

# Need Mental Health help in Montgomery County? Who to call and what to expect: Quick Guide for First Responders



## Non-Emergency Social Service Needs (Mon-Fri, Regular Business Hours)

### Community Connections Navigate Program: 610-278-3522

Available to help those struggling with a social services need, but don't know where to turn. Examples of need may include: Veterans Affairs, Clothing, Childcare, Mental Health, Developmental Disabilities, Addiction Services, Housing, Taxes, Women's Health, Early Childhood Education, Aging and Adult Services, Affordable Legal Advice, Food, Recycling, Transportation and more.  
A trained, courteous, and experienced professional is standing by, ready to connect people to resources and services in Montgomery County.



## Urgent /Emergency (Available 24/7)

Has a 302 been filed with the Montgomery County Commitment Office at MCES (610-279-6102)?

No



Not Sure



This is urgent but I don't think it's a 302 situation



### Montgomery County Mobile Crisis: 1-855-634-4673

24/7 Immediate Response via Telephone. Hotline to dispatch mobile team as appropriate.

**Can Help With:** mental health crisis, support after a traumatic loss (suicide, expected death, overdose), substance abuse, economic worries, relationship and family problems, depression, mental and physical illness, anxiety

**What to Expect On Scene:** Risk Assessment, De-escalation, Safety Planning, Connecting with Professional and Natural Supports, Consultation re: Involuntary Commitment Process, Guidance on next steps if community stabilization is not possible, Support to others involved in addition to "person in crisis" (ex. family members, friends, neighbors, witnesses)

**What can Mobile Crisis NOT do:** Review and approve 302 petitions, Issue civil warrants, transport to an ED or hospital, Secure a scene or physically restrain an individual

**Key Contact to Report Issues/Concerns, or to make a HUB Referral:** Moira Tumelty, Director, mtumelty@accessservices.org, 215-498-1948.

Yes



Not Sure



No, but this seems like a 302 situation



### Montgomery County Emergency Service: 610-279-6102

24/7 Immediate Response via Telephone. Crisis Hotline Co-located with M.H. Delegates and 305 Ambulance.

**Can Help With:** Mental Health Crisis telephonic support, guidance on the Involuntary Commitment Process, requests to dispatch 305 ambulance service (if available) upon warrant approval, Emergency (in)voluntary psychiatric evaluations for +18

**What to Expect from Crisis Worker:** Consultation on involuntary commitment process, connection to Mobile Crisis if appropriate, dispatch of 305 ambulance, guidance on what to do if 305 is not available, connection to Mental Health Delegates/Montgomery County Commitment Office

**What to Expect from Delegate:** Review of 302 petitions, education/guidance on involuntary commitment process, deny or approve Civil Warrants

**What to Expect from 305:** On-scene de-escalation and crisis intervention (after scene has been secured), coordination with Mobile Crisis if diversion is possible, transport of individual subject to 302 to ED or other appropriate examination facility

**What Can MCES NOT do:** Secure a scene, Serve a civil warrant without assistance of law enforcement, guarantee immediate admission/compel a facility to admit a patient, provide emergency medical evaluation/treatment

**Key Contacts to Report Issues/Concerns:** Julie Peticca, Director of Crisis Intervention. Paul Butler, Asst. Dir. of Crisis Intervention. Paul DeMarco, Chief Mental Health Delegate. Damian Johnson, 305 Ambulance. 610-279-6102.

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### Hospital Medical Command Involvement in Mental Health Crisis Situations

**Delirium with Agitation:** It is of paramount importance to protect agitated, combative, or violent patients from injuring themselves while simultaneously protecting the public and emergency responders from injury. As a reminder, per PA ALS protocol 8002, the administration of Ketamine is restricted to *medical purposes only* for patients experiencing Delirium with Agitated Behavior and *only after all other de-escalation measures have failed*. The mere existence of a 302 Civil Warrant and/or B statement does not constitute authorization for Ketamine use if delirium with agitated behavior is not also present. Agency medical director and Montgomery County Regional EMS approval are required to carry and administer this medication. On-line medical command must be consulted prior to administration, if possible. All uses of Ketamine must be reported to the regional EMS office within 24 hours for CQI review.

**Permission to Transport:** Under the Mental Health Procedures Act, Physicians and Law Enforcement Officers are permitted to author B Statements, which may serve in lieu of a civil warrant and allows transport for examination. Medical Command approval without the accompanying B Statement or Civil Warrant is not recognized by the MHPA as authorization to transport for an involuntary examination. Consultation with the Commitment Office is strongly encouraged in these scenarios.

**Where to Transport:** All community hospital ED's are designated emergency examination sites for 302 evaluations. Ideally, when medical clearance is not needed and a bed is determined to be available, a patient may be transported directly to a treatment facility (ex: MCES, Horsham Clinic, Brooke Glen, Eagleville). The decision to transport directly to a treatment facility should always be made in consultation with Medical Command and the Crisis Department at MCES (who is closely connected with the Commitment Office and can be reached 24/7 at 610-279-6102)

### Additional 24/7 Social Service Hotlines for First Responders and Mandated Reporters

#### ChildLine

*ChildLine is part of a mandated statewide child protective services program designed to accept child abuse referrals and general child well-being concerns, and transmit the information quickly to the appropriate investigating agency. First Responders are considered mandated reporters of suspected child abuse or neglect.*

**24/7 Hotline: 1-800-932-0313**

Or report electronically at: <https://www.compass.state.pa.us/cwis/public/home>



Montgomery County  
Office of Senior Services

#### Adult Protective Services

*Report suspected abuse of an elder or an adult with a disability.*

**Common signs of abuse:** Bruises or broken bones, weight loss, memory loss, personality changes, social isolation, changes in banking habits, giving away assets

**24/7 Hotline: 1-800-490-8505**

#### Domestic Violence:

Montgomery County has two (2) Domestic Violence service providers.

People of any gender may contact either for immediate and/or ongoing assistance.



Women's Center of  
Montgomery County

*The Domestic Violence Project of the Women's Center of Montgomery County serves more than 4,500 adult women and men annually with direct services that include 24-hour hotline; safety planning, crisis counseling; court accompaniment; legal and medical advocacy; financial assistance with emergency housing, transportation and relocation.*

*Additional initiatives focused on underserved populations including Latinx, LGBTQ, elderly and children witnessing domestic violence in their home.*

**24/7 Confidential Domestic Violence Hotline: 1-800-773-2424**



*Laurel House is a comprehensive domestic violence agency offering supportive services including emergency shelter, individual and group counseling, legal representation and advocacy, community education and prevention efforts. The Domestic Abuse Response Team (DART) provides 24-hour in person or over the phone crisis response, safety planning and advocacy.*

**24/7 Confidential DART Hotline: 1-800-642-3150**  
**Textline: Text "HOPE" to 85511**