

NAMI UNION COUNTY

National Alliance on Mental Illness



The Nation's Voice on Mental Illness

RESOURCE GUIDE

Help in Navigating the
Mental Health System in
Union County

Fifth Edition

Published September 2013

NAMI Union County

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www.naminj.org/support-2/nami-new-jersey-map/union-county/

(includes searchable PDF of this Guide)

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MESSAGE TO READERS

Welcome to NAMI Union County's Resource Guide! The Guide consolidates resource information for Union County residents who have a mental illness or are a friend or family member, and for those who help them. The Union County affiliate of NAMI compiled the material.

NAMI, the National Alliance on Mental Illness, is an organization of families and individuals with over 220,000 members nationwide. We are dedicated to improving the quality of life of those who suffer from serious mental illness and providing support for their families.

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. The right mix of professional treatment, mutual support and advocacy *will* improve the quality of your life.

We have aimed to make the Resource Guide a source of accurate, timely and appropriate information for you and your needs. Please let us know of any corrections, clarifications or omissions in these pages.

Your interest in our Resource Guide has increased awareness of the facts about mental illness. First published in 2004, over 20,000 copies of the Resource Guide have been distributed free of charge, financed in full by **Michael's Journals Foundation**. This is the fifth edition.

Thank you and remember – *you are not alone!*

The Board of Directors
NAMI Union County

Fifth Edition published September 2013.

For additional copies, please call (908) 233-1628 or email namiunioncounty@yahoo.com.

Searchable PDF available at our website: www.naminj.org/support-2/nami-new-jersey-map/union-county/ or visit www.naminj.org

Help us help you! When contacting providers after using this book, mention you found them in the *NAMI UNION COUNTY RESOURCE GUIDE!*

LETTER FROM LARISA

In 1983, my brother Michael had his first bout with mental illness at the age of 18. He was several times misdiagnosed throughout a brilliant college career but managed to graduate from Georgetown University in only five years despite four major hospitalizations. The diagnosis was finally made: Michael had bipolar disorder.

A devastating blow gave way to the realization that all our lives would be forever affected. The decision was made to battle the illness with not only compliance, but with love. With virtually no help from "the system," we nurtured from our hearts, the only way we knew how. Michael's understanding of his illness, along with the support of his family and friends guided him. We witnessed a beautiful life and our family bond gave us strength to endure the difficult times.

A sudden and horribly unexplained episode struck in April 2002 after fourteen years of compliance and wellness. Michael died while hospitalized for the treatment of this final episode, just six days after his 37th birthday. His death was caused by medical and physical complications. Michael never succumbed to his mental illness.

The circumstances surrounding Michael's hospitalization and untimely death caused us, his family and friends, to take a long, hard look at the mental health system. With the help of some new friends at NAMI, we began the business of teaching ourselves what no one ever offered – how both consumers and families can arm themselves to deal with these difficult illnesses. Dispelling fears, spreading knowledge and insisting on adequate and appropriate care are the stepping stones to peaceful coexistence with mental illness.

One of Michael's last wishes was to help others. Michael's Journals Foundation was formed only one day after Michael's death. Our mission is to assist others whose lives are touched by mental illness and to show them that treatment comes from both within and without.

This Resource Guide is one of the ways we seek to help.

My good friends at NAMI / Union County have made this dream come true for all of us at Michael's Journals Foundation. Thanks to their expertise, persistence, dedication and support, this guide is now in its fifth printing and has served as an invaluable source of both information and emotional support to countless consumers and families throughout Union County. I am truly humbled by the work this group does. Never tiring, it is Pam Eagan and the amazing Board of NAMI Union County who wrote, had printed and saw this guide distributed to those who need it most. We at the Foundation are forever in their debt.

Never in my wildest dreams could I have imagined Michael's sacrifice meaning so much to so many souls, but somehow it doesn't surprise me that it has.

Love and peace,

Larisa DePalma

Larisa DePalma, President, Michael's Journals Foundation

Please visit Michael's Journals Foundation on Facebook for more information.

The NAMI Union County Resource Guide is published and distributed thanks to the generosity of Michael's Journals Foundation.

MENTAL ILLNESSES ARE DISEASES, NOT ACTS OF WILL

Severe mental illnesses are biological brain disorders that interfere with normal brain chemistry. Schizophrenia, bipolar disorder, major depression, obsessive-compulsive disorder, panic and anxiety disorders, schizoaffective disorders, eating disorders, self injury et al, are the serious illnesses the resources in this book seek to address.

Serious and persistent mental illness is much more common than most people realize. Mental illness affects more than 20% of Americans and is more prevalent than cancer, diabetes or heart disease.

Individuals with mental illness face ignorance and fear from others – stigma. A dictionary defines “stigma” as disgrace, shame, disrepute, a mark or brand. Don’t those words sound like themes from an 18th century novel? Yes – this dictionary says the roots of the word “stigma” are archaic!

“Call it what it is. It’s not stigma – it’s discrimination!”

- Jay Yudof, NAMI NJ Statewide Consumer Outreach Liaison

Society’s prejudice may not be as bad as it was in the past but its bias impacts every day: in individual relationships, in the workplace, in obtaining housing, even in obtaining the right medical care. Family members also deal with this stigma.

Mental illnesses are no more the fault of “bad parenting” than arthritis is. They are no more a character flaw than asthma is. They do require daily adherence to recommended treatment the way diabetes does.

Today’s accepted treatment for the symptoms of mental illness combines *medicine* and *psychotherapy*. Research has proven that mental illnesses respond to medication treatment better than many “body” illnesses such as heart disease, and even more so when coupled with psychotherapy.

Although a specific diagnosis is a starting point for obtaining treatment, the diagnosis can change during the course of the illness. As you gain knowledge about the illnesses, don’t overlook resources just because the disease name doesn’t “fit.”

Frankly, the name of the illness is not that important with respect to a person and the family’s need for support and compassion and understanding.

You are not alone. Many hands reach out to you, hands of those who have helped clear the pathways, who have been where you are now. People are eager to help you individually and to educate the general public. NAMI wants to get the word out – the true word – on serious mental illness.

Contact NAMI -

NAMI Union County (908) 233-1628

Email: namiunioncounty@yahoo.com

Website: www.naminj.org/support-2/nami-new-jersey-map/union-county/

Facebook: www.facebook.com/NAMI.UnionCounty

NAMI New Jersey www.naminj.org (732) 940-0991

See the website for all NAMI NJ programs, including these:

- **AACT NOW** – outreach to African-Americans

Email: aactnow@naminj.org (732) 940-0991

- **CAMHOP** – Outreach to people of Chinese origin

Email: camhopp@naminj.com (732) 940-0991

The site has links to resources in Chinese and Mandarin

- **SAMHAJ** – Outreach to people of South Asian Indian origin

Email: samhaj@naminj.com (732) 940-0991

The site has a compiled referral list of bilingual providers

- **NAMI NJ en Español** – outreach to Hispanic/Latino population

Email: naminjenespanol@msn.com Phone:(888) 803-3413

NAMI National www.nami.org (800) 950-NAMI (6264)

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

Although this Resource Guide will not detail the symptoms of the 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, DVDs – much of it free.

You can sign up for free e-newsletters at many websites; some have free print versions. Larger agencies are reachable not only by phone and web – but also through Facebook and email.

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:

- **NAMI - National Alliance on Mental Illness** (800) 950-6264
www.nami.org
- U.S. Dept. of Health – **SAMHSA** Substance Abuse and Mental Health Administration www.samhsa.gov Publications: (877) 726-4727
- **National Institute of Mental Health** www.nimh.nih.org
- **Mental Health America** (800) 969-6642
Fact Sheets: www.mentalhealthamerica.net/go/information/get-info
FAQs: www.mentalhealthamerica.net/index.cfm?objectid=9D19AC9F-1372-4D20-C8578D7D7848F653. **Great resource!**
formerly known as National Mental Health Association
- **Mental Health Association in New Jersey** (800) 367-8850
www.mhanj.org
- **Brain and Behavior Research Foundation** (formerly **NARSAD**) –
Research Alliance for Schizophrenia and Depression
www.bbrfoundation.org/ (800) 829-8289
- **Depression and Bipolar Support Alliance** (800) 826-3632
www.dbsalliance.org



- **Borderline Personality Disorder (BPD)**
www.borderlinepersonalitydisorder.com www.tara4bpd.org/dyn/index.php
www.bpdcentral.org - online support groups
- **OCD NJ** – information for persons with obsessive- compulsive disorder and their families, including providers, support groups, newsletters
East Brunswick (Middlesex County) (732) 476-4021
<http://ocdnj.org/index.htm>

These readable, info-packed magazines are published quarterly. Subscriptions aren't cheap, but you can sign up for free e-newsletters on the sites:

- SZ** (Schizophrenia) - www.szmagazine.com Sponsored by Janssen
- Anchor** (depression and anxiety) – www.anchoromag.com Sponsored by Janssen
- BP** (Bipolar Disorder) - www.bphope.com. Website has selected articles. To subscribe: (877) 575-4673
- Esperanza** (anxiety and depression) – www.hopetocope.com
Website has selected articles. To subscribe: (877) 575-4673

“Choices in Recovery” – free newsletter focusing on schizophrenia symptoms, treatments and coping strategies. Terrific info, but comes out on an irregular schedule. Sponsored by Janssen. Sign up for mail or email delivery at: www.choicesinrecovery.com/newsletter/sign-up

A note about: Smoking

New data from the Centers for Disease Control and Prevention shows that the nearly 46 million adults with mental illness have a smoking rate 70 percent higher than those without mental illness, and consume about a third of the cigarettes in the country, though they make up one-fifth of the adult population. People with psychiatric disorders are often “smoking heavier, their puffs are longer and they’re smoking it down to the end of the cigarette,” said William Riley, chief of the Science of Research and Technology Branch at the National Cancer Institute. With some diagnoses, like schizophrenia, rates are especially high.

A report by the National Association of State Mental Health Program Directors said data suggested that people with the most serious mental illnesses die on average 25 years earlier than the general population, with many from smoking-exacerbated conditions like heart or lung disease.

“Smoking, Once Used to Reward, Faces a Ban in Mental Hospitals”
by Pam Belluck, *The New York Times*, February 6, 2013

PSYCHOTHERAPY OVERVIEW

Psychotherapy is “talk” therapy, 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 per se. Ask your psychiatrist who 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)
- Marital or family therapist

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

Group psychotherapy allows individuals with similar illnesses to benefit from sharing each other’s experiences. Many people benefit by attending support groups. See the section on support and self-help groups that meet in Union County.

See **Mental Health America’s website** for more discussion on psychotherapy, including what you should expect on your first visit, treatment methods, their likely cost and more.

√ www.mentalhealthamerica.net/go/information/get-info/mi-and-the-family/finding-the-right-mental-health-care-for-you

Shop Online with Amazon.com and Help NAMI, Too!

Every purchase you make through Amazon.com can help NAMI too, at no extra cost to you! For purchases from Amazon.com (some exclusions apply), NAMI will automatically receive a percentage of the total sale (5 to 8 percent, on average). Here’s how it works:

1. Visit www.nami.org. On the left hand side of the NAMI screen, **click on “NAMI Store.”** Then click in the 3rd tab “Amazon.com” and follow the links.
2. You’ll be redirected to Amazon.com. (If you already have an account with Amazon on the computer you’re using, you’ll land on your Amazon home page.)
3. Then, shop away! You’ll be helping NAMI at no extra cost to you!

MICA / Co-OCCURRING CONDITION

Problems with abuse of alcohol and other drugs are extremely common with mental illness, so common that specific programs called MICA are dedicated to its treatment.

- MICA stands for “**Mental Illness and Chemical Abuse/Addiction.**”
- In the provider community it is now called “**Co-Occurring.**”
- People with it informally call it “**Double Trouble.**”

“Self-medication” (using alcohol, illegal drugs or drugs outside of those 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 your life. Many relapses of mental illness symptoms are the result of using alcohol or other drugs with psychotropic medications.

Some estimates are that at least 40-50% of individuals with serious mental illness have a substance abuse problem too at some time during the course of their illness.

*For treatment options, see the sections on **IOP/PHP Programs, page 48.***

- The State of New Jersey has 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)**, with the goal of building a more efficient system of outcome-oriented treatment. www.state.nj.us/humanservices/divisions/dmhas/
Email: dmhas@dhs.state.nj.us. (609) 292-5760
- **Addictions Hotline of New Jersey** (800) 238-2333
www.nj211.org/AddictionsHotline.cfm

AA/NA Meeting Locators and Information

About 135 AA meetings run every week in Union County. If you don’t like the “personality” of one, try another!

- Alcoholics Anonymous (800) 245-1377
<http://www.nnjaa.org/intergroup/meeting-finder.htm>
- Al-Anon and Al-A-Teen (888) 944-5678
<http://www.nj-al-anon.org/meetingsbycounty.htm#Union>
- Narcotics Anonymous (732) 933-0462
<http://www.nanj.org/meetings/>
- Nar-Anon Family Groups www.naranonofnj.org (800) 238-2333

MEDICATIONS OVERVIEW

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.

- √ 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. Most drugs take several weeks to show their effect. 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. Some persons, working with their psychiatrist, may be able to reduce or even discontinue their medications at some point. Others may be on medication for life.

You can find information about these drugs:

- **Drug look-up guide - National Institute of Health**
www.nlm.nih.gov/medlineplus/druginformation.html
- Food & Drug Administration www.fda.gov/Drugs/default.htm

The most important thing you can do

Keep 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 (good and bad) and “side effects” resulted?

A note about: Weight gain

A side effect of some psychotropic medications is rapid and excessive weight gain. Studies are being conducted to determine cause and remedies. At present it is not known whether metabolic change, a distortion in appetite or “fullness” sensation or some other factor is involved.

Our American lifestyle doesn't help: constant recreational eating, use of food as emotional sustenance, easy access to high-calorie foods, minimal physical activity. These practices along with the medications cause weight gain as well as constipation and bowel upsets that discomfort many. Excess weight and a poor diet are causes of heart disease, high blood pressure and diabetes.

Some may shun taking medications because of these side effects. Is that a fair or safe trade-off?

Heat Risk Warning

One common side effect of anti-psychotic medications is that they can cause *anhidrosis*, an impairment of the body's ability to control its own temperature. This impaired heat regulation can result in heat exhaustion or heat stroke, with serious or fatal consequences. Persons on these medications need to:

- follow common-sense methods to avoid overexposure to heat and direct sunlight
- seek medical attention immediately if they experience heat-related symptoms
- Visit this website to download a publication on safety:
www.state.nj.us/humanservices/dmhs/.../heat_warning_English.pdf
www.state.nj.us/humanservices/dmhs/.../heat_warning_Spanish.pdf

Your tax dollars at work!

The government's concern about psychotropic drugs is also economic. The government is the biggest buyer of pharmaceuticals and so wants drugs that work effectively at as low a cost as possible.

FAMILY RESPONSE TO MENTAL ILLNESS

Dealing with the ravages of mental illness in a loved one will test the mightiest among us. A formal diagnosis of a disease often produces emotions similar to the “stages of grief.” Depressive episodes can be contagious. Witnessing an acute psychotic episode can be frightful, perhaps resulting in post-traumatic stress syndrome. Poor coping can lead to family breakups or excessive alcohol or drug use by family members. Parents worry about what will happen when they can no longer help out.

Mental illness affects the family in ways other than emotional. Persons who are ill often rely on family members to assist with obtaining and managing medication and other treatment, obtaining public benefits, transportation and so forth.

This reliance strains family relationships, demands a lot of time and depletes emotional stamina.

- 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 families. Funded by the state/taxpayer, IFSS helps *family members* deal with issues and choices in mental health care and improve the overall quality of family life. IFSS is highly recommended. To qualify for IFSS services, you must be:

1. A family member of
2. a person over 18 with mental illness
3. who resides in Union County.

IFSS - **Mental Health Association in NJ** (908) 810-1001, x310
2333 Morris Ave, Bldg. C, 2nd Floor, Union

Family-to-Family Education is a long-standing NAMI service.



In many ways, the program is the essential spirit of NAMI: experienced family members helping others to learn about mental illnesses, how we deal with them, and how to speak out and help reduce ignorance and prejudice.

- √ 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 course covers topics such as:

- Getting through the crisis periods
- Symptoms of the diseases and their diagnostic criteria
- Basic review of medications, side effects and key treatment issues
- Communication skills and problem solving workshop
- Sharing our stories, self-care, how to balance our lives
- Potential of recovery, advocacy and combating stigma

Taught by trained family members from NAMI Union 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.

“You can’t *know* what you haven’t been *told*.”
– Pat Roman
NAMI Union County past President and
Family-to-Family Education Instructor

Family-to-Family has graduated over 25,000 family members nationwide in its 12-plus year history. Call (908) 233-1628 to sign up for this valuable course.

Family to Family for Spanish speakers! For information and a schedule, call (888) 803-3413. Classes meet in Elizabeth.

HOW TO CHOOSE 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, and any other factor you consider important. Of these, ability to pay and insurance coverage are usually the deciders.

Employee Assistance Plans (EAPs) help a company's employees deal with a variety of family difficulties, including emotional and behavioral, addiction, financial, marital, and legal troubles. These services usually have a 24-hour number for crisis and referral, and are a good place to start.

Doctor referral services

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

- **NJ Psychiatric Assoc.** (908) 719-2222
Psychiatrist locator: <https://psychnj.memberclicks.net/login?servId=2999>
- **NJ Psychological Assoc.** (973) 243-9800
www.psychologynj.org/
- **Psychology Today – NJ Psychiatrist Directory**
Self-written profiles with photos. You can sort by last name, price, or county. Scroll down to read “how to find the right psychiatrist.”
<http://psychiatrists.psychologytoday.com/rms/county/NJ/Union.html>
- **Trinitas physician referral service** (888) 887-4648
www.trinitashospital.org/physician_referral_by_department.asp?dpt=19&SortColumn=nameLast&Sort=ASC

Search for a provider that accepts **Medicaid/Medicare** by visiting

<https://www.njmmis.com/providerDirectory.aspx>

Please re-check when making an appointment as providers' Medicaid/Medicare acceptance statuses change frequently.

Your tax dollars at work!

The NJ **Division of Mental Health and Addiction Services (DMHAS)** funds and supervises (for quality control) many of the provider programs listed in this Resource Guide. Of course, you the Taxpayer, fund DMHAS.

Email: dmhas@dhs.state.nj.us. (609) 292-5760
<http://www.state.nj.us/humanservices/divisions/dmhas/>

Generally, you are restricted to programs and facilities in Union County (that is, the county in which you are a resident) when the program is paid for by government funds. This is so even when the state or federal government funds the program.

If you (or your insurance) are picking up the tab, then you can go to any location that will accept you. This is known as a private referral.

A note for Spanish and other language speakers:

Many providers employ bi-lingual personnel who speak Spanish. A few have speakers of Chinese, Polish, French, Creole or Greek. Many inbound phones feature “language lines.” Websites can be translated. Printed material is often available in languages other than English. We urge you to contact organizations you feel will be helpful without hesitation as to language. Our Resource Guide integrates multilingual services within the topics.

According to US Census 2010:

- 29% of population in Union County is foreign-born; for all of NJ that figure is 20%.
- 41% in Union County live in a home where a language other than/in addition to English is spoken; for all of NJ that figure is 29%.
- **SAMHAJ** (NAMI NJ) - The site has a compiled referral list of South Asian language bilingual providers www.naminj.org

PAYING FOR THERAPY

The staggeringly high cost of mental health services is a challenge for just about everyone.

Most working people are covered under employer-provided health insurance plans, with coverage extending to their families. **Parity laws** require insurance companies to cover serious mental illnesses in the same manner as physical illnesses.

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

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!

Medicare Counseling Service from the Mental Health Association in NJ - free, objective and confidential assistance with questions about Medicare, Medigap, Medicare Advantage, Medicare Part D, Long-Term Care Insurance and Dual-Eligibility. Sessions are conducted by trained MHANJ counselors via a one-on-one toll-free phone conference so that travel is not necessary. For information, call: Mental Health Cares HelpLine (866)202-4357

Charity Care – The New Jersey Hospital Care Payment Assistance Program provides free or reduced charge care to hospital inpatients or outpatients who:

1. Have no health coverage or coverage that pays only part of the bill; and
2. Are ineligible for any private or governmental sponsored coverage (such as Medicaid); and
3. Meet both the income and assets eligibility criteria

Apply at the business office or admissions office of the hospital, up to one year from the date of service. To download a Fact Sheet with details, visit www.nj.gov/health/charitycare/index.shtml or call the NJ Dept. of Health at (866) 588-5696. At publication, charity care funding has been severely cut in the state budget.

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 participating companies.

Eligibility varies but is based on financial need. 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.

→ **Rx4NJ** will help determine if you are eligible. There are no fees to participate. www.rx4nj.org/ (888) 793-6765

PAAD or Senior Gold Card for SSDI and seniors

PAAD cardholders pay \$6-7.00 for each covered prescription.

To qualify, you must be receiving SSDI or be at least 65 years of age and of low income. PAAD, Pharmaceutical Assistance for the Aged and Disabled, is a state-run program. Ask your pharmacist for an application or call (800) 792-9745.

<http://www.state.nj.us/humanservices/doas/services/paad/index.html>

Medicare Part D – Prescription Drug Benefit

Those persons on both Medicare and Medicaid (“dual eligibles”) – please see website for details www.medicare.gov/part-d (800) 633-4227

- ✓ Doctors may provide you with **samples** of your prescribed medication if they have them at your request. It’s a temporary solution but you shouldn’t hesitate to ask.

COMPLAINTS ABOUT THE HEALTH CARE SYSTEM

The NJ Division of Mental Health and Addiction Services (DMHAS) funds and/or supervises for compliance/quality control most of the services listed in this booklet. The main phone number is (800) 382-6717.

But, the first step in the formal complaint process is through the agency/provider.

To report patient abuse at a state hospital:

NJDMHAS Patient Compliance Services Unit (888) 490-8413

<http://www.state.nj.us/humanservices/dmhs/reporting/>

- **Union County Mental Health Advisory Board** - comprised of citizens and professionals who review and recommend DMHAS funding allocations to agencies operating within the county. The phone number will reach the Director of Behavioral Health/Mental Health Administrator for Union County. (908) 527-4846
Union County Administration Building, Elizabeth

- **New Jersey State Board of Medical Examiners**
For information on New Jersey physicians, including disciplinary actions. (609) 826-7100
www.state.nj.us/lps/ca/bme/
Complaint form: www.state.nj.us/lps/ca/bme/bmeform.htm

- **S.H.I.P.** will assist with Medicare or other health insurance problems. State Health Insurance Assistance Program. Volunteer counselors. SAGE Eldercare, 290 Broad Street, Summit (908) 273-6999
www.state.nj.us/humanservices/doas/services/ship/index.html

DISABILITY INCOME:

SOCIAL SECURITY PROGRAMS, MEDICAID AND MEDICARE

State Disability Payments

If you are currently or recently employed, you may be eligible for **temporary disability insurance (TDI)** if you are temporarily unable to work due to illness – not related to your work. Check with your employer’s human resources dept. Money has been deducted from your paycheck and matched by your employer to pay for this program. (609) 292-7060
http://lwd.dol.state.nj.us/labor/tDI/worker/worker_landing.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. It generally takes 6 months after applying to begin receiving benefits.

Get information by phone: (800) 772-1213 or at the website www.ssa.gov.

- Union County office of Social Security (877) 803-6306
855 Lehigh Avenue, Union

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 plenty of booklets, Internet info and helpful people at the SSA to assist you.

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, which is common, begin the appeals process. **Community Health Law Project** provides free or low cost legal assistance for appeals.

65 Jefferson Ave., 4th Floor, Elizabeth

(908) 355-8282

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	www.ssa.gov



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, Part D – optional Rx drug coverage
Who runs it?	Medicare is federally funded and run
Phone	Medicare (800) 633-4227
Website	www.ssa.gov www.medicare.gov



Food stamps?	Not automatically. Apply at Dept of Human 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	www.ssa.gov



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	www.ssa.gov www.medicare.gov



Food stamps?	Yes, through Dept. of Human Services
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Details about qualifying for these programs and all the benefits available are beyond the scope of this book. Seek out information on discounts on home heating, utility payments, telephone service (from Verizon) and car registration, among others.

SOCIAL SERVICES / WELFARE / PUBLIC ASSISTANCE

Disabling illness deals a tremendous blow to your finances. You may need help paying for groceries, utilities and the necessities of life in addition to the medical expenses, especially if you are not receiving disability payments.

Social Services will tell you about Medicaid, food stamps, and other assistance programs, including Temporary Assistance to Needy Families (TANF):

- **Union County Dept of Human Services**
342 Westminster Ave., Elizabeth (908) 965-2700
This office serves those who live in Elizabeth, Hillside,* Kenilworth*, Linden,* Roselle, Roselle Park, Springfield, Union and Winfield.

Residents of Berkeley Heights, Clark, Cranford, Garwood, Fanwood, Mountainside, New Providence, Plainfield, Scotch Plains, Summit, Rahway or Westfield should call:

- **Union County Dept of Human Services**
200 West Second St., Plainfield (908) 791-7000

*Individuals (without dependent children) needing public assistance who live in the following municipalities should call their municipal welfare department first. Since these offices handle only welfare benefits, contact the Elizabeth or Plainfield office of Human Services to apply for Medicaid and food stamps. Municipal welfare offices:

- Hillside (908) 923-6300
- Kenilworth (908) 276-6461
- Linden (908) 474-8620

Food Stamps, now known as SNAP - Supplemental Nutrition Assistance Program. Try the **Food Stamp Eligibility Screening Tool** that calculates possible eligibility and estimates the monthly allotment for food stamps www.snap-step1.usda.gov/fns/

INFO & REFERRAL

- **2-1-1** - Referrals to any number of additional social service resources, such as utility payment assistance programs and basic emergency services like the Salvation Army, call **2-1-1** or (877) 652-1148. 24 hours/7 days a week. Or visit www.nj211.org/
- **Food pantry locations** in your community and qualifications will be provided by Community Food Bank of NJ in Hillside. Volunteers always needed at Food Pantries! www.cfbnj.org/ (908) 355-3663
Specific locations, hours and eligibility: <http://union-county-new-jersey-food-pantries.friendshelpingfriends.aidpage.com/>
- **Benefits Checkup.org** is an easy way to connect to government programs and find out your entitlements like prescription drug coverage, health care and utility payment assistance programs. www.benefitscheckup.org/
- **“New Jersey Community Resources”** – website developed by Union County social worker Michael Swayze with links to many social service and government agencies. Easy to navigate! www.njcommunityresources.info/

The Name Game

How a person who has a mental illness is described by healthcare providers, the government, the media, and the rest of us, can clarify . . . or inflame. *Words change* public perception: positively or negatively or neutrally. Some meanings change over time from positive connotations to negative and back again. When calling someone a “human being” is not descriptive enough:

- **Consumer** - A person who has received mental health services. This term was originally adopted to mean empowerment and as someone who’d have influence on services. Now at times the term is negatively received, as if the person just passively “takes” and doesn’t give anything back. LOOK PAST THE WORD.
- **Clients** – customers of non-medical services and providers
- **Patients** – customers of medical services and providers

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.

For a list of participating dentists, call the **NJ Dept. of Human Services** at (800) 356-1561. Or visit the [NJ Medicaid website](#) and click on Provider Directory. www.njmmis.com/

- **Dental Lifeline Network – Donated Dental Services** (formerly NJ Foundation of Dentistry for Persons with Disabilities) provides one-time free dental services, based on financial eligibility. See an application at <http://nfdh.org/donated-dental-services-dds/state-dds-programs/new-jersey> - “click to apply.” (877) 720-5557
- **UMDNJ Dental Clinic/ School**
110 Bergen Street, Newark (in Essex County)
Reduced cost care, about 1/3 less. Accepts Medicaid; private insurance accepted but must pay up front. (973) 972-7370
See for details: <http://sdm.rutgers.edu/patients/njds.htm>
- **UMDNJ Dental Hygiene Clinical Services**
1776 Raritan Road, Room 432, Scotch Plains (908) 889-2410
Reduced cost dental services. No Medicaid. Services available Sep-May.
http://shrp.rutgers.edu/dept/alliedental/dental_suite.html

These facilities accept Medicaid, NJ Family Care, private insurance, self-pay and sliding scale:

- ✧ **Neighborhood Health Services Corp.**
(Elizabeth Community Health Center) 250 Second Street, Elizabeth
(908) 355-4459
- ✧ **Neighborhood Health Services Corp.**
1700 Myrtle Avenue, Plainfield (908) 753-6401
www.phcmednet.org/services.htm
- ✧ **Dental Center at Overlook**
99 Beauvoir Avenue, Summit (908) 522-2901
For emergencies during off hours, weekends, or holidays, patients should call (908) 522-2000 and ask to speak with the dentist on call.

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.

Many programs stop accepting applications to even get on the waiting list. A housing authority may tell you the waiting list is “closed,” even for 5 years. However, there are interim periods when a list will “open up” and applications can be made.

Keep in touch with your social worker to be alerted to such openings. 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!

We really recommend you ask for help from one of the agencies listed on the following pages: **Bridgeway**, **SERV** or **Volunteers of America**, or **IFSS** if you are the family member of the person who needs housing (see page 14). The system is complicated, time-consuming, paperwork-oriented with a lengthy waiting period but success in obtaining decent affordable housing is at hand!

Department of Community Affairs (DCA) – state agency that provides administrative guidance, financial support and technical assistance regarding housing to agencies and communities. There is wealth of housing info on the website. <http://www.state.nj.us/dca/>

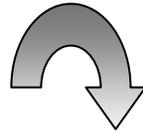
- For your information, see a *List of Affordable Developments by County* (as of 2010) and what subsidies they accept at www.state.nj.us/dca/divisions/codes/publications/developments.html

Your tax dollars at work!

Housing availability for people with low income is NOT adequate! The situation goes from bad to worse when a person needs support because of mental illness. **NAMI needs your advocacy in this vital area.** Use your power at the ballot box to direct our tax dollars to the programs and services **we need!**

✧ **SECTION 8 HOUSING CHOICE VOUCHERS**

This program subsidizes part of a tenant's rent.



Section 8 vouchers are frequently secured through supportive housing agencies like **Bridgeway, SERV and Volunteers of America.**

The local administrator for Section 8 is the **Department of Community Affairs** Union County office
200 W. Second St., Plainfield (908) 412-3700 ext. 200/201

Although the Union County 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?"

For your convenience, here are the phone numbers of the Section 8 offices for the other New Jersey counties:

Atlantic	(609) 441-3334
Bergen	(201) 996-8990
Burlington / Camden	(856) 614-3300
Cumberland/Gloucester/Salem	(856) 453-3820
Essex	(973) 266-2822
Hudson	(201) 217-7256
Mercer	(609) 292-8537
Middlesex	(732) 777-6999
Monmouth	(732) 780-6772
Morris/Sussex/Warren	(973) 627-3396
Ocean	(732) 255-0818
Passaic	(973) 225-7146
Somerset / Hunterdon	(908) 707-9010

For general information on Section 8, see http://portal.hud.gov/hudportal/HUD?src=/topics/housing_choice_voucher_program_section_8

SUPERVISED HOUSING AND SUPPORT

✧ **Bridgeway Supportive Housing Service**

Case management service for people living in their own home or apartment. Bridgeway assists in the housing search, seeks to reduce the stress of moving, and develops ADL skills such as budgeting, shopping, cooking and medication compliance. PACT and RIST teams. (908) 249-4100

- Enhanced Supportive Housing Program (908) 469-3940

265 W. Grand Street, Elizabeth

✧ **SERV supervised housing**

Group homes, supervised and semi-supervised apartments. Placement priority given to persons ready to depart a state psychiatric hospital. (800) 987-7378 Cranford office (908) 276-0490
<http://www.servbhs.net/programs-services/behavioral-health-services>

✧ **Volunteers of America**

Manages group homes and supportive housing units. Placement is given primarily to those departing a state hospital. www.voa-gny.org
205 W. Milton Ave., Rahway (732) 396-1631

✧ **Advance Housing, Inc.** - provides lease-based housing mainly in Northern Jersey but will be serving persons discharged from state hospitals who will live in Union County, as a result of a RIST grant. Satellite Office: 570 South Avenue, Cranford (908) 376-6148
<http://advancehousing.org/>

✓ **RIST - Residential Intensive Support Team** - helps people ready for discharge from Psychiatric Hospitals find housing to live in the community.

More housing resources next page →

✧ **Housing Authorities**

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

Elizabeth Housing Authority (908) 965-2400

Farley Towers, 33 Cherry St.

O'Donnell-Dempsey, 632 Salem Ave.

Ford Leonard Towers, 69 Division St.

Kennedy Arms Apartments, 70 Westfield Ave.

Linden Housing Authority (908) 298-3820

Ann J. Ferguson Towers, 1601 Dill Ave.

Murawski Towers, 1551 Dill Ave.

Plainfield Housing Authority (908) 769-6335

Richmond Towers, 510 East Front St.

Rahway Housing Authority (732) 388-3546

Kennedy Apartments, 250 Grand Ave., West

Walter Schafferhauser Towers, 165 East Grand Ave.

Clifford Case Memorial Apts., 337 West Milton Ave.

Summit Housing Authority (908) 273-6413

Senior Housing Unit, 12 Chestnut Ave.

✧ **Housing Authorities / Senior Citizen 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 such as the Suburban News, the Independent Press, the Union Leader and the Star-Ledger.

Plainfield Tower West (908) 668-1963

601 West Seventh Street, Plainfield

Rosegate Senior Housing (732) 396-4540

East Hazelwood Ave. & Capobianco Plaza, Rahway (Age 55+)

Scotch Plains Senior Citizens Housing (908) 654-1313

2002 Lake Avenue, Scotch Plains

Springfield Senior Citizen Housing, Inc. (973) 467-1480

350 Independence Way, Springfield

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First Westfield Sr. Citizen Housing Corp. (908) 233-5898
1133 Boynton Avenue, Westfield

Erhart Gardens - apply by letter (908) 668-0565
100 Francis Court, Union

Shaeffer Gardens - apply by letter (908) 964-9343
35 West Summer Street, Union

OTHER OPTIONS

✧ **Community Access Unlimited - Homeshare Program**

Helps match individuals who wish to share housing in Elizabeth.

<http://www.cauni.org/> (908) 354-3040

✧ **Assisted Living Facilities**

Most are reluctant to accept those with a mental illness. An exception:

Crossings at the Chelsea, 606 Cranbury Road, East Brunswick (Middlesex County) www.chelseaseniorliving.com (732) 360-6449

- **American Residential Treatment Association** – Rather pricey, no insurance accepted. Thirty privately-run group homes in the Northeast. www.artausa.org/
- For a list of things to look for in an ALF, visit: <http://www.nj.gov/health/healthfacilities/alinnj/index.shtml>

HOMELESSNESS AND THREAT OF HOMELESSNESS

✧ **Homeless Outreach from Bridgeway**

Hotline for those homeless with mental illness. *You don't need to be out on the street to call!* Bridgeway will also work to help

keep you in your present living situation. (908) 289-7330

✧ **24/7 Homeless and Homeless Prevention Hotline**

Operated by the Union County Division of Social Services

(908) 756-6061

✧ **Elizabeth Coalition to House the Homeless**

Shelters and transitional housing, advocacy

118 Division Street, Elizabeth (908) 353-4006

✧ **Interfaith Council for the Homeless**

Shelters and transitional housing, advocacy

120 West 7th Street, Plainfield (908) 753-4001

More housing resources next page →

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✧ **Bureau of Rooming and Boarding House Standards** - Oversees inspection and licensing for rooming and boarding homes, emergency shelters, and Residential Health Care Facilities (RHCFs). The Bureau is a sub-division of the Division of Codes and Standards which is a division of the Dept. of Community Affairs (DCA).

www.state.nj.us/dca/divisions/codes/offices/roomingboarding.html

Code Enforcement (609) 633-6251 Licensing (609) 984-1706

✧ **Residential Health Care Facilities**

RHCF's are privately run housing facilities that provide meals, laundry, and some medication monitoring. They get no state funding and cannot bill Medicare or Medicaid for services. Payment to the facility is often made from an individual's Social Security check. RHCFs are a housing option largely because they are often the only affordable housing.

Facility Name / Address	Phone	No. of RHCF beds
Elizabeth House 78 E. Jersey Street Elizabeth	(908) 355-3406	42
Plainfield Park Hotel 123 W. Seventh Street Plainfield	(908) 754-2211	175
St Rita (formerly Plainfield Rest Home) 520 Central Avenue Plainfield	(908) 757-3579	24
Queen Mary (formerly Older Americans) 602 Central Avenue Plainfield	(908) 756-6029	23

LEGAL HELP

Specialized legal resources are available to Union County persons with mental illness, generally at low or at times no cost.

- **Community Health Law Project** represents disabled individuals in civil legal issues, such as SSI/Social Security disability appeals, debts and bankruptcy, child custody and family law, and landlord-tenant disputes. CHLP advocates can visit the home or care center.
65 Jefferson Ave., Elizabeth www.chlp.org (908) 355-8282
- **Disability Rights NJ** (formerly NJ Protection and Advocacy/ PANDA) is responsible for overseeing and defending the rights of institutionalized disabled individuals, including psychiatric hospitals and inpatient wards, as well as the state prison system. Provides info & referral, legal and non-legal advocacy, outreach and education. DRNJ won the lawsuit against the State of New Jersey, to release well persons from the state hospitals.
www.drnj.org/programs.htm Located in Trenton (800) 922-7233
- **Central NJ 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.
60 Prince St., Elizabeth www.lsnj.org/CJLS/index.htm (908) 354-4340
- **Union County Bar Association Lawyer Referral Service**
Monday-Thursday, 10 AM- 1 PM. (908) 353-4715
- **Union County Public Defender's Office Criminal Division** represents indigent persons in criminal matters.
www.state.nj.us/defender/unionregionaloffice.shtml
65 Jefferson Ave., Elizabeth (908) 820-3070
- **Legal Services of New Jersey** maintains a website and hotline with resources for the civil legal needs of low-income residents.
www.lsnj.org/ (888) 576-5529

"Finding Our Way: A User's Guide to the Criminal Justice System in New Jersey" is a booklet published by NAMI NJ. Free download at www.naminj.org

WORK AND SUPPORTED EMPLOYMENT / EDUCATION

People benefit greatly from the security and self-sufficiency that come with stable and fulfilling employment and education. 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.

- **Bridgeway Supported Employment Services** include choosing a career path, job search, aid in keeping the job, and ongoing support. Services can be coordinated with other mental health activities at the agency or offered stand-alone. (908) 686-2956
- **Bridgeway Supported Education Services:** Support in applying to school, skill development in organizing and planning. (908) 687-9666
1023 Commerce Ave., Union www.bridgewayrehab.com/index.shtml
- **DVRS** (NJ Division of Vocational Rehabilitation Services) assists all disabled citizens' return to the workplace. Programs include skills testing, training, job hunting skills and placement.
<http://lwd.dol.state.nj.us/labor/dvrs/disabled/DisIndex.html>
921 Elizabeth Ave., 3RD Fl., Elizabeth (908) 965-3940
- **Consumer Connections** trains *consumers* of mental health services to become *providers* in mental health/human services fields. Graduates serve as peer advocates on PACT or ICMS teams or in self-help centers. Co-Occurring Disorders Training as well as Criminal Justice Training can be pursued after completion of Core Training. Operated by **MHANJ**.
www.mhanj.org/consumer-connections-2/ Contact Ray Cortese at rcortese@mhanj.org or call (908) -810-1001, ext. 316
- **Behavioral Health Peer Support Program** – Employs persons to provide support and info & referral to patients in the Trinitas Psychiatric Emergency Room. Peer Support Associates receive training through MHANJ's Consumer Connections program. Patients have expressed genuine satisfaction with Peer Support. **Trinitas** Department of Behavioral Health & Psychiatry (908) 994-7152
- **Occupational Center of Union County (OCUC)**
Vocational rehabilitation, sheltered employment, job placement.
<http://cms.occupationalcenter.org/35401/index.html>
301 Cox Street, Roselle (908) 241-7200

SCHOLARSHIPS available from NAMI Union County

–for Educational or Life Enrichment activities, such as music lessons, college classes and books, fitness memberships, and driving lessons. Applications for the \$200 scholarships are accepted each June, with awards announced in August. Please see our June newsletter for the application or ask your counselor. NAMI Union County email: namiunioncounty@yahoo.com (908) 233-1628

TRANSPORTATION HELP

- **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 that you received SSI, SSDI or other public benefits. A form needs to be completed and signed by a physician.
(973) 491-7112
www.njtransit.com/sf/sf_servlet.srv?hdnPageAction=ReducedFareTo
General information: www.njtransit.com (973) 275-5555
- **AccessLink**
For those unable to use available bus service due to disability, curb-to-curb Access Link service is available during the same days and hours as the regularly scheduled local fixed route bus service. If there is no bus service, Access Link will not be available. Other passengers are on the AccessLink bus. To apply for eligibility, call to schedule the in-person interview: (800) 955-2321. Assessment interview held in Elizabeth. Transportation to the Assessment agency is available for \$4.00 round-trip.
http://www.njtransit.com/tm/tm_servlet.srv?hdnPageAction=AccessLinkToReservations 1-7 days in advance of trip. Reservations made daily including holidays: 7:30 AM-4:00 PM (800) 955-2321
- **Union County Paratransit** office (908) 659-5000
Must be disabled or a senior citizen. Curb-to-curb van service to medical and dental appointments, shopping and education destinations within Union County. Fee is \$2.00 per leg of trip. Five–7 day advance request is required. Reservations: 8:00 AM- 4:00 PM (First-time callers: between 1:00 PM-4:00 PM.) <http://ucnj.org/para-transit-system/>
(908) 241-8300

LAW ENFORCEMENT INTERFACE / EDUCATION

Union County initiatives in this important area include:

- √ **Mandated training** of every police officer and police recruit in mental illness awareness and effective interaction techniques. At publication, more than 500 officers have received this training.
- √ To each officer and recruit receiving such training, a copy of this **Resource Guide** from NAMI Union County and a **Do/Don't Card** (reproduced opposite page) from NAMI NJ.
- √ Required viewing by officers of **"The Community I Serve"** police training DVD produced by NAMI NJ. A combination of documentary-style interviews and dramatizations, the 26-minute DVD frankly depicts crises situations and how to defuse. **NAMI Union County** was the catalyst behind the making of the film. See the DVD trailer at

www.naminj.org

To order the DVD or a 25-pack of Do/Don't cards, call NAMI NJ at (732) 940-0991 or visit www.naminj.org and click on NAMINJ Store.

- **CIT - Crisis Intervention Team** – CIT training teaches police and mental health workers to respond with verbal de-escalation skills and less than lethal force – to keep everyone safe during the crisis and to assure loved ones they need not hesitate to call the police for help. We want CIT certified officers and mental health workers in every municipality.

- **NAMI Union County** is also a partner in CIT training. Our members tell of their personal police experiences – both good and bad -- to provide the classes with real-world faces and bring insight.

For an overview of CIT please see the NAMI.org [National] website: www.nami.org/template.cfm?section=cit2.

- For information on Union County CIT, please email us at namiunioncounty@yahoo.com.

- **Justice Involved Services** - Criminal justice partnership between the Union County Prosecutor's Office, Trinitas and Bridgeway. Designed to break the cycle of arrest, re-arrest and incarceration of individuals with serious mental illnesses charged with non-violent offenses.

- Jail Diversion Program – for those about to be charged with non-violent offenses: (908) 994-7271 or (908) 994-8544
- Linkage to Services – re-entry to "society" program for Union County residents with mental illness currently in Union County Jail:

Union County Dept. of Corrections: (908) 558-2610, ext. 14235

- **(866) COP2COP** - *For law enforcement personnel:* Confidential 24/7 support and referrals for depression, anxiety, PTSD, substance abuse. <http://ubhc.rutgers.edu/cop2cop/services.htm>
 NJ Police Suicide Task Force (866) 267-2267

“Arresting a person with mental illness for behavior that is a result of his or her illness is like arresting a person who’s collapsed in the street by a heart attack for obstructing traffic.”
 -- Elaine Goodman, Founder. NAMI NJ Law Enforcement Education Program

NAMI NJ Do's and Don'ts for Law Enforcement

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. 

CRISIS INTERVENTION OVERVIEW

When a crisis episode occurs that includes suicide attempts or destructive behavior, you need to get emergency intervention. New Jersey law ensures that a call to 9-1-1 or the Psychiatric Emergency Screener 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. No one citizen has the ability to “put someone away.”

The person being evaluated may be unable to communicate with hospital personnel or provide reliable information because of the present condition of the illness, or be uncooperative or secretive because of a fear of hospitalization or denial of the illness. Information from the family is crucial in determining the correct treatment plan during a crisis.

INVOLUNTARY OUTPATIENT COMMITMENT

IOC – Involuntary Outpatient Commitment – as it is called in Union County – or **AOT – Assisted Outpatient Treatment** helps “revolving door” patients who have treatment compliance difficulties and who are required by the courts to receive outpatient psychiatric treatment. An IOC program is mandated by law and is administered by **Trinitas** in Union County: (908) 994-7060

It is vital that additional funds are allocated to IOC and not as cuts to other health services. The costs to the mental health system and Medicaid to care for such patients can be cut in half by proper IOC (although the “cost” of an individual’s suffering from untreated mental illness is incalculable). IOC is controversial regarding the rights of individuals to make their own treatment decisions.

➤ Another way of looking at it: “[IOC] doesn’t just commit the patient to accept treatment; it involuntarily commits *the mental health system* to provide it” – D.J. Jaffe of Mental Illness Policy.org, quoted in NY Times 7/30/2013. Website: <http://mentalillnesspolicy.org/>

Some Suicide Fast Facts

- Suicide attempts are among the leading causes of hospital admissions in persons under age 35.
- 90% of persons who commit suicide have depression or another diagnosable mental illness or substance abuse disorder
- Asking *won’t* put the thought in someone’s head but it may be an opportunity to get help.
- New Jersey has the second-lowest suicide rate in the nation, according to the Centers for Disease Control's latest data.
- However, the rate for adults age 35 to 64 spiked 31% from 1999 to 2010.
- Suicide can often be prevented.

For further enlightenment, we recommend “Suicide: The Forever Decision” by Paul G. Quinett, written in plain language and only 156 pages. Continuum Publishing: New York. 1992.

- Free download! <http://www.qprinstitute.com/forever.html>

24/7 HOTLINES

- **Suicide Prevention Lifeline** (800) 273-8255 (TALK)
- **Suicide Prevention** – Spanish speakers (888) 628-9454
- **Contact We Care** - Union County based (908) 232-2880
- **NJ Hopeline – new!** New Jersey-based trained volunteer and professional counselors, operated by University Behavioral HealthCare
Call **N-J-H-O-P-E-L-I-N-E** (855) 654-6735

- www.suicidepreventionlifeline.org/

Trinitas Psychiatric Emergency Screener

(908) 994-7131

FAMILY MEMBERS' CHECKLIST

Family members need to be *proactive* in informing the hospital of, for example, their loved one's past reaction to medication. Once the medical facility has a signed release, family members can get information more readily. The dedicated, caring professionals you'll encounter may use lingo or acronyms that while all in a hard day's work for them, could be all new to you. Keep the following checklist in mind:

- √ 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 *everyone* you speak to.
- √ Get the phone number of the Nurse's Station – it's much quicker than trying to get through a hospital's main switchboard.
- √ Find out the unit's pay phone numbers too, so you can speak directly to your loved one. (See italicized numbers on page 44.)
- √ If you haven't heard from the hospital's social worker within 24 hours of your loved one's admission, you make the call!
- √ Know the name of the hospital's chief of staff.
- √ A patient who signs a HIPAA release will benefit from family involvement in his or her care, both short- and long-term. The family can't be informed without it!
- √ Ask for a Patient's Handbook or other written policy/procedures with guidelines on what items (food, clothing, etc) can or can't be brought in.
- √ Your physical presence makes a difference. Visit your loved one often, call and send cards. If you've ever been "inside" you know how much it means to hear from the "outside."
- √ **THE USE OF ACRONYMS BY PROFESSIONALS IS CONFUSING TO US!**



STOP them and ask them to spell out what they mean!! See page 74 for spell-outs of some oft-used acronyms.

DO's and DON'Ts when calling PES or Police during a Crisis ...your expectations of the criminal justice system

Adapted from "A Wealth of Knowledge" by Jay Yudof, Editor
NAMI Greater Monmouth Newsletter - January 1, 2005

Here is a suggested list of "DO's and DON'Ts" for family members or friends to think about **before** a crisis occurs and you decide to call the PES (Psychiatric Emergency Screener) or police for help. Obviously, these are generalities and should not be taken as professional advice or etched in stone. In a critical incident, you need to make quick and appropriate decisions to preserve safety.

1. **DO** call the PES in a psychiatric emergency and say that you expect them to respond to the scene and will not admit police without PES personnel being present. When PES responds to a home, they almost always come with police.
2. **DON'T** admit police to a home or scene of a psychiatric crisis without a screener present unless the situation is life-threatening and you are aware of and willing to assume the consequences.
3. **DON'T** expect that police coming into a home or other scene of a psychiatric crisis will overlook illicit drugs, weapons, or other evidence of criminal activity.
4. **DO** expect that a person in the course of psychosis or mania who is taken in by police will physically resist, and this may result in the police filing charges against the person and/or in injury to that person.
5. **DON'T** assume that getting a person with a mental illness arrested (or civilly evicted, or forced into homelessness) is a way to get services.
6. **DON'T** let anyone talk you into criminalizing a situation (i.e., "filing charges") as a means of increasing a person's chances of receiving services.
7. **DON'T** assume that "withdrawing" or "dropping" criminal charges can free someone of criminal consequences, or free them from jail.
8. **DON'T** assume that the medications a person is using in the community can and will be made available to him/her in jail or prison.
9. **DON'T** assume that things said to a mental health professional are always kept confidential. Professionals can (and sometimes are legally mandated to) breach confidentiality in various cases of actual or threatened harm.
10. **DO** discuss the issue of psychiatric crisis in advance with your loved one who has a history of crisis situations. They may have prepared an advance directive, or otherwise have their own preferences on how a crisis can be dealt with in the best way to get them the help they need.

CRISIS INTERVENTION AND EMERGENCY SERVICES

Emergency! – Suicide risk or threat to others

Psychiatric Emergency Screeners (PES) evaluate those who may pose a danger to themselves or others and who may require involuntary commitment to mental health inpatient care. The **Mobile Outreach Team** will come to your home or any location in Union County.

This service is free. Trinitas administers Union County PES.

(908) 994-7131 – Or, dial 9-1-1.

24-hour Psychiatric Emergency Hotlines

Call these hospital hotlines when you or a loved one experience acute symptoms of mental illness, for evaluation for intervention or inpatient treatment. You can go to any of these hospitals' emergency rooms at any time without an appointment (but if you can call ahead, please do so).

- **Overlook Hospital** (908) 522-2000*
99 Beauvoir Ave., Summit – *ask to “page the ER crisis worker”
 - **Trinitas Hospital** (New Point Campus) (908) 994-7131
655 East Jersey Street, Elizabeth
 - **Children’s Mobile Response and Stabilization System** from Trinitas Hospital (877) 652-7624
- Available 24 hours a day / 7 days per week. The child or youth must be exhibiting emergency risk behaviors, is at risk for being placed out of the home and requires immediate intervention in order to remain in the home or school. The phone number will reach **Performcare**, the administrator for the NJ Div. for Child Behavioral Health Services.

Telepsychiatry

Telepsychiatry uses audio and video-conferencing equipment to augment hospital staff during off-hours. Patient and doctor sit in front of a screen/monitor to communicate remotely. The goal is to lessen the at times hours-long wait in the ER for evaluation for treatment. The patient’s participation is optional: The patient can choose to wait for face-to-face evaluation until a doctor is freed-up or arrives on scene. More than half the PES centers in NJ have been approved for use of telepsychiatry.

Crisis Hotlines / Listening Services

Volunteers at these hotlines will listen to what you have to say. If necessary, they will contact PES for crisis intervention.

- **Contact We Care** (908) 232-2880
- **NJ Hopeline – new!** operated by University Behavioral HealthCare
Call N-J-H-O-P-E-L-I-N-E (855) 654-6735
- **Suicide Prevention Lifeline** (800) 273-8255 (TALK)
- **Suicide Prevention – Spanish speakers** (888) 628-9454
- **Peer Recovery Warm Line** –answered by peers. Monday-Friday 8:AM –10:PM. Weekends 5:PM-10:PM; Holidays 3:PM-10:PM.
www.mhanj.org/peer-recovery-warmline-prw/ (877) 292-5588
- **Trevor Lifeline** - for lesbian, gay, bisexual, transgender, and questioning youth, 24 and under www.thetrevorproject.org/ (866) 488-7386

What you need to tell PES in an emergency

The Screener will ask questions like the following. **BE HONEST!!!!**

1. Why are you calling / What is happening?
2. What behaviors or statements have been made?
3. Does the person have any history of mental illness? What is the current treatment or medications?
4. Suicidal, homicidal or destructive behavior in the past?
5. History of or present use of alcohol or drugs (prescription or illegal)?
6. Present access or possession of weapons or self-defense training?
7. Medical problems?
8. Is the person aware that a Mobile Outreach team is coming?
9. Will someone be available to meet the Mobile Outreach team at the site?

Remember → if you are frightened or concerned about being hurt, or have been hurt, or afraid your loved one is hurting him or herself
→ **tell the Screener!**

IN-PATIENT SERVICES:
SHORT-TERM CARE FACILITIES AND HOSPITALS

Short Term Care Facilities (STCFs) are state-funded psychiatric units in community hospitals that stabilize the acute symptoms of mental illness for adults who have been admitted or committed by PES. Maximum stay is 21 days, with the average stay about 9 days.

- **Trinitas Hospital** (New Point Campus) (908) 994-7250
655 East Jersey Street, Elizabeth
*Pay phone for incoming calls to patients 2 North (908) 289-9725
or (908) 289-2979*

Hospitalization for an acute episode or for medication management can be of intermediate duration, perhaps up to 4 to 6 weeks in Runnells, our county hospital. Most patients will have been transferred from Trinitas; Union County residents are given placement priority.

- Runnells Specialized Hospital** (908) 771-5875
operated under the authority of the Union County Board of Chosen Freeholders.
- **Cornerstone Psychiatric Unit - 44 beds** (908) 771-5877
40 Watchung Way, Berkeley Heights www.ucnj.org/runnells
Pay phone for incoming calls to patients (908) 464-9603

Community hospitals with STCFs also welcome patients for voluntary inpatient care. They accept private insurance and have Charity Care programs.

- **Trinitas Hospital (New Point Campus)** (908) 994-7252
655 East Jersey Street, Elizabeth
*Pay phone for incoming calls to patients 2 South (908) 289-9738
or (908) 289-9767*
- **Overlook Hospital** (908) 522-2281
Psychiatric inpatient unit for voluntary patients only.
99 Beauvoir Ave., Summit

Robert Wood Johnson University Hospital at Rahway
865 Stone Street, Rahway (732) 381-4200
Please note: The emergency department can do psychiatric evaluations but the hospital does not have an inpatient psychiatric unit.

Private psychiatric hospitals provide voluntary and involuntary 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:

- **Carrier Clinic** (800) 933-3579
<http://www.carrierclinic.org/referrals-faq.php#1>
252 Route 601, Belle Mead (in Somerset County)
- **East Mountain Hospital** (800) 379-1949
Located on the grounds of Carrier Clinic, this hospital accepts Medicaid.
<http://www.eastmountainhospital.com/Treatment.aspx>
40 East Mountain Road, Belle Mead (in Somerset County)
- **Princeton House** (800) 242-2550 or (609) 497-3300
905 Herronton Road, Princeton (Mercer County) www.princetonhcs.org/
- **Summit Oaks Hospital** (800) 753-5223 or (908) 522-7000
19 Prospect Street, Summit www.summitoakshospital.com/inpatient/

MORE CLOSED HOSPITALS.... The list grows longer every year!

- **Muhlenberg Hospital in Plainfield:** STOPPED admitting psychiatric patients in 2008. Emergency room remains open. Persons are medically cleared then transferred to Trinitas. Now known as **JFK Medical Center - Muhlenberg Campus** (732) 321-7000
- **Hagedorn Gero-Psychiatric Hospital** in Hunterdon County CLOSED in 2012.

PRIVACY AND CONSENT

Concerned families want open communication from medical personnel and the timely return of phone calls. But, adult patients are entitled to privacy. Unless the patient signs a release form, medical/hospital personnel are bound to keep all information – what the patient says, the diagnosis and treatment – confidential. The system leaves the family out of the loop.

- You must be proactive by offering all information about your loved one to medical personnel.

HIPAA regulations are often misinterpreted and are frustrating to families. View the regulations and a consent authorization form at <http://www.state.nj.us/humanservices/home/hipaa.html>

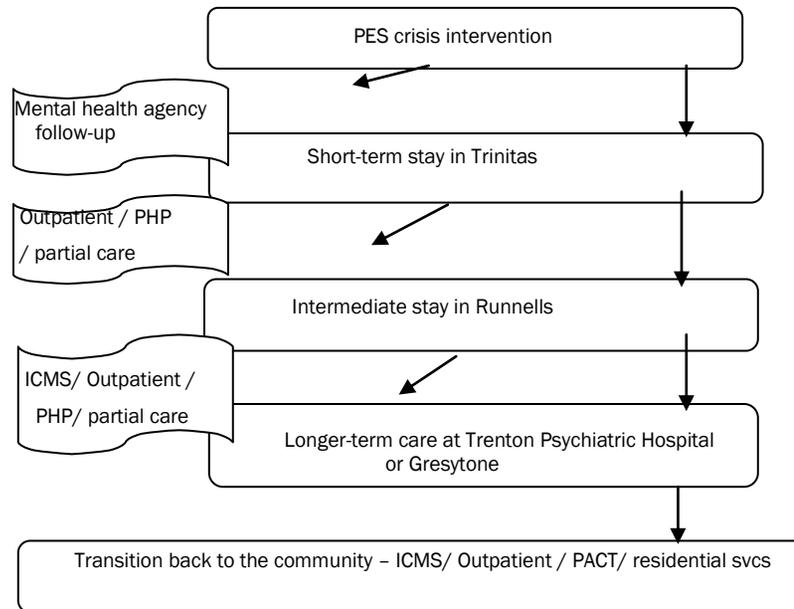
STATE PSYCHIATRIC HOSPITALS

For long-term in-patient treatment, the NJ Dept. of Human Services operates 4 psychiatric hospitals.

- See the website for details on each hospital, including visiting hours and directions, census data, and management team:
www.state.nj.us/humanservices/dmhs/oshm/ (609) 777-0677
- **Trenton State Psychiatric Hospital** (450 beds) (609) 633-1500
Sullivan Way - P.O. Box 7717, West Trenton (Mercer County).
TPH serves patients from Union County.
- **Greystone Park Psychiatric Hospital** (450 beds) (973) 538-1800
59 Koch Avenue, Morris Plains (Morris County) - serves Union County and North Jersey residents
- **Ancora Psychiatric Hospital** (600 beds) (609) 561-1700
301 Spring Garden Road, Hammonton (Camden County).
“Family Handbook” available at website:
www.state.nj.us/humanservices/dmhs/oshm/aph/
- **Ann Klein Forensic Center** (200 beds) (609) 633-0900
Sullivan Way - P.O. Box 7717, West Trenton (Mercer County) – secured environment for patients who are also in the legal system. Shares campus with Trenton State Hospital

To report patient abuse at a state hospital, call (888) 490-8413
<http://www.state.nj.us/humanservices/dmhs/reporting/>

Overly simplified graphic of a long-term hospitalization progression for a Union County resident



UPON LEAVING THE HOSPITAL

ICMS (Integrated Case Management Services) are available to every patient discharged from a state or county psychiatric hospital for 18 months post-discharge, to decrease re-hospitalization. ICMS links clients with providers through a 24/7 on-call system. Personalized, flexible and collaborative, ICMS is the largest free case management service in Union County. Funded by DMHAS.

- **Mount Carmel Guild (Catholic Charities)**
505 South Avenue, Cranford (908) 497-3927

OUTPATIENT SERVICES:
PARTIAL HOSPITALIZATION PROGRAMS /
INTENSIVE OUTPATIENT PROGRAMS

Partial Hospitalization Programs (PHP) and Intensive Outpatient Programs (IOP) provide comprehensive, individualized services in order to increase independent functioning. Case management, medication management by a psychiatrist, group and individual psychotherapy are offered.

Programs are time-limited, usually for a maximum of 30 days, for people with acute symptoms who are not chronically ill. The client does not live or stay overnight at the treatment location. The facility may provide transportation, but it is up to the client to ensure his or her attendance.

Programs convene for several hours for several days during the week. A PHP program would meet for more hours a day over more days of the week than an IOP. The course of the illness and the client's home circumstances must be stable enough for the client to be safe and able to progress with the help of the program.

- **High Focus Centers** (800) 877-3628
16 Commerce Drive, Cranford (908) 272-2474
Adult and adolescence mental health and substance abuse treatment; IOP/PHP. Private provider, accepts most insurance.
www.highfocuscenters.com/index.html
- **Mount Carmel Guild Behavioral Healthcare**
108 Alden Street, Cranford (908) 497-3925
PHP and IOP programs, including medication management, individual and group psychotherapy for children and adults, MICA programs.
- **Overlook Hospital**
46-48 Beauvoir Ave., Summit (908) 522-4800
Outpatient and MICA, crisis intervention, intensive outpatient treatment, medication management.
- **Summit Oaks Hospital** (908) 522-7000
19 Prospect Street, Summit
www.summitoakshospital.com/outpatient/ Intensive outpatient, adults and adolescents. Transportation available.

- **Princeton House Behavioral Health** (Mercer County)
In-patient Admissions: 905 Herrontown Road, Princeton (800) 242-2550
Out-patient Admissions for the following programs: (888) 437-1610
 - 1000 Herrontown Road, Princeton - Women
 - 741 Mt. Lucas Rd., Princeton - AdultsPHP, IOP, partial care, MICA. See the website for all programs and locations, including North Brunswick, Hamilton and Moorestown:
www.princetonhcs.org/phcs-home/what-we-do/princeton-house-behavioral-health.aspx
- **Trinitas Hospital Plaza Building** (908) 994-7090
654 Jersey Street, Elizabeth (888) 841-5564
PHP for adults and adolescents, intensive outpatient, intensive MICA, adolescent after-school, outreach.

OUTPATIENT SERVICES:
PARTIAL CARE AND DAY PROGRAMS

Like PHP and IOP, partial care programs meet during the week for several hours. Commonly called "day" or psycho-social rehabilitation programs, services are comprehensive and structured. Partial care is open-ended subject to a person's needs. Fees are sliding scale and all accept Medicaid.

- **Bridgeway Psychiatric Rehabilitation Center**
567 Morris Ave., Elizabeth (908) 355-7200
Individual and group counseling, peer support, MICA, career counseling, community living skills training. All services available in Spanish. No one is denied services because of inability to pay.
- **Occupational Center of Union County**
301 Cox Street, Roselle (908) 241-7200
Must have Medicaid to attend partial care program. 12-step and MICA groups, MICA outpatient, vocational rehabilitation. Transportation available. Services available in Spanish
- **Social Clubhouse**
58 Brown Ave., Springfield (973) 376-2500
Private, for profit partial care program. Only Medicaid accepted. Medication monitoring and MICA services available within program.
- **UCPC Behavioral Health** (Union County Psychiatric Clinic)
117-119 Roosevelt Ave., Plainfield. (908) 756-6870
MICA, counseling for individual and group, family, medication management, adult partial care programs. No one denied services because of inability to pay.

COUNSELING AND MEDICATION MANAGEMENT SERVICES

Periodic therapy, counseling and supportive services for relatively brief sessions once or several times during the month are provided by the agencies listed below. **Medication Management** services provide stabilized persons access to case management and support.

- **Counseling Center for Human Development** (908) 654-6500
261 Orchard Street, Westfield www.westfieldcounseling.com/
- **Family Resource Center**
300 North Ave., East, Cranford (908) 276-2244
- **Family and Children's Services**
40 North Ave., Elizabeth (908) 352-7474
Counseling, includes MICA, homeless prevention services.
- **Jewish Family Services of Central NJ** (908) 352-8375
655 Westfield Ave., Elizabeth <http://jfscentralnj.org/>
- **Mount Carmel Guild Behavioral Healthcare**
Including medication management. Sliding scale fees, Medicaid, Medicare and third party insurance.
108 Alden Street, Cranford (908) 497-3968
- **Overlook Hospital**
46-48 Beauvoir Ave., Summit (908) 522-4800
Psychiatry and behavioral health services, medication management.
- **PROCEED** (Bilingual services also) www.proceedinc.com
1126 Dickinson St., Elizabeth (908) 351-7727
Counseling available to adolescents and families.
- **Resolve Community Counseling Center** (908) 322-9180
1830 Front Street, Scotch Plains <http://www.resolvenj.com/>
Mental health, outpatient MICA for adults and adolescents.
- **Trinitas Hospital** Main: (908) 994-5000
See the website for descriptions of the many Trinitas programs for adults and adolescents at the Behavioral Health & Psychiatry Access Center, including MICA, medication management www.TrinitasHospital.org
654 East Jersey Street, Elizabeth (888) 841-5564

- **UCPC Behavioral Health** (Union County Psychiatric Clinic)
117-119 Roosevelt Avenue, Plainfield (908) 756-6870
Individual and group counseling; families, MICA, medication management.
- **United Family & Children's Society** www.unitedfamily.org
305 West 7th Street, Plainfield (908) 755-4848
Individual, group or family therapy. Medicaid, sliding scale.

VETERANS AND MILITARY

Programs specific to NJ veterans and their families have been expanded, thanks to advocacy.

- **New Jersey Veteran Helpline** – 24/7 helpline staffed by veteran peer counselors and volunteers. Coordinated by UMDNJ-University Behavioral HealthCare. www.njveteranshelpline.org (866) 838-7654
- **Veterans Administration NJ Health Care System**
www.newjersey.va.gov/
 - 151 Knollcroft Road, Lyons (Somerset County) (908) 647-0180
In-patient hospital care, residential treatment for veterans.
 - East Orange office: 385 Tremont Ave (Essex County)
(973) 676-1000
- **Community Clinic** (908) 994-0120
Mental health services for military active duty and retirees:
654 East Jersey Street, Suite 2A, Elizabeth

Mental health services (inpatient and outpatient), vocational rehabilitation and prescription drug coverage are available to eligible veterans. Contact the **VA Health Benefits Service Center:**
www.mentalhealth.va.gov/gethelp.asp (877) 222- 8387
- **NAMI NJ Veterans Information Program** – See the website for many advisory councils and resources: www.naminj.org

CASE MANAGEMENT SERVICES

A case manager organizes and coordinates services and supports, providing some 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
- instruction and reinforcement of activities of daily living (ADL) skills, including hygiene, food preparation and financial management.
- education and support for family and friends

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.

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

- **PACT (Programs in Assertive Community Treatment)** serves those with a high risk of re-hospitalization due to problems with treatment or treatment compliance. The mobile PACT team comes to the home or anywhere else, providing wrap-around services including psychiatric and ADL assistance. The team may include a psychiatrist or psychotherapist, nurse, social worker, vocational therapist, and/or MICA specialist. PACT’s 24/7 availability helps ensure a rapid and flexible response to potential crises.

Bridgeway PACT serves our residents from three locations:

- Eastern Union County (908) 352-0242
 - Western Union County (908) 791-0505
- 313 East Front Street, Plainfield
- Central Union County (908) 688-5400
- 1023 Commerce Avenue, Union

- **Peer Outreach Support Team (POST)** (908) 810-1001
- 2333 Morris Ave, Union Mental Health Assn in NJ
- Acting as positive role models for recovery, POST members provide education, advocacy and linkage to mental health treatment, housing, entitlements and self-help groups.

DEVELOPMENTALLY DISABLED – DD/MI

DD/MI or MI/DD means Developmentally Disabled with a Mental Illness

Persons with both a developmental disability and a mental illness are served by the NJ **Division of Developmental Disabilities (DDD)**
www.state.nj.us/humanservices/ddd/home/index.html

(800) 832-9173

- **Community Access Unlimited** (908) 354-3040
80 West Grand Street, Elizabeth www.caunj.org. Case management, employment, residential and community support programs.
- **Ancora Psychiatric Hospital** is a state hospital with a unit serving DD/MI individuals. “Family Handbook” available at website. (609) 561-1700
301 Spring Garden Road, Hammonton (Camden County)
<http://www.state.nj.us/humanservices/dmhs/oshm/aph/>
- **Trinitas Hospital**
Inpatient unit serving those dually diagnosed with mental illness and developmental disabilities.
655 East Jersey Street, Elizabeth (908) 994-7311
- **Trinitas Services for DD/MI**
300 North Avenue East, Cranford
 - **SCCAT** –Statewide Clinical Consultation & Training Program – provides expertise and assistance to *mental health providers*. Also provides *crisis response to consumers* to help manage behavioral crises without unnecessary resort to hospitalization.
300 North Ave. East, Cranford 24/7: (888) 393-3007
 - **ISDT** – Integrated Service Delivery Team – On-site assessments, case management, linkage to psychiatric services and crisis management. (908) 497-0922
- Click to download “Family Crisis Handbook” a 44-page help to families.
http://www.sccatnj.org/news_information.htm

HELP FOR CHILDREN

If you are worried about your child's emotions or behavior, start by talking about your concerns to family members, friends, your child's pediatrician and school counselor. Get as much information as possible about where to find help. **Start early!**

Emotional, behavioral and mental disorders occurring in children and adolescents include:

- severe depression, schizophrenia, bipolar disorder
- anxiety disorders, such as generalized anxiety disorder, separation anxiety disorder, 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)

What can parents do?

- Talk with your pediatrician.
- Get a referral to a mental health specialist.
- Work with the school.
- Connect with other families.
- Get accurate information from libraries, hotlines and other sources
- Ask questions about treatments and services

See the NAMI.org [National] website, from which this section is adapted: www.nami.org/Template.cfm?Section=About_Treatments_and_Supports&Template=/ContentManagement/ContentDisplay.cfm&ContentID=148515

→ **WHEN ALL ELSE FAILS . . .** Believe us, programs and services have improved over the years but that is of no comfort when *your child* needs help and you can't find (1) the right kind (2) nearby (3) at a price you can afford.

When an agency you call says "no," **ask** if they have a recommendation for another agency. Also, return to someone who has helped you in the past and ask. Yes, the majority of providers are in this field to help, and are as frustrated as you are with the system's inadequacies.

Children's System of Care (CSOC)

under the NJ Department of Children and Families (DCF)

The names change frequently! Now known as the Children's System of Care, CSOC directs taxpayer-funded behavioral, emotional and mental health services for New Jersey's children and their families.

Performcare NJ is the contracted administrator/intake organization for these programs.

Performcare NJ is the single point of access for publicly funded services for children and young adults (up to age 21). Services include traditional counseling, psychiatric evaluation, outpatient and residential treatment, case management and the Mobile Crisis Intervention and Stabilization Service (see next page). Call for more information or to seek help.

www.performcarenj.org **24/7 Access Line (877) 652-7624**

Where to find help

Be cautious about using Yellow Pages phone directories as your only source of referral. See our section on How to Choose Mental Health Services.

Other places to check:

- Employee Assistance Program (EAP) through your employer
- Hospitals with psychiatric departments
- Child Study Teams at your child's school. With your consent, will evaluate to determine eligibility for special services
- N.J. Department of Children & Families website
www.nj.gov/dcf/about/divisions/dcsc/ (877) 652-7624
- **American Academy of Child and Adolescent Psychiatry** – psychiatrist finder
(800) 333-7636 x 124
www.aacap.org/AACAP/Families_and_Youth/Resources/CAP_Finder.aspx

Family Support Organization (FSO) of Union County.

Family-run, state-funded organization provides phone support to family members and caregivers, info & referral. Call Monday- Friday 9:00 am – 5:00 pm.

Support group for grandparents– Tuesdays, 4:30 PM

www.fso-union.org

1010 Park Avenue, 2nd Floor, Plainfield

(908) 755-0090

EMERGENCY!

Children's Mobile Response and Stabilization System

from Trinitas Hospital 24/7 (877) 652-7624

The child or youth must be exhibiting risk behaviors, is at risk for being placed out of the home and requires immediate intervention in order to remain in the home or school. Provides intensive in-home therapy, behavioral assistance, short-term supportive counseling, crisis beds, and resource and referral information.

The phone number will reach **Performcare NJ**, access point provider for the NJ Dept. of Children and Families.

Programs and Resources to consider (in alphabetical order):

- **Carrier Clinic** programs for adolescents include inpatient hospitalization. Their East Mountain Day School, Middle School and Learning Center are separate facilities that usually require a referral from your child's school district. 24/7: (800) 933-3579
www.carrierclinic.org/programs-adolescent.php
252 Route 601, Belle Mead (Somerset County)
- **Catholic Charities**, Union County Division
Child Protection Services (CPS), Child Protection Substance Abuse Initiative, The Little Schoolhouse for toddlers and preschool to 12 years old. Individual, group and family therapy for children.
108 Alden Street & 505 South Ave. E., Cranford (908) 497-3900
- **Children's Specialized Hospital**
Individual, family and group psychotherapy; autism spectrum, psychological disorders, early intervention program. (888) 244-5373
Mental health services coordinator x 5851
www.childrens-specialized.org/Programs-Services.aspx
150 New Providence Rd., Mountainside
- **Cooperative Counseling Services, LLC** – Outpatient individual, group and family therapy; medication management. Intensive in-community service referrals come through Performcare. www.cooperativecs.com
1050 Route 22 West, Mountainside (908) 731-7100

- **Family and Children's Services** – counseling for at-risk youth
40 North Avenue, Elizabeth (908) 372-1007 ext 225
- **FACT - Family and Community Together**
Care management organization. Requires a referral from Performcare
1170 Route 22 W., Mountainside- <http://factnj.org/> (908) 789-8500
- **Family Resource Center** – affiliated with Trinitas Hospital
Psychiatric evaluation, including individual, group and family therapy for children. Private insurance only accepted.
300 North Avenue East, Cranford (908) 276-2244
- **Lamberts Mill Academy** affiliated with Trinitas Hospital
Therapeutic education for students age 13-21. www.ucesc.org
1571 Lamberts Mill Road, Westfield (908) 233-7581
- **The Newmark School**
Education for students grades K-8th and high school with ADD/ADHD, mild autism, anxiety, OCD and other conditions.
<http://newmarkschool.com/about/the-right-place-for-learning-growing-2/>
1000 Cellar Avenue, Scotch Plains (908) 753-0330
- **Prevention Links**
<http://preventionlinks.org/> Efforts directed at children and teens to prevent smoking and substance abuse
121-125 Chestnut Street Suite 301, 3rd Floor, Roselle (732) 381-4100
- **PROCEED** (Bilingual services also) www.proceedinc.com
Counseling available to adolescents and families; intensive in-home counseling. Most services are free; some based on a sliding-scale.
1126 Dickinson St., Elizabeth (908) 351-7727
- **SERV Centers of NJ** www.servbhs.org
Adolescent PHP program. Group homes for adolescents, day programs
111 North Avenue, Cranford (908) 276-3359
- **Summit Oaks Hospital** www.summitoakshospital.com
Inpatient and outpatient services for children and adolescents.
19 Prospect Street, Summit (908) 522-7000

More resources next page →

- **Trinitas Hospital** Access number (888) 841-5564
See the website www.trinitashospital.org/behavioral_health.htm for descriptions of the many Trinitas programs for children and adolescents:

Inpatient/Subacute	(908) 994-7712
Outpatient	(908) 994-7223
Partial Hospital / After School Program	(908) 994-7722
Adolescent Substance Abuse Program	(908) 994-7722
New Point Residential Treatment Center - extended stay, (referral via Performcare)	(908) 994-7395
Youth Case Management (via Performcare)	(908) 994-7380
School Based Services:	
Elizabeth High School (YES Program)	(908) 436-6644
Abraham Clark High School- Roselle, ex. 2221	(908) 298-2040

Also from Trinitas: Main: (908) 994-5000

- **Children's Crisis Intervention Service (CCIS)** - the acute care psychiatric inpatient unit serves ages 5 through 17 who warrant inpatient psychiatric crisis intervention and/or treatment and who have been referred by PES.
- **Children's Intermediate Unit (CIU)** - sub-acute care for children requiring extended hospitalization after their stay on the CCIS unit. Specialized services for developmentally disabled/mentally ill (MI/DD).

-
- **UCPC Behavioral Healthcare**
Group therapy for children 7-12, 13-17 www.ucpcbhc.org/index.html
117-119 Roosevelt Avenue, Plainfield (908) 756-6870

- **Union County Youth Services Bureau** - Provides counseling and programs for at-risk youth and their families.
1130 E. St. Georges Avenue, Linden (908) 298-7800

- **United Family & Children's Society** www.unitedfamily.org
Individual, group or family therapy for children, anger management.
305 West 7th Street, Plainfield (908) 755-4848

- **Youth and Family Counseling Service**
Serving residents of Berkeley Heights, Clark, Cranford, Garwood, Mountainside, Rahway, Scotch Plains and Westfield. Sliding scale.
233 Prospect Street, Westfield www.yfcsnj.org/ (908) 233-2042

PHONE and ONLINE HELP

- **Parents Anonymous Stress-Line** (800) 843-5437
www.pa-of-nj.org/ Based in Trenton, volunteer listeners
- **2nd Floor Helpline:** (888) 222-2228
For children and young adults ages 10-24 years of age.
www.2ndfloor.org Based in Hazlet (Monmouth County); volunteer listeners
- **CHADD** – Attention Deficit Disorder www.chadd.org (800) 233-4050
- **Eating Disorders Referral – NJ** www.edreferral.com/states/nj.html
- **Eating Disorders National Helpline** www.nationaleatingdisorders.org
- **Self Injury / cutting** www.speakup.org/self-injury.asp (800) 366-8288

FOR PARENTS AND CAREGIVERS:

New Jersey Parents Caucus, Inc. www.newjerseyparentscaucus.org
Info & referral, education and training, emphasizing caregiver empowerment. Union County Chapter, Trinitas
655 East Jersey Street, 1st Floor, Elizabeth (908) 994-7471

(908) 994-7712

FOR TEACHERS:

“Educating the Educators” - NAMI NJ's 3-hour seminar for *teachers and school personnel* on effective response to mental illness issues in the classroom. NJDOE-approved CEUs for attendees. Highly recommended for your child's school. www.naminj.org – click on “programs” (732) 940-0991

FOR PROVIDERS:

“Traumatic Loss Coalition for Youth” - Network of school and juvenile justice personnel and mental health workers, focusing on suicide prevention, PTSD and guiding response to schools and communities in the wake of shocking events. Coordinated by Trinitas (908) 994-7223

- Click to download “Step-Up Guide for recognizing the warning signs and identifying children who may turn to violence” – published by Trinitas www.trinitasrmc.org/misc/step_up_guide.pdf

HELP FOR SENIORS

Mental illness remains largely under-reported, undiagnosed and under-treated among our older population. But what's good? They vote!

- **NJ EASE** - info and referral all services (877) 222-3737
<http://www.state.nj.us/bpu/assistance/programs/#nbr9>
 - **Union County Office on Aging** (888) 280-8226
For Spanish speakers (908) 527-4863
Info & referral on transportation, case management, nutrition programs, housing and long-term care options. Online Resource Directory:
<http://ucnj.org/government/Human-Services/Division-Of-The-Aging>
 - **Adult Protective Services** investigates reports of suspected abuse, neglect, and exploitation of vulnerable adults
Catholic Charities, 505 South Ave., Cranford (908) 497-3902
 - **Holy Redeemer Home Care** (908) 352-5694
354 Union Avenue, Elizabeth. Nursing care, physical therapy, home health aide services. (formerly Visiting Nurse Services)
www.holyredeemer.com/Main/Public/LifeAssessatHome1.aspx
 - **Jewish Family Services Gero-psychiatric outreach**
655 Westfield Ave., Elizabeth (908) 352-8375
<http://jfscentralnj.org/>
 - **Overlook Gero-psychiatric services**
99 Beauvoir Ave., Summit (908) 522-2000
 - **Trinitas Gero-psychiatric services**
655 E. Jersey Street, Elizabeth (908) 994-7336
- SCOPE** – A program for seniors who live in nursing homes and their staffs to stabilize and reduce unnecessary emergency room visits and admission to psychiatric facilities. Statewide Clinical Outreach Program for the Elderly. Administered by **Trinitas**. (908) 276-2244

Did you know? Dehydration can lead to symptoms that mimic psychosis. So can urinary tract infections (UTIs). Some older adults have a decreased thirst sensation and so it is important to keep up an adequate fluid intake. Make sure the health care providers check for dehydration, a UTI and/or other possible causes before initiating psychiatric treatment.

LONG TERM PLANNING

Psychiatric Advance Directives (PADs) allow you to make decisions in advance about your mental health treatment, including medications and voluntary admission to inpatient treatment. These legal documents are instructional (such as a living will), and proxy (such as a durable power of attorney). Work with a lawyer, paralegal or advocate when writing advance directives. Share your instructions with your family and health care providers. To access your PAD info, call (609)777-0317.

For download of a helpful brochure, *Understanding Mental Health Advance Directives - Information for Consumers and Families* as well as PAD forms: www.state.nj.us/humanservices/dmhs/home/advdirective.html

Supplemental Needs Trusts - Medicaid and SSI benefits may be affected if, for instance, a recipient inherits money directly. Families concerned about protecting their loved one's benefits might research establishing such a trust. Funds from the trust could pay for personal expenses such as vacations, car service, dental expenses, etc., not covered by government benefits. Your attorney should be well versed in Medicaid and disability law to protect benefits in this very complicated, changing area of the law.

- **Fink Rosner Ershow-Levenberg**, attorneys (732) 382-6070
1093 Raritan Road, Clark www.finkrosner.com
Elder law, estate planning and other issues involving people with disabilities
- **Hinkle & Fingles**, attorneys www.hinkle1.com (609) 896-4200
Estate planning and other issues involving people with disabilities
Offices in Cherry Hill, Lawrenceville, and Florham Park.
- **Plan NJ** www.plannj.org/trust (908) 575-8300
Trust and benefits administration, monitoring and advocacy, guardianship. Click on "Newsletter" to see a list of attorneys in NJ. Located in Somerville.

Representative Payee - Social Security may appoint a relative or other interested party to handle a person's Social Security matters, to use the benefits exclusively for the care and well-being of the beneficiary, filing periodic reports with Social Security.

Conservatorship is given to someone to protect and manage the financial affairs and/or another person's daily life.

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.

RECOVERY & RECREATION

For acceptance, support and friendship, these “drop-by” centers have it all! Meet nice people 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.

- **New Beginnings** (908) 352-7830
516 Morris Ave., Elizabeth. Please call for support group schedule.
- **Esperanza** (908) 810-1794 ext. 313
Mental Health Assoc. in NJ, 2333 Morris Ave, Building C, 2nd Floor, Union
Please call for schedule. For Spanish speakers.
- **Park Avenue Self-Help Center** (908) 757-1350
333 Park Avenue, Plainfield. Please call for support group schedule.
You Tube video interview: www.youtube.com/watch?v=6IFg4L4FWrw

COMHCO – Coalition of Mental Health Consumer Organizations

Email: COMHCO@aol.com

408 Sussex Street, Paterson (Passaic County) (973) 778-8810

Community Access Unlimited's calendar of excursions to movies, parks, restaurants and fun events also features computer and literacy classes. Buses leave from their Elizabeth location. Call for information.

www.caunj.org (908) 354-3040 x 388

The Center for Reintegration program and website material has received positive reviews from recovery-oriented mental health practitioners and advocates. NYC based. Visit website to sign up for email updates.

www.reintegration.com (212) 957-5090

CSP-NJ - Collaborative Support Programs NJ - directed, managed and staffed through the collaborative efforts of mental health consumers and non-consumers. www.cspnj.org

11 Spring Street, Freehold (Monmouth County) (732) 780-1175

Peer Recovery Warm Line – Mutual phone support by *local* consumers, along with info and referral. A service of the Mental Health Assoc. in operating Monday-Friday 8:AM – 10:PM. Weekends 5:PM-10:PM; Holidays 3:PM-10:PM. (877) 292-5588

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.

To find self-help groups for every conceivable topic, and for groups outside Union County, contact

The NJ Self-Help Group Clearinghouse

www.njgroups.org Call for most up-to-date info: (800) 367-6274

- **Alzheimer's Caregivers Support Groups** - See the complete schedule of professionally-run caregiver support groups that meet in Berkeley Heights, Cranford, Mountainside, Summit and Union:
http://www.alz.org/nj/in_my_community_13989.asp#unionco
Or call the Alzheimer's Association of NJ 24-hour helpline: (800) 272-3900
- **Depression & Bi-polar support group** – for persons with illness and family members. Medical advisor: Dr. Kana Patrawalla
First Baptist Church, 170 Elm St. (accessible by bus # 59), Westfield.
 - Meets the first Tuesday after the first Thursday of the month. That can be as early as the 6th of the month to as late as the 12th, whichever day falls on a Tuesday, 7:30 PM.
 - 2013 meeting dates: Oct. 8th, Nov. 12th, Dec. 10th.Call Theldora for more info (908) 233-7074
Web: www.dbsanewjersey.org Email: info@dbsanewjersey.org
- **Family support group** – family members only of adult persons with mental illness. Professionally run. Educational workshops, literature and individual consultations available.
Mental Health Assoc. in NJ, 2333 Morris Ave, Building C, 2nd Floor, Union
First Wednesday, 7:30 PM (908) 810-1001
- **Family Support Group** – for Spanish speakers.
Facilitated by NAMI en espanol.
Trinitas Hospital, 225 Williamson St., 6th Floor South Conf. Room, Elizabeth
4th Friday, 6:30 PM (no meeting in August)
Email: naminjenespanol@msn.com (888) 803-3413

- **MICA / Dual Recovery support group.** 12-step.
First Congregational Church, 125 Elmer St., Westfield
Wednesdays, 7:30 PM Call Woody (908) 276-1857
- **PostPartum Depression for Spanish speakers**
Overlook Hospital, 33 Overlook Rd., Suite MAC3, Summit
Professionally run. Call for schedule (908) 522-5735
- **PostPartum Depression hotline** [NJ State] (800) 328-3838
www.nj.gov/health/fhs/postpartumdepression/about.shtml
- **Recovery, Inc.** – self-help method of will training. Offers techniques for controlling temperamental behavior, anxiety, nervousness, depression and fear. www.lowselfhelpsystems.org/meetings/find-a-meeting.asp
 - Episcopal Church of St. Paul, 200 Main Street (side entrance), Summit Thursdays, 7:00 PM (201) 612-8153
 - First Congregational Church, 125 Elmer St., Annex 2nd Fl, Westfield Fridays 7:30 PM (732) 381-3712
- **Sibling support group** – adult siblings of persons with mental illness. Professionally run. Educational workshops, literature and individual consultations.
Mental Health Assoc. in NJ, 2333 Morris Ave, Building C, 2nd Floor, Union Second Wednesday, 7:30 PM (908) 810-1001
- **Spouse support group** – spouses of persons with mental illness. Professionally run. Educational workshops, literature and individual consultations.
Mental Health Assoc. in NJ, 2333 Morris Ave, Building C, 2nd Floor, Union Fourth Wednesday, 7:30 PM (908) 810-1001

Family support groups focusing on some ethnic populations are run by these **NAMI NJ** programs *outside Union County*. To find out the schedules and locations, please send an email, visit www.namini.org or call (732) 940-0991

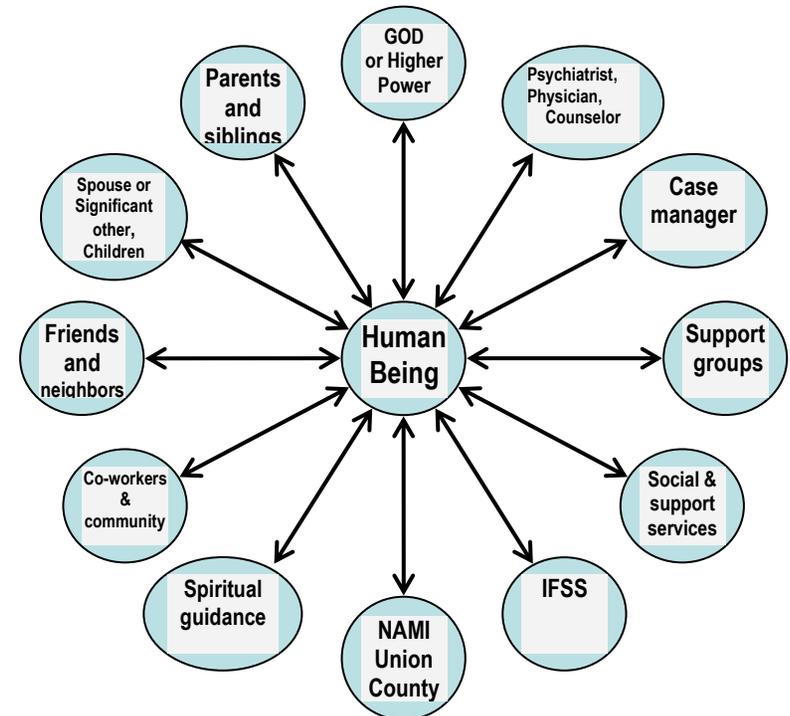
- AACT NOW –African-American outreach. Email: aactnow@namini.org
- CAMHOP –Outreach to people of Chinese origin.
Email:camhop@namini.org
- SAMHAJ – Outreach to people of South Asian Indian origin
Email: samhaj@namini.org

Self-help – generally refers to groups or meetings that

- involve people who have similar needs
- are facilitated by a person with the illness or survivor, or other layperson (Otherwise the listing says “professionally run.”)
- assist people to deal with a “life-disrupting” event, such as a death, abuse, addiction, or diagnosis of a physical, emotional, or mental disability
- are operated on an informal, free-of-charge, and nonprofit basis
- provide support and education
- are voluntary, anonymous, and confidential.

YOUR SUPPORT NETWORK?

You *GIVE* as well as *RECEIVE* from your supports –that’s why the arrows go both ways.



COMMUNITY EDUCATION

NAMI Union County public meetings

Call or write by the 10th of the month for topic and speaker.
American Legion Post, 1003 North Ave. W, Westfield
Fourth Tuesday in February, March, April, May, September, October;
5th Tuesday in November; 7:30 PM.
Email: namiunioncounty@yahoo.com (908) 233-1628

IFSS lectures on mental health topics for the family

Please call to receive a schedule of topics and speakers.
Mental Health Assoc. in NJ 2333 Morris Ave, Bldg C, 2nd Floor, Union
Third Wednesday; 7:30 PM (908) 810-1001

"In Our Own Voice – Living With Mental Illness"

Speaker/video presentations to social workers, human resource departments, community groups, and high school and college audiences, conveying messages of reality and hope by trained speakers offering their first-hand experiences and the facts about mental illness. To schedule a presentation or sign up for the next training as a presenter, contact Jill Zwick, Scheduling Coordinator & Trainer Email: IOOV@naminj.org
www.naminj.org/ (732) 571-2136

Mental Health Players – interactive theater

Trained volunteers present interactive role plays to illustrate mental health issues, allowing the audience to challenge their own beliefs about mental health and mental illness. Contact Sharon Curran at scurran@mhanj.org
www.mhanj.org/mental-health-players/ (973) 571-4100 x 312

ADVOCACY

Get involved now! Even just reading about issues that affect us, helps us. You have to have the facts to know when you're being bamboozled.

- **Advocacy Alerts** and **Advocacy E-News Alerts** contain news about legislation and links to newspaper articles – an easy way to stay informed. The email alerts come about once a week. To sign up, send an email with your email address to: advocacy@naminj.org
- **Treatment Advocacy Center (TAC)** – founded by Dr. E. Fuller Torrey. Emphasis on AOT (assisted [involuntary] outpatient treatment) issues and law enforcement interface. Sign up for weekly e-newsletters.
www.treatmentadvocacycenter.org/ (703) 294-6001

HELP FOR RESIDENTS OUTSIDE UNION COUNTY

MENTAL ILLNESS KNOWS NO BORDERS. We are frequently asked for referrals and help for residents who don't live in Union County. It's a sign of how desperate people are for care and information. Here are contact numbers for our neighboring counties:

ESSEX COUNTY NAMI Affiliate (973) 731-6113
IFSS – Mental Health Assoc of Essex County (973) 509-9777
Emergency screeners – East Orange General Hospital (973) 266-4478
Newark Beth Israel Medical Center (973) 926-7444
UMDNJ (973) 623-2323
Info & referrals www.mhaessex.org/ (973) 509-9777

MIDDLESEX COUNTY NAMI Affiliate (732) 745-0709
IFSS – UBHC (732) 235-6800
Emergency screeners – UBHC (732) 235-5700
Raritan Bay Med Center (732) 442-3794
Info & referrals (732) 745-4186
<http://www.co.middlesex.nj.us/humanservices/men-add-serv.asp>

MORRIS COUNTY NAMI Affiliate (908) 879-5687
IFSS – St. Clare's Behavioral Health (973) 625-7095
Emergency screeners – St. Clare's Hospital (973) 625-0280
Morristown Memorial Hospital (973) 971-7911
Chilton Memorial Hospital (973) 831-5078
Info & referrals www.mhamorris.org/ (973) 334-3496

SOMERSET COUNTY NAMI Affiliate (908) 359-0321
IFSS - Easter Seal Society of NJ (908) 722-4300, Ext. 620
Emergency screener - Somerset County PES (908) 526-4100
Info & referrals www.co.somerset.nj.us/hservices/ (908) 704-6300

▪ **NJ Mental Health Cares** (866) 202-4357
Email: mentalhealthcares@mhanj.org www.njmentalhealthcares.org

Info & referrals to services, including inpatient and outpatient services, rehabilitation services, self-help services, legal, housing, employment, mental health education and more! Provides assistance in finding services, not crisis intervention. TTY and multiple language capability. Operates 24 hours/ 7 days a week, by the **Mental Health Association in New Jersey**.

DAILY AFFIRMATIONS:

LESSONS FROM A HOSPITAL PSYCHIATRIC UNIT

*This section adapted from NAMI-Greater Monmouth Affiliate's
"What's Out There" resource guide for Monmouth County.*

NAMI volunteers periodically visit the inpatient psychiatric unit of a local hospital. Most of the men and women on this unit have admitted themselves due to dangerous aggravation of symptoms of their major mental illness. Our visits accomplish two things:

- 1) Make the patients aware of NAMI and the wide range of community resources to aid in their recovery, and
- 2) Allow the patients to share with each other the daily structures and resources so that they can cope with their illnesses.

Both patients and volunteers seem to learn something at every meeting. Here's what patients have shared:

- **Structure.** Having a solid plan for each day, some reasonable goals, and a regular order of getting things done helps people stay out of emotional trouble. Others eschew strong structure, and are more comfortable ad-libbing with smaller goals.
- **God, faith, and religion.** This may range from daily prayer or bible readings to participation in church choirs. People who have become separated from their faith may consider re-establishing a relationship.
- **Family relationships.** A family member who does not accept the realities of a person's illness and limitations causes much difficulty. Supportive family members can make all the difference.
- **Children.** Many patients focus on the children in their lives: their own, grandkids, nieces and nephews. You'll find kid's photos or artwork posted in their hospital rooms. In the darkest depressions which accompany many of these illnesses, focusing on lifecycle events (a child's high-school graduation, the birth of a grandchild) can prevent the worst.
- **Acceptance.** The Serenity Prayer is often quoted as *"God, grant me the serenity to accept the things I cannot change, the courage to change the things I can, and the wisdom to know the difference."*

Many patients know this prayer and take it to heart. Nothing can trigger mental anguish faster than butting one's head against a wall. Failure to accept what is often life-long medication therapy can lead to discontinuation of treatment and a painful relapse. The people who cope best with these complicated illnesses do so by accepting that setbacks, including occasional need for hospital care, are a regular part of their illness.

- **Knowledge and awareness.** Many patients empower themselves by learning about their illness and treatment options. NAMI and other support organizations provide excellent education materials. The Internet is a fantastic resource!
- **Basic self-care.** It's easy in a troubled time to become neglectful of diet or personal hygiene. Sleep problems are a symptom and aggravating factor of many of these illnesses. Exerting the extra energy needed to stay on top of these daily tasks can be the key to averting a crisis. Extra attention to the timing of caffeine and sugars and setting up a quiet environment can make for a more comfortable sleep. Noticing that you (or your loved one) are unable to stay on top of self-care issues is often the clue to recognizing a dangerous relapse. Seek help promptly.
- **Journaling.** Many people use daily journaling as a means of expressing their frustrations on paper. Some report success with a gratitude journal, identifying five things to be grateful for each day. Our local bookstore has a wall full of journals for sale, although a 99c composition book will do just as well.
- **Emergency planning.** Some patients report that knowing the local crisis number and realizing that hospital care is available helps keep them stable.
- **Mutual support.** This can range from a telephone relationship with someone with a similar disorder to attending one of the many support groups in our community. Nobody else can give you the kind of help you get from someone who has been there.
- **Exercise.** Research has proven that exercise raises a depressed mood. Swimming invigorates as well as soothes. Dancing is fun, alone or with others. Walking is free! (And helps you get in shape for the next NAMI Walk for America!)

Other important recovery tools cited by patients include:

- Fresh air and sunshine
- Feelings of being capable
- Meditation
- Gardening and being with nature
- Music – playing, composing or listening
- Caring for pets and animals

Different things work for different people. Think something may work for you? Try it. If it works, stick with it. If it doesn't, move on.

Finally, we frequently observe the compassionate care the patients give each other. From the depressed young woman who needs comfort, to the older man who cannot enter or leave a chair without assistance, they find willing support from their fellow patients. It is clear that the giver as well as the receiver benefits. There is a sense of grace and fellowship here that, if practiced outside the hospital, would make this a much happier world.

We wish our hospitalized friends all the courage and peace they will need to bolster their recovery.

*Our thankful recognition to Laura and Jay Yudof for
their tireless sojourns to those hospitalized.*

NAMI'S CREDO: EDUCATION, ADVOCACY AND SUPPORT

Come to NAMI meetings! Our 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 can pick up free literature. And it's a great opportunity to meet people like you.

Meeting Schedule for NAMI Union County

Meetings are held the **4th TUESDAY** in February, March, April, May, September, October; 5th Tuesday in November

Meetings begin at 7:30 PM and end about 9:15.

American Legion Hall

1003 North Ave. W, Westfield

(two doors east of Charlie Brown's Steakhouse at Crossway Place)

Refreshments and socializing after the meeting.

Because schedules can change due to weather, space availability,

holidays or other factors, please call to confirm:

(908) 233-1628 or write to namiunioncounty@yahoo.com

NAMI Union County has many volunteer opportunities and we're always seeking out members who would like to participate.

NAMI Union County members work with our state and national organizations in areas such as anti-stigma, police interactions, housing, use of the expressive arts, diversion of persons with mental illness from the criminal justice system into treatment, advocating for the rights of veterans,

older people and the homeless who have mental illness, and expansion of mental health services for children and adolescents.

NAMI Union County members:

- teach Family to Family education
- host presentations on mental illness topics, open to the public
- refer callers and e-mailers to service providers
- advocate to end stigma and raise awareness
- sit on county government, provider, and advocacy boards
- host swim meets and other fitness programs
- speak to groups about living with mental illness
- sponsor booths at community fairs
- organize holiday gift drives
- speak at Police Academy trainings about NAMI
- publish our newsletter and this Resource Guide
- throw an annual pizza/ dance party
- participate in NAMI Walks
- distribute free literature on the diseases
- question and support our health care providers, elected officials, police, school personnel and community workers
-do whatever is needed! What can you imagine?

NAMI Union County members find great reward in helping people like you – people like us – make the system work better. Please help out in your area of interest or expertise.



Sometimes, NAMI members do . . . nothing. Nothing, zilch, zip.

Dealing with the ravages of mental illness can be so emotionally and physically 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're there for each other. We reach out, you reach back. We listen, try to help. We understand. ***We've been there.***

GLOSSARY

Anosognosia – The belief that one is not sick.

CEPP – Hospitalized persons who are well enough to return to their community but cannot because there is no housing.

Clinical Social Worker - health professionals trained to assist clients with information, referral, and direct help in dealing with government agencies.

Cognitive symptoms – those related to perception, reasoning, awareness and judgment

Concrete services – basic needs like housing and food; term used by social workers

Consumer - person who has received mental health treatment or services.

Co-occurring – Mental illness along with substance abuse issues; aka MICA.

Decompensate –not responding well to stresses; worsening condition

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

DSM-V (Diagnostic and Statistical Manual of Mental Disorders) - Used to diagnose mental health problems; important for services availability and insurance issues.

“Double Trouble” –both mental illness and substance abuse issues.

Dual Diagnosed – (1) developmentally disabled with a mental illness (2) MICA

Dual eligible – those eligible for both Medicare and Medicaid

Efficacy – ability of a drug to control or cure an illness

Elope – to slip away without notification – not necessarily to get married!

Formulary – Prescription medicines that an insurance plan will pay for

Health Insurance Portability and Accountability Act (HIPAA) - Provides privacy protections for those in group health insurance plans.

In-patient – the patient stays overnight in the treatment facility

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

Medicaid – pays for health care for poor people

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

“Medical home” – Coordination of health care by a primary care provider who refers the patient to other providers. Patients are supposed to take an active role in decision-making about their health. All parties are supposed to communicate with each other so that everyone is fully informed and not be at cross-purposes.

Medication management – service providing access to a psychiatrist and/or case management for stabilized persons for medications only

Novel medication – one developed in the last two decades or so that purportedly has fewer side effects than medications used in years prior

Off-label – when a doctor prescribes a drug for a use for which the FDA has not granted approval

Negative symptoms - thoughts, feelings, or behaviors normally present that are absent or diminished in a person with a mental disorder. Examples: apathy, limited emotional expression.

Olmstead - 1999 U.S. Supreme Court decision that said keeping people in a hospital when they are well enough to live in the community is a violation of the Americans with Disabilities Act. This decision affects housing availability.

Outpatient – the patient does not stay overnight at the treatment facility

Parity - laws that require insurance companies to cover mental illness expenses the same as they do physical illness.

Patient Protection And Affordable Care Act (PPACA OR ACA) - also known as “Obamacare.” Expanded Medicaid coverage for more non-elderly people, called the “expansion” population, to begin January 2014.

Peer Support – Persons with mental illness helping other persons with mental illness

Performcare NJ – Managed care company contracted by NJ to coordinate state-paid behavioral health services for children.

Positive symptoms - thoughts, behaviors, or sensory perceptions present in a person with a mental disorder, but not present in people in the non-ill population. Example: hallucinations or delusions.

Prodromal – at high risk; symptoms similar to psychosis but not yet fixed

Psychogenic polydipsia - excessive water or fluid intake seen in some patients with schizophrenia or OCD.

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

Psychotropic – that which acts on the mind

RFP (Request for proposal) – Government/taxpayer funded programs run by private agencies. Agencies submit RFPs to receive the government financing.

Schizoaffective disorder - loss of contact with reality (psychosis) and mood problems, thought of as a combination of schizophrenia and bipolar disorder

Suicide ideation – thoughts about suicide without the act itself

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

See also: www.state.nj.us/humanservices/resources/acronyms.html
Use of acronyms by professionals is confusing to us!



✓ **STOP** them and ask them to spell out what they mean!

AOT	Assisted Outpatient Treatment (aka IOC)	 OCD	Obsessive Compulsive Disorder
ADL	Activities of Daily Living	OCUC	Occupational Center of Union County (Roselle)
CEPP-Conditional Extension (of hospitalization) Pending Placement (in housing)			
CIACC	Children's Interagency Coordinating Council [Govt-Provider board]	PACT	Programs in Assertive Community Treatment
CIT	Crisis Intervention Team	PES	Psychiatric Emergency Screener
CMO	Care Management Organization	PHP	Partial Hospitalization Program
CSOC	(NJ) Children's System of Care	PPACA	Patient Protection And Affordable Care Act (ACA)
DCA	(NJ) Department of Community Affairs	PTSD	Post-traumatic stress disorder
DCF	(NJ) Department of Children & Families	RFP	Request for Proposal
DD/MI	Developmentally disabled with a mental illness	RHCF	Residential Health Care Facility
DHS	Dept of human Svcs	RIST	Residential Intensive Support Team
DMHAS	(NJ) Div. of Mental Health and Addiction Services	SERV	Social, Educational, Residential & Vocational
FSO	Family Support Organization	SPMI	Serious Persistent Mental Illness
ICMS	Integrated Case Management Services	SSDI	Social Security Disability Income
IFSS	Intensive Family Support Services	SSI	Supplemental Security Income
IOC	Involuntary Outpatient Commitment (aka AOT)	STCF	Short Term Care Facility
IOP	Intensive Outpatient Program	TANF	Temporary Assistance to Needy Families (welfare)
LACADA	Local Advisory Committee on Alcoholism & Drug Abuse ([Govt/-Providers)	TPH	Trenton Psychiatric Hospital
LCSW	Licensed Clinical Social Worker	UBHC	University Behavioral Healthcare (Piscataway)
MICA	Mental Illness & Chemical Abuse	UCPC	Union County Psychiatric Clinic (Plainfield)
NAMI -74-	National Alliance on Mental Illness	UCPC	Union County Psychiatric Clinic (Plainfield)

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Thank You

Michael's Journals Foundation

Founded by the family and friends of Michael J. Petriano III in April 2002. His remarkable life inspires us to improve the lives of those who suffer from mental illness, spread awareness and assist the families of these individuals.

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