

# How to get help from the Mental Health System In Burlington County

## **MENTAL HEALTH RESOURCE GUIDE**

**NAMI FACE**

**Burlington County**

**National Alliance on Mental Illness  
Family and Consumer Exchange**



**2015**

SEVENTH EDITION(A)

## QUICK PICKS

**Crisis Center: 609-835-6180**  
**SCIP (Screening and Crisis Intervention)**

**Police: 911      Non – Emergency Helpline: 211**

**NJ Children’s System of Care: 877-652-7624**  
**(Access to Mobile Response)**

**Division of Child Protection and Permanency (formerly**  
**DYFS) (To report suspected child abuse or neglect)**  
**877-652-2873 (877-NJ-ABUSE)**

### **Agencies:**

**Catholic Charities 609-267-9339**  
**Legacy Treatment Services 800-433-7365**  
**(formerly known as Drenk)**  
**Oaks Integrated Care (formerly Twin Oaks, Family Service)**  
**800-963-3377**

### **Hospitals:**

**Lourdes Medical Center 609-835-2900**  
**Hampton Hospital 609-267-7000**  
**Virtua Health Memorial Hospital 609-267-0700**  
***Buttonwood Hospital (no longer County Hospital)***  
**609-836-6000**

### **Other Contacts:**

**CONTACT 856-234-8888**  
**(Telephone Support Hotline) 866-234-5006**  
**Board of Social Services 609-261-1000**  
**Social Security 800-772-1213**  
**Jail Social Services 609-265-5080**  
**NAMI FACE 856-222-9400**  
**Intensive Family Support Services 609-386-8653**  
**(IFSS)**

**IMPORTANT:** When contacting any law enforcement agency for assistance, be certain to tell the dispatcher: **“This is a Mental Health issue!, ... it is NOT a criminal concern”**. This will alert the responding officer to resolve the problem in an appropriate manner”. Tell the dispatcher if a weapon is possessed by the person having difficulties!(ie. Gun, knife, club, etc.)

## OUR MISSION

**NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)** is a national and statewide non-profit organization dedicated to improving the lives of individuals and families affected by mental illness. Our network of support and advocacy groups is composed of families, friends, and persons who are affected by mental illness as well as professionals, members of organizations and governmental bodies dedicated to mental health, and other supporters. **NAMI FACE Burlington County is an affiliate of NAMI NJ and NAMI National.** We offer emotional support, information, education, and advice about treatment and community resources.

This directory is intended to provide information about mental health programs in Burlington County, New Jersey. Every attempt has been made to ensure that the published information is current and accurate at the time of printing. However, service providers and locations do change over time, so it is possible that a reference to a program included here may no longer be available. In such an event, persons are encouraged to contact **NAMI FACE Burlington County** at 856-222-9400 or email [namiface@verizon.net](mailto:namiface@verizon.net).



*THE INFORMATION IN THIS RESOURCE GUIDE IS PROVIDED AS AN AID TO CAREGIVERS WHO ARE ENDEAVORING TO ASSIST INDIVIDUALS CONFRONTING A MENTAL ILLNESS. IT DOES NOT IMPLY AN ENDORSEMENT OF ANY AGENCY, PROGRAM OR ENTERPRISE.*

## **MESSAGE TO READERS**

This Mental Health Resource Guide consolidates resource information for Burlington County residents who deal with mental illness as a consumer, a family member or those who help them. The Burlington County affiliate of NAMI compiled the material.

NAMI, the National Alliance on Mental Illness, is an organization of families and consumers with over 220,000 members nationwide. Professional providers, community members and anyone interested in promoting sound mental health are welcome to join NAMI. We are dedicated to improving the quality of life of individuals who suffer from serious mental illness and providing support for their families and loved ones.

While no endorsement of any specific services listed here other than the activities of NAMI is intended, you are encouraged to find the services and self-help groups that work for you and become active. The right mix of professional treatment, mutual support and advocacy will improve the quality of your life.

*Ruth Stotsenburg*

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Ruth Stotsenburg, President, NAMI FACE Burlington County

16 East Main Street, Suite 5

Moorestown, NJ 08057

856-222-9400

email: [namiface@verizon.net](mailto:namiface@verizon.net)

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## **HOW TO FIND OUT ABOUT THE DISEASES AND THE MEDICATIONS THAT TREAT THEM**

Although this Resource Guide will not detail the symptoms of Mental illnesses or delve into pharmaceuticals, there are plenty of resources out there that will. Material ranges from easy-to-read to the erudite – booklets, fact sheets, videos – much of it free. Ask questions of your health care providers, look at websites, call the phone numbers, and listen to speakers in your community to learn more.

These organizations are informative and user-friendly:

- **U.S. Dept. of Health**  
[www.mentalhealth.samhsa.gov](http://www.mentalhealth.samhsa.gov) 800-789-2647
- **National Institute of Mental Health**  
[www.nimh.nih.org](http://www.nimh.nih.org) 301-443-4513
- **Mental Health America** 800-969-6642  
[www.nmha.org](http://www.nmha.org)
- **Mental Health Assoc. in New Jersey**  
[www.mhanj.org](http://www.mhanj.org) 856-522-0639
- **NARSAD – Research Alliance for Schizophrenia and Depression**  
[www.narsdad.org](http://www.narsdad.org) 516-829-0091
- **Depression & Bi Polar Alliance**  
[www.ndmda.org](http://www.ndmda.org) 800-826-3632
- **NJ Mental Health Cares** 866-202-4357  
[www.njmentalhealthcares.org](http://www.njmentalhealthcares.org)
- **Hispanic Mental Health Services** 609-835-1111

You may also contact NAMI organizations at the county, state, or national levels:

**NAMI FACE Burlington County**

email: [namiface@verizon.net](mailto:namiface@verizon.net)

856-222-9400

**NAMI New Jersey**

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

732-940-0991

**NAMI Information Help Line**

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

800-950-NAMI (6264)

**MENTAL ILLNESS AND CHEMICAL ADDICTION (MICA)**

Problems with substance abuse (of alcohol and other drugs) are extremely common with serious mental illness, so common that specific programs called MICA are dedicated to its treatment. MICA stands for Mental Illness and Chemical Abuse/Addiction.

“Self-medication” (using alcohol, illegal drugs or drugs outside of that prescribed) may be understandable as an attempt to inhibit the discomfort of the disease, *but* the interaction with prescribed medications will aggravate the symptoms of mental illness and could endanger life. Many relapses of mental illness symptoms are the result of using alcohol or other drugs with psychotropic medications. (Psychotropic medications are medicines prescribed for mental disorders and, as such, work on the mind.)

Some estimates are that at least 50% of individuals with serious mental illnesses have a substance abuse problem at some time during the course of their illness.

## **PSYCHOTHERAPY**

Psychotherapy is “talk” therapy, which is talking to someone such as a psychologist, social worker or counselor. Psychotherapy deals with issues caused by the illness and issues that affect the illness; it is not psychoanalysis, which is a long process of exploring the unconscious. Ask your psychiatrist whom you should go to for talk therapy.

Types of private practitioners who treat the symptoms of mental illness:

- Psychiatrist
- Psychiatric Advanced Practice Nurse (APN)
- Psychologist
- Licensed Clinical Social Worker (LCSW)
- Licensed Professional Counselor (LPC)
- Mental health counselor
- Marital or family therapist
- Pastoral counselor

These duly licensed practitioners are trained to make diagnoses and may perform psychotherapy. Only psychiatrists, psychiatric APNs, medical doctors and osteopaths may prescribe medications.

Some clinicians or practitioners operate within a community social service agency such as Catholic Charities, Family Service, or Legacy Treatment Services (formerly known as Drenk).

Group psychotherapy allows individuals with similar illnesses to benefit from sharing each other’s experiences.

Many consumers benefit by attending support groups. See the section on support and self help groups for those that meet in Burlington County.

Additional information on psychiatric issues can be found at Medscape Psychiatry & Mental Health [www.medscape.com](http://www.medscape.com)

## **MEDICATIONS**

Significant advances in psychotropic drugs (drugs that work on the mind) have yielded medications that better control symptoms and produce fewer and less acute side-effects. Dozens of medications under development are being tested which continue this trend. Unfortunately, psychotropic medications can only control *symptoms* and do not cure at this point in time. The specific medications prescribed do not, in themselves, indicate a specific disorder. A medication regimen is a matter of lengthy trial-and-error to be done under the management of a psychiatrist. Each individual responds very differently to medications and dosages. Keeping track of the number of different medications and what time of day they should be taken is vital. It is very important to stick with the medication regimen once it has been established. Make changes only in conjunction with the psychiatrist.

### ***The most important thing you can do . . . .***

Begin keeping a written record of medications and the effects that result from taking them. The record can be used to give accurate information to hospitals and medical personnel as well as Social Security and other government agencies. Be sure to include:

- Name of medication and dosage
- Name of doctor and affiliation (i.e. hospital) who prescribed it
- Start and stop dates
- What effects on the disease (good and bad) and "side effects" resulted?

## **CHOOSING MENTAL HEALTH SERVICES**

Your choice will be based on experience, personal recommendation, ability to pay and insurance coverage, location, personal compatibility with the treating provider.

These professional associations list providers by specialty, language and location:

- **NJ Psychiatric Assoc.** 800-345-0143
- **NJ Psychological Assoc.** 800-281-6572
- **Therapist Network** 800-843-7274

## **NEW JERSEY DIVISION OF MENTAL HEALTH AND ADDICTION SERVICES**

The State of New Jersey's Fiscal Year 2011 Budget formally merged the Division of Mental Health Services (DMHS) and the Division of Addiction Services (DAS) into the Division of Mental Health and Addiction Services (DMHAS).

Recent advances in understanding substance use and mental health disorders emphasize that while these diseases are strongly interactive and inter-related; systems of care have historically treated them separately. This fragmented approach to care contributed to the stigma associated with these illnesses and has resulted in many missed opportunities to provide accessible and integrated care for the clients that seek services.

The merger provided DHS an opportunity to build a combined system on the foundational strengths of both divisions. The operational efficiencies benefit both consumers and providers. DMHAS utilizes data from emerging science to offer effective, outcome oriented treatment and use its resources to support consumers in achieving wellness and recovery.

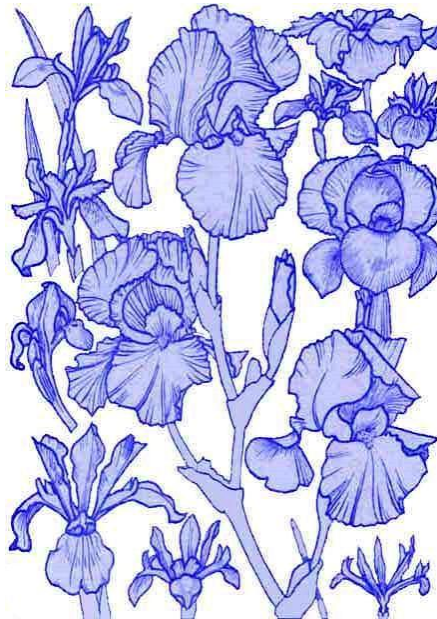
The NJ **Division of Mental Health and Addiction Services (DMHAS)**

website has more information about the merger and resources.

The revised New Jersey Directory of Mental Health Services is now available for on-line viewing. The document is broken into three parts. [Part](#)

[One](#) contains some preliminary remarks. [Part Two](#) lists all community programs funded by the New Jersey Division of Mental Health Services, and sorted by the County served. [Part Three](#) lists all of the programs, sorted by the type of program service.

<http://www.state.nj.us/humanservices/dmhs/news/publications/mhs/index.html>



## **FAMILY RESPONSE TO MENTAL ILLNESS**

Mental illness affects the family in many ways. Consumers often rely on family members to assist with obtaining and managing medication and other treatment, obtaining public benefits, transportation and so forth. Families must develop effective coping skills and learn to navigate the complex mental health system.

- **IFSS (Intensive Family Support Services)** is a free, *professionally run* support service *for family members and caregivers* of an adult mentally ill relative. Funded by the state, IFSS helps family members deal with issues and choices in mental health care and improve the overall quality of family life. Their services are highly recommended.

IFSS provides:

- Individual Family Consultation
- Mental Health Education
- Coping Skills Group
- Referral/Services linkage
- Respite care on a non-emergency basis

IFSS services in Burlington County are administered by Catholic Charities, 114 Delaware Ave. Burlington, NJ 08016 609-386-8653 ext. 2826

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

- **FAMILY & COMMUNITY SERVICE** is operated by Catholic Charities. It offers various counseling programs for individuals and families. Riverbank, 114 Delaware Ave, Burlington, NJ 08016 609-386-7331

- **Family-to-Family Education:** This program is the essential spirit of NAMI. Experienced family members help others to learn about mental illnesses, how to deal with them, and how to advocate and help reduce stigma. Many families now involved in NAMI say taking this course is the most significant service any family can do for itself, and the best thing NAMI offers.

The Family-to-Family course covers:

- Getting through the crisis periods
- Symptoms of the major mental illnesses and their diagnostic criteria
- Basic review of medications, side effects and key treatment issues
- Communication skills and problem solving
- Sharing our stories and self-care
- Potential of recovery, advocacy and combating stigma

Taught by trained family members from NAMI FACE of Burlington County in a friendly, supportive environment, the course runs for 12 weeks, one class per week. All instruction and materials are **free** for class participants. Family-to-Family has graduated over 100,000 family members nationwide in its 15-plus year history.

Call 856-222-9400 to get more information.

*“Family members who take the NAMI Family-to-Family course are better equipped to work with mental health clinicians in a collaborative manner. My bottom-line recommendation? Take this course. It will help you learn to cope successfully with a major challenge in your life, and that, in turn, will help your loved one as he or she works toward recovery.”*

Peter Weiden, M.D., author of  
Breakthroughs in Antipsychotic Medications

# **Crisis Intervention and Emergency Screening**

## **Screening Crisis Intervention Program (SCIP)**

SCIP evaluates patients who are experiencing acute symptoms of mental illness. It provides psychiatric emergency room services for intervention and/or evaluation for admission to inpatient treatment. Some patients may require involuntary commitment to mental health inpatient care because they are a danger to themselves or others. It is SCIP's responsibility to make the appropriate referrals to divert patients who can be served in a less restrictive setting than a hospital.

SCIP has a mobile response team that will come to your home or any location in Burlington County. This service is covered by most insurance plans. For those without insurance, SCIP offers a sliding scale based on your ability to pay. Having the response team come to you will preclude waits at the hospital and expedite evaluation and treatment.

**SCIP services, provided by Legacy Treatment Services (formerly known as Drenk), are located at Lourdes Medical Center of Burlington County, 218 A Sunset Rd. Willingboro, NJ 08046**

**609-835-6180 OR dial 9-1-1.**

### **What you need to tell SCIP**

The Screener may ask these questions. Your *honest* answers are crucial:

Why are you calling? What is happening?

What behaviors have been displayed or statements made?

Does the person have any history of mental illness?

What is the current treatment or medications?

Is there suicidal, homicidal or destructive behavior in the past?

Is there a history or present use of substances (alcohol or drugs)?

Present access or possession of weapons or self-defense training?

Medications and medical history (Having a one sheet list available is very helpful.)

Will someone be available to meet the Mobile Outreach team at the site?

- **Information from the family is crucial in determining the correct treatment plan during a crisis. Try to have the information, as listed on the previous page, readily available.**
- **When you call the police during a mental health crisis: Tell them that it is a mental health emergency and to please send someone who has been trained in handling persons with a mental illness.**
- **REMEMBER, if you are frightened or concerned about being hurt, or have been hurt, or are afraid your loved one is hurting him or herself...TELL THE SCREENER!!!**
- **Also alert the screener or the police to any destruction to property and/or threats to destroy property.**

## **Crisis Hotlines / Listening Services**

Volunteers at these 24-hour/7-days hotlines will listen to what you have to say. If necessary, they will contact SCIP for crisis intervention.

- **CONTACT**                      856-234-8888 or 866-234-5006
- **1-800-SUICIDE**                      800-784-2433
- **1-800-273-TALK**                      800-273-8255
- **2<sup>nd</sup> Floor –Youth Helpline**                      888-222-2228
- **NJHOPELINE**                      855-654-6735

When a crisis episode occurs that includes suicide attempts or destructive behavior, you need to get emergency intervention immediately. New Jersey laws ensure that a call to 9-1-1 or SCIP will result in the situation being treated as a medical emergency. The patient may be transported to a hospital for evaluation and treatment. The mobile crisis intervention team will arrive accompanied by a police car and perhaps an ambulance. The police are involved as a matter of safety. Mental illness is not a crime.

Laws provide for the involuntary hospitalization (commitment) of patients who are *not willing* to obtain help for life-threatening symptoms. Protections include reviews by a judge to prevent abuse of the commitment capability. Commitment is a state government function carried out by mental health professionals.

## **INPATIENT SERVICES**

Short Term Care Facilities (STCFs) are inpatient psychiatric services in a community hospital. STCFs provide short-term stabilization of mental illness symptoms for adults who have been committed by SCIP. The average stay is six days.

- **Lourdes Medical Center of Burlington County**  
609-835-2900  
218 A Sunset Rd. Willingboro, NJ 08046 [www.lourdesnet.org](http://www.lourdesnet.org)

**Private psychiatric hospitals** provide voluntary inpatient care for adults, adolescents and MICA clients. Choose a specific hospital based on health plan coverage or personal preference, as you will pay for care without government aid. *Burlington County no longer has a County Hospital however, Hampton Hospital now accepts consumers to divert from State Hospital.*

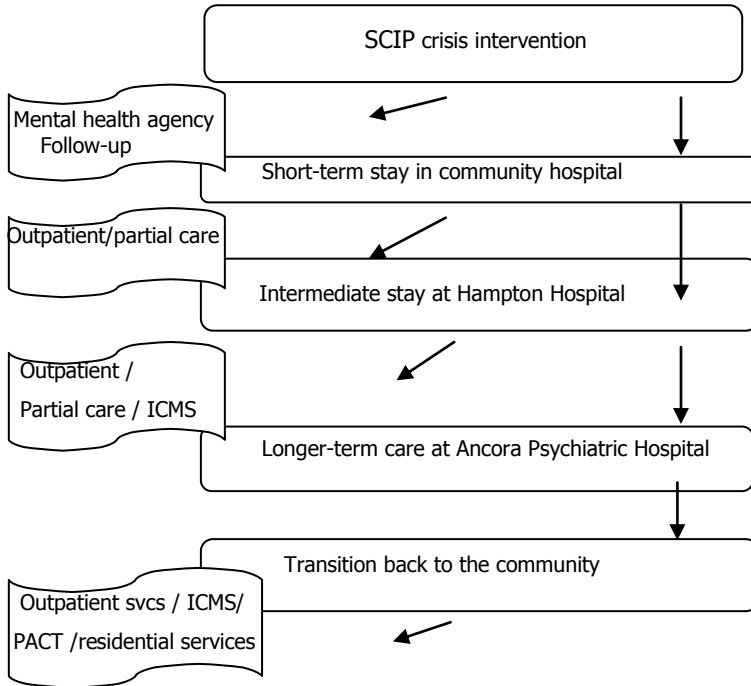
- **Hampton Behavioral Health Center**  
650 Rancocas Road, Westampton NJ 08060  
609-267-7000 or 800-603-6767 [www.hamptonhospital.com](http://www.hamptonhospital.com)
- **Carrier Clinic** 800-933-3579  
252 Route 601, Belle Mead, NJ 08502 (in Somerset County)  
[www.carrier.org](http://www.carrier.org).
- **Friends Hospital** 800-889-0548  
4641 Roosevelt Blvd. Phila, PA 19124 [www.friendshospitalonline.org](http://www.friendshospitalonline.org)
- **Princeton House Behavioral Health**  
905 Herronton Road, Princeton (in Mercer County)  
800-242-2550 or 609-497-3300 [www.princetonhouse.org](http://www.princetonhouse.org)
- **Virtua Memorial Hospital** 609-267-0700  
175 Madison Ave., Mount Holly, NJ 08060

### **State Psychiatric Hospitals**

- **Ancora Psychiatric Hospital (APH) – (So. Region)**  
202 Spring Garden Road, Ancora, NJ 08037 609-561-1700
- **Trenton Psychiatric Hospital (TPH) (Northern Region)**  
Sullivan Way West Trenton, NJ 609-633-1500

For longer-term, in-patient treatment. Operated by the NJ Dept. of Human Services. Admission is by referral.

## **Simplified graphic of a Long-term hospitalization progression**



## **Emergency Short Term Housing**

**Kairos House:** Legacy Treatment Services - Maximum stay 15 days for adults with serious and/or persistent mental illness, who are at risk of hospitalization. Primary referral source: The Screening Center (SCIP). Requests for admission are also made by structured facilities such as hospitals and county jails. Admissions accepted 24 hours a day from SCIP.

## **PRIVACY AND CONSENT**

Concerned families and loved ones want open communication from hospital personnel and the timely return of phone calls. But, adult patients are entitled to privacy. According to HIPPA (Federal insurance and privacy protection legislation), unless the patient signs a release form, hospital personnel are bound to keep all information confidential. (What the patient says, the diagnosis, and treatment) The system can leave the family out of the loop. The hospital staff may even be prevented from indicating that a patient has been admitted for treatment.

√ A patient who signs the release upon entering a hospital or psychiatric facility will benefit from family involvement in his or her care, both short- and long-term. The family can't be informed without it!

In any event, family members need to be *proactive*. A new state document, Patient Advance Directive (PAD) is a major advance toward enabling the patient to indicate preferences in future crisis treatments.

## **FAMILY MEMBERS' CHECKLIST**

- √ Prepare yourself for lengthy periods on the phone.
- √ Write it all down! Keep a notebook; create computer files.
- √ Get the first and last names of those you speak to.
- √ Find out the ward or unit pay phone numbers so you can speak directly to your loved one.
- √ If you haven't heard from the hospital's social worker within 24 hours of your loved one's admission, you make the call!
- √ Your physical presence makes a difference.
- √ You have the right to FAX information and your observations to the hospital in the event that you are unable to reach the hospital treatment team.

## **OUTPATIENT SERVICES**

Case management, medication management by a psychiatrist, group and individual psychotherapy are offered. Programs convene for several hours for several days during the week. Programs in this area and some of their declared areas of service are:

- **Catholic Charities**  
Delaware Mental Health Services (Delaware House)- offers partial care, vocational services, substance abuse treatment, and residential services  
25 Ikea Drive, Westampton, NJ 08060 609-267-9339
- **PACT (Programs in Assertive Community Treatment)**  
(Individualized Services) 609-386-4737  
5 Terri Lane, Burlington, NJ 08016
- **Legacy Treatment Services (formerly known as Drenk)**  
Offers counseling, therapy, medication monitoring and supportive housing. 795 Woodlane Road, Mount Holly, NJ 609-267-1377
- **Oaks Integrated Care (formerly known as Twin Oaks)**  
Offers counseling, case management, employee assistance, and housing support. Administrative Office. 609-267-5928 or 800-963-3377  
770 Woodlane Road, Box 588, Mount Holly NJ 08060
- **Hampton Behavioral Health Center**  
Offers employment, family support and transitional services.  
609-267-7000 or 800-603-6767  
650 Rancocas Road, Westampton NJ 08060  
[www.hamptonhospital.com](http://www.hamptonhospital.com)
- **(IOC) Involuntary Outpatient Commitment:** Referrals may come from inpatient treatment facilities, community mental health agencies and Screening Center (SCIP) for those who are not imminently dangerous enough for commitment to inpatient program, but struggle remaining in treatment and are likely to become dangerous without treatment. Appropriateness determined by IOC psychiatrist, as well as a court order. 609-267-8564.
- **Princeton House Behavioral Health Center:** 351 New Albany Road, Moorestown, NJ 08057 1-800-242-2550

## **CASE MANAGEMENT SERVICES**

A case manager organizes and coordinates services and supports consumers with a combination of:

- individual advocacy, assessment and service planning
- getting and maintaining SSI or SSDI benefits
- coordination of social services, medical and mental health services
- arranging for housing
- informal counseling, including medication education
- instruction and reinforcement of activities of daily living (ADL) skills, including hygiene, food preparation and financial management.
- education and support for family and friends

√ The family caregiver is often the de facto “case manager.”

Case management is essential to outpatient care, linking the client and family to needed services. Case managers do not provide medical or psychiatric services. Conversely, private practitioners rarely provide case management. ICMS and PACT (see below) are programs funded by the Division of Mental Health Services (DMHS) to meet the needs of consumers at high risk for re-hospitalization.

**ICMS (Integrated Case Management Services)** are provided to every patient discharged from a state or county psychiatric hospital for a minimum of 12 months post-discharge. ICMS also accept community referrals. ICMS link clients with other services including psychiatric providers through a 24-hour / 7 day on-call system.

- **Oaks Integrated Care/ICMS** 662 Main Street, Suite B, Lumberton, NJ 08060 - 609-265-0245
- **Catholic Charities/PACT** (Programs in Assertive Community Treatment) helps persons with the most serious mental illness to live successfully in the community through hands-on service in their homes and neighborhoods. Services are available 24 hours a day, seven days a week.  
5 Terri Lane, Burlington, NJ 08016  
609-386-4737
- **(IOC) Involuntary Outpatient Commitment:** Referrals may come from inpatient treatment facilities, community mental health agencies and Screening Center (SCIP). 609-267-8564.

- **Legacy Treatment Services (formerly known as Drenk) Supportive Housing** [www.legacytreatmentservices.org](http://www.legacytreatmentservices.org)  
1289 Rt. 38, Hainesport, NJ 609-267-5656
- **PATH (Pathways to Assist Transition from Homelessness)**  
Assistance program for the homeless run by Legacy Treatment Services (formerly known as Drenk). 1289 Route 38, Hainesport, NJ 08036 609-267-5656

## **HELP FOR SENIORS**

Alzheimer’s disease is the most common cause of dementia in older people. The cause of the disease is not known and at present there is no cure.

- **Alzheimer’s Association** 800-272-3900
- **Burlington County Office On Aging** 609-265-5069
- **Hampton Hospital Geriatric Psychiatric Unit** 800-603-6767
- **The Tender** 856-234-5999
- **Senior Care** 856-988-3250

## **HELP FOR VETERANS AND MILITARY**

### **VA Health Benefits Service Center**

Mental health services (inpatient and outpatient), vocational rehabilitation and prescription drug coverage are available to eligible veterans.

[www.va.gov](http://www.va.gov)

877-222-VETS (8387)

### **Veterans Services of Burlington County**

Provides services to all veterans, retirees, and dependents in obtaining entitlements provided by law

795 Woodlane Rd. Westampton, NJ 08060

609-265-5008

**Veterans and Military Support** - The New Jersey National Guard operates a Family Support Center for National Guard and Reserve families in a former armory located on Route 206 in Bordentown. This unit is staffed to provide Family assistance and readiness programs, behavioral and psychological health activities, suicide prevention, and child and youth programs, outreach services and reintegration programs.

\***Joint Military & Family Assistance Center**: 1048 US Highway 206, Bordentown, NJ 08505, **toll free: 888-859-0352**; ph: 609-324-7060

<http://www.state.nj.us/military/familysupport/index.html>

## **HELP FOR THE DEVELOPMENTALLY DISABLED**

Adults with both a developmental disability and a mental illness are served under the auspices of NJ Division of Developmental Disabilities (DDD)  
800-832-9173                      [www.state.nj.us/humanservices/ddd/index.htm](http://www.state.nj.us/humanservices/ddd/index.htm)

## **HELP FOR CHILDREN AND YOUTH**

### **EMERGENCY!**

Department of Children and Families - Division of Children's System of Care (CSOC) serves children and adolescents with emotional and behavioral health care challenges, children with developmental disabilities, and adolescents with substance abuse issues (and offers family support). CSOC is committed to providing these services based on the needs of the child and family in a family-centered, community-based environment.

Trouble accessing the CSOC? Don't know where to turn? You may contact the Burlington County Department of Human Services, Children's Inter-Agency Coordinating Committee (CIACC) for advocacy and information and referral. 609-265-5536.

### **CHILDREN'S CRISIS RESPONSE -                      **877-652-7624****

Contact the Contracted Systems Administrator (CSA) at **877-652-7624**. The CSA is statewide contract with the Division of Children's Systems of Care. This office will direct you to the appropriate resource for children, including **CHILDRENS MOBILE RESPONSE AND STABILIZATION SERVICE** provided by Legacy Treatment Services (formerly known as Drenk). Mobile Response is available 24 hours a day/ 7 days a week. It offers time limited crisis intervention and stabilization to children and youths exhibiting emotional and behavioral disturbances that threatens or disrupts their current living arrangements. (Contract for CSA currently held by PerformCare)

***NOTE: If you believe the situation is serious contact SCREENING CRISIS INTERVENTION PROGRAM at 609-835-6180 or call 9-1-1.***

- **CONTACT (Crisis Hotline)** 856-234-8888/ 856-234-5006  
**TEENLINE (through CONTACT)**  
(Teen to Teen Confidential Helpline) 856-234-0634  
**KIDSLINE (through CONTACT)** 609-234-6929  
(A "warmline" for elementary school children)
- **1-800-SUICIDE**    800- 784-2433

- **1-800-273-TALK** 800-273-8255
- **2<sup>nd</sup> Floor –Youth Helpline** 888-222-2228

## **CRISIS INTERVENTION AND EMERGENCY SERVICES**

- **Children’s Crisis Intervention Service –**  
Kennedy Memorial Hospital 856-488-6796  
2201 West Chapel Ave., Cherry Hill, NJ 08022
- **Family Crisis Intervention Unit (FCIU)**  
Legacy Treatment Services (formerly known as Drenk)  
795 Woodlane Road, Suite 301, Mt. Holly, NJ 08060 - 609-261-3330

## **CHILDREN WITH DEVELOPMENTAL DISABILITIES**

As of January 1, 2013, the New Jersey Department of Children and Families - Division of Children’s System of Care (CSOC) assumed responsibility for determining eligibility of children under age 18 for developmental disability services and for providing support and services formerly provided by the Department of Human Services - Division of Developmental Disabilities (DDD) for individuals under age 21. For information on the application process please call: **1-877-652-7624**

### **National professional associations**

- **American Academy of Child and Adolescent Psychiatry**  
800-333-7636 x 12
- **SAMHSA** 800-789-2647  
[www.mentalhealth.samhsa.gov](http://www.mentalhealth.samhsa.gov)

## **CHILDREN’S INPATIENT SERVICES**

- **Carrier Clinic**  
252 Route 601, Belle Mead, NJ 08502 (in Somerset County)  
[www.carrier.org](http://www.carrier.org) 800-933-3579
- **Legacy Treatment Services (formerly known as Drenk) – Therapeutic Foster Care**  
1289 Rt. 38, Suite 104, Hainesport, NJ 08036  
[www.drenk.org](http://www.drenk.org) 609-265-7804
- **Hampton Behavioral Health Center**  
650 Rancocas Road, Westampton NJ 08060  
[www.hamptonhospital.com](http://www.hamptonhospital.com) 609-267-7000 or 800-603-6767
- **Princeton House**  
905 Herronton Road, Princeton, NJ 08540 (in Mercer County)  
[www.princetonhouse.org](http://www.princetonhouse.org) 800-242-2550 or 609-497-3300

## **CHILDREN'S OUTPATIENT SERVICES**

- **Legacy Treatment Services (formerly known as Drenk)**
  - Out-patient therapy, medication management, child psychiatry. 609-267-1377
  - Intensive Case Management (ICM) provides individualized youth case management for up to 45 days. 609-261-3330  
1289 Route 38 West, Suite 203, Hainesport, NJ 08036
  - Anger Management for Youth –Offers group counseling and in-home services for youths and their parents.  
795 Woodlane Road, Mt. Holly, NJ 08060 609-267-1377
- **Oaks Integrated Care (formerly known as Twin Oaks)**  
Offers counseling, case management, employee assistance, and housing support as well as Intensive In-Home Services for Children. 609-267-5928 or 800-963-3377  
770 Woodlane Road, Box 588, Mount Holly NJ 08060
- **Hampton Behavioral Health Center**  
Offers employment and family support, as well as transitional services. 609-267-7000 or 800-603-6767  
650 Rancocas Road, Westampton NJ 08060
- **Department of Children and Families/ Children's System of Care** provides families with a single point of contact that registers, tracks and coordinates care for children who are screened from any level into its behavioral care system. This program is administered by the CSA, a private entity that manages the system.

**For information about accessing services for children and youths call the 24 hour access line 877-652-7624.**

**To report suspected child abuse or neglect please call 877-652-2873 (877-NJ-ABUSE)**

- **Family Support Organization (FSO) of Burlington County** is a system partner within the Division of Child Behavioral Health which provides support to the parents of children and adolescents who have complex emotional, behavioral, or mental health needs. Family-run, state-funded organization provides direct peer support and resource information to families with children with mental health concerns. 609-265-8838  
1632 Route 38 East, Lumberton, NJ 08048 [www.fsoburlco.org](http://www.fsoburlco.org)

### Mental Health Concerns

- severe depression, schizophrenia, bipolar disorder
- anxiety disorders, phobias, panic disorder, obsessive-compulsive disorder (OCD), post-traumatic stress disorder (PTSD)
- conduct, learning, and eating disorders
- attention- deficit/hyperactivity disorder
- autism and Asperger's syndrome
- self injury and self mutilation (cutting)

### Important messages about children's and adolescents' mental health

- Every child's mental health is important
- Many children have mental health problems
- These problems are real and can be painful and severe
- Mental health problems can be recognized and treated
- Families and communities working together can help

## **EDUCATION ACCOMMODATIONS**

Parents/guardians of school-age children and adolescents are encouraged to seek mental health support through their local school districts. Federal and state laws require that your student be adequately accommodated. School districts can provide testing, set up individual education plans (IEPs) and make referrals for placement in appropriate alternative schools (both in- and out-of state.) Be persistent, document everything, and contact an educational consultant if you need further testing or advocacy. As a **last** resort contact an attorney.

## **PAYING FOR THERAPY**

Most working people are covered under employer-provided health insurance plans, with coverage extending to their families. New Jersey's parity laws require insurance companies to cover serious mental illnesses in the same manner as physical illnesses for policies written in the state. Federal parity laws are less stringent.

Some providers charge on a sliding scale, in which their fees are determined by your income. Other providers may negotiate a payment plan. You need to ask.

Consider applying for "charity care" at the hospital in which acute care was given if you have no health insurance and limited resources. Re-apply annually.

You may qualify for both Medicare and Medicaid if economically needy. Designation as a "Specified Low Income Medicare Beneficiary" (SLMB), will mean New Jersey will pay your premiums and co-pays for Medicare. Ask at Social Services.

**\*\*\* DO NOT CANCEL** any health insurance you now have until Medicaid or Medicare coverage begins! **\*\*\***

# **PAYING FOR MEDICATIONS**

## **Free medication programs**

Many pharmaceutical manufacturers furnish free medications to the financially needy. Patient Assistance Programs (PAPs) can be a good interim solution while you apply for other benefits. Decisions concerning which medications are provided and which individuals are accepted into the programs are made by the various participating companies.

Eligibility varies but is based on financial need. In general, qualifications include:

- The applicant has no insurance coverage for outpatient prescription drugs.
- The applicant does not qualify for a government program like Medicaid that provides for prescription drugs.
- The applicant's income must fall within the limits established by the particular participating company.

## **Lower-cost medication programs**

**Rx4NJ** is a program that connects qualified, low-income people with discount prescription drugs, direct from the pharmaceutical manufacturer.

A number of patient assistance programs provide help to patients who lack prescription drug coverage and earn less than 200% of the federal poverty level (approximately \$19,600 for an individual or \$33,200 for a family of three).

Patients will be directed to the public or private programs most likely to meet their needs. Rx4NJ helps low-income, uninsured patients.

[www.rx4nj.org](http://www.rx4nj.org)

888-793-6765

\*Partnership for Prescription Assistance: [www.PPARX.org](http://www.PPARX.org) 1-888-477-2669

Medicare recipients have an option to use Drug Discount Cards sponsored by pharmaceutical manufacturers to purchase medications at a reduced price at your pharmacy. Eligibility is limited to those who have no private or public prescription medication coverage. You must be a Medicare enrollee and income restrictions apply.

### **Pharmaceutical Assistance for the Aged and Disabled (PAAD)**

Government pharmacy assistance program which will wrap around Medicare Part D. To qualify, you must be receiving SSDI or be at least 65 years of age and of low income. This is a state-run program. Ask your pharmacist for an application or call 800-792-9745 or 609-588-7048.

[www.state.nj.us/health/seniorbenefits/pdp/index.shtml](http://www.state.nj.us/health/seniorbenefits/pdp/index.shtml)

You may also contact the Office of Human Services at 609-265-5223 for additional information or assistance.

### **New Jersey Medicaid**

800-356-1561

[www.state.nj.us/humanservices/dmahs/aged-blind.html](http://www.state.nj.us/humanservices/dmahs/aged-blind.html)

### **RxAssist** Accessing Pharmaceutical Patient Assistance Programs

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

### **PhRMA** Directory of Prescription Drug Patient Assistance Programs

[www.phrma.org/searchcures/dpdpap](http://www.phrma.org/searchcures/dpdpap)

## **FREE OR LOWER-COST DENTAL CARE**

Some dentists accept Medicaid. Please re-check with a particular dentist when making an appointment since Medicaid status changes frequently. Or visit the NJ Medicaid website and click on Provider Directory.  
[www.njmms.com](http://www.njmms.com)

- **Rowan College at Burlington County (formerly known as BCC) Dental Health Center**

The center is available to all community members. A wide variety of dental health preventive services are provided for a nominal fee.

609-894-9311, ext 1074

Parker Center, 601 Browns Mills Road, Pemberton, NJ 08068

## **COMPLAINTS OR INFORMATION ON**

## **THE MENTAL HEALTH CARE SYSTEM**

The NJ Division of Mental Health Services (DMHS) funds and/or supervises most of the services listed in this booklet. For information or complaints, please call **888-490-8413**

- **Burlington County Department of Human Services/Mental Health Administrator** 609-265-5536
- **New Jersey State Board of Medical Examiners**  
Provides information on New Jersey physicians, including disciplinary actions. 609-826-7100  
[www.state.nj.us/lps/ca/medical.htm](http://www.state.nj.us/lps/ca/medical.htm)
- **PRO-NJ** Takes complaints from Medicare beneficiaries about the quality of care received from hospitals, skilled nursing facilities, home health agencies and Medicare HMOs. PRO-NJ (Peer Review Organization of NJ) is a non-profit health care quality improvement corporation.  
[www.pronj.org](http://www.pronj.org) 800-624-4557
- **S.H.I.P.** (State Health Insurance Assistance Program)  
Trained volunteer counselors will assist with Medicare or other health insurance problems. Assistance is confidential and free.  
609-894-9311 or 856-222-9311 ext. 1498

# **DISABILITY INCOME**

## **SOCIAL SECURITY PROGRAMS, MEDICAID AND MEDICARE**

### **State Disability Payments**

If you are currently or recently unemployed, you may be eligible for temporary disability insurance (TDI) if you are temporarily unable to work due to illness. Check with your human resources dept. or EAP. Money has been deducted from your paycheck and matched by your employer to pay for this program. 609-292-7060

[www.nj.gov/labor/tdi/tdiindex.html](http://www.nj.gov/labor/tdi/tdiindex.html)

Tap any private disability insurance policies you carry. In case of job loss, apply for state Unemployment Insurance.

### **SSDI and SSI: Social Security Disability Income and Supplemental Security Income**

√ If it appears that the inability to maintain gainful employment will last for more than 6 months, consider applying for Social Security benefits.

Get information by phone: 800-772-1213 or at the website [www.ssa.gov](http://www.ssa.gov). The Burlington County Office of Social Security is located at 1710 Route 38, Mount Holly, NJ 08060.

Deciding which of the two Social Security programs to apply for initially depends upon the length of time you've worked. See the chart on the next page for comparison. Please note, describing the whole SSA system is beyond the scope of this directory. There are many booklets, Internet information and helpful people at the SSA to assist you.

It generally takes 6 months after applying to begin receiving benefits. Serious and persistent mental illness disrupts a person's economic livelihood. Start the application process once it's apparent that long-term financial assistance is necessary.

If Social Security denies your application, begin the appeals process.

**Community Health Law Project** provides free legal assistance.

4 Commerce Place, Mount Holly, NJ 08060 609-392-5553 or 609-261-3453

## SSDI – SOCIAL SECURITY DISABILITY INCOME

Who is eligible	<p>People who've worked long enough and recently enough and earned enough "credits," that is, paid taxes into Social Security. The number of "credits" you need depends upon the age at which you became disabled.</p> <p>The SSA decides if you cannot do the work you did before and cannot adjust to other work because of your medical condition. Disability must last, or be expected to last, for at least a year or result in death. Your case will be reviewed periodically throughout your lifetime.</p>
Note:	The fact that you qualify for disability from a private plan or other government agency does not mean automatic eligibility for SSDI.
Phone	800-772-1213
Website	<a href="http://www.ssa.gov">www.ssa.gov</a>



Medical bills covered by	<p>Medicare.</p> <p>Part A – hospital insurance</p> <p>Part B – optional medical insurance.</p>
When?	Two years after SSDI eligibility determined by SSA; automatically enrolled
Rx drug coverage?	Yes
Who runs it?	Medicare is federally funded and run
Phone	Medicare 800-633-4227
Website	<a href="http://www.ssa.gov">www.ssa.gov</a> <a href="http://www.medicare.gov">www.medicare.gov</a>



Food stamps?	Not automatically. Apply at Social Services
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## SSI – SUPPLEMENTAL SECURITY INCOME

Who is eligible	People, including children, with little work history and few financial resources.
Who runs it?	Social Security administers the program, although money comes from general revenue, not from a payroll tax as does SSDI.
Phone	800-772-1213
Website	<a href="http://www.ssa.gov">www.ssa.gov</a>



Medical bills covered by	Medicaid. No co-pays.
When?	With acceptance into SSI.
Rx drug coverage?	Yes.
Who runs it?	Medicaid is a state-run program, although federally financed
Phone	Medicaid: 800-356-1561
Website	<a href="http://www.ssa.gov">www.ssa.gov</a> or <a href="http://www.medicaid.gov">www.medicaid.gov</a> or <a href="http://www.cms.hhs.gov/medicaid/consumer.asp">www.cms.hhs.gov/medicaid/consumer.asp</a>



Food stamps?	Yes, through County Social Services
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## **SOCIAL SERVICES / WELFARE / PUBLIC ASSISTANCE**

You may need help paying for groceries, utilities and the necessities of life in addition to medical expenses; especially if you are not receiving disability payments.

**The Burlington County Board of Social Services** will inform you about Medicaid, food stamps, Temporary Assistance for the Needy, adult health services, adult protective services, medical transportation and NJ Family Cares. (Affordable health coverage)

795 Woodlane Rd, Westampton, NJ 08060

609-261-1000

- **Burlington County Department of Human Services**

795 Woodlane Road, PO Box 6000, Mount Holly, NJ 08060 609-265-3120

Mental Health Board 609-265-5536

Children's Interagency Coordinating Committee (CIACC)

609-265-5536

Alcoholism and Drug Unit 609-265-5530

Disability Services (Unemployment) 609-518-3958

Human Services Advisory Council 609-265-5536

For referrals to additional resources, such as utility payment assistance programs and basic emergency services call:

- **Salvation Army** 609-599-9373

- **Catholic Charities** 609-267-9339

- **CONTACT 211**

- **"New Jersey Community Resources"** – website with links to many social service and government agencies.

[www.njcommunityresources.info/](http://www.njcommunityresources.info/)

- **NJ Helps** - The NJ Helps Services Home Page is designed to give consumers a "one-stop" shopping resource for the wide range of programs, information and services provided by the Department of Human Services and its partners, to assist individuals, families and communities in throughout the State of New Jersey.

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

## **HOUSING AND RESIDENTIAL PROGRAMS**

Lengthy waiting lists exist for all low-cost / low-income housing. Your housing situation needs to be considered rather soon because of the financial hardship concurrent with debilitating mental illness, and the scarcity of affordable housing options.

If you are on a waiting list, check your status with the housing agency periodically, at least annually. Make sure they have your **current** address! Here are some housing programs when you cannot afford or manage your own residence:

### **Supportive Housing and Residential Services**

- **Burlington County Rental Assistance Program**  
795 Woodlane Road, Westampton, NJ 08060 609-261-1000
- **Center for Independent Living**  
351 High Street Burlington, NJ 08016 609-747-7745
- **Center for Independent Living of South Jersey**  
1150 Delsea Drive, Deptford, NJ 856-853-6490
- **Catholic Charities**  
114 Delaware Ave, Burlington, NJ 08016 609-386-8653
- **Oaks Integrated Care (formerly known as Twin Oaks)**  
[www.oaksintcare.org](http://www.oaksintcare.org)  
770 Woodlane Road, Mt. Holly, NJ 08060 609-267-5928
- **MEND (Moorestown Ecumenical Neighborhood Development)**  
Affordable housing for low and moderate income residents of Burlington County.  
99 E Second St., Moorestown, NJ 08057 856-722-7070 ext. 19

### ✧ **Section 8 HUD Vouchers**

This program subsidizes part of a tenant's rent. Although the waiting list seems perpetually closed, sometimes another county opens up and accepts applications. A voucher secured in one county can be used in another.

- √ Ask this question when you call: "Please tell me which *other* counties are accepting applications and how do I contact them?"

The local administrator is the **Burlington County Board of Social Services**.

795 Woodlane Rd. Westampton, NJ 08060  
[www.hud.gov/groups/disabilities.cfm](http://www.hud.gov/groups/disabilities.cfm)

609-261-1000

### ✧ **Low Income Housing**

The Housing Affordability Service, popularly known as "Mount Laurel" housing, is run by the NJ Housing Mortgage Finance Agency. There are income qualifications for this program. A Section 8 voucher can be utilized to help qualify. Call to receive information on available units and for an application to get on the waiting list. 609-278-7505 [www.njhousing.gov](http://www.njhousing.gov)

### **Housing Authorities**

Housing Authorities supervise buildings that house low-income individuals and families. Priority is given to town residents and those receiving SSI or SSDI.

**Beverly Housing Authority**

609-387-0250

**Burlington City Housing Authority**

609-386-0246

**Florence Housing Authority**

609-499-0575

### **State Rental Assistance Programs**

#### **NJ Dept. of Community Affairs, Division of Housing**

A statewide waiting list has been opened for the **State Rental Assistance Program (SRAP)** for the Disabled. To be determined eligible, the head of household or spouse must be a person with disabilities and be a resident of the State of NJ. Because of limited funding only 5,000 applications will be accepted based on income limits established for each individual county. [www.nj.gov/dca/dh/announcements/srapnoticefordisabled.pdf](http://www.nj.gov/dca/dh/announcements/srapnoticefordisabled.pdf)

**State Rental Assistance:** 856-614-3300 or 609-757-5081

**New Jersey Housing Resource Center 1-877-428-8844**

[www.njhousing.gov](http://www.njhousing.gov)

### **Additional Housing**

Though designated as "Senior Housing," these complexes accept younger people who receive SSI or SSDI. When a complex opens up its waiting list, notice will be published in community newspapers

## **WORK AND SUPPORTED EMPLOYMENT**

People benefit greatly from the security and self-sufficiency that come with stable and fulfilling employment. Work gives people a sense of belonging and community and creates a network of colleagues, and it helps pay the bills! Supported employment programs assist persons in securing and keeping paid competitive work.

- **Consumer Connections** recruits and trains mental health *consumers* to become *providers* in the mental health and human services field. Graduates of the course can serve alongside professionals as peer advocates on PACT or ICMS teams. The program is operated by the Mental Health Association in collaboration with CSP-NJ.  
[www.mhanj.org](http://www.mhanj.org) (click on Programs & Services and then Consumer Connections) 800-367-8850
- **DVR** (Division of Vocational Rehabilitation) assists all disabled citizens' return to the workplace. Programs include skills testing, training, job hunting skills and placement. Funded by the NJ Dept. of Labor.  
795 Woodlane Road, Westampton, NJ 08060 609-518-3948  
[www.state.nj.us/labor/dvrs/vrsindex.html](http://www.state.nj.us/labor/dvrs/vrsindex.html)
- **Oaks Integrated Care** 800-963-3377
- **Goodwill Industries**  
2835 Route 73 South, Maple Shade, NJ 08052 856-439-0200  
[www.goodwillnj.org](http://www.goodwillnj.org)
- **NJ Workability** The program offers people with disabilities who are working, and whose income would otherwise make them ineligible for Medicaid, the opportunity to pay a small premium and receive full NJ Medicaid coverage. 888-285-3036  
[www.njworkability.nj.gov](http://www.njworkability.nj.gov)
- **NJWINS** (NJ Work Incentive Network Support) assists SSDI and SSI recipients understand the impact of paid work on their benefits. Confidential phone or in-person consultations help benefit recipients make informed choices and feel comfortable returning to work.  
[www.njwins.org](http://www.njwins.org) 866-946-7465
- **Occupational Training Center of Burlington County, Inc.**  
2 Manhattan Drive, Burlington, NJ 08016 609-267-6677  
[www.otcbc.org](http://www.otcbc.org)

- **Supported Employment Services**  
Delaware Mental Health Services (Delaware House)  
25 Ikea Drive, Westampton, NJ 08060 609-267-9339
- **The New Jersey Public Information Network** at [www.wnjpin.net](http://www.wnjpin.net)  
or [www.njpin.stat.nj.us](http://www.njpin.stat.nj.us)

## **TRANSPORTATION HELP**

- **Cross County Connection TMA, Inc.** Provides information on transportation and shuttle options in Southern New Jersey. Greentree Executive Campus, 2002 D. Lincoln Drive West, Marlton, NJ 08053 856-596-8228  
[ccctma@transportationchoices.com](mailto:ccctma@transportationchoices.com)
- **NJ Transit reduced fare identification cards** permit significantly reduced fares on NJ-transit operated or contracted bus, train, and light-rail routes. There is no requirement to be receiving SSI or SSDI or any other form of public benefits. A simple form needs to be completed and signed by a physician. 973-378-6401  
General information about NJ Transit Services  
[www.njtransit.com](http://www.njtransit.com)
- **Burlink – Burlington County Transportation System (BCTS)**  
Accessible transportation services for elderly (60+) and adult disabled (21+) within the County. Pemberton, Mt. Holly, Willingboro, Beverly, and Edgewater Park.  
49 Rancocas Road, Mt. Holly, NJ 08060 609-265-5109

## LEGAL HELP

Specialized legal resources are available to Burlington County consumers of mental health services, generally at no cost.

- **Community Health Law Project** represents disabled individuals in civil legal issues, such as disability appeals, benefits maintenance, debts and bankruptcy, child custody and family law, and landlord-tenant disputes. CHLP advocates can visit the home or care center  
4 Commerce Place, Mount Holly, NJ 08060                      609-261-3453  
[www.chlp.org](http://www.chlp.org)
- **NJ Protection and Advocacy, Inc.** is responsible for overseeing and defending the rights of institutionalized disabled individuals, including everybody in all of our psychiatric hospitals and inpatient wards, as well as the mentally ill in our state prison system. For eligible individuals, it provides information and referral, legal and non-legal advocacy, and outreach and education.  
210 So. Broad St. Trenton, NJ 08608                      609-292-9742  
[www.njpanda.org](http://www.njpanda.org)    800-922-7233
- **Burlington County Bar Association: Lawyer Referral Service**  
45 Grant St. Mount Holly, NJ 08060                      609-261-4862
- **South Jersey Legal Services** provides free representation in civil cases (bankruptcy, disability, housing and so forth) to low-income residents, but not cases that result in an attorney's fee, such as filing lawsuits in negligence and accident cases, and no criminal cases.  
107 High St. Mount Holly, NJ 08060                      609-261-1088
- The Burlington County **Public Defender's Office** Criminal Division represents indigent persons in criminal matters.  
50 Rancocas Rd. Mount Holly, NJ 08060                      609-518-3060

- The Division of Mental Health and **Guardian Advocacy** represent individuals in psychiatric commitment and legal guardianship hearings. 609-292-1780
- **Bias incident hotline** for the reporting of hate and bias incidents. Leave message. 800-277-BIAS (2427)
- **Victim/Witness hotline** NJ State / Burlington County 800-242-0804
- **Legal Services of New Jersey** maintains a website and hotline with resources for the civil legal needs of low-income residents. [www.lsnj.org](http://www.lsnj.org) 888-576-5529
- **The Judge Bazelon Center for Mental Health** advocates precedent-setting litigation and public policy nationwide. Look here for news on specific populations such as children, seniors, the incarcerated, and on issues such as insurance, Medicaid and housing. [www.bazelon.org](http://www.bazelon.org) 202-467-5730
- **NJ Division of Civil Rights** 609-292-4605  
PO Box 090 Trenton, NJ 08625
- **Americans With Disabilities (ADA)**  
[www.ada.gov](http://www.ada.gov)
- **American Civil Liberties Union (ACLU)** 973-642-2084  
PO Box 32159, Newark, NJ 07102  
[www.aclu-nj.org](http://www.aclu-nj.org)

# **LONG TERM PLANNING**

## **Advance Directives**

These legal documents describe what services you want if an illness renders you unable to make decisions about your care. Share your instructions with your family, health care providers and other advocates.

Download advance directive forms at [www.partnershipforcaring.com](http://www.partnershipforcaring.com)

## **Representative Payee**

Social Security may, after careful investigation, appoint a relative or other interested party to handle a person's Social Security matters. Benefits are then paid in the representative payee's name on behalf of the beneficiary. The representative payee must use the benefits exclusively for the care and well-being of the beneficiary, and file periodic accounting reports with Social Security.

## **Conservatorship and Guardianship**

Conservatorship is given to someone to protect and manage the financial affairs and/or another person's daily life. A guardianship is a court action that appoints someone to make personal decisions for a ward. Both processes involve a petition to the local court, an open court hearing and judicial decision.

## **Special Needs Trusts**

Government benefits such as SSI and Medicaid may be affected if, for instance, a recipient inherits money directly. Families concerned about protecting their loved one's benefits might research establishing this type of trust. Additional to government benefits for basic needs, funds from the trust could pay for a consumer's personal expenses such as vacations, car service, incidental medical or dental expenses and the like. Your attorney should be well versed in Medicaid and disability law to protect benefits. Plan NJ will send you a list of attorneys who specialize in this very complicated, changing area of the law.

- **PLAN NJ** (Planned Lifetime Assistance Network of NJ, Inc.)  
This fee-based agency assists the family in planning for the long term. [www.plannj.org](http://www.plannj.org) 908-575-8300

## **CONSUMER HANDS-ON RECOVERY & RECREATION**

For acceptance, support and friendship, these “drop-by” centers have it all! Consumers meet in a safe, non-stressful atmosphere to socialize, participate in self-help and mutual aid groups, and pursue educational and advocacy activities. Transportation can sometimes be arranged – just call and ask.

- **R.I.T.E. Center (Realizing Independence through Empowerment)** A consumer-run and managed self-help drop-in center that provides opportunities for sharing, recreation and advocacy. Offers rap sessions, literature, socialization and outside activities. All consumers of mental health services aged 18 and over in Burlington County are welcome. Open several days a week. Overseen by Family Service. Van service from the Riverline Station in Burlington, NJ.  
693 Main St., Lumberton, NJ 08048 609-518-7293
- **Riverbank Self-Help Center**  
Provides self-help, mutual support, advocacy and social activities for mental health consumers. Overseen by Catholic Charities. Open Wed. 5-9 pm, every other Fri., 6:30-9pm and Sun., 2-6 pm.  
114 Delaware Ave., Burlington, NJ 08016 609-239-1786  
[www.RiverbankSHC.com](http://www.RiverbankSHC.com)
- **The Center for Reintegration** program and website material has received positive reviews from recovery-oriented mental health practitioners and advocates. [www.reintegration.com](http://www.reintegration.com)
- **NAMI Connection** – consumer support mtg. 7-8:30 pm, 1<sup>st</sup> & 3<sup>rd</sup> Mon. Hampton Hospital 609-477-5340

## **SUPPORT / SELF-HELP GROUPS**

Support and self-help groups flourish when they have many people involved. We urge you to attend. Since self-help resources change frequently, call before you go! Confirm meeting time and location.

- **DBSA (Depression and Bipolar Support Alliance)** Support group for parents of children with bipolar disorder and individuals with depressive or bipolar disorder. Rap sessions and education series. Meets 2<sup>nd</sup> & 4<sup>th</sup> Mon. 7-9 p.m., Virtua Hospital 609 477-5340
- **Eating Disorder Helpline (NJ)** – 1-800-624-2268 (Mon.-Fri. 10 a.m.-5 p.m.) Provides information and referrals for dealing with all types of eating disorders. [www.edhelp.com](http://www.edhelp.com)
- **GROW** A mutual self-help group to prevent and recover from depression, anxiety and other mental health problems. Meets Tues, 7pm, Oaks Integrated Care, Pat Le Bon Room, 770 Woodlane Rd., Mount Holly. NJ 08060 Before attending call 856-881-2008
- **Intensive Family Support Services (IFSS)** – *Professionally-run* program for *family members* of adult persons with mental illness. Individual family consultations, educational workshops, coping skills support groups, referral services and non-emergency respite care available.  
Meets the 1<sup>st</sup> Wed., 6-7:30pm, Virtua Memorial Hospital of Burlington County, 175 Madison Ave., Mount Holly NJ 08060 609-386-8653
- **Mental Health Assoc. of Southwestern NJ** 856-522-0639  
[www.mhaswnj.org](http://www.mhaswnj.org)
- **Co-Occurring support group** Run by **IFSS** (see above)
- **OCD Support Group** Support for persons who suffer from obsessive compulsive disorders. Family members and friends are welcome to attend. Meets 2<sup>nd</sup> and 4<sup>th</sup> Mon., 7:30 to 9:30pm, Virtua West Hospital, Howe Room, 90 Brick Rd., Marlton, NJ 08053  
856-355-6000

- **NAMI FACE (National Alliance on Mental Illness – Family and Consumer Exchange)** Meetings are open to family members and consumers, but primarily geared to the former. Meets 2<sup>nd</sup> and 4<sup>th</sup> Monday of every month 7:00 – 9:00pm  
First Presbyterian Church, corner of Chester Avenue and Bridgeboro Road, Moorestown, NJ. 08057 856-222-9400  
Email: namiface@verizon.net
- **Recovery International:** A self-help method of will training. Offers techniques for controlling temperamental behavior and changing attitudes toward anxiety, nervousness, depression and fears. [www.recovery-inc.com](http://www.recovery-inc.com) 856-983-7291
  - **Marlton** – Meets Mon. and Thurs., 7pm  
Prince of Peace Lutheran Church, 61 Route 70 East.
  - **Westampton** – Meets Tues., 7pm, Hampton Hospital, Cafeteria, 650 Rancocas Rd. 609-267-7000
- **Double Trouble** Support for those with a serious mental disorder *and* a chemical addiction. 609-267-7000  
Hampton Hospital, 650 Rancocas Rd, Westampton, NJ 08060
- **Alcoholics Anonymous** (South Jersey) 856-486-4446  
[www.alcoholics-anonymous.org](http://www.alcoholics-anonymous.org)
- **Al-Anon and Al-A-Teen** 856-547-0855  
[www.nj-al-anon.org](http://www.nj-al-anon.org)
- **Gamblers Anonymous** –Hampton Hospital (See above)
- **Narcotics Anonymous** 732-933-0462  
[www.na.org](http://www.na.org) 800-992-0401
- **Nar-Anon Family Group** 800-238-2333  
[www.naranonofnj.org](http://www.naranonofnj.org)

To find self-help groups for every conceivable topic, contact:

**NJ Self-Help Clearinghouse**

[www.medhelp.org/njgroups/](http://www.medhelp.org/njgroups/)

800-367-6274

- **Family Support Organization (FSO) of Burlington County** is a system partner within the Division of Child Behavioral Health which provides support to the parents of children and adolescents who have complex emotional, behavioral, or mental health needs. Family-run, state-funded organization provides direct peer support and resource information to families with children with mental health concerns.  
609-265-8838 1632 Route 38 East, Lumberton, NJ 08048  
[www.fsoburlco.org](http://www.fsoburlco.org)

## **COMMUNITY EDUCATION**

### **Family to Family Education Course (NAMI FACE)**

A free 12-week education course for family caregivers of individuals with mental illnesses. An excellent opportunity to understand self help strategies and your loved one's mental illness.

856-222-9400

### **IFSS lectures on mental health topics**

Please call to receive a schedule of events.

609-386-8653

### **"In Our Own Voice – Living With Mental Illness"**

Presentations by trained consumers delivered to social workers, human resource departments in corporations, community groups, and high school and college audiences, conveying messages of reality and hope. To schedule a presentation or sign up for training contact the NAMI NJ Consumer Outreach Liaison.

732-531-7624 or 732-571-2136

## **CONSUMER'S CORNER**

### **Riverbank**

A consumer support group administered by Catholic Charities.  
114 Delaware Ave., Burlington, NJ 08016 Call for hours  
609-239-1786

### **R.I.T.E. Center**









This consumer support group meets at 693 Main Street, Building C, in Lumberton, NJ  
609-518-7293 Call for hours.  
(Van service available from Riverline Station in Burlington.)

# **NAMI NJ Do's and Don'ts for**

## **Law Enforcement Education**

### **DO**

### **DON'T**

REMEMBER: A person with a mental illness has the RIGHT to FAIR TREATMENT and police protection	ARREST a person for mentally ill behavior not criminal in nature 
Continually ASSESS THE SITUATION for dangerousness	JOIN in behavior related to the person's mental illness 
MAINTAIN ADEQUATE SPACE between you and the subject	STARE at the subject 
BE CALM	CONFUSE the subject. One person should interact with the subject. Follow through with directions or commands 
BE HELPFUL. Respond to basic needs.	TOUCH the subject unless necessary. For people with mental illness it may cause fear and lead to violence 
GIVE FIRM, CLEAR DIRECTIONS. One person should talk to the subject	GIVE MULTIPLE CHOICES. This can increase the subject's confusion 
RESPOND TO FEELINGS, rather than content	WHISPER, JOKE OR LAUGH 
Respond to DELUSIONS by talking about the person's feelings rather than what he or she is saying	DECEIVE the subject. Dishonesty increases fear and suspicion; the subject will likely remember it in any subsequent contacts. 

“Arresting a person with mental illness for behavior that is a result of his or her illness is like arresting a person collapsed in the street having a heart attack for obstructing traffic.”

-- Elaine Goodman, retired former Coordinator. NAMI NJ Law Enforcement Education Program

## **NAMI FACE: EDUCATION, SUPPORT AND ADVOCACY**

Come to NAMI meetings! Our twice monthly meetings are open to the public and feature knowledgeable speakers on a variety of topics. You'll also hear news about advocacy efforts and the latest legislation affecting our lives. And it's a great opportunity to meet fellow consumers and family members and make new friends.

### **Meeting Schedule for NAMI FACE Burlington County**

Meetings are held the 2<sup>nd</sup> and 4<sup>th</sup> Monday of every month, beginning at 7:00 PM.

First Presbyterian Church  
Chester Avenue and Bridgeboro Road  
Moorestown, NJ 08057

There is no registration requirement to attend these meetings. Handicapped accessible.

Questions? Call the NAMI FACE office 856-222-9400

NAMI members work with our state and national organizations in areas such as anti-stigma, use of the expressive arts, diversion of the mentally ill from the criminal justice system, advocating for the rights of mentally ill homeless and veterans, and expansion of mental health services for children and adolescents.

NAMI members also:

- Conduct training courses and support groups
- Sit on county and state government boards
- Make hospital monitoring visits
- Speak to groups about the discrimination against people with mental illness
- Sponsor booths at community fairs
- Organize holiday gift drives
- Publish a newsletter and other documents (such as this Resource Guide)
- Question and support health care providers, elected officials, school personnel and community workers
- Do whatever is needed! What can you imagine?

## **AACT NOW!**

AACT-NOW (African American Community Takes New Outreach Worldwide) is a support group for African American families who have family members with mental health issues. AACT-NOW is a program of NAMI NJ. and an affiliate of NAMI FACE. This group meets the third Tuesday of every month from 7:00 to 9:00 PM at the Parkway Baptist Church, at 4 Pennypacker Drive, Willingboro, NJ. For further information contact Winifred at 609-265-0746

YS Youth Society is a social support group for young adults of all ethnic and racial backgrounds ages 18 to 30 with mental health issues. This group meets twice a month on weekends. The first meeting of the month is devoted to socializing and planning an activity or event and the second meeting is the outing or activity selected by the group. Call Winifred at 609-265-0746 for further information.



Sometimes, NAMI members do . . . nothing. Nothing, zilch, zip. Dealing with the ravages of mental illness can be so consuming that there are times when it seems *too much*, that nothing can be done besides cope with day-to-day. That's when we are there for each other. We reach out, you reach back. We listen, try to help. We understand. ***We've been there!***

## GLOSSARY

**Clinical Social Worker** - health professionals trained to assist clients with information, referral, and direct help in dealing with government agencies, often as case managers to help people

"navigate the system." Clinical social workers cannot write prescriptions.

**Continuum of care** – a progression of services that one moves through, usually one service at a time, to assure that there are no gaps in services.

**Developmental Disability** –physical or mental handicap (as mental retardation) that prevents, impedes, or limits normal development

**"Double Trouble"** – having both a mental illness and a substance abuse problem.

The consumer's name for dual diagnosis.

**DSM-IV (Diagnostic and Statistical Manual of Mental Disorders)** - An official manual developed by the American Psychiatric Association used to understand and diagnose mental health problems.

**Dual Diagnosed** – (1) developmentally disabled with a mental illness (2) formerly known as MICA (3) Also known as Co-Occurring.

**Efficacy** – the ability of a drug to control symptoms and/or illness progression.

**Health Insurance Portability and Accountability Act (HIPAA)** – Provides privacy protections for consumers in group health insurance plans. Recently you have been signing updated HIPAA consent forms at your health care provider.

**Inpatient** – the patient stays overnight in the treatment facility

**Initial referral or intake** – the process an agency or program uses to determine eligibility for services

**Managed care** – insurance coverage that supervises which providers the patient one can see and may also limit the number of visits and kinds of services the insurance will pay for

**Medicaid** – pays for health care for poor people

**Medicare** – pays for health care for seniors and disabled people who've worked

**Medication management** – service providing access to a psychiatrist and/or case management for stabilized consumers

**Outpatient** – the patient participates in a day or evening program but resides at a place other than the treatment facility

**Partial Care/ Partial Hospitalization** - is a type of program used to treat mental illness and substance abuse. In partial hospitalization, the patient continues to reside at home, but commutes to a treatment center up to seven days a week.

**Parity laws** – laws that require insurance companies to cover mental illnesses in the same manner as physical illnesses.

**Psychosocial rehabilitation center** –facility that offers talk therapy along with social and vocational training

**Psychotropic** – that which acts on the mind

**Respite care** – Someone else cares for the loved one temporarily while the care-giving family and the ill person take a break from each other.

**Self-help** - generally refers to groups or meetings that

1. involve people who have similar needs
2. are facilitated by a consumer, survivor, or other layperson
3. assist people to deal with a "life-disrupting" event, such as a death, abuse, addiction, or diagnosis of a physical, emotional, or mental disability
4. are operated on an informal, free-of-charge, and nonprofit basis
5. provide support and education
6. are voluntary, anonymous, and confidential.

**Wrap-around services** – all-encompassing comprehensive support by an agency to a client; includes case management, housing and vocational assistance, family counseling and education.



# ACRONYMS

<b>AA</b>	Alcoholics Anonymous	<b>NIMH</b>	Ntl. Inst. on Mental Health
<b>ADA</b>	Americans with Disabilities	<b>NJ WINS</b>	NJ Work Incentive Network Support
<b>ADD/A DHD</b>	Attention Deficit Disorder/Hyperactivity	<b>OCD</b>	Obsessive Compulsive Disorder
<b>AL-ANON</b>	Support for family members of alcoholics	<b>OP</b>	Outpatient
<b>AL-A-TEEN</b>	Support group for teenage alcoholics	<b>PAAD</b>	Pharm. Assistance to the Aged & Disabled
<b>CCIS</b>	Children's Crisis Intervention Service	<b>PACT</b>	Programs in Assertive Community Treatment
<b>CMO</b>	Care Management Organization	<b>PC</b>	Partial Care
<b>DD</b>	Developmentally disabled	<b>PAP</b>	Patient Assistance Program
<b>DDD</b>	Division of Developmental Disabilities	<b>PRO-NJ</b>	Peer Review Organization of NJ
<b>DHS</b>	(NJ) Department of Human Services	<b>PTSD</b>	Post traumatic stress disorder
<b>DMHS</b>	(NJ) Division of Mental Health Services	<b>RMO</b>	Regional Mobile Outreach
<b>DSMIV</b>	Diagnostic & statistical manual	<b>RHCF</b>	Residential Health Care Facility
<b>DYFS</b>	Division of Youth and Family Services	<b>SAMHSA</b>	Substance Abuse & Mental Health Svcs. Admin.
<b>FSO</b>	Family Support Organization	<b>SCIP</b>	Screening Crisis Intervention Program
<b>ICMS</b>	Integrated Case Management Services	<b>SHIP</b>	State Health Insurance Assistance Program
<b>IFSS</b>	Intensive Family Support Services	<b>SRAP</b>	State Rental Assistance Program
<b>IOP</b>	Intensive outpatient program	<b>SSA</b>	Social Security Administration
<b>LCSW</b>	Licensed Clinical Social Worker	<b>SSDI</b>	Social Security Disability Income
<b>LPC</b>	Licensed Professional Counselor	<b>SSI</b>	Supplemental Security Income
<b>MHASW NJ</b>	Mental Health Assoc. in Southwestern NJ	<b>STCF</b>	Short Term Care Facility
<b>MICA</b>	Mental Illness & Chemical Abuse	<b>TANF</b>	Temporary assistance to needy families
<b>NA</b>	Narcotics Anonymous	<b>TDI</b>	Temporary disability insurance benefits
<b>NAMI FACE</b>	National Alliance on Mental Illness/Family and Consumer Exchange	<b>VA</b>	Department of Veterans Affairs

# JOIN NAMI

When you join NAMI FACE of Burlington County you automatically become a member of NAMI NJ and NAMI National. You will receive NAMI-Face and NAMI New Jersey newsletters in addition to the NAMI *Advocate*. You'll be invited to attend NAMI conferences and events. Join us in our efforts against these debilitating diseases.

Please check level of membership:	<u>annual dues</u>
_____ Individual or _____ Family	\$35.00
_____ Mental Health Professional	\$50.00
_____ Agency / Organization	\$100.00

Name \_\_\_\_\_

Address \_\_\_\_\_

City State Zip \_\_\_\_\_

Phone \_\_\_\_\_

E-mail (optional) \_\_\_\_\_

Spouse or  
Other family names \_\_\_\_\_

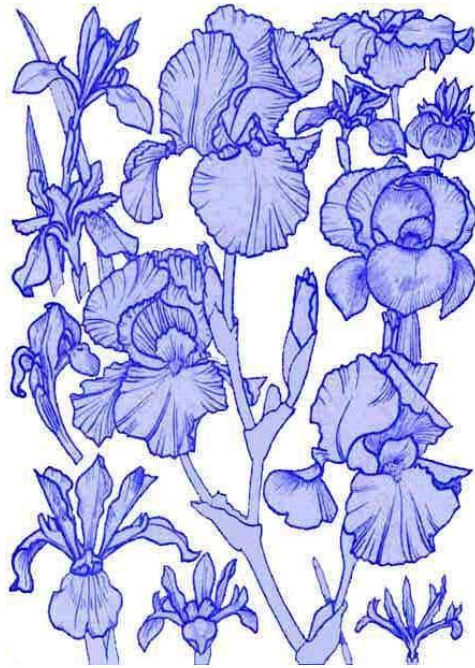
Make your check payable to **NAMI FACE Burlington County**

Mail this form to:

NAMI FACE Burlington County  
16 East Main St., Suite 5,  
Moorestown, NJ 08057

# **NOTES**

*Prepared with the generous assistance of the Burlington County  
Department of Human Services, Division of Behavioral Health  
Phone 609-265-5536*



NAMI FACE of Burlington County is an  
Affiliate of NAMI New Jersey

# NAMI FACE

## Burlington County

National Alliance on Mental Illness  
Family and Consumer Exchange



In a joint effort with

**The Burlington County Department  
of Human Services**

**This booklet printed courtesy of the  
Burlington County Board of Chosen Freeholders**