

# Julia



single mom  
(two children, ages 8 and 4)

Diagnosed with Bipolar  
disorder

Employed, works in resort  
industry but does not have  
health insurance

Cannot afford safe stable  
housing for her family

Trauma from prior domestic  
violence issues, children  
experience anxiety

## Because of county programs...

**No longer homeless and family kept together.** County case manager helped her to secure a housing voucher specific to those suffering with mental illness, made possible through a partnership with the County Housing Authority and County MHDS. Without county programs Julia and the children would likely still be involved with Children and Youth services due to their homelessness, and the children may be moved to foster care.

**Whole family receives counseling and family support services.** The children were identified by the Student Assistance Program and had assessments with the County Child and Adolescent Service System Program(CASSP) Coordinator, which identified that the children have a trauma history and suffer from anxiety. They were referred to counseling services through the Family Based Program. The CASSP Coordinator and county case manager also helped enroll the family in Medicaid to pay for these services; while they waited to get enrolled, the county mental health system funded these services. In addition, the county workers linked Julia and her children with Family Support Services to help them get clothing and basics for their new apartment.

**Ongoing services to keep Julia and her family safe and healthy.** Respite services are provided to the family when Julia is feeling overwhelmed. Without county assistance, the mental health issues would not be addressed and Julia and the children would not have the support and services needed to develop coping skills to deal with their symptoms, which could lead to job loss and negative outcomes for the family.

## Because of county programs...

**Will be released into community with appropriate housing and mental health supports.** Eric will be able to be released on his minimum date because his forensic case manager has worked with his team to develop a solid release plan. As part of this plan, he will enter a community home with a specialization in mental health and forensics. Without county programs, Eric would likely remain in the correctional facility until his maximum date, because he cannot be released without a stable home plan, which is costly to the corrections system. Eric would also not have assistance with obtaining local, state, and federal benefits.

**Will have access to affordable treatment and release resources despite criminal charges.** Further, while Eric and his case manager applied for social security disability and medical assistance while he was in the correctional facility, he does not qualify because he was charged with a felony, and so the case manager was able to secure county funding for him to receive community-based services for therapy and medication. The case manager was also able to help Eric get connected with employment services and a local food pantry and clothing closet to ensure that he has what he needs upon his release.

# ERIC



35 year-old male

Incarcerated,  
approaching  
minimum  
sentence date

Currently  
receiving  
treatment for  
behavioral health  
issues in county  
jail

# Troy



High school  
junior

Currently  
receives school-  
based  
counseling

Has parents with  
mental health  
issues, need  
family services

## Because of county programs...

**County-school collaborations offered holistic services for Troy and his family.** When Troy was struggling in school, he was supported by the Aevdium Club, which was made possible through collaboration and funding support from the county mental health program. Troy was also referred to the Student Assistance Program, and evaluated by the County CASSP (Child and Adolescent Service System Program) Coordinator following this referral. The CASSP Coordinator reached out to Troy and his parents and referrals were made to the School-Based Outpatient Program and a Targeted Case Manager, who supported Troy and his family in applying for Medicaid, and Troy was eventually referred to a school-based partial program where he receives his education and his therapy. The program also provides family services and supper support.

**Whole family is supported.** Troy's parents were offered support in the community. The Warm Line is available through county funding to support his parents when they are experiencing stressors that do not meet the level of crisis; this program offers an interaction with a person with lived experience, so they know they are not alone and that someone is there to support them. Troy's father was struggling with his mental health issues and reached out to county crisis, and was able to go to the crisis residential program for five days where he got back on medication and received therapy services; he was then connected with ongoing services in the community and now sees a therapist weekly and gets medication monitoring with a psychiatrist and CRNP monthly. Troy's mom was given a targeted case manager and goes to outpatient counseling regularly. She also participates in a Psych Rehab Program weekly, which helps her to develop skills to deal with her peers and to advance in employment.

## Because of county programs...

**Jessica makes a difference in the lives of people in her community every day.** Jessica is able to help those who struggle with mental illness and those who experience crisis. She ensures that the individuals she serves have housing and food, and makes sure they have transportation to get to physical and behavioral health services. In addition, Jessica provides needed services and links individuals to mental health support while making sure to keep lines of communication open between other social service agencies involved with the individuals and families. She also ensures that the individuals are connected with state, federal and local benefits and community support.

**As a mental health case manager, Jessica is essential to the success of the mental health system and those it serves in Pennsylvania.** If Jessica was not in her position, those she serves would be at higher risk of falling through the cracks. Without the support and services she provides for them, many would go untreated, undiagnosed, and unserved. When this happens, the likelihood of a mental health crisis is much higher and they could end up in jail, homeless, self-medicating with drugs/alcohol, in the hospital, and are even at higher risk of dying by suicide.

**With more county mental health funding, the system can be rebuilt and begin to flourish.** More caseworkers can be hired. Jessica can feel less stressed about her workload, feel good about making more money in her career and dedicate more time to individual cases. Her emotional burden of stress and financial concerns being reduced would allow her to be able to focus better and feel more positive about the outcomes of her efforts. When staff feel like they are making a difference, they are more effective and productive and therefore more likely to stay in their positions, reducing turnover.

# Jessica



Employed as a  
county mental  
health case  
manager

Overwhelmed  
with work,  
working  
overtime,  
stressful job,  
pay not  
competitive