



## In this issue:

The dangers of vaping

Stay safe with in-home care during COVID-19

Community Support Program

A website to help you stop or cut back on drinking

With help comes hope

Please join us and share your ideas

## Spring is here! Tips to renew and refresh your health

Spring and summer can be the perfect time to tidy up. Try these tips to spruce up your health:



### Shake the salt out of your diet.

Check the sodium content on the Nutrition Facts label on packaged foods. Choose more fresh, unprocessed foods.



### Drink water.

Skip the sugary sodas and alcohol, and reach for water instead. Sparkling water is a great choice!



### Explore seasonal fruits and veggies.

See if you can try at least one new fruit or vegetable each month. Brighten your plate with color — like red strawberries, green asparagus, and yellow apricots.



### Hit the trail. Take a break with a walk on a local hiking trail.

Use a physical activity tracker or app so you can track your steps and total calories burned.



### Keep your sleep schedule.

You still need seven to eight hours of snooze time, even as the days get longer. Stick to the same bedtime, even on weekends.



### Breathe in fresh air.

Stopping smoking now may add years to your life. Ask your primary care provider (PCP) about medicines and resources to help you quit, or call **1-800-QUIT-NOW**.

We offer services to help you quit. Call us at the phone number listed for your county for information.

Source: "8 Strategies for a Healthy Spring," Centers for Disease Control and Prevention, <https://www.cdc.gov/chronicdisease/resources/infographic/healthy-spring.htm>.



### We can help you find food, shelter, and other services.

If you need to find a food pantry, shelter, or other nearby service, here are ways to help you find what you need:

- 211: Dial **211** or visit [www.211.org](http://www.211.org) to find resources by ZIP code.
- Aunt Bertha: Visit Aunt Bertha's free search tool at [www.findhelp.org](http://www.findhelp.org) to find resources by ZIP code.

If you do not have access to the internet, you can call our Member Services line for the county you live in:

**Capital Area** Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties: **1-888-722-8646**

**NorthCentral Region** Franklin and Fulton counties: **1-866-773-7917**

Deaf or hard of hearing:

**TTY 1-800-654-5984** or **711 PA Relay**

Member Services is available 24 hours a day, seven days a week.



## Stay safe with in-home care during COVID-19

You can stay safe and get the in-home care you need during the COVID-19 pandemic. Here are some things that you and your provider can do to keep you healthy.

- Make a plan with your provider before the visit, and agree on steps to take to stay safe. Find out how you will be able to socially distance and who must be in the room during services.
- Go over the symptoms of COVID-19 before each screening call and visit. If you or anyone you have been in contact with has symptoms, is waiting for test results, or has tested positive for COVID-19, reschedule the in-person visit.
- Wash your hands for at least 20 seconds with soap and water right before and after the visit.
- You and those in your household must wear a clean mask or face covering that covers the entire mouth and nose.
- Limit who is in the room during care.
- Keep 6 feet away from the provider if possible.
- Try not to touch your mask, eyes, or face.
- Clean and disinfect surfaces such as doorknobs, light switches, tables, handles, and other high-touch areas before and after the visit.

Source: "Staying Safe While Receiving In-Home Services," Pennsylvania Department of Education, [www.paproviders.org/wp-content/uploads/2021/04/COVID-Family-Guidelines\\_11\\_20-1.pdf](https://www.paproviders.org/wp-content/uploads/2021/04/COVID-Family-Guidelines_11_20-1.pdf).



## The dangers of vaping

Vaping is the use of electronic cigarettes, or e-cigarettes. Vaping may seem like a healthier choice than smoking normal cigarettes, but it can be very harmful to your health. The chemicals in e-cigarettes may harm your lungs.

E-cigarettes are often called vapes or Juuls (pronounced "jewels"). They are often marketed to teens and young adults.

- The nicotine in vapes is highly addictive.
- A single vape pod has as much nicotine as 20 cigarettes.
- Vapes can contain several harmful chemicals.
- Vapes come in flavors that can make them more appealing than regular cigarettes. These flavorings can contain diacetyl, a chemical linked to lung disease.
- Vaping can cause health issues for people younger than 25. Vaping can cause issues with the lungs, the heart, and brain development.

For more information about the dangers of vaping, visit [https://www.cdc.gov/tobacco/basic\\_information/e-cigarettes/severe-lung-disease.html](https://www.cdc.gov/tobacco/basic_information/e-cigarettes/severe-lung-disease.html).

Source: "About Electronic Cigarettes," Centers for Disease Control and Prevention, [www.cdc.gov/tobacco/basic\\_information/e-cigarettes/about-e-cigarettes.html](https://www.cdc.gov/tobacco/basic_information/e-cigarettes/about-e-cigarettes.html).

## Community Support Program

Have you heard of the Community Support Program (CSP)? The CSP of Pennsylvania brings mental health consumers, family members, and professionals together. The CSP holds meetings each month. There is one for your county.

United, and as equals, CSP meeting participants:

- Help adults with serious mental illnesses and co-occurring disorders live successfully in the community.
- Voice their beliefs and values and work for needed system changes.
- Help shape the way treatment services are delivered to consumers.
- Improve the public's understanding that consumers and family members should be regarded as people first.
- Advocate for good care and services that support people in recovery.



### When you go to CSP meetings, you:

- Meet others in recovery.
- Learn about resources and services in the community.
- Help bring a group voice to county and state leaders about mental health services.
- Are part of a support system for those coming back to the community after a hospital stay.

You can help make a difference using your voice and sharing your experiences. To find a meeting near you, call our Member Services line at the phone number listed for the county you live in. The numbers are found throughout this newsletter.

*This article is brought to you by the Department of Human Services.*

## A website to help you stop or cut back on drinking



If you have thought about quitting drinking or would like to cut down on drinking, you likely have questions. How do you begin? How do you know if you are ready to make a change? What kind of changes do you make?

Change is not easy. You might have a lot of feelings about making a change. The National Institute on Alcohol Abuse and Alcoholism has information that can help guide your decision-making at [www.rethinkingdrinking.niaaa.nih.gov/Thinking-about-a-change](https://www.rethinkingdrinking.niaaa.nih.gov/Thinking-about-a-change). There are worksheets and calculators that are easy to use. Whether you're ready or not, this website can help you move closer to a decision.

If you have any questions about your substance treatment benefits, call PerformCare Member Services.

Source: "Thinking About a Change?" Rethinking Drinking<sup>SM</sup>, National Institute on Alcohol Abuse and Alcoholism, <https://www.rethinkingdrinking.niaaa.nih.gov/Thinking-about-a-change>.

## Want to make a difference?

PerformCare is looking for consumer representatives to give input into the decisions about grievances and complaints filed by fellow PerformCare members.

### Who can be a consumer representative?

- Adult PerformCare members who got services in the past or who are getting services at this time.
- Parents or guardians of PerformCare members who got services in the past or who are getting services at this time.

### We will:

- Give you the training you need to get started.
- Work around your schedule.
- Reimburse you with an hourly stipend for your time.

### We ask that you:

- Take part in initial training and annual refresher training.
- Go over the materials we give you to get ready for the review meeting.
- Go to and take part in meetings as a part of the Complaint and Grievance Review Committee.

### For more information:

Contact the Complaints and Grievances department:

- By phone: Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties: **1-888-722-8646**

Franklin and Fulton counties:  
**1-866-773-7917**

- By email:  
**performcarecg@performcare.org**



## With help comes hope

We want you to know that suicide is preventable and help is always available. The best way to prevent suicide is to get help as soon as you think you or your loved one is depressed.

If you or a loved one feels sad, trapped, or alone, know that help is always available.

### National Suicide Prevention Lifeline (1-800-273-TALK)

Your call to the National Suicide Prevention Lifeline is private and free. When you call, you will talk with the crisis center closest to you. A trained crisis worker will help you. The worker will listen to your problems. They will also tell you about mental health services in your area.

### Office of Mental Health and Substance Abuse Services (OMHSAS) Suicide Crisis Text Line

Text PA to **741741**.

### PerformCare resources

Please visit our website or call us for tools to help you or a loved one find help with mental health or drug and alcohol problems. We have a video on suicide prevention on our website:

**<https://pa.performcare.org/members/health-wellness/suicide-prevention.aspx>**.

Member Services numbers:

- Capital Area (Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties): **1-888-722-8646 (TTY 1-800-654-5984)** or **PA Relay 711**
- NorthCentral Region (Franklin and Fulton counties): **1-866-773-7917**

### Facts to remember

- Behavioral health is vital to overall health.
- Prevention and treatment work.
- People can and do get better.



## Please join us and share your ideas

PerformCare has a Stakeholder Advisory Committee (SAC). This committee works to improve our services and meet member needs and concerns.

At SAC meetings, we talk about mental health and drug and alcohol issues. We talk about ways to improve things for people using mental health services. We also talk about the Behavioral HealthChoices program and PerformCare, and ways to make both better for members, families, and communities.

Join us! We welcome:

- Mental health consumers.
- People in recovery from addictions.
- Family members of a child or adolescent consumer of behavioral health services.
- Family members who care for our adult members.
- Advocates.
- Community representatives.
- Representatives of leading advocacy groups.
- Representatives of supporting community social service agencies.
- Providers.
- Educational and legal system representatives.

Please join us if you are interested in improving and commenting on Behavioral HealthChoices. Come share your ideas, what you know, and your life experiences. Together we are working to make things better!

PerformCare offers:

- Orientation.
- Reimbursement for time spent at committee meetings and work groups.
- Reimbursement for mileage to and from meetings.
- Opportunities to be involved with other committees and possibly community events.

Contact Anthony House at [ahouse@performcare.org](mailto:ahouse@performcare.org) or **1-717-671-6541** for more information about a SAC meeting near you.



## Visit PerformCare's new website

We've updated our website! Check it out at <https://pa.performcare.org>.

We hope you will visit the updated site and send us feedback:

- Is it easy to find things you are looking for?
- What type of things do you look for — what do we need to have on our website?

Please email your thoughts and ideas to [ahouse@performcare.org](mailto:ahouse@performcare.org) or call the Member Services line for your county.

Find us on 

Visit us at <https://m.facebook.com/performcarepa>. Please "Like" our page!

## Check our website for COVID-19 resources

Visit our website for information and sources of support as we continue to walk through this COVID-19 crisis: <https://pa.performcare.org/members/resources/community-resources.aspx>.

You can also call us 24 hours a day, 365 days a year, for help finding resources during this time.

Call the PerformCare Member Services line listed below for your county.

## Contact us

### PerformCare Member Services

Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties: **1-888-722-8646**  
(TTY 1-800-654-5984 or PA Relay 711)

Franklin and Fulton counties: **1-866-773-7917**  
(TTY: 1-800-654-5984 or PA Relay 711)

## Discrimination is against the law

PerformCare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PerformCare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. PerformCare:

- Provides no-cost aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters.
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides no-cost language services to people whose primary language is not English, such as:
  - Qualified interpreter services.
  - Information written in other languages.

If you need these services, contact the PerformCare Member Services number for your county.

Capital Area (Cumberland, Dauphin, Lancaster, Lebanon, and Perry counties)

Member Services: **1-888-722-8646**

TTY/TDD: **1-800-654-5984** or PA Relay 711

North Central Area (Franklin and Fulton counties)

Member Services: **1-866-773-7917**

TTY/TDD: **1-800-654-5984** or PA Relay 711

We are available 24 hours a day, 7 days a week.

If you believe that PerformCare has failed to provide these services or discriminated in any way on the basis of race, color, national origin, age, disability, or sex, you can file a complaint with PerformCare and send it to us at:

- PerformCare, 8040 Carlson Road, Harrisburg, PA 17112.
- You can file a complaint by mail, fax, or phone. If you need help filing a complaint, PerformCare Member Services is available to help you. Call the Member Services number for your county located above or fax to PerformCare at **717-671-6555**.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://ocrportal.hhs.gov/ocr/portal/lobby.jsf), or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, DC 20201

**1-800-368-1019, 1-800-537-7697 (TDD)**

Complaint forms are available at

[www.hhs.gov/ocr/office/file/index.html](http://www.hhs.gov/ocr/office/file/index.html).

Multi-language interpreter services

**English: ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call: 1-888-722-8646 (1-800-654-5984 (TTY) or PA Relay 711).**

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Chinese: 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Arabic:

انتباه: إذا كنت تتحدث العربية، فإن خدمات مساعدة اللغة، مجاناً، متوفرة لك. اتصل بالرقم: **(1-800-654-5984 (TTY)/PA Relay 711) 1-888-722-8646**

Nepali: ध्यान दिनुहोस्: यदि तपाईं नेपाली बोल्नुहुन्छ भने, भाषा सहायता सेवाहरू, नि: शुल्क, तपाईंलाई उपलब्ध छ। सम्पर्क गर्नु: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)** 번으로 전화해 주십시오.

Cambodian/Khmer: ការប្រុងប្រយ័ត្ន: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ/ខ្មែរស្រី ភាសាភីលីពីន/ភីលីពីនស្រី ឬស្រី: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Burmese: အထူးဂရုပြုရန်: သင်အင်္ဂလိပ်ထက်အခြားဘာသာစကားတစ်ခု ကိုမပြောတတ်လျှင်, တာဝန်ခံအခမဲ့ဘာသာစကားအကူအညီများဝန်ဆောင်မှုများ, သင်တို့အားရရှိနိုင်ပါသည်။ ခေါ်ဆိုခ: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Haitian Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Bengali: সতর্কতা: যদি আপনি বাঙালি, বিনামূল্যে ভাষা সহায়তা সেবা, আপনার জন্য উপলব্ধ। কল করুন: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Albanian: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

Gujarati: સાવધાન: જો તમે ગુજરાતી બોલતા હોવ તો ભાષા સહાય સેવાઓ મફતમાં ઉપલબ્ધ છે. કોલ કરો: **1-888-722-8646 (1-800-654-5984 (TTY)/PA Relay 711)**.

## PerformCare Member Services numbers

Capital Area (Cumberland, Dauphin,  
Lancaster, Lebanon, and Perry counties):  
**1-888-722-8646**

Franklin and Fulton counties:  
**1-866-773-7917**

You can call Member Services 24 hours a day, seven days a week.  
Usted puede llamar a Servicios al Miembro las 24 horas del día,  
los 7 días de la semana.

For members who are deaf or hard of hearing and use a TTY/TTD  
for communication, call the PA Telecommunications Relay Service  
at **711** or **1-800-654-5984** (TTY) and call the PerformCare  
number you want.

All images are used under license for illustrative  
purposes only. Any individual depicted is a model.

PCPA-211189906

[pa.performcare.org](http://pa.performcare.org)

8040 Carlson Road  
Harrisburg, PA 17112