800-221-6333

NET Access Point, 499 N 5th St, 215-451-7114, netcenters.org
6 people in lobby and 12 people in the unit at a time

Syringe Access
Prevention Point Philadelphia, 2913 Kensington Ave, 215-634-5272, ppnonline.org
Syringe services: Emergency packs, Mon, 12PM-3PM; syringe exchange, Tues, Fri, 12PM-3PM; mobile sites on regular schedule EXCEPT for 63rd & Market (closed) Medication: Mon-Fri, 9AM-5PM; Mail: Mon-Thurs, 12PM-4PM and Fri 12-3PM at the Ruth Street entrance; Public restrooms: daily, 7AM-11PM Meals: 7AM at Monmouth entrance; Mon-Sat, 1PM-3PM at Ruth & Clearfield; No new patients (for referrals, contact Ms. Sheppard at 267-872-9195); Drop-in: 8am-5pm Mon-Fri; Wound care: Mon, Tue, Fri 12-4PM; Testing services: Mon-Fri; No legal, primary care.

MENTAL HEALTH SUPPORT

Office of Behavioral Health Emergency and Information Line (24-hour Mental Health Delegate Line) 215-685-6440

Suicide Prevention Lifeline, 24/7, 1-800-273-8255, suicidelife.org

Pennsylvania Hospital CRC, 801 Spruce St, 215-829-5433 (screenings at entrance)
YOUTH SERVICES
Attic Youth Center (ages 14-23), 255 S 16th St, 215-545-4331, atticyouthcenter.org
Mon, Wed, Fri; 3-6PM
Call ahead for curbside pickup of food pantry, toiletries, personal hygiene products, hot take away meal. Laptop and private space available for virtual counseling (appointment only). All programming and counseling is virtual.
Covenant House Crisis Center (Ages 0-21), 31 E Armat Street, 215-951-5411 24-Hour Hotline 1-800-999-9999

LEGAL SERVICES
Community Legal Services (CLS), 215-981-3700; clsphila.org
Legal support available via phone
Tenant Legal Aid Referral Line, 267-443-2500, phillytenant.org
Free legal advice and representation for low-income tenants
Homeless Advocacy Project (HAP), 215-523-9595 or 1-800-837-2672, hoplegal.org

MEALS
Additional free food and meals during COVID-19: philagov/food
NEW: Kensington Meal Site, Ruth & East Clearfield Parking Lot (Kensington Meal Partners) To-go meals: Mon-Sat, 1PM-3PM
NEW: Center City Meal Site, Sunken Plaza by Thomas Paine Plaza, 1401 JFK Blvd (Muslims Serve) To-go meals: Thurs-Mon, 4PM-5PM
NEW: Center City Meal Site, 315 S Broad St, (Broad Street Ministry) To-go meals: Mon-Fri, 11:30AM-1PM
(Note: mail can still be picked up at Broad Street Ministry, 315 S Broad St, 215-735-4847, broadstreetministry.org, Mon-Fri, 11:30AM-2PM)
NEW: South Philadelphia Meal Site, Francis Scott Key School, 2230 S 8th St, (SEAMAAC) To-go meals: Mon-Fri, 11:30AM-1PM
Arch Street Methodist Church, 55 N Broad St, 215-568-6250
Outdoor, to-go meals: Sun, tickets at 4:30PM, served 5:30PM-7PM
Chosen 300, 1116 Spring Garden & 3959 Lancaster, 215-243-0300, chosen300.org
Carry-out meals only: Mon, Wed, & Fri, 6PM
Church of the Advocate, 1801 Diamond St, 215-978-8000
Lunch: Mon-Fri, 12PM-1PM served outside
Face to Face, 123 E Price St, 215-849-0179, facetofacegermantown.org
To-go food in parking lot: Mon, Thurs, Fri, 12PM-2PM
Services offered at the same time: Legal Center (Mon), Social Services (Mon & Thurs), Health Center/BP screenings (Mon & Fri), Birth certificate applications are being accepted (Thurs)
Feeding 5000, Logan Square, 609-923-4902; Sun, 11AM
Old Pine Community Center, 401 Lombard St, 215-627-2493, oldpinecommunitycenter.org
Meals: Mon-Fri, 7AM-8AM, to-go only; Sun, 7:30AM-9:30AM Meals for Seniors ONLY: Saturdays, 12PM-1PM, to-go only
Living Word Community, 142 N. 17th St, 215-563-1322
To-go meals: Sat, 10AM
The Perimeter (veterans only), 213-217 N 4th St, 215-923-2600
To-go meals: Mon-Fri, 9AM-10AM, 12PM-1PM
Old First Reformed UCC, 151 N 4th St, 215-922-4566
To-go meals: Sat, 9AM-9:30AM

Due to the rapidly changing situation, call organizations to confirm services. The most updated version is available at projecthome.org/wheretoturn.

Do you have suggestions on how to make this resource better? Please email wheretoturn@projecthome.org.
NAMI PHILLY VIRTUAL SUPPORT GROUPS

MONDAY
6 p.m. - Young Adults Group
7:30 p.m. - BIPOC Group

TUESDAY
11 a.m. - Connections Group
7 p.m. - Family Group

WEDNESDAY
11 a.m. - Women's Group
4 p.m. - Teen Group

THURSDAY
1 p.m. - Family Group

SATURDAY
10:30 a.m. - Family Group

SUNDAY
7 p.m. - Men's Group
9 p.m. - Connections Group

LAST SUNDAY OF THE MONTH
9:45 a.m. - Sunday Reset Mindfulness Session

FULL SCHEDULE AND GROUP DESCRIPTIONS ARE ON OUR WEBSITE NAMIPHILLY.ORG
ALL GROUPS USE THE SAME ZOOM MEETING LINK 18+ (TEEN GROUP 14-18)

TO RECEIVE LINK
Visit NAMIPHILLY.ORG to register, click the "SUPPORT GROUP" tab, then click "VIRTUAL SUPPORT GROUPS"