



## Resource Guide

For assistance in an emergency situation

**Dial 911**

National Suicide Prevention Lifeline

**Call 988**

**Text HOME to 741741 for English**

**Text AYUDA to 741741 for Spanish**

Lancaster County Crisis Intervention

**717-394-2631**

**Lancaster County Warm Line**

**717-945-9976**

*This is not a crisis line, but a safe place to discuss problems, talk about your day, or ask questions related to recovery and wellness strategies. Certified peer specialists staff the Warm Line from 2:00 p.m. to 10:00 p.m. seven days a week. Messages left outside those hours will be returned when the line is open again.*

**Samaritan Center & TeenHope Resources**



**Treatment Resources**


## Mental Health Treatment

### Lancaster County Mental Health Treatment Providers

#### National Alliance on Mental Illness (NAMI)

Provides information and referral services.

1-800-950-NAMI(6264) or Text "Friend" to  
Journey/Kids-Teens-and-Young-Adults/Teens

 @NAMI  
62640

 NAMIVideo  
<https://www.nami.org/Your->

## Substance Abuse Treatment

### Lancaster County Substance Abuse Treatment Providers

#### Joining Forces

Free service for individuals, or those that have family members, struggling with addiction. Services in English or Spanish. 24/7 Crisis line: 717-327-9451 or text "HELLO"

#### Substance Abuse and Mental Health Services Administration (SAMHSA)

Provides free, 24-hour information and referral assistance to local treatment facilities, support groups, and community-based organizations.

1-800-662-HELP (4357) <http://findtreatment.SAMSHA.gov>

## Self-Help Resources and Groups

#### Alcoholics Anonymous

(717) 394-3238 [lancasteraa.org](http://lancasteraa.org)



#### Narcotics Anonymous


1-888-GET-HOPE (438-4673) [www.na.org/meetingsearch](http://www.na.org/meetingsearch) [lancasterpana.org](http://lancasterpana.org)

#### Dual Recovery Anonymous

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

#### Al-Anon Family Groups

[Al-anon.org](http://Al-anon.org) 1-888-425-5666

Download the     -    to attend virtual Alateen meetings

#### Nar-Anon Family Groups

[www.nar-anon.org/find-a-narateen-meeting](http://www.nar-anon.org/find-a-narateen-meeting)

Mental Health Association of Lancaster County  
[www.mhalancaster.org](http://www.mhalancaster.org)

## **Resources for LGBTQ+**

Lititz Chooses Love (LCL)  
[Lititzpride.org](http://Lititzpride.org)

LGBTQ+ National Help Center  
1-888-843-4564

LGBTQ+ National Youth Talkline  
1-800-246-7743     [www.lgbthotline.org](http://www.lgbthotline.org)

Trevor Project Crisis Line  
1-866-4-U-TREVOR (488-7386)     [www.thetrevorproject.org](http://www.thetrevorproject.org)

Common Roads  
Hosts online and in-person support meetings in the Harrisburg and Lancaster areas  
<https://centralpalgbtcenter.org/commonroads>

## **Resources for Eating Disorders**

Penn State Health Children's Lancaster Pediatric Center  
Eating Disorders Outpatient Program for children, teens or adults, Eating Disorders Intensive Outpatient Program, Eating Disorder Partial Hospitalization Program for children, teens or adults  
Phone: 717-531-2099  
<https://www.pennstatehealth.org/childrens/services-treatments/eating-disorders-program>

Dr. Thalia Moshos - Clinical Psychologist -  
Eating Disorders, Anxiety, Depression, Trauma, Body Image, Self-Harm, Adjustment Difficulties  
222 East Orange Street. Suite 201, Lancaster  
<https://drthaliamoshos.com/eating-disorders>  
National Alliance for Eating Disorders Helpline: 1 (866) 662 - 1235  
<https://www.nationaleatingdisorders.org/get-help/>

**ANAD Helpline:** 1 (888) 375-7767  
<https://anad.org/get-help/eating-disorders-helpline/>

Call or text 1-800-422-4453      <https://childhelpline.org>

## Rape, Abuse, and Incest National Network (RAINN)

1-800-656-4673      <https://www.rainn.org>       rainn

1-800-799-7233 For Hearing Impaired: 1-800-787-3224 Text START to 88788

<https://caplanc.org/access-resources/safety-empowerment/domestic-violence-services>

717-299-1249      Text SAFE to 61222

Support group information by county for survivors of suicide attempts and for those who have lost a loved one to suicide.

<https://preventsuicidepa.org/>

Addiction prevention, youth skill building, local grief support groups, and resources for those grieving a substance-related loss.

Lancaster, Lebanon, and Chester counties: 717-299-2831



Support after loss for children, teens, and adults, including support groups, online resources, and individual counseling.

<https://www.hospiceandcommunitycare.org/grief-and-loss/>



The toll-free Bullying Prevention Consultation Line invites individuals experiencing chronic and unresolved bullying to discuss effective strategies and available resources to manage school-based bullying 1-866-716-0424

## Teen Health & Wellness

Real life...Real answers! The Teen Health and Wellness is the award-winning, critically acclaimed database from Rosen Online, which provides students with comprehensive curricular support and self-help tools on topics including diseases, drugs, alcohol, nutrition, fitness, mental health, suicide, bullying, LGBTQ+ issues, diversity, family life, work readiness, and more.

<https://teenhealthandwellness.com/>

## Other Resources

### **The Bridge Project in PA**

Online Mental Health services for children and youth experiencing homelessness

☎ ☎ ☎ ☎

Free and confidential information and referral for help with food, housing, employment, health care, counseling, and more. Available 24/7.

<https://www.pa211.org>

Call 2-1-1 or text your zip code to 898-211



### **Tenfold**

Emergency housing, supportive housing programs, landlord/tenant resources, financial empowerment center, and homeowner lending program in Lancaster and York.

<https://wearetenfold.org> 717-397-5182

### **955Hope Housing Hotline**

Provides free comprehensive financial education, confidential foreclosure prevention counseling, and renter resources 24/7.

<https://995hope.org> 1-800-995-HOPE (4673)

### **Legal Advice**

Provides legal information, lawyer profiles, and community to help individuals make legal decisions.

[www.findlaw.com](http://www.findlaw.com) 1-800-591-9378

### **Community Action Partnership of Lancaster**

Provides information on early education, health and nutrition, utility assistance, and domestic violence shelter and services.

<https://caplanc.org/access-resources>

### **Spanish American Civic Association (SACA)**

Provides a wide range of services, including a community kitchen, employment services, bilingual services, drug and alcohol treatment, a senior center, educational training and certification, and more.

<https://sacapa.org> 717-397-6267

## Resources with Free Sessions or Financial Aid Available

### Mental Health America (Lancaster County)

Provides a wide range of services including assistance with IEP/504s, peer and family support, free mental health sessions, financial aid guidance and assistance for mental health services, and more.

[mhalancaster.org](http://mhalancaster.org) 717-397-7461

### Samaritan Center

Provides professional counseling and education, with financial aid available for individuals, families, and children with limited resources.

717-560-9969

### Touchstone Foundation

Offers financial assistance with mental health costs for youth, children, and parents of children between the ages of 0–25 in Lancaster County.

<https://touchstonefound.org/accessassistance>

717-397-8722



## How to Find a Therapist From Psychology Today

Fortunately, the U.S. and many countries around the world are home to numerous social workers, psychologists, or psychiatrists and other professionals who are qualified, competent, and caring. While training and credentials should be reviewed—and Psychology Today verifies the credentials of many professionals in its directory—studies indicate that the most important factor is the *therapeutic alliance*, or the relationship the client develops with the therapist and their ability to work together to achieve the client's goals.

How to use Psychology Today's search function

To search for a therapist, treatment center, psychiatrist, support group, or online therapy, visit <https://www.psychologytoday.com/us/therapists> or scan the QR code to the right.

Enter your town or zip code and click on the magnifying glass. A list of local providers, their credentials, and how to contact them will appear. You can sort the list by issue, insurance, gender, type of therapy, age, cost, ethnicity, sexuality, language, and more.

What qualities are most important in a professional?

It's important that any therapist under consideration is empathetic, professional, and knowledgeable about the problems the client wishes to tackle. During a typical screening session or first meeting, a potential therapist should listen closely, openly discuss their approach and possible treatment goals, and behave sensitively toward any difficult information the client brings up. Some clients wish to see a provider who shares their gender, race, cultural background, or sexual orientation; consider whether those qualities are important before starting to screen therapists.

How does one conduct a phone screen?

The first step in the therapeutic process is usually a brief phone call with prospective therapists, to learn more about them and gauge whether the relationship will be a good fit. Clients looking to initiate a phone screen with a therapist should reach out to them by email, phone, or their Psychology Today profile and request a consultation. This call will likely last less than 20 minutes.

Helpful questions include:

- How might you best be able to help me?
- Have you dealt with concerns such as mine before and if so, how frequently?
- How does this process work?
- What is a reasonable timeline for meeting and for treatment?

To determine if the relationship will be a good fit, clients should pay attention to whether or not they felt comfortable (or rushed) in the conversation and how knowledgeable the therapist was about the client's specific concerns. It is also helpful to understand the modality or type of treatment the therapist specializes in, and the training involved in their licensing credential, i.e. social worker versus psychologist.



## Tips and Tools for Helping Yourself or a Friend

### From HelpGuide.org

The teenage years can be tough, and it's perfectly normal to feel sad or irritable every now and then. But if these feelings don't go away or become so intense that you can't handle them, you may be suffering from depression or anxiety. The good news is that you don't have to feel this way. Help is available.

**How to talk about depression and anxiety with an adult you trust**

If you are feeling depression or anxiety it is not your fault, and you didn't do anything to cause it. However, you do have some control over feeling better. The first step is asking for help.

**Talking to your parents.**

It may seem like there's no way your parents will be able to help, especially if they are always nagging you or getting angry about your behavior. The truth is, most parents hate to see their kids hurting. They may feel frustrated because they don't understand what is going on with you or know how to help. If your parents are abusive in any way, or if they have problems of their own that makes it difficult for them to take care of you, find another adult you trust (such as a relative, teacher, counselor, or coach). This person can either help you approach your parents, or direct you toward the support you need. If you truly don't have anyone you can talk to, refer to the resources in this guide. There are many hotlines, services, and support groups that can help. No matter what, talk to someone, especially if you are having any thoughts of harming yourself or others. Asking for help is the bravest thing you can do, and the first step on your way to feeling better.

**The importance of accepting and sharing your feelings**

It can be hard to open up about how you're feeling—especially when you're feeling depressed, hopeless, ashamed, or worthless. It's important to remember that many people struggle with feelings like these at one time or another. They don't mean you're weak, fundamentally flawed, or no good. Accepting your feelings and opening up about them with someone you trust will help you feel less alone. No matter what it feels like, people love and care about you, and if you can muster the courage to talk about your depression, it can—and will—be resolved. Some people think that talking about sad feelings will make them worse, but the opposite is almost always true. It is very helpful to share your worries with someone who will listen and care. They don't need to be able to "fix" you; they just need to be good listeners.

**Ask for help if you're stressed or having thoughts of harming yourself.**

Stress and worry can take a big toll, even leading to depression. Talk to a teacher or school counselor if exams or classes seem overwhelming or if you are being bullied. Likewise, if you have a health concern you feel you can't talk to your parents about—such as a pregnancy scare or drug problem—seek medical attention at a clinic or see a doctor. A health professional can help you approach your parents (if that is required) and guide you toward appropriate treatment.

If you're dealing with relationship, friendship, or family problems, talk to an adult you trust. Your school may have a counselor you can go to for help, or you may want to ask your parents to make an appointment for you to see a therapist.

**Coping with suicidal thoughts.**

If your feelings become so overwhelming that you can't see any solution besides harming yourself or others, you need to get help right away. And yet, asking for help when you're in the midst of such strong emotions can be really tough. If talking to a stranger might be easier for you, call or text 9-8-8 to speak in confidence with someone who can understand and help you deal with your feelings.





## Tips and Tools for Helping Yourself or a Friend

From [seizetheawkward.org](http://seizetheawkward.org)

What to say when you don't know what to say

Starting a conversation about mental health does not need to be uncomfortable, and it can make all the difference. Check out these resources to learn how to support a friend – or get help for yourself.

Starting the conversation

Beginning the conversation doesn't mean you have to dive straight into talking about mental health struggles or have an intense heart to heart. Consider instead meeting your friend where they are or extending an invitation to hang out. You can even talk about struggles you are going through to give your friend an avenue to open up. Whether it's over a bite to eat or taking a walk, a simple "what's up" is a great place to begin. Often, just being there is enough for your friend, even if words fail. Listen to your friend, follow-up, and check-in regularly. Being supportive doesn't have to happen all at once. It can, and usually is, the little moments strung together that truly make an impact. Even if the gesture is small like a text saying you're thinking about them or how much you appreciate them, it matters. The smallest of gestures add up over time and signal that you care.

Taking care of yourself

Increased stress and anxiety is common during this time, but remember that prioritizing your mental health is just as important as helping your friends.

- Don't forget your basic needs, like sleep, exercise, food, and drinking enough water. When you're in a crisis or managing big emotions, it's easy to forget the everyday habits that can improve your mood and well-being.
- Prioritize self-care and stress relief. Set aside a dedicated time each day to do something that makes you feel calm, alleviates stress or simply makes you happy—whether it's meditation, cooking, dancing to your favorite playlist, walking your dog or doodling in a coloring book.
- Stay connected. Spending time with people you trust can really help you process and manage big emotions and is good for your mental health overall. Even if you don't feel up to it, reach out to friends and family you trust, in person or remotely. You might be surprised how much it helps in hard moments.
- Take breaks from news stories and social media. Non-stop exposure to anxiety-producing news can amp up any difficult feelings you're already having. If you find yourself feeling worse after scrolling your feeds, do what you can to limit stressful content. You can decide to check in only at certain times, turn off notifications, or unfollow accounts that create stress and focus on ones that help you feel calm and connected.

## Does Your Insurance Cover Mental Health Services?

Please visit the website below for more information



### What you need to know about mental health coverage

When it comes to our well-being, mental health is just as important as physical health. Unfortunately, insurers haven't always seen it that way. In the past, many health insurance companies provided better coverage for physical illness than they did for mental health disorders. A law passed in 2008, the Paul Wellstone and Pete Domenici Mental Health Parity and Addiction Equity Act (also known as mental health parity law or federal parity law) requires coverage of service for mental health, behavioral health, and substance-use disorder to be comparable to physical health coverage. Yet many people still are not aware that the law exists or how it affects them. This guide helps you learn what you need to know about mental health coverage under the mental health parity law.

### What health plans does the law affect?

The federal parity law generally applies to the following types of health insurance:

- Employer-sponsored health coverage, for companies with 50 or more employees
- Coverage purchased through health insurance exchanges that were created under the health care reform law, also known as the Affordable Care Act or "Obamacare"
- Children's Health Insurance Program (CHIP)
- Most medical programs (Requirements may vary from program to program)
- Some other government plans and programs remain exempt from the parity law. Medicare, unlike Medicaid, for instance, is not subject to the federal parity law.

### How do I know if my health insurance plan provides mental health coverage?

Check your description of plan benefits - it should include information on behavioral health services or coverage for mental health and substance use disorders. If you still aren't sure, ask your human resources representative or contact your insurance company directly.

### Using your mental health coverage

Check with your human resources department or insurance company for specific details about your coverage.

Here are some important points to consider:




- Check whether your coverage uses provider networks. Typically, patients are required to pay more out-of-pocket costs when visiting an out-of-network provider. Call your insurance company or visit the website for a list of in-network providers
- Ask about copayments. A copay is a charge that your insurance company requires you to pay out-of-pocket for a specific service. For instance, you may have a \$20 copay for each office visit.
- Talk to your provider. When you call to schedule an appointment, ask if they accept your insurance. Also ask whether they will bill your insurance company directly and you provide a copayment, or if you have to pay in full and then submit a claim to your insurance company for reimbursement.

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An example of an insurance card is provided below. Yours may look different, but the information is the same. Note on the back is a behavioral health number. You can use this number to find covered behavioral and mental health services in your network. You can also contact your primary care provider (PCP).

 <b>BlueCross BlueShield</b>		 <b>Blue Cross Blue Shield of North Dakota</b>		<b>allmyhealth.com</b>	
<b>Member Name</b> <b>Member Name</b> <b>Member ID</b> <b>XYZ123456789</b>	<b>Dependents</b> <b>Dependent One</b> <b>Dependent Two</b> <b>Dependent Three</b>	<b>Plan</b> <b>Office Visit</b> <b>Specialist Copay</b> <b>Emergency</b> <b>Deductible</b>	<b>PPO</b> <b>\$15</b> <b>\$15</b> <b>\$75</b> <b>\$50</b>	<b>Member Services</b> 1-844-946-6236 <b>Provider Service</b> 1-844-946-6236 <b>Blues on Call</b> 1-888-BLUE-428	<b>Call for Precertification:</b> <b>Mental Health</b> 1-800-258-9808 <b>Substance Abuse</b> 1-800-258-9808 <b>Other Admissions</b> 1-800-452-8507
<b>Group No.</b> 023457 <b>BIN</b> 987654 <b>Benefit Plan</b> HIOPT <b>Effective Date</b> 00/00/00 			<b>Blues on Call:</b> 24-hour access to nurses who provide health education and support services. <b>To receive high level benefits:</b> Receive care from a network provider. Receiving non-emergency care through an out-of-network provider will result in a reduced level of benefits. All in and out of network inpatient admissions and certain outpatient medical services require authorization. Blue Cross and Blue Shield of North Dakota provides administrative claims payment services and does not assume any financial risk or obligation with respect to claims payment.	<b>Providers:</b> File claims to the local BC/BS plan. <b>Members:</b> File claims to: BCBC of North Dakota PO BOX 3355 Pittsburgh, PA 15230 Blue Cross and Blue Shield of North Dakota is an independent licensee of the Blue Cross Blue Shield Association	

If you do not have insurance, the website below provides information and help on how to apply for medical assistance in the state of Pennsylvania.

<https://www.dhs.pa.gov/Services/Assistance/Pages/Medical-Assistance.aspx>

### How to Apply

There are different ways to apply for MA. Please choose the option that suits you best. If you do not know if you are eligible, you can still apply.

- Online: Using the COMPASS website, you can apply for MA and many other services that can help you make ends meet.
- Telephone: Call the Customer Service Center for Health Care Coverage at 1-866-550-4355.
- In-Person: You can contact you local county assistance office (CAO)
- On paper: You can download an application and send it to your local CAO. If you need help completing the application form, a CAO staff member can help you.hool-Based Counseling Services.