



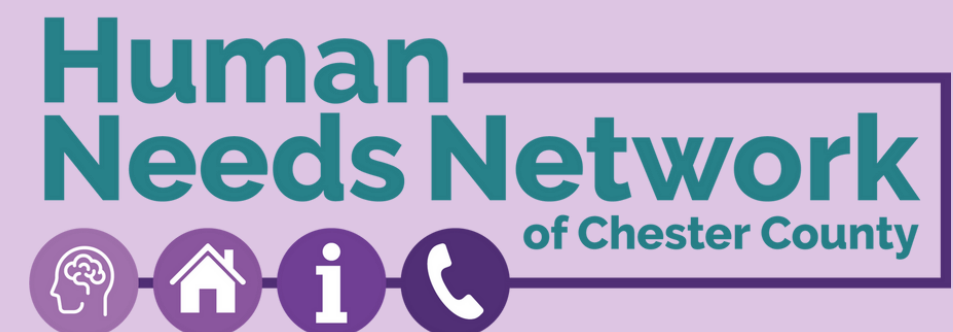
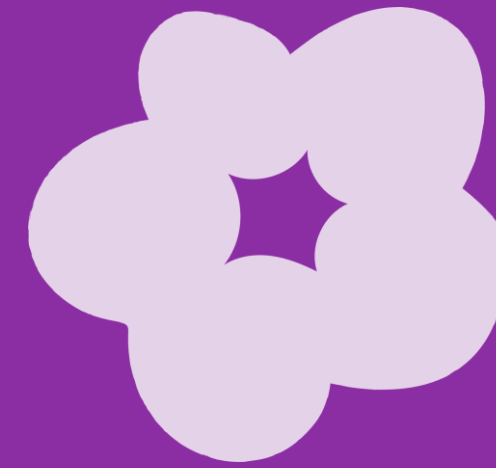
Chester County
Pennsylvania

Overview of Human Needs Network of Chester County



Vision

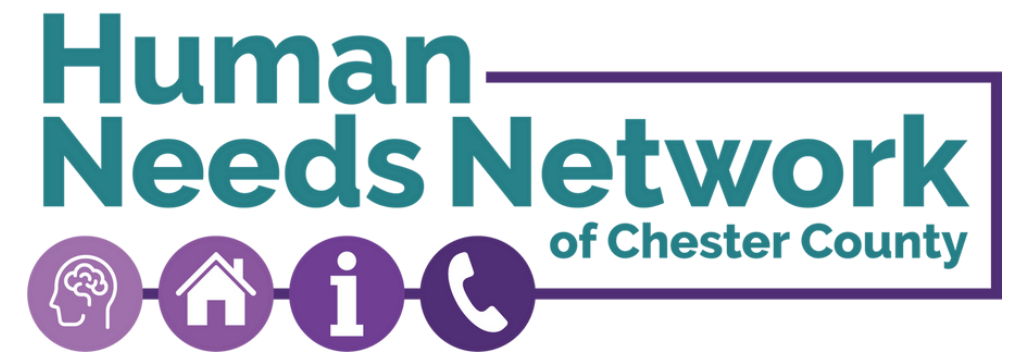
Our vision is to advance a comprehensive, effective, and accessible human services crisis response and information & referral system for all Chester County residents.



Goals

1. Improve connections to effective and timely behavioral health services for individuals in a crisis.
2. Connect individuals and families experiencing a housing crisis with appropriate resources.
3. Reduce the trauma that people experience during a behavioral health crisis and thus contribute to their long-term recovery.
4. Reduce the burden on hospitals and medical health care systems with patients experiencing behavioral health crises.
5. Increase access to appropriate care and support while avoiding unnecessary law enforcement involvement, emergency department (ED) use, and hospitalization.
6. Increase community support and resource connections for all human service needs.

Pillars



1

Someone to talk to

Contact Center

2

Someone to respond

Mobile Crisis Resolution Team/
Homeless Street Outreach

3

Somewhere to go

Mental Health Urgent Care/
Crisis Stabilization

Someone to talk to

Contact Center is located at Government Service Center

Information & Referral

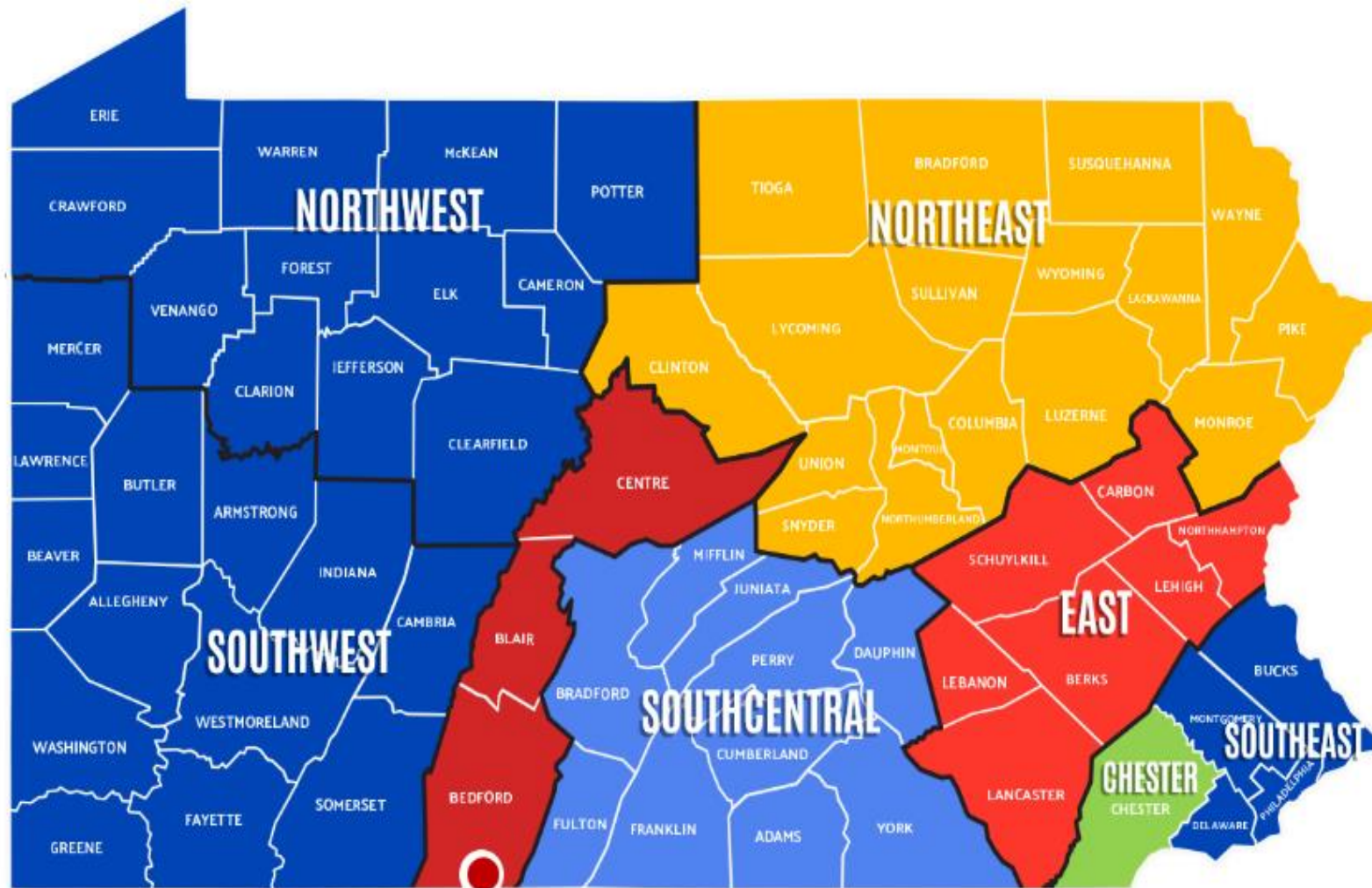
- Phone and mobile/in person engagement
- Connect with the Street Outreach Team
- Provide and connect to community resources
- A new centralized Database connecting residents to human service providers and other community resources
- Chester County responsive to PA211 call for the region

Behavioral Health & Crisis Response

- 988 - 24/ 7 toll free suicide prevention & mental/behavioral health care operated by crisis counselors
- Local county crisis hotline and warmline
- Dispatch of Mobile Crisis Response Team

Someone to
Talk To

Information and Referral Services PA211

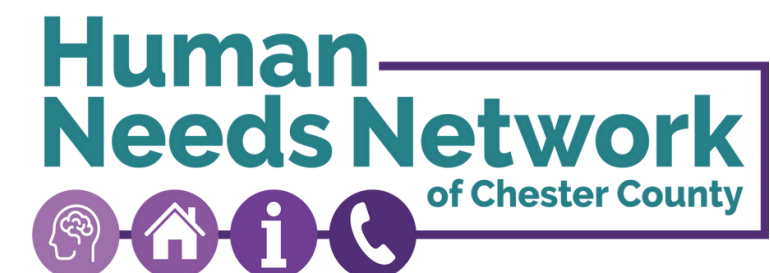


Counties served by the
SW, SC, or NE regions

The Department of Human Services I&R structure

New Partnership with 211 and Chester County

- I&R Navigators, Call Team (5). Live since April 1st.
- Hours: 24/7, Chester Center – 8:00AM - 8:00PMEST
- After hours handled by Southwest Regional



PA 211: Services



These are non-crisis human services that may include:

Basic Human Needs Resources such as **Food Banks, Nutrition Programs, Shelter, Housing, Employment Support, Legal assistance, Health Epidemic information, Counseling, Domestic Abuse, Addiction Prevention, Rehabilitation Programs, Transportation, Support for Older Adults, Persons with Disabilities, Veterans, Youth and Child Care Programs, Disaster Relief**, and many more.



Digital Navigation



Crisis Hotlines



Housing & Shelter



Food



Utilities



Employment & Expenses



Health



Mental Health



Clothing & Household



Community Resources



Disability Services



Family Resources



Legal Services



Older Adults



Reentry Resources



Substance Use Disorder Services



Transportation



Veterans

Chester County

January - April 2025



**Total Unique
Clients**

1,815

**Total
Referrals**

12,055

**HNN Handled
LinkLive
Calls 8am-8pm**

3751

After Hours
Interactions (211)- 792

**Weekday Coordinated
Entry after hours- 10**

**Weekend (Fri8pm-Mon
8am) - 22**

**Total Phone
Overall**

2891

Text

148

**Email &
Chat**

41

**Mobile
Navigator/Met in
Community**

95

PA211 – Top Needs and Referrals Q1 2025



Taxonomy Name	Count
Rent Payment Assistance	739
Undesignated Temporary Financial Assistance	700
Rental Deposit Assistance	342
Low Income/Subsidized Private Rental Housing	328
Electric Service Payment Assistance	283
Community Shelters	264
Housing Search Assistance	213
Case/Care Management	211
TANF	184
Food Pantries	174
Eviction Prevention Assistance	166
Housing Related Coordinated Entry	140
Transitional Housing/Shelter	116
Section 8 Housing Choice Vouchers	114
Utility Disconnection Protection	113

Online Form

Add



About 211

How We Help

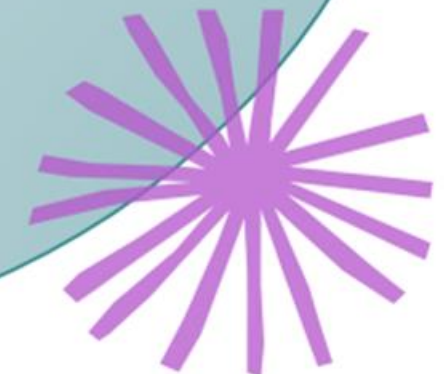
- Community Dashboards
- For Staff
- For Providers**
- For Stakeholders
- Promo Materials



- PA211.org → How We Help → For Providers → Complete form at the bottom of the page.
- Once complete, the submission will be reviewed.
- If accepted, the contact person will receive an automated email from PA211 Vision Link to confirm details are correct before resource is active. If not approved, the contact person will receive an email directly.

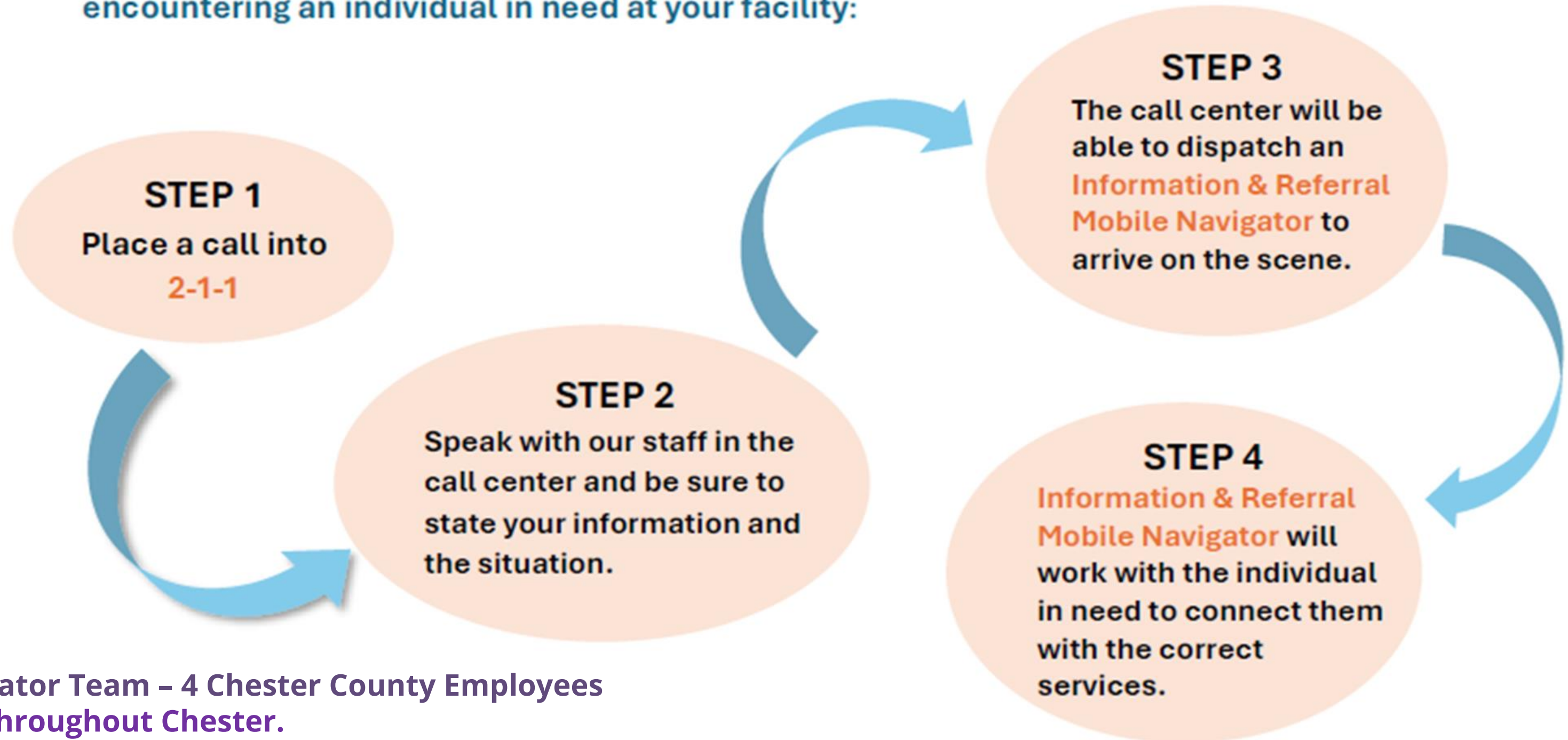
Chester.PA211.org

211 Database and Provider Updates



Information & Referral Mobile Navigators

For organizations, community resource centers, non-profits, and providers that are encountering an individual in need at your facility:



I&R Mobile Navigator Team – 4 Chester County Employees

- 4 Territories throughout Chester.
- Operate as an extension of 211
- Work with providers
- Can be dispatched from 211 Contact Center
- Not caseworkers or extended care providers

I&R Mobile Navigator Engagement

Weekly/Monthly Table Hours

Avon Grove Library – Alecc: 1st/3rd Tuesday of the Month 3PM-6PM

Chester County Library -Kerry/ Alyssa

Coatesville Area Public Library- Kerry/ Alecc Alecc is either Wednesdays or Fridays from 10a/11a-3p

Easttown Library- Alyssa 1st/3rd Friday of the month 8a-4p

Henrietta Hankin Branch Library- Rob- Every 1st and 3rd Tuesday 9:30a-1p.
Every 2nd and 4th Tuesday 1p-5p

Kennett Library- Alecc 10a 1/2p Tuesdays & Thursdays

Malvern Library- Alyssa Every other Tuesday starting January 7th 8a-4p

Oxford Library- Alecc 1st&3rd Mondays of Month 11a-2p

Phoenixville Public Library-Rob Wednesdays 12”30p-2p

Tredyffin Library – Alyssa Every 1st/3rd Thursday of the Month 8a-4p

Orion Community Inc. – Rob Mondays 9:30a-12:30p

Act in Faith West Chester - Kerrylynn

Parkesburg Free Library- Alecc: 1st/3rd Thursday of the Month 10:30a-1:00p

Honey Brook Food Pantry – Kerrylynn – Every 3rd Weds. 10-12am. 4/23
6-8pm

West Chester YMCA – Alyssa

Events: Mobile Navigators

- 5/8 WRAP Hearing Office Hours at CC Justice Center (Alyssa)
 - 5/9 WCASD Resource Fair SAP. (Alyssa)
- 5/13 As part of MH week, Virtual Resource Share through the CCIU
- 5/14 Spring into Recovery Event- Coatesville Treatment Center
 - 5/17 Veterans Resource Fair in Malvern (Alecc)
 - 5/20 Good Fellowship Ambulance Company Community Festival (Rob)
- 6/2 Coatesville Farmers Market Check Distribution – WIC participants
- 6/4 Toughkenamon Farmers Market Check Distribution – WIC participants (Rina and Alecc)

- *Mobile Navigators will be assisting HACC with their Housing Choice Voucher Applications that goes live on 5/15/25

HNN Poster Distribution ~ 300 locations



Human Needs Network
of Chester County



In Chester County, there is always someone to call

The Human Needs Network connects people in need with local resources, emotional support and crucial help during a suicidal crisis. The numbers below are available 24/7 for free, holistic and confidential assistance.



Pennsylvania
Get Connected. Get Help.™

211 calls are answered at Chester County's Contact Center where trained staff can help with:

- Housing and utility assistance
- Food
- Mental health and substance use
- Health care and insurance assistance
- Veteran services
- Disaster assistance
- Other basic needs

If experiencing homelessness, call 211

Supported by:

United Way of Pennsylvania



Trained, caring counselors respond to 988 calls at Chester County's Contact Center where they **provide confidential support and assistance to those experiencing emotional distress or a suicidal crisis.**

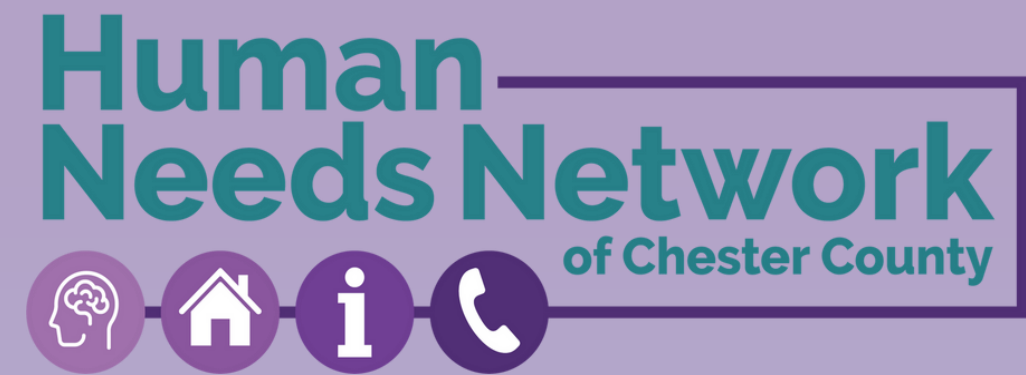
Mobile Crisis Resolution Teams may be dispatched from 988 calls to any Chester County location to provide in-person support for those in need during a behavioral health or suicidal crisis.



chescohum 

Coordinated Entry

For individuals experiencing homelessness



- **Step 1:** Call 2-1-1
- **Step 2:** A **211** Navigator in the HNN Contact Center will process an application into the HMIS system



- **Step 3:** The Application goes to the *Dept. of Community Development's Mobile Street Outreach Team*
- **Step 4:** DCD's Mobile Street Outreach team will work with the individual and meet them in-person to verify Homelessness
- **Step 5:** DCD's Mobile Street Outreach team will aid in placement into a shelter.

PA211 Data – Coordinated Entry

DEC 2024

113 Intakes

Location

Coatesville – 38
West Chester – 28
Phoenixville – 11
Downingtown – 6
Kennett - 3

JAN 2025

105 Intakes

Location

Coatesville – 29
West Chester – 26
Phoenixville - 16
Downingtown – 8
Malvern - 4

FEB 2025

60 Intakes

Location

West Chester – 19
Coatesville – 17
Exton - 6
Phoenixville – 5
Downingtown – 4

MAR 2025

81 Intakes

Location

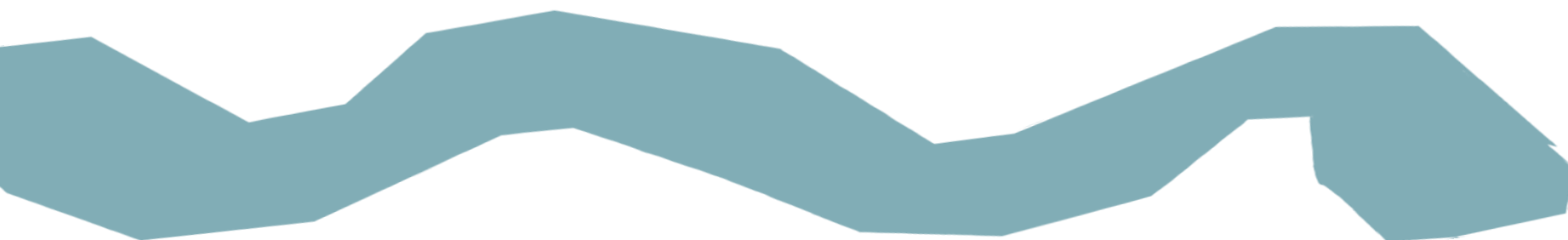
Coatesville – 40
West Chester – 18
Phoenixville – 5
Downingtown – 4
Exton - 3

Triage/Screening

988

610.280.3270

Individuals are triaged by
Holcomb crisis counselors at the
Human Needs Network



Chester County - MCRT

April 2025



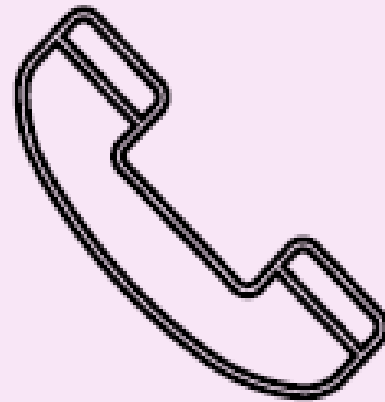
Contact Type - Human Needs Network



1114

Local Line

Last month: 1035



631

988 Crisis Line

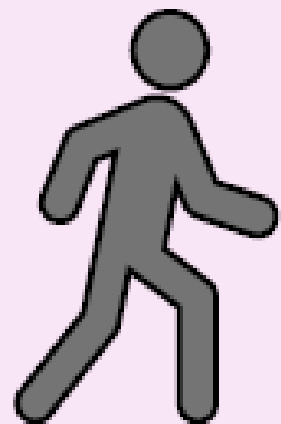
Last month: 841



140

Warm Line

Last month: 143



59

Walk In

Last month: 70



U/K

Outbound

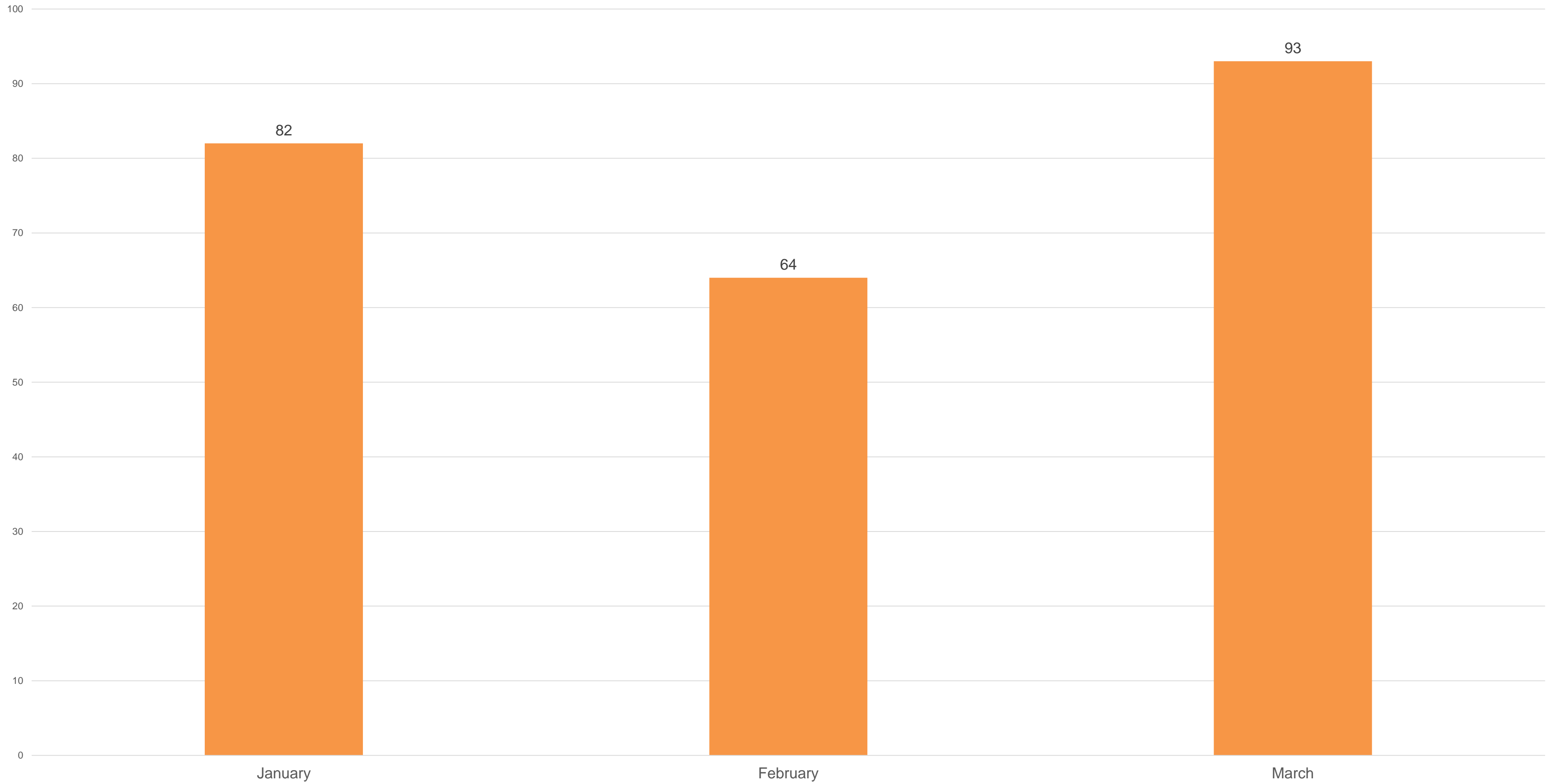
Last month:

Staffing

Walk-In & Call Center

	7 am – 3 pm	3 pm – 11 pm	11 pm – 7 am
Valley Creek Crisis Walk-In Center	2-3 Crisis Counselors	2-3 Crisis Counselors	
Call Center	4 Crisis Counselors	4 Crisis Counselors	2-3 Crisis Counselors

January-March
Total Walk Ins
239



Someone to Respond

Mobile Crisis Resolution Teams (MCRT)

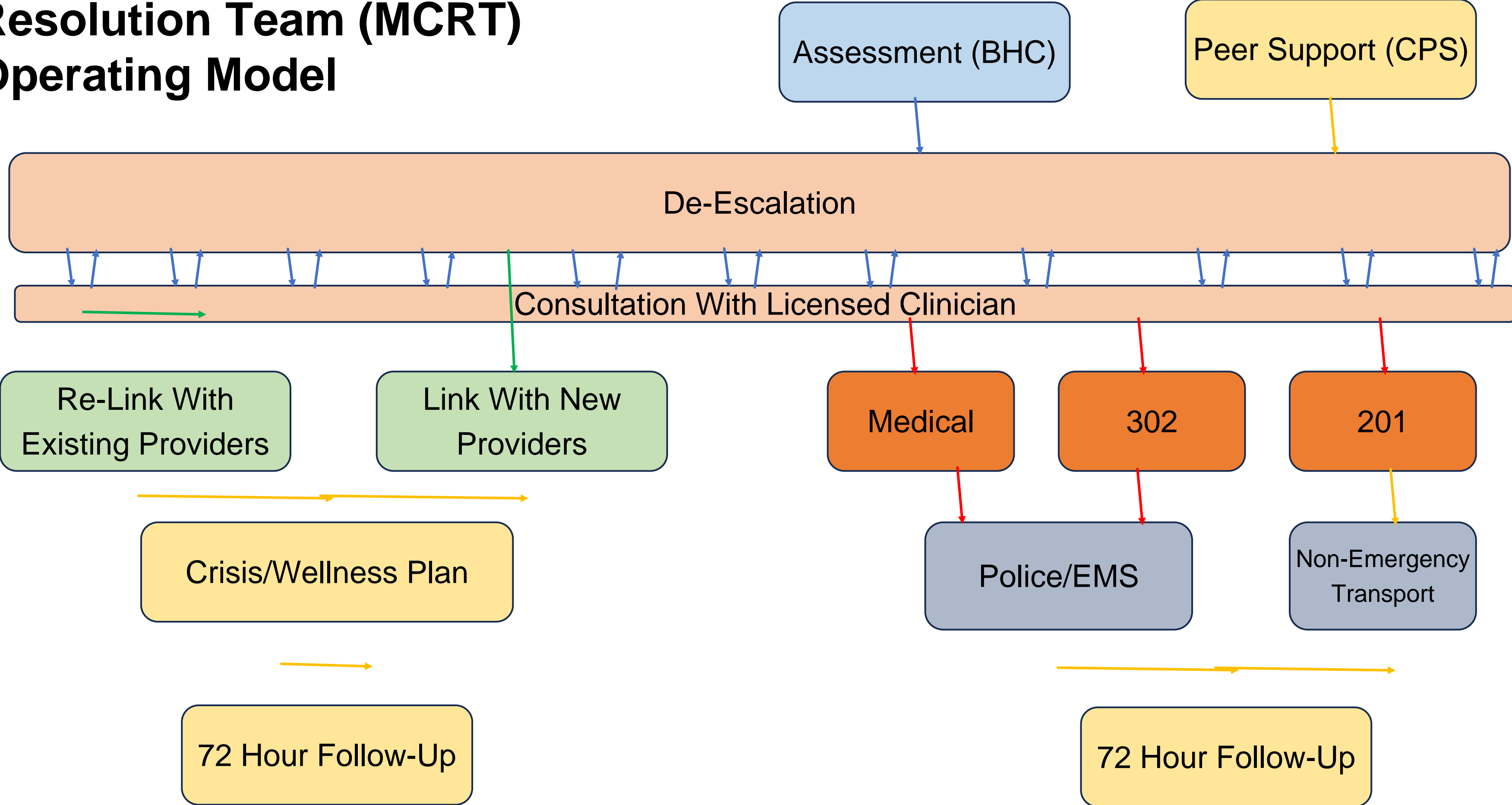
- 988 Crisis counselors to dispatch MCRT into the community
- MCRT services are being provided by Woods/Legacy
- MCRT are comprised of the following
 - 3 teams of 2 individuals
 - 1 Behavioral Health Clinician and 1 Certified Peer Specialist

When And How We Provide Services:

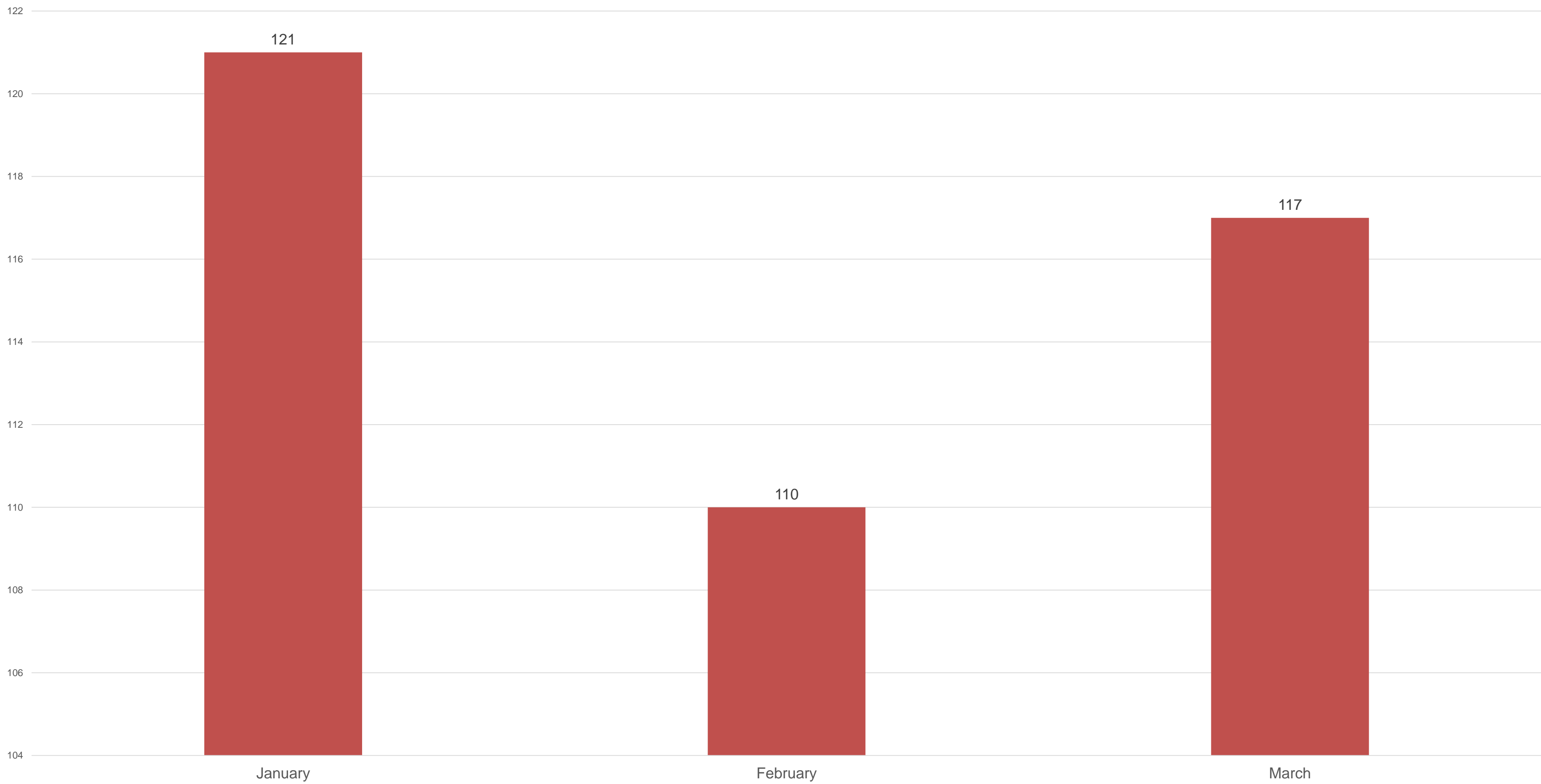
24/7/365

7am-3pm	3pm-11pm	11pm-7am
BH Clinician Certified Peer Specialist	BH Clinician Certified Peer Specialist	BH Clinician Certified Peer Specialist
BH Clinician Certified Peer Specialist	BH Clinician Certified Peer Specialist	BH Clinician Certified Peer Specialist
BH Clinician Certified Peer Specialist	BH Clinician Certified Peer Specialist	BH Clinician Certified Peer Specialist

Chester County Mobile Crisis Resolution Team (MCRT) Operating Model



January-March
Total Dispatches
348



Somewhere to go (today)

Walk-In Center

- No age limit
- Conduct face-to-face crisis assessments (for risk and determine level of care)
- Verbally de-escalate a situation to avoid hospitalization, offer support, resources, and alternatives.



Crisis Residential

- Person is at least 18 years or older
- Offers a short-term, sub-acute, community-based, crisis placement for up to 10 residents
- Provides psychiatric stabilization for adults experiencing a crisis
- Provides individual and group therapy, peer support services

Somewhere to go

Mental Health Urgent Care

Crisis Stabilization

COMING SOON



Questions?

Thank you!

Bridget Brown

Behavioral Health Crisis Response

Program Director

Mental Health/Intellectual Development

Disabilities

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