

*Welcome to*

PITTSBURGH   
MERCY  
A HERITAGE OF HOPE

A PLACE FOR HELP, HEALING, AND WELLNESS

# BEHAVIORAL HEALTH SERVICES FOR ADULTS

At Pittsburgh Mercy, we offer you and your family a wide range of behavioral health services at our different locations and in the community. You are the center of all we do. Our therapists, psychiatrists, nurses, Community Treatment Team members, and care managers are an important part of your treatment. We listen to your concerns, help you, and honor your personal choices.

## **Outpatient Mental Health Services**

We offer individual, family, and group therapy; and medication management as well as care management services. Once you meet with one of our clinicians to decide what goals you would like to work toward, you may be scheduled with a member of our medical care team.

## **Intensive Outpatient Program**

We offer a variety of groups designed for persons who are experiencing significant distress and are seeking a short-term, accelerated treatment option. The goal is to help you become stronger and prepare better for life's challenges.



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## Partial Hospitalization Program

This program is designed for individuals who require intensive treatment but may not need admission to inpatient hospital care. The goal of this program is to help you gain control of your life and move toward more independent care, such as our Intensive Outpatient Program. This program runs from Monday to Friday, all day.

## Paths to Wellness

This program enables persons served by Pittsburgh Mercy to receive help completing their Mental Health Advance Directives and the person-centered benefits of one-to-one wellness coaching. The Paths to Wellness staff also facilitates Whole Health Action Management (WHAM) groups, the purpose of which is to integrate mind and body wellness, also known as whole health.

## Crisis Center

Open 24/7 for walk-ins and phone calls, the Crisis Center is designed to help you manage distress immediately. The Crisis Center houses our **Central Recovery Center (CRC)**, which provides a three- to five-day stay, and our **Adult Diversion and Acute Stabilization (ADAS)** program, which provides up to a 30-day stay for persons who need extra support or want an alternative to a psychiatric hospitalization.



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# ADDICTION SERVICES

At Pittsburgh Mercy, we offer substance use treatment. We provide different levels of care for persons attempting to begin and/or maintain their sobriety from substances or other addictions. Pittsburgh Mercy maintains relationships with organizations that offer higher levels of care, such as detoxification and rehabilitation, and will assist individuals in getting to the level of care needed.

## **Outpatient Therapy & Medication Management Services**

We want to meet with you to help provide hope and healing in your recovery. We understand that the journey to recovery will have bumps in the road. We'll stay by your side, step-by-step. Meeting with one of our therapists on a regular basis can help you work through things that may have led to the addiction, as well as build your strength to avoid triggers and relapse.

## **Substance Use Disorder Intensive Outpatient Program**

This program meets three days per week, approximately three hours per day, in a group setting. Groups in this program are designed for those who are still in the early stages of recovery and have a need for increased support in order to maintain sobriety.



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## **Substance Use Disorder Partial Hospitalization Program**

This program is for persons who recently completed inpatient rehabilitation or those who are in the very early stages of recovery. The focus of this program is to provide education, coping skills, and increased support to help you maintain sobriety.

### **Other supports and services**

- Crisis intervention services
- Medication-assisted treatment with counseling and behavioral therapies to treat substance use.
- Support and self-help groups such as Alcoholics Anonymous or Narcotics Anonymous can be helpful and enrich your services with us.

### **Help for Overdoses**

When a person is overdosing on an opioid, breathing can slow down or it can be very hard to wake them from this state.

Narcan™ (Naloxone) is a prescription medicine that can block the effects of opioids and can reverse an overdose.

### **In an emergency, call 911.**

For information on how to obtain Narcan™ (Naloxone) for yourself or your loved ones, contact Prevention Point Pittsburgh at 412-247-3407.

### **Tobacco Cessation**

This service is for anyone who lives in Allegheny County and would like to quit tobacco. The program is tailored for each individual. Contact a prevention counselor at 412-320-2321.

# CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC (CCBHC)

Pittsburgh Mercy is proud to have been designated as a federally Certified Community Behavioral Health Clinic (CCBHC) demonstration project that is designed to bolster mental health and addiction services by using new and innovative methods that integrate behavioral and physical health care. We are pleased to bring this innovation to Pittsburgh. We want to ensure that we understand the unique needs of the people we serve, build our resources and knowledge to meet those needs, and have the courage to offer services in a manner which best suits those we serve, whether in the office or community.

## **We offer:**

- Mental health crisis services
- Screening and risk assessment
- Person- and family-centered treatment planning
- Outpatient mental health and substance use services
- Primary care screening and monitoring of health risks
- Targeted case management (service coordination)
- Psychiatric rehabilitation services
- Peer and family supports, and counselor services
- Intensive, community-based mental health care for active armed services members, veterans, and their families.



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# EMPLOYMENT AND FINANCIAL SERVICES

## **Community Employment Services**

Our employment specialists will help you search for, get, and maintain a job. We can also help you with applications, résumés, and interviewing skills.

## **Certified Peer Support Specialist Program**

Our peer specialists, who work on their own recovery, can provide guidance to you while you build your own recovery skills.

## **Financial Coordination**

Our coordinators can help you apply for Medicaid and food stamps, and determine your cash assistance eligibility.

## **Representative Payee Program**

Sometimes physical and/or mental health symptoms make it difficult to manage funds effectively. If you are receiving SSI/SSDI benefits and have noticed that you consistently struggle to manage your finances, this service may be helpful to you.

## **SOAR SSI/SSDI Outreach, Access, and Recovery**

**If you need help with approval  
of SSI or SSDI benefits,  
contact our SOAR representative.**

**412-488-3700**

# CHILD AND ADOLESCENT SERVICES

## **Outpatient Therapy Services**

This program serves children and families, and offers medication management, if needed.

## **Diversion and Acute Stabilization**

This program, designed for youth ages 7 to 14 in an acute mental health crisis and at risk of hospitalization, provides temporary therapeutic residential services.

## **Partial Hospitalization Program**

This is a step down from inpatient or a higher level of care when a child or teen experiences heightened symptoms. Therapeutic classrooms and groups, and individual and family sessions are available for 6-18 year-olds in grades K-12.

## **Behavioral Health Rehabilitation Services**

This program provides in-home, community-based mental health mobile therapy for youth and their families.

## **Targeted Case Management (Service Coordination)**

This service is open to 3-21 year-olds, as long as the individual is enrolled in school. Often referred to as "care managers," our staff members coordinate mental health services and provide resources.

## **Adolescent Intervention for Alcohol and Other Drugs**

This program offers presentations to at-risk youth.



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## SCHOOL-BASED SERVICES



### **Dancing Classrooms Pittsburgh**

This arts-in-education program uses dance as a way to increase self confidence and social-emotional intelligence among fifth-graders at participating Allegheny County schools. Contact Dancing Classrooms Pittsburgh at 412-638-4792.

### **Prevention Services**

These services provide small group and classroom presentations using an evidence-based curriculum to help students gain knowledge in Alcohol, Tobacco, and Other Drugs (ATOD) education and social-emotional intelligence. Contact a prevention specialist at 412-320-2321.

### **We Are Here to Serve You**

Pittsburgh Mercy welcomes you to our Family of Care. We are sensitive to the varied needs of the diverse population we serve. We offer language assistance for people with limited English proficiency and effective communication for individuals with disabilities. Regardless of your race, color, national origin, age, disability, sex, or gender identity, we will provide you with a comfortable, welcoming place for your integrated health care needs and other wellness programs. Thank you for trusting us with your care.

# SPECIALIZED SERVICES

- We provide services for persons who are **deaf, deaf-blind, or hard-of-hearing**. Our offerings include all of Pittsburgh Mercy's services, as well as a Specialized Service Coordination Unit. We also provide English language translation services upon request.
- We serve persons facing **legal stressors**. Our goal is to help people successfully navigate re-entry into the community after incarceration.
- Pittsburgh Mercy offers a safe, culturally diverse, and inclusive space for your treatment needs. We respect individual needs, and we have a wide range of diverse groups offered in our organization. For more information, call 1-877-637-2924.



- **PAServes: Greater Pittsburgh** is a nonprofit organization administered by Pittsburgh Mercy which strives to connect veterans, military members, and their families to local resources. Call 1-855-838-7744 or visit [www.paserves.org](http://www.paserves.org).
  - Connect to service providers in Pittsburgh
  - Help is available regardless of discharge status
  - Wide range of services offered including, but not limited to, benefits; financial assistance; mentoring; legal, spouse, and family support; housing; opportunities to volunteer; and more.



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# RESOURCES

- **Allegheny County Department of Human Services**
  - ❑ The Department of Human Services provides information and services for emergencies and long-term concerns. Visit <http://www.alleghenycounty.us/human-services/index.aspx>.
- **Allegheny Link**
  - ❑ The Allegheny Link provides access to numerous services and supports to help individuals and families maintain their independence, dignity, and quality of life. For assistance, dial 1-866-730-2368 or visit [www.alleghenylink.org](http://www.alleghenylink.org).
- **Big Burgh**
  - ❑ For anyone experiencing homelessness, information on resources, such as food banks and shelter locations, is available at [www.bigburgh.com](http://www.bigburgh.com).
- **NAMI Keystone Pennsylvania**
  - ❑ Provides support, education, and advocacy to individuals and families affected by mental illness. Visit [www.namikeystonepa.org](http://www.namikeystonepa.org).
- **re:solve Crisis Network**
  - ❑ If you are in crisis and cannot leave the home or get to us, please call 1-888-796-8226 (1-888-7-YOU-CAN). re:Solve has a mobile crisis unit that can come to those in need.
- **PA 2-1-1 Southwest (United Way)**
  - ❑ If you are in immediate need of information, resources, or referrals, dial 2-1-1. Representatives can connect you to housing, food, utility, and other resources.



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# ABOUT PITTSBURGH MERCY

Pittsburgh Mercy is a person-centered Family of Care providing integrated health care. We offer help, hope, and healing to our community's most vulnerable populations: people experiencing physical and behavioral health challenges; intellectual disabilities; and homelessness, abuse, and other traumatic events or circumstances.

Our mission is to be a compassionate and transforming, healing presence within our communities. Pittsburgh Mercy is a member of Trinity Health. We serve in the tradition of the Sisters of Mercy, a religious congregation of women founded by Catherine McAuley in Dublin, Ireland, who brought caring, compassionate service to Pittsburgh in 1843. More than 170 years later, the Sisters of Mercy legacy of community-based service and "feet-on-the-streets" approach to care continues throughout the Pittsburgh Mercy Family of Care®.

We meet you where you are in life and keep you at the center of your care. We address your needs—body, mind and spirit—and strive to deliver an exceptional experience of care to you with every interaction. We are a leader in trauma-informed care.



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Pittsburgh Mercy is one of the largest health and human service nonprofit organizations and employers in Southwestern Pennsylvania. Our Family of Care employs more than 1,700 colleagues and serves more than 33,000 people annually in 60+ locations.

**Pittsburgh Mercy includes:**

- Bethlehem Haven
- McAuley Ministries
- Mercy Behavioral Health
- Mercy Community Health
- Mercy Intellectual Disabilities Services
- Mercy Parish Nurse and Health Ministry Program
- Operation Safety Net®
- Pittsburgh Mercy Family Health Center

**Need help? Call us!**

**1-877-637-2924**

Or visit us online at

**[www.pittsburghmercy.org](http://www.pittsburghmercy.org)**

*A crisis can happen at any time.  
Our health care professionals  
are ready to serve you at our South 9th Street  
campus on Pittsburgh's South Side.*

**[www.pittsburghmercy.org](http://www.pittsburghmercy.org)**

# HOUSING

Pittsburgh Mercy provides individualized housing solutions for people who need varying supports and services. Several housing options are available for individuals with behavioral health needs:

- The Crisis Center, a temporary intervention program and alternative to a hospital admission, provides care that allows the individual to stay in the community.
- Community Supportive Housing and Housing as Home provide individualized housing services to people in their own homes with varying levels of medication assistance.
- Residential treatment facilities are designed to ease people back into the community after a hospital stay.
- Comprehensive mental health personal care homes serve people with behavioral health and medical challenges.

*Pittsburgh Mercy also offers specialized housing options that include housing specifically for adults ages 18-25, individuals who are deaf or hard of hearing, and people with mental illness or substance use.*



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## Housing solutions for persons with Intellectual Disabilities

Several housing options are available for individuals with intellectual disabilities:

- **Companion services** help individuals with care while family is not at home because of work or other reasons.
- **Respite** is a 24-hour option that ensures health and safety in the home when the family caregiver is away.
- **Habilitation services** in the home assist individuals with daily living skills, hygiene, and community integration.
- **Lifesharing** is a licensed alternative living choice for people who desire to live with a companion family in a private home.
- **Supported housing** is available for individuals who require 30 or fewer hours of assistance per week.
- **Community housing** provides one to four people with safety, medical, behavioral, and supervised recreational services in apartments or homes throughout the community.



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# PEOPLE EXPERIENCING HOMELESSNESS

You may find yourself without shelter, experiencing homelessness, or at risk of homelessness. We help you secure housing while we provide services.

- **Wellspring Drop-In Center** provides food, showers, care management, a medical clinic, art therapy, and connection to services.
- **Permanent supportive housing** provides long-term, on-site, and community-based apartments and additional supports as needed.
- **Emergency housing** includes our Winter Shelter, open at night from mid-November through mid-March.
- **Bethlehem Haven** is a resource for women experiencing homelessness. It provides emergency shelter and permanent supportive housing, physical and mental health services, life and employment skills, rapid re-housing, homelessness prevention, respite, health and wellness services, and case management services at two locations in Uptown Pittsburgh. Bethlehem Haven's goal is to help women achieve self-sufficiency, permanent housing, and empowerment, and to fill countless physical and emotional needs for residents and program attendees. More information is available at [www.bethlehemhaven.org](http://www.bethlehemhaven.org).



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## Operation Safety Net®

Operation Safety Net® reaches people who are experiencing homelessness and gives them health care, hope, and dignity. Services are delivered on the streets, at drop-in centers, soup kitchens, and on our Mobile Medical Unit, bringing medical care and other services to street homeless persons within the City of Pittsburgh and in select Allegheny County locations.

Case managers work with individuals who are homeless to secure ongoing and stable medical care, income, mental health care, drug and alcohol treatment, permanent housing, and housing retention.

## Project H.E.L.P.

Project H.E.L.P. (Homeless Experience Legal Protection) gives free legal services to people who are experiencing homelessness. Project H.E.L.P. handles non-criminal matters including SSI/SSDI, family, estates, housing, and bankruptcy issues. Call 412-246-2985 for more information.



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# PITTSBURGH MERCY FAMILY HEALTH CENTER

Pittsburgh Mercy Family Health Center provides comprehensive care on Pittsburgh's South Side and in communities served by its mobile medical unit. Here, you are a valued partner in your care and you are treated as a whole person – body, mind, and spirit – with planned and coordinated, life-long care. Care coordination is available for persons with complex medical and behavioral health needs. We offer enhanced communication between you, our health center, and your health care team. We also link individuals with physician specialists and supports in the community.

Appointments are available for both urgent and routine visits. Some on-site parking is available. Insurance counselors and financial coordinators are available for persons who are uninsured or underinsured. The following primary care services for all ages include:

- Family medicine
- Physical exams
- Diagnostic screening
- Laboratory services
- Chronic disease management and support groups
- Hepatitis C services
- Gynecologic care and Pap tests
- Immunizations
- Geriatric care
- Dental cleaning and exams.



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## Pittsburgh Mercy Family Health Center

249 South 9th Street, First Floor

Pittsburgh, PA 15203

Appointments are offered weekdays, with some night and weekend times available. The health center also has a mobile medical unit that visits several communities in Allegheny County.

Please call the health center at 412-697-3260 for hours, appointments, and service locations.



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# COMMUNITY SUPPORT SERVICES

The Community Support Services program assists individuals with mental illness to find and connect to community supports that can help during their recovery journey and promotes coordination across systems. Pittsburgh Mercy offers several levels and types of services, based on individual strengths, needs, abilities, and preferences. Services are offered for children, adolescents, and adults.

- **Targeted Case Management (Service Coordination)**
  - ❑ Individual case managers work to coordinate mental health services and provide resources.
- **Enhanced Clinical Targeted Case Management**
  - ❑ A team-based approach to care management includes a therapist, nurse, and peer support, in addition to the care manager.
- **Community Treatment Teams**
  - ❑ Includes a physician, nurses, therapists, case managers, peers, and other professionals, and provides for behavioral needs and addiction treatment.
- **Integrated Dual Diagnosis Treatment Team**
  - ❑ Includes a physician, nurses, therapists, care managers, peers, and other professionals who assist persons with mental illness and co-occurring substance use/dependence.
- **Mental Health Rehabilitation & Recovery Services**
  - ❑ These services include interventions offered to help begin or strengthen your roles in the community. We offer cognitive enhancement therapy (a holistic, integrated program for treating cognitive and psychosocial impairments) and/or stress management, and to help prepare you for employment.



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## Specialized Service Coordination Unit

- **Forensic Liaison**

- Provides assistance to individuals who are in need of justice-informed services.

- **Integrated Care Team**

- Offers collaboration between physical and behavioral health care.

- **Targeted Case Management Services for persons who are deaf, deaf-blind, or hard-of-hearing**

- Offers services by professionals who are fluent in American Sign Language. Video phone service at 412-515-8225.

**The Mercy Parish Nurse and Health Ministry Program** staff is mindful of the connection between faith and health, and approaches the art and science of nursing with a ministry focus.

- We assist all faith communities in starting and enhancing volunteer health ministry programs.
- We serve as a community resource by providing consultation; support and mentoring; ideas and materials for health ministry; information about community resources; continuing education; preparation courses for faith community nurses and health ministers; and annual retreats and symposiums.

**Mental Health First Aid** teaches you how to identify, understand, and respond to signs of mental illnesses and substance use disorders. The training gives you the skills you need to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis.



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## **Our Mission**

We, Pittsburgh Mercy and Trinity Health, serve together in the spirit of the Gospel as a compassionate and transforming, healing presence within our communities.

## **Our Core Values**

### **REVERENCE**

*We honor the sacredness and dignity of every person.*

### **COMMITMENT TO THOSE WHO ARE POOR**

*We stand with and serve those who are poor, especially those most vulnerable.*

### **JUSTICE**

*We foster right relationships to promote the common good, including sustainability of Earth.*

### **STEWARDSHIP**

*We honor our heritage and hold ourselves accountable for the human, financial, and natural resources entrusted to our care.*

### **INTEGRITY**

*We are faithful to who we say we are.*

### **COMMUNITY**

*We demonstrate our connectedness to each other through inclusive and compassionate relationships.*

### **COURAGE**

*We dare to take the risks our faith demands of us.*

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