



Community Resilience and Healing

ADDRESSING TRAUMA AND VIOLENCE

Photo: Steve Weinik

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.

Take a Break from the News



Too much news can cause negative emotions to resurface and increase stress and anxiety.

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.

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 **NAMlphilly.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
MuralArtsProgram

PORCH LIGHT

healing
hurt
people
philadelphia

PHILADELPHIA
CEASEFIRE
CURE VIOLENCE

DBHIDS Initiatives:

NETWORK of
NEIGHBORS
RESPONDING
to VIOLENCE

EMOC
ENGAGING MALES OF COLOR

PACTS
The Philadelphia Alliance for Child Trauma Services

Healthy
Minds
Philly
.org

USA
MENTAL
HEALTH
FIRST AID
PHILADELPHIA

It's all
about
community!

EPIC
EVIDENCE-BASED PRACTICE
& INNOVATION CENTER

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.

Office of
Violence Prevention
CITY OF PHILADELPHIA

Department of
Human Services

Office of
Homeless Services
CITY OF PHILADELPHIA



THE SCHOOL DISTRICT OF
PHILADELPHIA

PHILA
COURTS.US

Philadelphia Department of
Prisons

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.

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

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 resiliency, 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.



Training We provide training opportunities to help community members and professionals identify, understand, and respond to traumatic events or crises. We understand the earlier we intervene with behavioral health issues, the faster we are able to provide professional care as a community.

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.



Early Interventions We have developed a variety of prevention and early intervention programs to help address behavioral health challenges earlier and connect individuals to necessary services sooner.

Behavioral Health Screenings are our free, quick, and anonymous behavioral health screenings are a component of Healthy Minds Philly, a public health strategy to extend non-treatment services to individuals while offering treatment linkages as needed. The online screening tools on HealthyMindsPhilly.org are non-diagnostic and help identify signs and symptoms of behavioral health challenges, such as depression, anxiety, and substance use. Screenings events are hosted by behavioral health provider organizations in the community.



Community Interventions & Engagement We offer various community-based programs and strategies to build safe, resilient and trauma-informed communities. sooner.

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.

888-545-2600
DBHIDS.org



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



WE CONNECT YOU TO RESOURCES

Community Wellness Engagement Unit

Email: CWEU@phila.gov

Our Goal Wellness. Culture. Community.

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

Our Team Experienced. Mobile. Resourceful.

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.



888-545-2600

For mental health and addiction services

215-685-6440

For mental health crises

City of Philadelphia
DBHIDS
DEPARTMENT OF BEHAVIORAL HEALTH
and INTELLECTUAL disABILITY SERVICES

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 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



 City of
Philadelphia



NETWORK of NEIGHBORS RESPONDING to VIOLENCE

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 24-hour behavioral health crisis help, call 215-685-6440.

For behavioral health services call 888-545-2600.



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*

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

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

-Community Member



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.



PHILADELPHIA ALLIANCE FOR CHILD TRAUMA SERVICES

Providing the most effective trauma treatment for children and families in Philadelphia



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.



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.



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")

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 clinginess 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'



PACTS
The Philadelphia Alliance for Child Trauma Services



An initiative of
City of Philadelphia
DBHIDS
DEPARTMENT OF BEHAVIORAL HEALTH
and INTELLECTUAL DISABILITY SERVICES



The Only Way Out Is Through dedication. Mural by Eric Okdeh. All photos by Steve Weinik.

ESTABLISHED:
2011

CORE FUNDERS:
Department of Behavioral
Health and Intellectual
disAbility Services,
Hummingbird Foundation,
Patricia Kind Family
Foundation, Stavros Niarchos
Foundation

**The path to
wellness is a
path we walk
together. We
believe that
journey can be
beautiful.**

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.



MURAL:

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



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 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.



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.



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.



“When I make art, it gives me control over who I am.”

—Adam Alli, Porch Light Participant

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.”

f muralartsphiladelphia
@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](https://www.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 PRACTICE & INNOVATION CENTER (EPIC)

Effective Practices that Support People with Behavioral Health Challenges

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
- Joseph J. Peters Institute
215-701-1560 or 215-665-8670
- 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



Community Behavioral Health
A DIVISION OF DBHIDS | CBHPHILLY.ORG

A DIVISION OF DBHIDS
cbhphilly.org

 **CBH MEMBER SERVICES**
888-545-2600

 **PHILADELPHIA CRISIS LINE**
215-685-6440

**PHILADELPHIA INTELLECTUAL
DISABILITY SERVICES (IDS)**
215-685-5900

**CRISIS RESPONSE CENTERS
FOR ADULTS:**

EINSTEIN MEDICAL CENTER
215-951-8300
5501 Old York Road

PENNSYLVANIA HOSPITAL
215-829-5433
Spruce Building
801 Spruce Street
1st Floor

FRIENDS HOSPITAL
215-831-4600
4641 Roosevelt Boulevard

**TEMPLE UNIVERSITY HOSPITAL
EPISCOPAL CAMPUS**
215-707-2577
100 E Lehigh Avenue

**CRISIS RESPONSE CENTERS
FOR CHILDREN:**

**PHILADELPHIA CHILDREN'S
CRISIS RESPONSE CENTER**
215-878-2600
3300 Henry Avenue
Falls Two Building

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

A DIVISION OF DBHIDS
cbhphilly.org

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Falls Two Building

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.

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cbhphilly.org

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4641 Roosevelt Boulevard

TEMPLE UNIVERSITY HOSPITAL
EPISCOPAL CAMPUS
215-707-2577
100 E Lehigh Avenue

CRISIS RESPONSE CENTERS
FOR CHILDREN:

**PHILADELPHIA CHILDREN'S
CRISIS RESPONSE CENTER**
215-878-2600
3300 Henry Avenue
Falls Two Building

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.

Glossary of Terms

Behavioral Health or Mental Health: Both terms refer to the well-being of your mind and thoughts.

Therapy: A treatment to assist in healing a physical or emotional pain.

Therapist or Counselor: A professional trained in behavioral health therapies. This individual should be licensed or certified.

Social Worker: An individual professionally trained in social work care.

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



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 **CBH MEMBER SERVICES**
888-545-2600

 **PHILADELPHIA CRISIS LINE**
215-685-6440

**PHILADELPHIA INTELLECTUAL
DISABILITY SERVICES (IDS)**
215-685-5900

**CRISIS RESPONSE CENTERS
FOR ADULTS:**

EINSTEIN MEDICAL CENTER
215-951-8300
5501 Old York Road

PENNSYLVANIA HOSPITAL
215-829-5433
Spruce Building
801 Spruce Street
1st Floor

FRIENDS HOSPITAL
215-831-4600
4641 Roosevelt Boulevard

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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



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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 in North Philadelphia. The approach includes efforts to heighten community awareness about gun violence and encourage area residents, community, business and faith based leaders to work together and get involved.

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 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 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 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

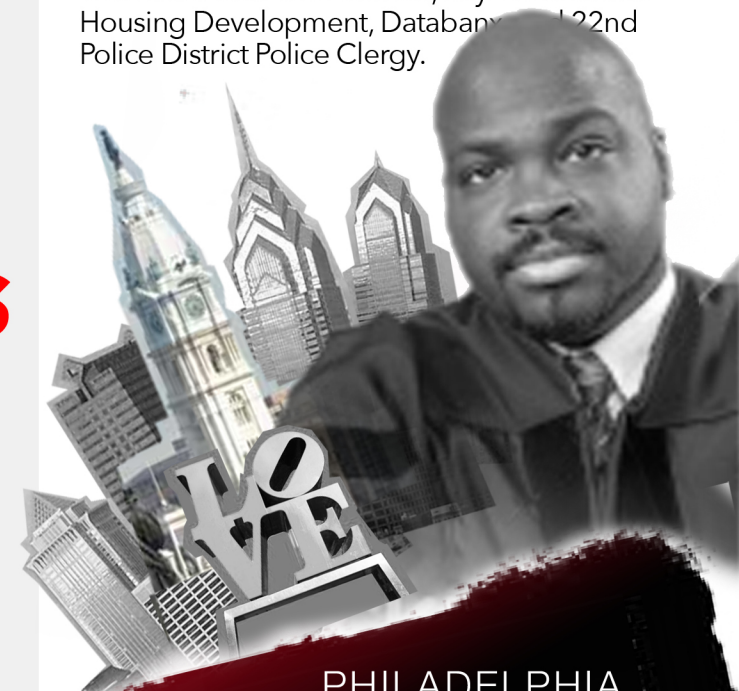
City of Philadelphia-Philly Rising

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, Databank, and 22nd Police District Police Clergy.



PHILADELPHIA CEASEFIRE

5 CEASEFIRE CORE COMPONENTS

EVIDENCE
BASED WITH
PROVEN
RESULTS

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, Phila. CeaseFire takes action to foster relationships between community residents and police in neighborhoods where those relationships may have been strained in the past.



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

PHILADELPHIA CEASEFIRE

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Juvenile Justice Delinquency & Prevention(OJJDP)

US Attorney General (Region 3)

STOP. SHOOTING. PEOPLE.

A campaign to stop shootings
in our community



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