As Philadelphia strives to decrease incidents of violence, many people struggle with feelings of sadness, fear, and anxiety.

Trauma is an emotional response to a terrible event.

Signs and symptoms can happen within hours or may take as long as weeks to months after the incident. Although some people recover quickly, you may require additional help and support. Seek support if you frequently experience:

- Confusion, trouble paying attention
- Overwhelming anxiety, fear, grief, guilt
- Bursts of anger, crying spells
- Helplessness, hopelessness
- Excessive smoking, drinking, or drug use
- Withdrawal from family and friends
- Trouble eating, trouble sleeping
- Loss of interest in normal activities

Tips for Wellbeing

Ask for Additional Support
Seeking support to manage difficult emotions is a normal part of the healing process. Consider reaching out for professional advice and support.

Stay Connected with People
Reach out to your support system and talk if it makes you feel better.

Relieve Stress
It's normal for traumatic events to leave negative feelings. Take time to think about happy moments and special events. This helps shift your thinking and balance your thoughts.

Take a Break from the News
Too much news can cause negative emotions to resurface and increase stress and anxiety.

Get Connected

CBH Member Services **888-545-2600** 24/7, trauma-informed care and supports
Philadelphia Crisis Line **215-685-6440** 24/7, mental health crisis/emergency

Community support after a traumatic event, call **267-233-4837** or email NetworkofNeighbors@phila.gov
To talk or join a support group, visit NAMIPhilly.org
For behavioral health screenings and training, visit HealthyMindsPhilly.org
For more resource, tips, and tools visit, DBHIDS.org/Boost
It's okay to not be okay. You are not alone. Help is here!

Experiencing and witnessing violence is challenging. It impacts everyone in the community's health and wellbeing. Community-based programs build safe, resilient, and trauma-informed communities.

**Community Engagement**

DBHIDS supports programs that build and promote community resilience.

**Partnership Programs:**
- **City of Philadelphia Mural Arts Program**
- **PORCH LIGHT**
- **PHILADELPHIA CEASEFIRE**

**DBHIDS Initiatives:**
- **NETWORK of Neighbors Responding to Violence**
- **EMOC: Engaging Males of Color**
- **PACTS**

**Collaborations**

Efforts to address community trauma have resulted in many cross-sector collaborations. DBHIDS participates in the **Philadelphia Road Map for Safer Communities** and coordinates trauma supports to individuals and communities through many city partners.

We take an active role in promoting the health and wellness of all Philadelphians through our population health approach. By empowering the entire community to take charge of their health, DBHIDS helps to create a Philadelphia in which every resident can thrive.
Trauma is a big issue.

“Trauma impacts our minds, our bodies, our relationships, and our communities. Addressing trauma means finding ways to prevent it, enhance systems that relieve it, and support treatments that alleviate it.”

- Jill Bowen, PhD, DBHIDS Commissioner

People who experience traumatic events have an increased risk of developing a range of behavioral health concerns. To address this, the Philadelphia Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) has developed a variety of evidence-based practices and innovative approaches to raise the level of resilience and heal the effects of trauma in the City of Brotherly Love and Sisterly Affection. Below are some of the examples of how DBHIDS is helping to strengthen our communities.

**Trauma-informed Care**

DBHIDS begins with a population-health perspective toward treating those recovering from trauma. Appropriate interventions are implemented in the initial hours, days, or weeks after trauma exposure are most impactful. We focus on developing resilience, maximizing protective factors, and ensuring use of evidence-based practices to decrease the impact of trauma. Some of these approaches include:

- **Philadelphia Alliance for Child Trauma Services (PACTS)** is a network of child-serving systems and organizations, under the leadership of DBHIDS. PACTS increases the number of youth who receive effective trauma-focused and trauma-informed care. PACTS increases the capacity of behavioral health, pediatric, educational, and other child-serving systems to utilize trauma screenings and assessments and provide Evidence-Based Practices to children and their families. PACTS provides Trauma-Focused Cognitive Behavioral Therapy (TF-CBT), and several provide Primary Child-Adult Relationship Enhancement (PriCARE).

- **Hospital-Based Interventions- Healing Hurt People** is a trauma-informed hospital-based violence intervention program developed by Drexel University and is expanding its reach throughout Philadelphia. DBHIDS provides funding for trauma-specific behavioral health, case management, and other components of intervention and prevention of future violence through the Healing Hurt People (HHP) program. HHP’s hospital-based violence intervention program serves young men and women exposed to violent injuries at Tier-One Trauma Centers across the city.

- **Temple University’s Cease Fire/Cure Violence Program** is a community-based violence intervention program that serves individual survivors of gun violence in the 22nd Police District and parts of the 39th Police District. Cease Fire promotes early peer engagement, community outreach, and engagement to reduce retaliation, and peer conflict mediation to reduce school and community violence. DBHIDS continues to partner closely and supports its ongoing efforts.

**School Based Services**

We offer a full continuum of supports for children in schools as well as the community.

- **Intensive Behavioral Health Services (IBHS)** includes individual therapy, family therapy, individualized services by a Behavioral Health Technician (formerly known as TSS), case management services, and family peer services. Students receiving IBHS will be supported across environments inclusive of home, school, and community. Providers will be trained and expected to deliver Cognitive Behavioral Therapy (CBT) and Cognitive Behavioral Intervention for Trauma in Schools (CBITS) and Bounce Back which is group therapy for children who are experiencing traumatic stress.

- **Support Team for Education Partnership (STEP)** program aims to ensure wellness for all youth and families by identifying drivers of behavioral issues early and connecting children and families to appropriate resources, reducing missed instructional time and preventing children from going into crisis.

- **School-Based Prevention Services** support Philadelphia youth and families through prevention, education, policies, and environmental strategies (reducing risk factors and increasing protective factors). Prevention programs are administered by provider agencies in school settings. Topics include conflict resolution; decision making; skills for positive peer interactions; understanding self; problem and pathological gambling awareness & education; drug resistance skills; and Alcohol, Tobacco, and Other Drugs (ATOD) education.

“Trauma impacts our minds, our bodies, our relationships, and our communities. Addressing trauma means finding ways to prevent it, enhance systems that relieve it, and support treatments that alleviate it.”

- Jill Bowen, PhD, DBHIDS Commissioner
Mental Health First Aid (MHFA) is a no-cost training offered to people who live, work or study in Philadelphia. This 8-hour training teaches community members and public safety personnel (e.g. police, fire) to identify, understand and respond to signs of behavioral health conditions and crises. Philadelphia has trained aiders in many communities including, the Philadelphia School District, the faith community, local businesses, the Philadelphia Police Department, Prison System, Fire Department, and City Council.

Police Crisis Intervention Training (CIT) training emphasizes the principles of violence prevention, de-escalation, and community collaboration. The purpose of the training is to promote empathy and understanding while increasing effective communication with community members when they are in some of the most vulnerable phases of their life.

Trauma Awareness Training serves as an introductory trauma training aligned with the DBHIDS mission. This training promotes discussions regarding the impact of trauma, the role of empathy and resilience, and the importance of wellness practices to address factors such as vicarious trauma. This training is available to both public service organizations and community groups/organizations.

Porch Light Program is a joint collaboration between DBHIDS and Mural Arts Philadelphia, focuses on achieving universal health and wellness, especially for those dealing with mental health issues or trauma. We do this by providing opportunities to contribute to meaningful works of public art. Themes include mental health, substance use, spirituality, homelessness, trauma, immigration, war, and neighborhood safety.

Network of Neighbors Responding to Violence addresses the traumatic stress associated with community violence, sudden loss, tragic accidents, suicides, burnout, and other impactful events. The Network is comprised of professionals and community leaders trained on the impact and reactions associated with traumatic experiences. The Network utilizes the ASK Model, only providing support when invited by the community. Responders work alongside community leaders to provide technical assistance, facilitate group interventions, and healing spaces. All Network interventions are free and take place in community-based settings. Call 267-233-4837 for support after a traumatic incident, to join the Network, or to set up a presentation about the Network.

Faith & Spiritual Affairs The vision of DBHIDS’ Faith and Spiritual Affairs (FSA) Unit is to achieve optimal health and wellbeing for all faith and spiritual communities, FSA is dedicated to enhancing the understanding of behavioral health challenges, promoting inclusion and connectedness in one’s community, and aiding in the integration of spirituality into behavioral health care and treatment.

Community Wellness Engagement Unit (CWEU) is a multilingual engagement team designed to provide greater access to wellness-related resources and support for all communities within its scope. CWEU is a mobile unit that makes use of teams of Certified Peer Specialists, Certified Recovery Specialists, and Behavioral Health Specialists to assess individuals, link them to the appropriate services, and coordinate with agencies and community stakeholders to address any barriers to treatment and wellness.
Community Wellness Engagement Unit
Email: CWEU@phila.gov

Our Goal
Find us in your neighborhood supporting the efforts of local existing organizations. We are committed to helping communities thrive.

Our Team
We promote wellness and value culture. We connect you to education, employment, and housing to help improve your health. Our efforts are driven by the community’s voice.
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.

888-545-2600
For mental health and addiction services

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

- Pennsylvania Hospital
  801 Spruce St., First Floor
  215-829-5433

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

Online Services

HealthyMindsPhilly.org
Free, 24/7 online behavioral health screening, access to Mental Health First Aid trainings, and resources

Philadelphia’s behavioral health managed care system for Medicaid recipients
Learn more at CBHPhilly.org

Phone Numbers

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

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

- 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.
Trauma is any overwhelmingly stressful experience that can shatter a sense of choice, safety, and trust.

Network of Neighbors is a free, community-driven trauma response network. We work to reduce violence and trauma by responding more effectively to it — by working alongside the community to address their experience, defining needs and boundaries, and putting community safety and choice first.

What the Network of Neighbors Offers

We offer support to reduce stress and isolation, encourage social connection, tap into the natural strengths of the community, and begin the healing process.

1. Impact and needs assessment in collaboration with the community

2. Group discussions and community meetings that create safe spaces to come together, receive accurate information, tell your story, share thoughts and reactions, and explore ways of supporting yourself and your community

3. Free training in trauma-informed approaches, including Psychological First Aid and Post-Traumatic Stress Management

4. We bring support, presentations, trainings, and resources to you.

CONTACT US

267-233-4837
NetworkofNeighbors@phila.gov
DBHIDS.org/networkofneighbors
Creating Choice at Every Level

Communities that have been impacted by trauma are at greater risk for not receiving the resources and supports they need. The **ASK Model** requires an invitation from the community to begin re-establishing choice and safety and ensure that the community's voice drives the process. By requiring a **Community Connector** before providing support, the ASK Model works to encourage collaboration and align local and citywide response efforts to meet the needs of the community.

**Community Connectors** are members of the community who work alongside the Network to organize responses within their neighborhood or community.

**Community Trauma Responders** are members of the community trained in Psychological First Aid and Post-Traumatic Stress Management who support or facilitate interventions within neighborhoods and communities.

How It Works

Who We Serve

Network of Neighbors supports the community as a whole. Community includes neighborhoods, blocks, social groups, schools, recreation centers, workplaces, agencies, libraries, etc. These supports are appropriate for ages 9 years and older. Referrals are provided for individuals and families. Any group of people with a connection is a community.

Connect With Us

Contact the Network to discuss support for your community, free training, a community information session, and information about becoming a Community Trauma Responder.

267-233-4837
NetworkofNeighbors@phila.gov
DBHIDS.org/networkofneighbors
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
THE PHILADELPHIA ALLIANCE FOR CHILD TRAUMA SERVICES

PACTS is a city-wide child trauma initiative. It’s our mission to serve all youth who have experienced trauma in Philadelphia with a focus on the most vulnerable and underserved young people, including:

› Young children
› Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex (LGBTQIA+) youth
› Commercially Sexually Exploited Children (CSEC)
› Intentionally Injured Youth
› Unaccompanied Immigrant Youth
› Children of military families

WE ARE HERE TO HELP.

Our mission is to increase the number of children who receive effective trauma-focused and trauma-informed care in Philadelphia. PACTS does this by increasing the capacity of behavioral health, pediatric, educational, and other child-serving systems to utilize trauma screenings and assessments and provide Evidence-Based Practices to youth and their families.

TRAINING OPPORTUNITIES

PACTS offers training in the following interventions:

Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) is one of the most effective trauma treatments for children ages 3-18 and their caregivers. In about 20 sessions, TF-CBT can help young people decrease trauma symptoms and increase functioning at school, home, and the community. Over 17 programs across Philadelphia provide TF-CBT which consists of 9 core treatment components in a structured, yet flexible, and developmentally-appropriate manner.

Primary Child-Adult Relationship Enhancement (Pri-CARE) is a group training model to help develop positive parenting skills for caregivers of children ages 2-7 with disruptive behavior or experiences of trauma. These skills can be used by non-clinical adults to strengthen the child-caregiver relationship and improve behavior. Pri-CARE consists of 6 sessions.

Child and Family Traumatic Stress Intervention (CFTSI) is an evidence-based practice shown to be capable of preventing Post-Traumatic Stress Disorder (PTSD) in youth ages 3-18 when provided within 45 days of a potentially traumatic event or its disclosure. CFTSI consists of 5 sessions focused on the child and caregiver(s).

Learn more about the PACTS Initiative
Visit PhiladelphiaPACTS.org

To get connected with services
Visit cbhphilly.org
Call CBH Members Services 1-888-545-2600

Sara Fernandez-Marcote, Project Manager
Sara.fernandez-marcote@phila.gov
267-602-2235

PACTS is a project led by DBHIDS and funded by SAMHSA through a National Child Traumatic Stress Initiative (NCTSI) Category 3 grant.
YOUTH WHO EXPERIENCE TRAUMA CAN HAVE THE FOLLOWING REACTIONS

› Nightmares and trouble sleeping
› Avoiding activities, people, or places that remind them of the trauma
› Fast heartbeat, shallow breathing, sweating, stomach pain, and headaches
› Not wanting to think, talk about, or have feelings about the trauma
› Having upsetting thoughts or mental images about the trauma
› Sadness and mistrust
› Self-blame (e.g. “This happened because I’m bad”; “It’s all my fault”) 
› Attention problems
› Anger, fear, guilt, or shame
› Flashbacks
› Withdrawal and numbness
› Poor school performance
› Being jumpy and easily frightened
› Increased risky behaviors (unprotected sex; drunk driving)
› Drug and/or alcohol misuse to cope with fear, anger, and confusion
› Unhelpful cognitions (e.g. “I’m crazy”; “Everyone hates me”; “I’ll never be happy again”)

TRAUMA is an experience that overwhelms a person’s capacity to cope, causing intense and painful physical and psychological stress reactions. If untreated, trauma can have a lasting and adverse effects on an individual’s social, emotional, and physical well-being.

EXAMPLES OF POTENTIALLY TRAUMATIC EVENTS
› Physical or sexual abuse*
› Violence at home, school, or neighborhood*
› Racism
› Poverty
› Bullying*
› Neglect
› Serious accidents
› Death of a loved one
› Separation (due to incarceration, deportation, immigration, hospitalization) from a loved

*Lesbian, Gay, Bisexual, Trans, Questioning, Intersex, and Asexual (LGBTQIA+) youth are at a higher risk of experiencing these potential traumatic events.

CHILDREN AGES 2-6 MIGHT REACT IN THE FOLLOWING WAYS

› Difficulty eating, sleeping, and using the toilet (losing attained developmental milestones or regressing)
› Perseverative play and ritualistic behavior
› Social withdrawal and lack of interest in previously enjoyed activities
› Increased clinging and anxiety when separated from caregiver
› Increased defiance, temper tantrums, and irritability
› Expressing negative thoughts about themselves, such as feeling ‘bad’, ‘dirty’, or ‘no one loves me’

EXAMPLES OF POTENTIALLY TRAUMATIC EVENTS
› Physical or sexual abuse*
› Violence at home, school, or neighborhood*
› Racism
› Poverty
› Bullying*
› Neglect
› Serious accidents
› Death of a loved one
› Separation (due to incarceration, deportation, immigration, hospitalization) from a loved

*Lesbian, Gay, Bisexual, Trans, Questioning, Intersex, and Asexual (LGBTQIA+) youth are at a higher risk of experiencing these potential traumatic events.
The Porch Light Program

We have seen, through many collaborative projects and a focused study with Yale School of Medicine, that art succeeds in opening doors to healing in the aftermath of trauma. The Porch Light program, a joint collaboration with the City of Philadelphia Department of Behavioral Health and Intellectual disAbility Services, focuses on achieving universal health and wellness among Philadelphians by offering opportunities to contribute to meaningful works of public art.

Thanks to year-round workshops, community meetings, health forums, and paint days, the Porch Light program has produced an ongoing list of brilliant murals and transformed public spaces. These artworks challenge social stigmas around mental and behavioral health, putting names and faces to important issues that so often go undiscussed in public forums. Every finished Porch Light project offers a fresh window of opportunity for continued progress and community growth. As the impact of beauty and belonging reverberates, the path to resilience grows stronger.
HUB SPACE:

In Southeast Philadelphia, SOUTHEAST BY SOUTHEAST serves recent immigrant and refugee families, offering everything from sewing and weaving to English as a Second Language.

HUB SPACE:

The KENSINGTON STOREFRONT opened in spring 2017 in collaboration with Impact Services, Prevention Point Philadelphia, and New Kensington CDC, bringing together a community in crisis.

MURAL:

THE NORTH PHILADELPHIA BEACON PROJECT by James Burns features a vibrant collage that sheds light on the stories of community members in recovery.

MURAL:

THE ATLAS OF TOMORROW by Candy Chang puts emotional wellness in public—it re-imagines what a mural can do, providing a place to pause in our busy schedules and take stock of our well-being.

MURAL:

COLORFUL LEGACY by Willis Humphrey and Keir Johnston helped to raise awareness of the issues men and boys of color face in gaining access to behavioral health services.

MURAL ARTS Philadelphia is the nation’s largest public art program, dedicated to the belief that art ignites change. For over 30 years, Mural Arts has united artists and communities through a collaborative and equitable process, creating nearly 4,000 artworks that have transformed public spaces and individual lives. Mural Arts aims to empower people, stimulate dialogue, and build bridges to understanding with projects that attract artists from Philadelphia and around the world, and programs that focus on youth education, restorative justice, mental health and wellness, and public art and its preservation. Popular mural tours offer a firsthand glimpse into the inspiring stories behind Mural Arts’ iconic and unparalleled collection, which has earned Philadelphia worldwide recognition as the “City of Murals.”

“When I make art, it gives me control over who I am.”
—Adam Alli, Porch Light Participant

f muralartsphiladelphia
t twitter @muralarts
#muralarts
muralarts.org
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
PROLONGED EXPOSURE (PE)
A treatment approach for individuals with Post-traumatic Stress Disorder (PTSD)

ASK FOR IT BY NAME: PE

What is Prolonged Exposure (PE) Therapy?
PE is a treatment for adults experiencing symptoms of Post-Traumatic Stress Disorder (PTSD). PE can be effective in reducing difficulties associated with trauma by helping individuals handle trauma-related thoughts and feelings and re-engage in life activities.

Is PE right for me?
If you've experienced a trauma (such as sexual assault, abuse, acts of violence, accidents, etc.) and have been struggling with difficulties that have greatly interfered with your life or avoiding activities that you used to enjoy, PE may be a good fit for you.

Testimonials

Adam (Client):
“The day my therapist played a recording of backfiring/firecracker sounds and I didn’t jump. Normally I would jump up and be scared. And this time I didn’t do that and I knew it was working. I could go back to the place where I almost died and not be scared.”

Bob (Therapist):
“After completing PE, he is no longer angry. His whole personality changed. He comes into the clinic smiling and joking around with everyone. He has become a favorite in the clinic.”

Traumatic Reactions
• Feeling fearful and anxious
• Unwanted memories of the trauma
• Abusing drugs
• Feelings of depression
• Feeling angry or irritable
• Nightmares or difficulty sleeping

Don’t Miss Out!
Call CBH Member Services at 888-545-2600 and ask for PE.
For more detailed information, visit DBHIDS.org/EPIC.
EVIDENCE-BASED PRACTICES: EBP

What are EBPs?
EBPs or Evidence-Based Practices are treatments supported by research that have been proven to help people thrive.

Why are EBPs important?
Just as doctor's offices look for the best treatments for physical health concerns, we do the same for behavioral health concerns. EBPs provide hope to families by offering the most effective treatments.

Where can I find EBP providers?
Visit our website, DBHIDS.org/EPIC or call Member Services at 888-545-2600.

Provider agencies offering Prolonged Exposure Therapy in the Community Behavioral Health Network

- Asociación Puertorriqueños en Marcha (APM) 215-259-3373
- Center for Families and Relationships 215-537-5367
- Consortium 215-748-8400
- Merakey, Mt. Airy 215-248-6700
- Merakey, Knights Rd 215-632-9040
- JEVS Human Services 267-350-8646
- Warren E. Smith Health Center 215-456-2662

EVIDENCE-BASED PRACTICE & INNOVATION CENTER (EPIC)
Effective Practices that Support People with Behavioral Health Challenges

DBHIDS.org/EPIC
Delivering Evidence-Based Practices Throughout Philadelphia
MESSAGE FROM THE CEO

Dear CBH Member,

At Community Behavioral Health (CBH), we aim to make sure all Philadelphians are able to receive high-quality, cost-effective, and recovery-oriented services that meet all their needs. We have a full team of member services representatives that will help guide you through the process of accessing behavioral health services in Philadelphia.

It can be hard to know what to do when you are first seeking treatment for your behavioral health needs, but the CBH Member Services Team is available to help you. Though CBH does not directly provide you with services, we have a large provider network and can work with you to find a provider that will meet all your treatment needs.

To get started, reach out to a CBH Member Services representative. You can contact the CBH Member Services Department by phone at 1-888-545-2600, 24 hours a day, seven days a week. Additionally, if you are feeling unsure, we hope that this Member Services Newsletter will help to provide you with answers to some of your behavioral health questions.

Sincerely,

Faith Dyson-Washington  
CEO  
Community Behavioral Health
What is Trauma?

The Effects of Trauma

Trauma is a response to a negative experience that interrupts you from living your life as you normally would. Trauma can come from things like being in a car accident, bullying, not having enough to eat, or watching someone use substances. People react differently to negative experiences. Our reactions may indicate a kind of trauma. For example, a person involved in a car accident may lose sleep and have nightmares about the accident for weeks. A person who witnessed the car accident may begin to have stomach aches whenever they see vehicles involved in an accident. Children who experience trauma may start to show negative behaviors or experience body pains.

There is no right or wrong trauma response to a negative incident.

Trauma does not have to be your end. Identifying what you are experiencing can be a new beginning.

“I grew up in an environment of abuse, trauma, and poverty. I found healing in therapy and establishing myself into a faith. Healing from trauma is possible, but in order to understand how to heal, it is important to understand what you are feeling.”

-CBH Member

There is Help

Where Can I Find It?

If you have insurance, you can contact your insurance company and request trauma therapy. If you live in Philadelphia and have Medicaid, CBH is your insurance for behavioral health service. You can contact CBH Member Services at 1-888-545-2600, 24 hours a day, seven days per week to request trauma therapy.

As a CBH member, there are several kinds of therapy available to help you heal from trauma. Some of the therapies available are Trauma-Focused Cognitive Behavioral Therapy, Eco-systemic Family Therapy, Prolonged Exposure Therapy, and Trauma Affect Guide for Education and Therapy.
These services are called Evidence-Based Practices (EBPs). EBPs are services that have proven effective in supporting people with behavioral health challenges.

Trauma therapy is available for children and adults.

Services are available on an outpatient basis. An outpatient service is a medical service you can receive without having to stay in a medical facility. For example, you can visit a therapist once or several times a week, and after each session, you are free to leave the facility to return home. Therapy can occur over the phone or in person. You and your therapist can decide how often you receive therapy. You have the power to make decisions about your therapy. Your therapist should help guide your decisions.

There are many kinds of therapy available to you. Please visit the CBH website at www.cbhphilly.org or contact CBH Member Services at 1-888-545-2600 to learn more about your benefits.

<table>
<thead>
<tr>
<th>Glossary of Terms</th>
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<tbody>
<tr>
<td><strong>Behavioral Health or Mental Health:</strong> Both terms refer to the well-being of your mind and thoughts.</td>
</tr>
<tr>
<td><strong>Therapy:</strong> A treatment to assist in healing a physical or emotional pain.</td>
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<tr>
<td><strong>Therapist or Counselor:</strong> A professional trained in behavioral health therapies. This individual should be licensed or certified.</td>
</tr>
<tr>
<td><strong>Social Worker:</strong> An individual professionally trained in social work care.</td>
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**WHAT HAPPENS AT MY FIRST APPOINTMENT?**

**The Intake Appointment**

If you have scheduled an appointment for yourself, you will be asked to bring your insurance card, an identification card, and your social security card to
your first appointment. If you have scheduled an appointment on behalf of a child, you will be asked to bring the child’s social security card and possibly their birth certificate. During your appointment, you will meet with an intake specialist, therapist, counselor, or social worker. This person will “intake” your information to create a record of your therapy visits. The intake specialist, therapist, counselor, or social worker will ask questions to gain an understanding of you and why you scheduled an appointment. The goal of this appointment is to get to know you better to ensure you are connected to the right kind of treatment.

Know Your Rights

There are many rights afforded to you while receiving services.

- You have a right to share any concerns at any time with your therapist, social worker, or counselor. You can bring up concerns during the intake process or during therapy.

- You have a right to request a copy of your medical records.

- You have a right to a second opinion from a different provider at no cost to you.

- You have the right to file a complaint or grievance regarding any services you receive.

- You have the right to be included in your treatment programming.

- You have the right to advocacy from Member Services should you need assistance. Member Service Representatives can be contacted anytime at 1-888-545-2600.

Ask for It by Name

Did you know that when you avoid a fear, you actually increase your fear of what you are afraid of?

Prolonged Exposure (PE) Therapy is an evidence-based treatment for adults experiencing symptoms of Post-Traumatic Stress Disorder (PTSD). Sometimes, survivors of trauma continue to be haunted by their past experiences. These memories, thoughts, and feelings are often painful and difficult to live with. PE Therapy aims to reduce PTSD symptoms by helping individuals approach trauma-related thoughts, feelings, and situations that had
previously been avoided. This gradual exposure process helps reduce the distress associated with trauma-related thoughts, feelings, and situations that cause PTSD symptoms. Treatment is delivered by a therapist over eight to 15, 90-minute sessions. A success story from a CBH member who received PE therapy at a CBH provider called Merakey is listed below. If you are interested in learning more about PE, please contact Member Services and feel free to ask for PE by name!

**Annie's Story**

“Annie” had an accident that resulted in a significant, life-changing Traumatic Brain Injury (TBI). A TBI is a disruption to the normal functions of the brain because of a bump or other injury to the head. She was initially very fearful when she came to our clinic. She would not even go outside without her brother accompanying her. The in-vivo exposures, or exposure therapy supervised by a licensed therapist or other expert, successfully allowed her to walk outside alone. “Annie” says she is not afraid anymore.

“Annie” also believed she was unable to learn anything due to her TBI and had even given up trying. She had in-vivo exposures for learning American Sign Language and discovered that she could indeed learn!

Following treatment, “Annie” reported feeling significantly less severe PTSD symptoms in the last month than she felt before seeking treatment. “Annie” summarizes her freedom from trauma as, “I feel like I’m jumping out of a plane, but this time I have a parachute!”

*This story was shared with the permission. The name “Annie” is used to protect the identity and privacy of the member.*
**WHAT IS CEASEFIRE?**

CeaseFire is a structured, deliberate and disciplined violence intervention that was developed in Chicago based on the premise that violence is a public health issue and can be prevented. The program in Philadelphia is one of the national replication sites of Cure Violence (formerly known as Chicago Ceasefire) public health model and focuses its efforts to stop shootings and killings in hot spots in the 22nd and 39th Police Districts of Philadelphia. Philadelphia Ceasefire will utilize the five core components of the Chicago model: 1) Community Mobilization 2) Youth Outreach 3) Faith-Based Leader Involvement 4) Police Department Participation and 5) Public Education. The program’s goals replicate those of the Chicago CeaseFire evidence based program which is an initiative of the Chicago Project for Violence Prevention.

**THE CHALLENGE**

No American city better epitomizes the epidemic of youth violence than Philadelphia. Nationally, homicide represents the second leading cause of death among individuals ages 15 to 19 and the leading cause of death for young Philadelphians within this same demographic.

**IS IT WORKING?**

In 2011, the year the Phila. Ceasefire program began, there were 188 shooting victims and 47 homicides in the 22nd Police District. In 2013 there were 126 shooting victims and 26 homicides in the 22nd Police District. A formal evaluation to measure the impact of the program within its targeted neighborhoods is underway.

**THE RIGHT APPROACH**

The goal of Philadelphia CeaseFire is to reduce the level of violence, particularly shootings & homicides, by replicating the Cure Violence model within selected neighborhoods in the 22nd and 39th Police Districts of Philadelphia. Philadelphia Ceasefire will utilize the five core components of the Chicago model: 1) Community Mobilization 2) Youth Outreach 3) Faith-Based Leader Involvement 4) Police Department Participation and 5) Public Education. The program’s goals replicate those of the Chicago CeaseFire evidence based program which is an initiative of the Chicago Project for Violence Prevention.

**THE RIGHT PROGRAM PARTICIPANTS**

The Philadelphia Ceasefire program uses the same client selection criteria of identifying high risk youth of the Cure Violence program. To be classed as high risk, and thus eligible for recruitment, individuals must meet at least four of a list of client criteria. They must be between the ages of 14 and 25; have a prior history of offending and arrests; be a member of a gang, have been in prison; have been the recent victim of a shooting; and involved in “high risk street activity.”

**THE RIGHT COMMUNITY**

From 2008 through 2010, Philadelphia recorded a total of 697 homicides by firearm. In 2010, 46% of the city’s homicides and shootings were concentrated in the 22nd district in North Philadelphia, an area with less than 10% of the city’s population and approximately 4.25 square miles.

**THE RIGHT MESSAGE & MESSENGERS**

Critical to the success of CeaseFire is developing the “right message” delivered by the “right messengers.” The right messengers include the Philadelphia CeaseFire staff; the program manager, outreach supervisor, outreach workers & violence interrupters. Clients are selected through a courting process and not done through institutions. Instead, outreach workers spend 80 percent of their time outside of the office and build and maintain a caseload of high risk clients.

**THE RIGHT PARTNERS**

The program is funded by:
- The Center for Bioethics, Urban Health & Policy at Temple University School of Medicine
- City of Philadelphia - Philly Rising
- Pennsylvania Commission on Crime and Delinquency (PCCD)
- US Dept. of Justice-Office of Juvenile Justice Delinquency & Prevention (OJJDP)
- The US Attorney General Office (Region 3)

Technical support is provided by Cure Violence and Dr. Caterina Roman of the Criminal Justice Dept. at Temple University. Local community partners include Philadelphia Police Dept., Project HOME, North Central Victim Services, Guncrisis.Org, and Lost Dreams on Canvas, Raymond Rosen Housing Development, Databases and the 2nd Police District Police Clergy.
1 Community Mobilization
Community mobilization focuses on residents, local businesses, service organizations, and members of the faith community to build a safer and more viable community. We will energize a base of support for Phila. CeaseFire to stop shootings and killings in the short term and to change the underlying conditions that give rise to shootings and killings in the long term.

2 Youth Outreach
Outreach workers are challenged to build sufficient trust with youth and high-risk individuals, many of whom are gang-involved, and redirect them to positive pursuits, including jobs, job training, and returning to school.

3 Public Education
CeaseFire employs a broad-based public education campaign to facilitate behavior change and promote nonviolence. Neighborhoods are saturated with posters, leaflets, flyers, yard signs, bumper stickers, T-shirts, buttons and other materials that disparage violence and carry pointed messages about the consequences of shootings and killings.

4 Leadership Involvement
Community and faith-based leaders are in a unique position to influence the thinking and behavior of community members and those who are at risk of involvement in shootings and killings. They assert a strong presence on the streets in response to every shooting. They counsel and support those who seek to change their lives through the provision of positive alternatives. In some cases they also adopt, mentor, and open safe havens for the youth in our communities.

5 Criminal Justice Participation
Individuals responsible for shootings and killings need to be held accountable to the community for their actions. This is not an end that can be achieved without the involvement of police, the courts and corrections agencies – until the thinking completely changes. Furthermore, Philadelphia CeaseFire is funded by Center for Bioethics, Urban Health & Policy Temple University School of Medicine.

To get involved and for more information please contact us at:

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