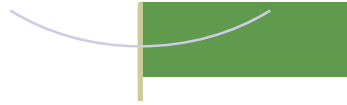




# Words for Wellness

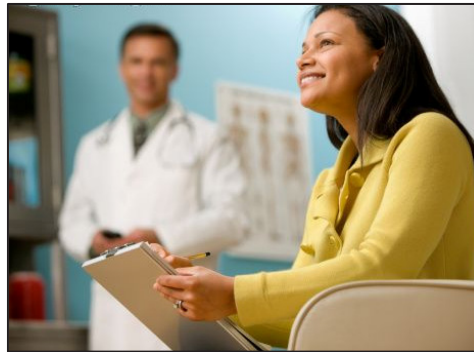


## Wellness Recovery Action Plan (WRAP)

**Important Information for Families of Children Residing in Crawford, Mercer and Venango Counties**

Parents/Guardians of children residing in Crawford, Mercer or Venango Counties may now call the Independent Prescriber referral line to get the names of Independent Prescribers who will conduct behavioral health evaluations for their children and make recommendations for treatment options. The toll-free number is 1-866-642-3202.

*Words for Wellness* is an annual publication from Value Behavioral Health of PA, Inc., An Affiliate of ValueOptions®



What makes you feel depressed or anxious?  
What helps you to feel better?

What if you had a do-it-yourself action plan that gave you the answers—a plan that helped you cope with change and stay balanced?

Then a **Wellness Recovery Action Plan (WRAP)** is a plan that can work for you. A WRAP helps people monitor their negative feelings and replace them with positive ones. It works for those living with depression, bipolar disorder and other mental health challenges. A WRAP will also work with people dealing with physical illness, wanting to strengthen relationships or for anyone who wants to be healthy.

A WRAP is usually created with the help of another person who has experienced mental illness—a peer. A peer is a good person to help you create your WRAP because they have gone through many of the same experiences with their own mental illness. Peers' personal experiences can help you identify, and shed light on, things that you can do to offset your symptoms. Many Certified Peer Specialists are specially trained as WRAP facilitators and will help you to write your WRAP individually or sometimes in a group setting.

The WRAP program involves an educational planning process that is grounded in **mental health recovery** concepts such as **hope, education, empowerment, self-advocacy** and **interpersonal support and connection**.

Key elements of WRAP include:

- Wellness toolbox
- Daily maintenance plan
- Identifying triggers and an action plan
- Identifying early warning signs and an action plan
- Identifying when things are breaking down and an action plan
- Crisis planning
- Post crisis planning

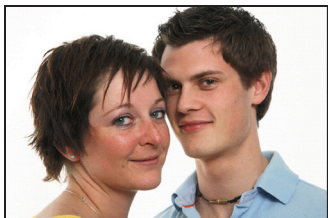
WRAP is designed and managed by you to:

- decrease and prevent intrusive or troubling feelings and behaviors
- increase personal empowerment
- improve quality of life
- assist you in achieving your own life goals and dreams

The program was developed by Mary Ellen Copeland, MS, MA, who has bipolar disorder. As she searched for ways to cope with her disorder on a day-to-day basis, she found answers through her own experience and her research of others living with mental illness. The result was the system and the books, *Wellness Recovery Action Plan (WRAP)* and *WRAP Plus*. For more information please visit: <http://www.mentalhealthrecovery.com/> or [http://www.cdhs.state.co.us/dmh/PDFs/cfa\\_WRAPexamples-adult.pdf](http://www.cdhs.state.co.us/dmh/PDFs/cfa_WRAPexamples-adult.pdf).

*All Value Behavioral Health of Pennsylvania members are sent an annual newsletter whether you are using behavioral health services or not. Information in this newsletter will help you understand any changes in your behavioral health benefits for 2011.*

## Transition Health Care Checklist: Transition to Adult Living in Pennsylvania



The Pennsylvania Department of Health and their community partners recognized a gap in health services for youth with special health care needs.

When these youth leave school, they transition from having different or no insurance coverage, from seeing pediatric specialists to searching for adult medical specialists, and from consistent coverage for medications to having to understand new systems for obtaining medicines.

Working with the Pennsylvania Community on Transition State Leadership Team, agencies, and families, the **Transition Health Care Checklist: Transition to Adult Living in Pennsylvania** was created to guide youth, families, and professionals during this time of change.

This publication is available online. Please visit the PA Department of Health websites to download a copy: [www.health.state.pa.us/transitionchecklist](http://www.health.state.pa.us/transitionchecklist) or <https://www.gotoskn.state.pa.us>.

If you are unable to download a copy, you may obtain one by contacting the Pennsylvania Department of Health's Family Health Nursing Services Consultants in your community by calling toll-free 1-877-986-4550 or TTY 1-877-986-5432.

## Empowering Members Through Case Management



Case management services are intended to empower HealthChoices' members and to encourage personal responsibility for self care, in order that members may live a meaningful life in the community. Mental health case managers provide HealthChoices' members with tools and resources that build on their strengths and encourage self-direction towards individual life goals. Case managers provide members with information on services that assist with independence and services that are recovery oriented and found in the local community. Case management services are designed to support members by linking them to service providers or local resources. It is not the goal of case management to "do for" members, but rather to empower members. For example, instead of the case manager providing the transportation themselves, a case manager may link a member to the Medical Assistance

Transportation Program or to a local outreach group for transportation to a counseling appointment or an AA meeting. This type of support from case managers helps HealthChoices' members live meaningful lives in the community while striving to achieve his or her full potential towards a lifestyle of recovery.

## Dealing with Cravings as You Stop Smoking

Quitting smoking is a big challenge. But dealing with the cravings for a cigarette can help a smoker meet this challenge. Medication treatment along with behavioral treatment results in high success rates. These treatments are important to success. But, along with these treatments, it is important to deal with the cravings for nicotine.

Here are some pointers for dealing with nicotine cravings:

- ✓ Use positive self-talk
- ✓ Stay away from caffeine because caffeine and nicotine go good together
- ✓ Exercising for at least ten minutes can curb the craving
- ✓ Focus on getting through today smoke-free. Tomorrow can take care of itself

## Online, Statewide and Regional Resources in Pennsylvania

**1-800-QUIT NOW** (1-800-784-8669) Pennsylvanians 14 years of age or older who smoke or use chewing tobacco can call to receive the helping hand they may need to end their addiction to tobacco.



**American Lung Association:** [www.lungusa.org](http://www.lungusa.org)

**DeterminedtoQuit.com:** An online community that gives smokers tools to update and monitor their quit attempts, schedule messages to be delivered automatically to their cell phones to fend off potential lapses, and receive messages of encouragement from loved ones.

## The Effects of Childhood Obesity on a Child's Physical and Mental Health



Childhood obesity continues to become a disturbing national epidemic and has grown greatly over the past two decades. According to the Center for Disease Control, about 15% of children and adolescents are now overweight. Overweight children are much more likely to become overweight adults unless they adopt and maintain healthier patterns of eating and exercise.

Obesity is defined as an excessively high amount of body fat in relation to lean body mass. Overweight refers to increased body weight in relation to height, when compared to some standard of acceptable or desirable weight. In children and teens, the Body Mass Index (BMI) is an important tool in assessing whether they are underweight, overweight and at risk for being overweight.

Compromises to the child's physical health when the child is at an unhealthy weight, increases the likelihood that they will develop health problems which could include high cholesterol and high blood pressure. Type 2 diabetes, which was considered to be an adult disease, has increased dramatically in overweight children and teens.

Childhood obesity has considerable consequences on a child's mental health and self esteem. Overweight children report to be more likely to be teased at school, have difficulties playing sports, are fatigued, and have sleep apnea. The children who were picked on because they were physically different, such as being obese, will suffer emotional scars throughout their childhood and most likely into their adulthood.

### What can parents do?

- Let your child know how much they are loved and appreciated whatever his/her weight is and support and encourage them daily.
- Emphasize and model healthy eating, keeping fatty and sugary snacks to a minimum.
- Increase physical activity—take your child for a brisk walk, play catch, get outside.
- Be a good role model for your child. If they see you eating and enjoying healthy food and physical activity, they will be more likely to do the same now and for the rest of their lives.
- Promote more water intake and use yourself as an example for your children. Try to dissuade the intake of soda or beverages with lots of sugar.

Visit the links below for more information on Childhood Obesity:

### SmallStep Kids

[www.smallstep.gov/kids/flash/index.html](http://www.smallstep.gov/kids/flash/index.html)

Games, quizzes and TV public service ads designed to entertain while encouraging healthy eating and physical activity.



### Weight Management for Youth

[www.nutrition.gov/youthweight](http://www.nutrition.gov/youthweight)

More than a dozen links to weight management-oriented websites specifically for kids, teens and parents.

### We Can!

[www.nhlbi.nih.gov/health/public/heart/obesity/wecan](http://www.nhlbi.nih.gov/health/public/heart/obesity/wecan)

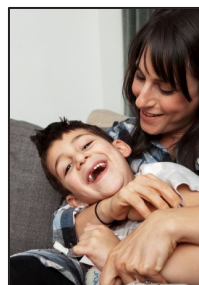
Online training and other aids help parents get their kids to make better food choices and be more active.

### Health Education Answers

[www.healtheducationanswers.com/Launch/VBHPA](http://www.healtheducationanswers.com/Launch/VBHPA)

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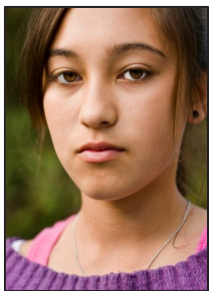
## Navigating the System: A Parent-Friendly Guide to Pennsylvania's Children's Mental Health System



Do you suspect your child may have behavioral health challenges? Call your county's **Value Behavioral Health of Pennsylvania (VBH-PA)** toll-free number listed on **page 5** of this newsletter to request a resource guide created by parents of children with behavioral health challenges. This resource guide is also available on our website at [www.vbh-pa.com](http://www.vbh-pa.com).

"**Navigating the System**" is a parent-friendly guide to Pennsylvania's child and adolescent behavioral health service system. Developed by VBH-PA's Family Advisory Committee, this resource guide is intended to assist parents and caregivers with getting started in Pennsylvania's children's mental health services system. Please request a copy of this guide by dialing your county's VBH-PA toll-free number listed on page 5 of this newsletter and ask to speak to someone in the Prevention, Education and Outreach Department, or visit our website at [www.vbh-pa.com](http://www.vbh-pa.com) to download a copy.

## Dating Abuse: How to Talk to Your Teen



It's never too soon to talk to your teen about dating abuse. Know the facts and risks about teen dating abuse. Abuse can be physical, sexual or emotional. It includes deliberately hurting feelings, name-calling, or controlling money.

Life presents many chances to discuss abuse with your teen. You can:

- Talk about events from TV, movies or real life.
- Ask your teen what a positive relationship looks like.
- Ask your teen what an abusive relationship looks like.
- Ask your teen if she knows anyone who is being abused and, if she does, talk about ways to help.
- Remind your teen that dating should be fun!

If you find your teen is being abused, you can:

- Map out ways to stay safe.
- Discuss options with your teen. Your local domestic abuse program can help.
- Remind your teen of the right to say NO, even after she or he has said yes.
- Let your teen know she can always come to you for help.

## You Have a Choice with HealthChoices

What happens if you are unhappy with your mental health or drug and alcohol services? Can you change providers?



As a HealthChoices member, you have the right to choose your behavioral health provider from a list of in-network HealthChoices providers. However, not all of our members know that they have

the right to make this important choice. VBH-PA's behavioral health providers will explain "provider choice" to you during your intake appointment and will review this right with you each year. You will also receive written information about provider choice. **For more information or for referrals, please call VBH-PA's toll-free telephone number for your county. These phone numbers are listed on page 5 of this newsletter and on your telephone card. Provider Directories are also listed on our website at [www.vbh-pa.com](http://www.vbh-pa.com).**

Don't judge your teen, or push her to talk, as she may stop talking about the abuse. Don't blame your teen for being abused. Remain calm and supportive of your teen's response. Your teen may just be trying to understand dating and respect. If your teen is in immediate danger, call the police and your local domestic violence program for support. Remember, dating abuse also happens online and through texting.

Teens who need help can call:

**National Teen Dating Abuse Helpline**  
**1-866-331-9474**  
**1-866-331-8453 (TTY for the Deaf)**

To learn the facts and risks about teen dating abuse, go to:

<http://www.loveisrespect.org/>  
<http://www.breakthecycle.org/>  
<http://www.loveisnotabuse.com/web/guest/home>

To speak with someone about abuse or to locate a local domestic violence program contact us:

**National Domestic Violence Hotline**  
**1-800-799-7233 (SAFE)**  
**1-800-787-3224 (TTY for the Deaf)**

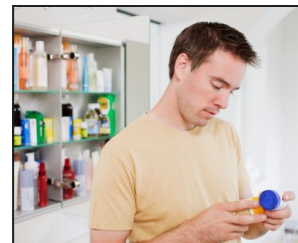
For more information, visit: <http://www.thehotline.org/>

*This information is available in Spanish. Call our toll-free number at 1-877-615-8503 to request it. Esta información está disponible en español. Llame nuestro número gratis en 1-877-615-8503 para solicitarlo.*



## Lock Your Meds

What's in your medicine cabinet? On your nightstand or the kitchen counter? In your purse? Naturally, you keep prescription medicines and cold and cough remedies handy for you to take when needed. But they are also



handy for teens to take without you knowing it. Adolescents believe that since the medicines were prescribed by a doctor, they provide an inexpensive, legal and "medically safe high." In the case of over-the-counter remedies, most children have been given these medicines by their parents for common illnesses such as fevers, colds and coughs. So teens believe it is safe to take these drugs whenever they choose. **Be safe and lock your meds!**

## What is a Complaint?

A complaint may be filed if you do not like the care your provider is giving you or if you are unhappy with the services you are receiving.

### Examples of Complaints

- I waited too long in the office
- The staff is rude
- The doctor will not let me take part in deciding my care
- I received a bill from my provider



### How to File a Complaint

- Call VBH-PA at your county's toll-free number listed on this page or have someone call for you - **OR** -
- Write a letter to VBH-PA at 520 Pleasant Valley Road, Trafford, PA 15085, Attention: Quality Department

### Need Help Filing a Complaint?

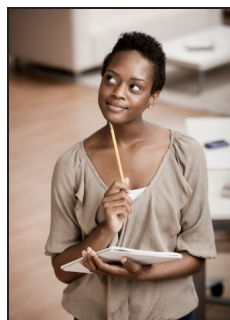
A VBH-PA Member Services Representative can help you file a complaint by calling VBH-PA's toll-free telephone number for your county. These phone numbers are listed on the right-hand side of this page and on your telephone card. VBH-PA will follow-up on your complaint within 30 days. You will be sent a letter from VBH-PA informing you of the resolution.

## What is a Grievance?

A grievance may be filed when you are unhappy about a decision made about your treatment.

### Examples of a Grievance

- A service was denied.
- A decision was made to decrease the amount of service you are receiving.
- You want a different service than what has been approved.



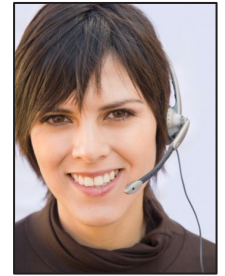
### How to File a Grievance

- You will receive a letter when VBH-PA denies a service, decreases your service, or approves something different than the service requested.
- You have 45 days to file a grievance after you receive written notice of the change in your service.

You may continue services through the grievance process if you file your grievance within 10 days of your service being denied.

## VBH-PA Member Services

If you have any questions or would like to find out more about behavioral health services, call Value Behavioral Health of Pennsylvania (VBH-PA) and talk to a Member Services Representative. Phones are answered 24 hours a day, 7 days a week, every day of the year.



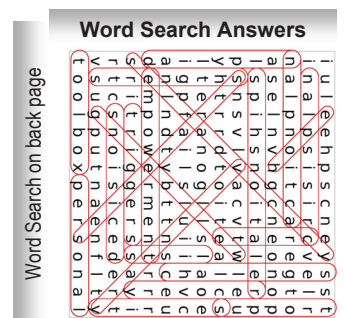
Value Behavioral Health of PA	
County	Phone number
Armstrong	877-688-5969
Beaver	877-688-5970
Butler	877-688-5971
Cambria	866-404-4562
Crawford	866-404-4561
Erie	866-404-4560
Fayette	877-688-5972
Greene	877-688-5973
Indiana	877-688-5969
Lawrence	877-688-5975
Mercer	866-404-4561
Venango	866-404-4561
Washington	877-688-5976
Westmoreland	877-688-5977
TTY	877-615-8502

Check us out on the  
Web!

[www.vbh-pa.com](http://www.vbh-pa.com)



*“Value”able information, education and resources are found on our website!*





VALUE BEHAVIORAL HEALTH  
of PENNSYLVANIA

A VALUEOPTIONS COMPANY

520 Pleasant Valley Road

Trafford, PA 15085

Wellness Recovery Action Plan

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|-------------|---------------|---------------|
| action plan | challenges    | create        |
| crisis plan | daily plan    | decisions     |
| empowerment | hope          | lists         |
| personal    | recovery      | relationships |
| security    | self advocacy | strategies    |
| strengths   | support       | tool box      |
| triggers    | voluntary     | well being    |