



2017-2018
**ANNUAL
SUMMARY**

**SAFE HARBOR BEHAVIORAL HEALTH
OF UPMC HAMOT**

Partner with Western Psychiatric Institute and Clinic of UPMC



FY 2017-2018

337,918
SERVICES

178,890
HOURS

14,942
UNIQUE
INDIVIDUALS

Board of Directors

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Charles "Boo" Hagerty, *Vice Chairperson*
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"Reinvent yourself! You can, you know. It's a matter of paying attention and wanting to change. Walt Whitman put words to it: "From this hour, I ordain myself loos'd of limits and imaginary lines..." Set yourself free. Forgive yourself-you've moved beyond the past. Learn from things you've done that make you cringe in memory of them. Don't do those things again. Recognize and learn from the good you've done, and do that more. Give your head and heart permission to like yourself humbly accepting your gifts and giving them their worth. Step into the world. Spread your wings. Become the person you were created to be."

— Missi Berquist, *Advisory Board*,
Contributing Artist in Safe Harbor's
first community art show, "Re-Invent."

DIGITAL UPDATES

Safe Harbor Behavioral Health of UPMC Hamot has integrated with the UPMC website. You can visit us at: UPMCHamot.org/SafeHarbor.

At the close of FY 2017/2018, Safe Harbor's advertising campaign kicked off, led by Katherine Sheridan, senior manager of clinical marketing at UPMC Hamot. The campaign continues to be a tremendous success, garnering significantly more web traffic than an average campaign. The overall ad message reinforces the need for outreach in behavioral health, and the public's desire to connect to resources. The campaign appeared in local newspapers and on billboards, radio, and the web.



NEW PARTNERSHIPS: FAMILY SERVICES OF NWPA

In 2018, Safe Harbor Behavioral Health of UPMC Hamot and Family Services of NW PA entered a partnership to support the opening of Family Services' new psychiatric clinic. The clinic, which opened in March 2018, provides psychiatric care to both adults and children and is a foundation for Family Services outpatient license. To learn more about Family Services, visit: www.fsnwpa.org/about-us/.



The agencies are working together to deliver a quality service to children and families and continue to explore additional opportunities to collaborate across programs.

NEW PARTNERSHIPS: CRIME VICTIM CENTER OF ERIE COUNTY

Safe Harbor is pleased to announce that we are collaborating with the Crime Victim Center of Erie County with two projects:

Safe Harbor is providing contracted clinical supervision to the Crime Victim Center, in an effort to help support the agency's staff. In addition, Safe Harbor is a contracted partner with a recent Crime Victim Center grant that was awarded by the Pennsylvania Commission on Crime and Delinquency. The grant focuses on increased collaboration and access to services for individuals impacted by crime, across multiple agencies and settings. Safe Harbor and the Crime Victim Center are working together to assist both agencies in better recognizing one another's target populations and referring to services. Activities include cross-training, staff collaboration, and enhanced screening tools. To learn more about the Crime Victim Center of Erie County, please visit: www.cvcerie.org.



NEW PARTNERSHIPS: WELLNESS CONNECTION

Safe Harbor Behavioral Health of UPMC Hamot has a long-standing partnership with the **Mental Health Association of Northwestern Pennsylvania**. This consumer-run and consumer-driven organization provides an array of supports — particularly peer supports — to people living with mental health concerns. This partnership led to an opportunity to participate in the **Wellness Connection**, an alternative clinic that specializes in providing basic health care, behavioral health, and social services to individuals who are homeless or underserved in their health care needs. The clinic is open every Friday at the Mental Health Association and has served over 170 individuals in its first year of operation. Safe Harbor's role has been to assist with screening, case management, and helping to support the clinic's startup. Special thanks to the **Erie United Methodist Alliance Healthcare for the Homeless Partnerships** and the many other agencies involved: Community Health Net, Edinboro University of Pennsylvania, Faith Community Nurses of Northwestern Pennsylvania, Gannon University, Gaudenzia Inc, Lakeshore Community Services, and Stairways Behavioral Health.



CONTINUED PARTNERSHIPS: HAMOT HEALTH FOUNDATION

Safe Harbor has continued to receive tremendous support from the Hamot Health Foundation. With over \$50,000 in gifts this year, the foundation has supported many activities, including:

Three staff benefited from scholarships for higher education, two were awarded grants to become certified trainers in Applied Suicide Intervention Skills Training, two received peer specialist supervision training, and additional funds enabled staff participation in conferences.

The foundation continues to support the Women's Recovery Center, a collaborative project of Safe Harbor Behavioral Health of UPMC Hamot; Magee-Womens, UPMC Hamot; and Magee-Womens Specialty Center. The program helps pregnant women, women with children, and women of childbearing age who are impacted by substance use disorder. The coordinated specialty care includes medication-assisted treatment through the Magee-Womens Specialty Center. Safe Harbor provides outpatient therapy, mobile case management, and new to FY 2018-2019, access to a certified recovery specialist. This person is an individual living in recovery and is able to engage through sharing lived experiences and hope. Grants received from the foundation, the United Way of Erie County, KeyBank, Erie Women's Fund at The Erie Community Foundation, and the Beckwith Institute all make the project possible.

Creating a welcoming environment is important at Safe Harbor, and the Hamot Health Foundation has awarded the agency funds to makeover elements of the waiting areas and clinical areas in our "Project Kidify" proposal. Project Kidify serves as a visual cue of the agency's strong history and commitment to children's programming and helps to keep young ones occupied while they or their loved one awaits care. In turn, this creates a more relaxed waiting environment.



Technical assistance and grant expertise is something the Hamot Health Foundation has also been able to offer to Safe Harbor during FY 2017-2018, with two submissions to the Substance Abuse and Mental Health Services Administration, and several submissions to support the Women's Recovery Center. While these activities serve to generate additional financial support and clinical growth, they have also led to new relationships across the UPMC system and the broader community.

The Hamot Health Foundation has continued its commitment to the Community School at East Middle School, which has funded the director and newly hired community school coordinator.

More on the Hamot Health Foundation can be found at: www.hamothhealthfoundation.org.

CONTINUED PARTNERSHIPS: COMMUNITY SCHOOLS

In 2016, Safe Harbor became the lead agency in the Community School at Wayne, an elementary school within the Erie School District. This evidence-based model joins education, health, community, volunteer, recreation, and social service organizations in an effort to improve education outcomes for youth. Following the completion of a needs assessment led by the United Way of Erie County, students benefit from opportunities customized to the school, students, families, and the neighborhood. Community schools offer flexibility in hours of programming, improved engagement and access for parents, and a variety of services and resources in the school that address barriers to education faced by both young people and their caregivers.



During the 2017–2018 school year, the Community School moved to East Middle School in the Erie School District and, in addition to this important transition, many Community School-led highlights occurred:

A Community School Action Plan was developed to guide all programs and projects, based on significant surveying for stakeholder input. In the lives of children, seven new programs served a total of 798 students; nine field trips were supported for a total of 234 students; and a total of 168 parents participated in 11 engagement events. Over 280 volunteers served at East Middle School.

Important changes also occurred with the Community School leadership team's commitment to lead East to be a **trauma-informed school**, and several leaders attended a national forum for community schools to identify potential opportunities for growth.

The project grew in scope with the addition of a Community School coordinator position as well as with increased service to the neighborhood. East held its first annual Community Job Fair, which was well attended and created additional opportunities to engage the community surrounding the school.

CONTINUED PARTNERSHIPS: SUICIDE PREVENTION

Safe Harbor continued its mission of suicide prevention efforts this year by providing **training** to many local schools, social service organizations, the public, and local law enforcement and fire departments.

The **Erie County Suicide Prevention Task Force** has found a new home at Safe Harbor. As the agency has maintained a consistent position of leadership within the task force — which includes the annual suicide prevention conference — Safe Harbor was a natural choice when the task force began to look for a nonprofit with which to partner. The group continues to place emphasis on community member participation and is now the **Suicide Prevention Advisory Group at Safe Harbor**.

Several staff at the agency have participated in training and activities with the **American Foundation for Suicide Prevention**. These activities have included the **Out of the Darkness Walk** at Presque Isle and becoming further trained in evidence-based methods of prevention.

Staff also plan a **Survivors of Suicide** support group for individuals who have lost a loved one. Bringing together these individuals provides a supportive network, but also helps to reduce the stigma of losing someone this way. Talking about suicide and resources in our community can further the goal of prevention in many ways, particularly when paired with advocacy and prevention specific activities. Individuals may call Emily Mogel for more information about this support group at **814-835-2956**.



NEW: CELEBRATING THE ARTS

Safe Harbor hosted its **first annual art show** on May 4, 2018, which featured the theme of "Re-Invent." The art show drew members of the Safe Harbor community, which includes individuals served, staff, and family members of those connected to Safe Harbor.

Save the date for May 10, 2019, when the Safe Harbor community will showcase "**Sources of Strength**."



NEW: COMMUNITY & SCHOOL-BASED BEHAVIORAL HEALTH

The **Community & School-Based Behavioral Health Team** is new this year. The innovative and evidence-based program serves high-risk children and their families in partnership with their school environment. The agency partners with Lincoln Elementary School, from the Erie School District, to support children who have emotional and behavioral difficulties. The services are provided in order to help the students stay in school and achieve stronger academic, emotional, and social outcomes through a variety of interventions. The team works both in

the school and in the home to offer trauma-informed care, which includes individual, group, and family therapy as well as case management and support during crises. To date, the program has served 26 children and their families, and has partnered with several local agencies. A major highlight of the health team is the adoption of evidence-based programs and providing the young people with the Therapeutic Summer Program at Lincoln.

NEW EVENT: GLOW YOGA

Safe Harbor Behavioral Health of UPMC Hamot and yogaErie premiered Erie’s largest yoga event on Feb. 23, 2018: **Glow Yoga!** This unique fundraising event filled the Ambassador Conference Center’s Garden Atrium room with over 150 people emitting positive energy and allowed participants to glow from the inside and out. It was a night filled with inspiration, yoga, music, meditation, and great food. Participants came together to celebrate the health effects yoga can provide for managing anxiety and depression.



The doors opened one hour prior to the yoga practice so the yogis could get a free t-shirt, enjoy appetizers, taste samples from The Juice Jar, and get decorated with glow paint (provided by local artists). Yoga began at 7 p.m. with an introduction from Safe Harbor, followed by an inspirational talk with therapist, Michelle Curtze, and yoga practice under black lights led by Jill Murphey and the staff from yogaErie.

Talking about mental health needs can sometimes be taboo. However, during yoga, it is not only common practice to talk about worry and stress, it is a common reason why so many turn to this form of exercise — to find a release. This was the first fundraiser that closely aligned with the mission of Safe Harbor.

THANK YOU TO OUR SPONSORS

We received support from various sources such as:

UPMC Health Plan.....	\$ 2,500
Credible	\$ 750
Glowacki Management.....	\$ 500
InnovaTel	\$ 500
UPMC Hamot.....	\$ 500
PNC Bank	\$ 500
Peterson Property Management	\$ 500
Erie Employee Community Service Fund	\$ 500
Mandy Fauble.....	\$ 250
Knox Law Firm.....	\$ 250
Tungsten Creative Group	\$ 250
Erie Bank.....	\$ 250
H. Bender/Team Hardinger	\$ 250
Lund Martial Arts.....	\$ 100

REVENUE NOTES:

The event sold out of 150 tickets at \$40 each, bringing in \$5,600. A big surprise of the evening was how much the auction made: \$1,129. A huge seller was the gift package for the four Disney World tickets.

Gross income	\$14,579.00
Expenses.....	\$6,131.03
Net Income	\$8,447.97

NEW: MEDICATION-ASSISTED TREATMENT

Safe Harbor's Addiction Medicine Services opened its Medication-Assisted Treatment program in June 2018. The program assists individuals who are in recovery from alcohol and/or opioids through the utilization of specialized medications that curb cravings and promote safety. These medications are paired with therapy services, so individuals have more options to support their recovery journey.

OUTPATIENT THERAPY AND MEDICATION CLINIC

From July 1, 2017 to June 30, 2018, Safe Harbor Behavioral Health of UPMC Hamot's Adult Outpatient Program served a total of 6,062 individuals. This is an increase of 359 individuals over the prior year. The Child Outpatient Program served a total of 1,377 individuals. This is a decrease of 321 individuals over the prior year. Overall, an additional 38 individuals were provided services over the prior year.

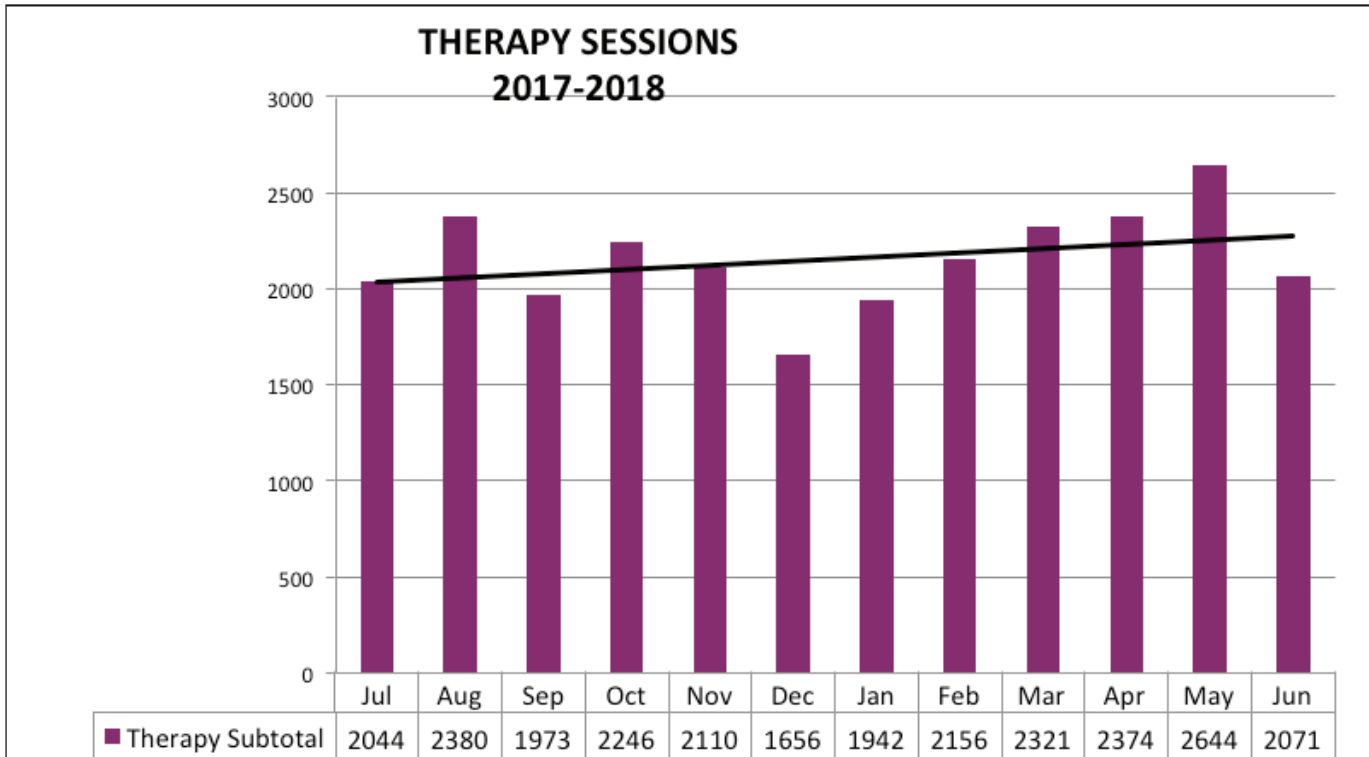
There were 2,767 unduplicated adults ages 18+ (an increase of 112) and 649 unduplicated children under the age of 18 (a decrease of 280) who were served in the therapy clinic. Therapy services encompass traditional ongoing outpatient therapy, psychosocial assessment services, psychological assessment, and peer services.

In the medication clinic, 4,904 unduplicated adults were served, which includes psychiatric evaluations and medication visits. This is a decrease of 603 individuals served in the prior year; 895 unduplicated children (age <18) were served in the medication clinic.

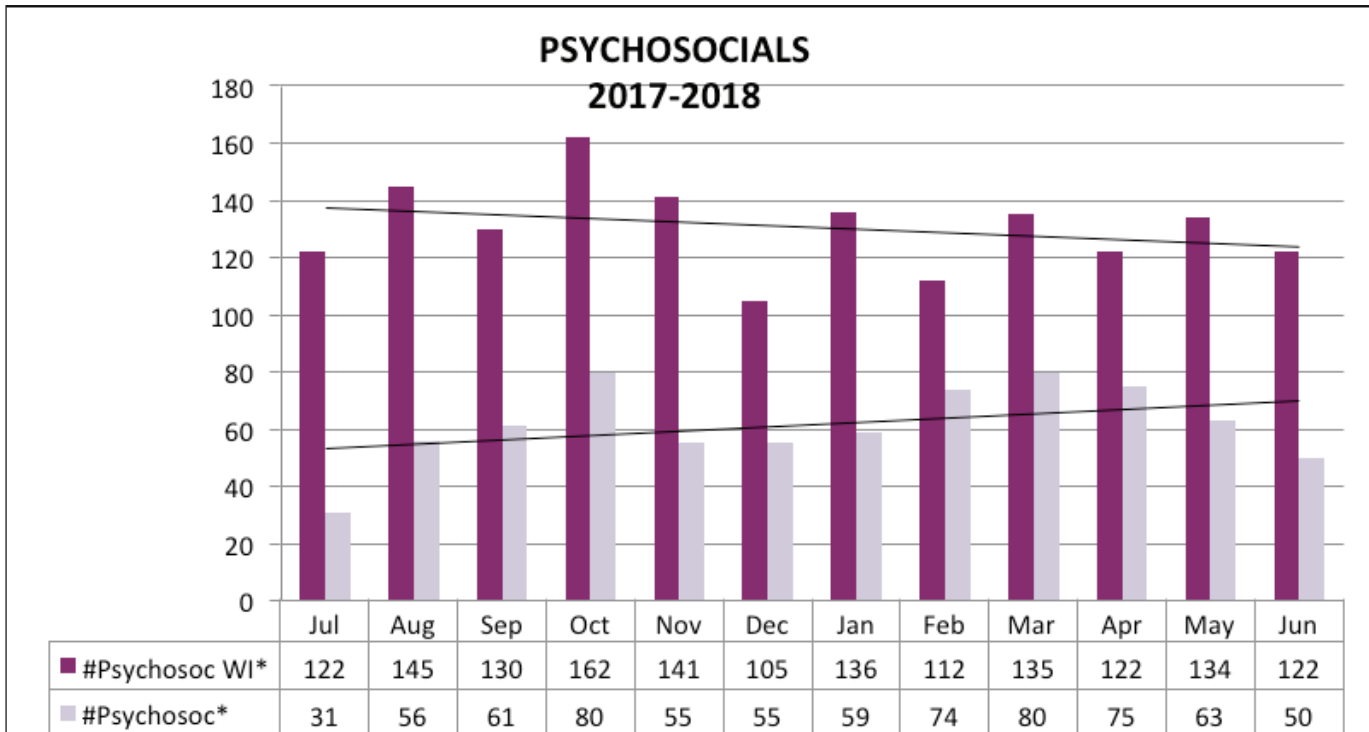
Safe Harbor Behavioral Health of UPMC Hamot employed over **25 full-time therapists** who provided 24,475 individual sessions (a decrease of 430) and 292 family sessions (a decrease of five) at all sites combined. In Certified Peer Specialist Services, 29 unduplicated individuals received 319 individual sessions.

Safe Harbor is fortunate to provide psychological services to our individuals in need of psychological assessment, and the agency continues to support an American Psychological Association-accredited doctoral-level internship for psychologists in training. There were 419 unduplicated individuals who received psychological services.

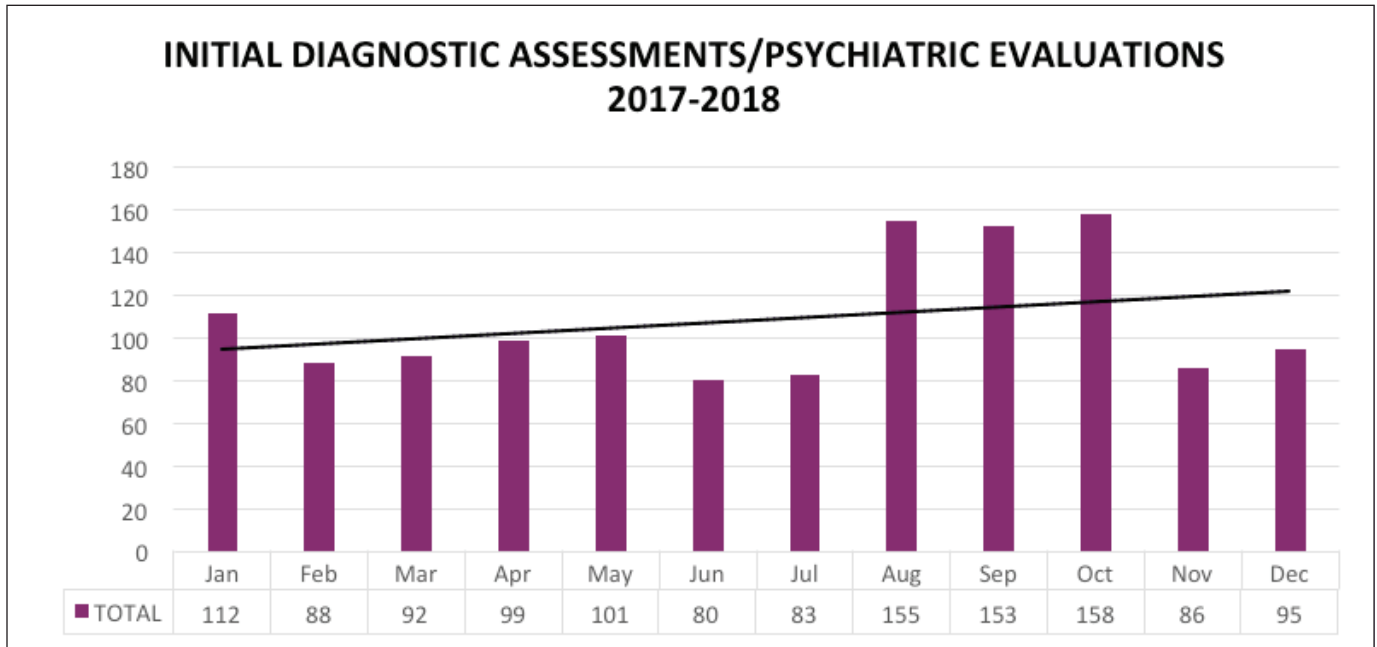
Within our satellite programs, there were 8,185 individual therapy sessions, 72 family sessions, and 451 psychosocial evaluations that were provided to 1,131 unduplicated individuals. Many of these were children in area schools and many were at the Wayne Primary Care site, the Multicultural Resource Center, and Safe Harbor West.



When **new individuals** enrolled in services, clinicians completed 1,566 walk-in psychosocial assessments (a decrease of 275) and 739 scheduled psychosocial assessments (an increase of 91) for 2,305 unique individuals (an increase of 153).

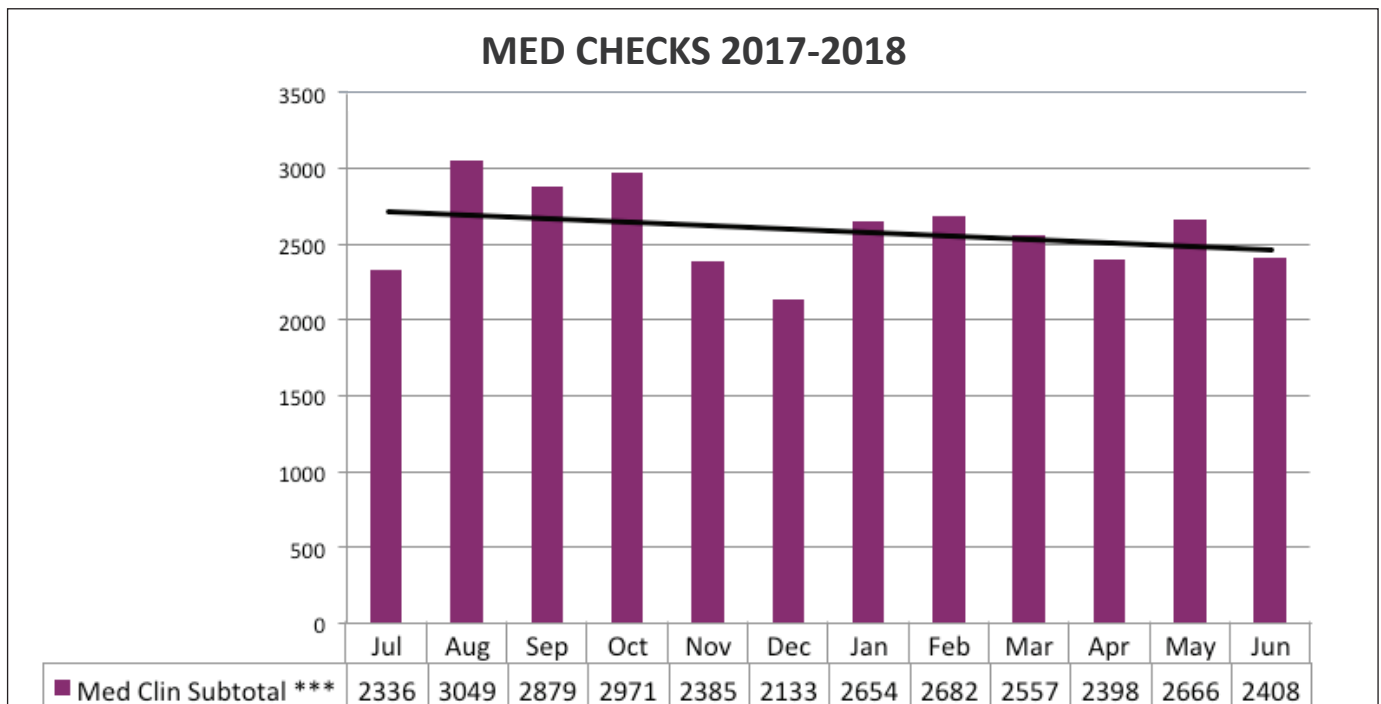


There were 1,302 initial psychiatric evaluations (a decrease of 284) for 1,301 unique individuals.



At the conclusion of fiscal year 2017-2018, the **medication clinic** included approximately 10 full-time prescribers, with supplemental hours being provided by telepsychiatry. These prescribers provided a combined 16,538 medication checks for 5,163 unique individuals, of which 913 medication checks were delivered through telepsychiatry. The clinic continues to have a thriving telehealth service, and to provide specialty services for injectable medications and Clozaril.

Accessible nursing and scheduling has continued to be a focus for the agency, as steps have been taken to increase the ability to speak with a nurse or scheduler live. Important quality initiatives, staff training, and technology upgrades have all helped to support this process, with strong results. These initiatives will continue into FY 2018-2019.



Age and payer of **active individuals in outpatient (billable service within the past six months)** Jan, 1, 2018 to June 30, 2018, are summarized below:

Unduplicated Clients **January 1, 2018 > June 30, 2018**

Includes Programs: Adult Med, Adult Therapy, Child Med, Child Therapy, AMS

ONLY INCLUDES # VISITS

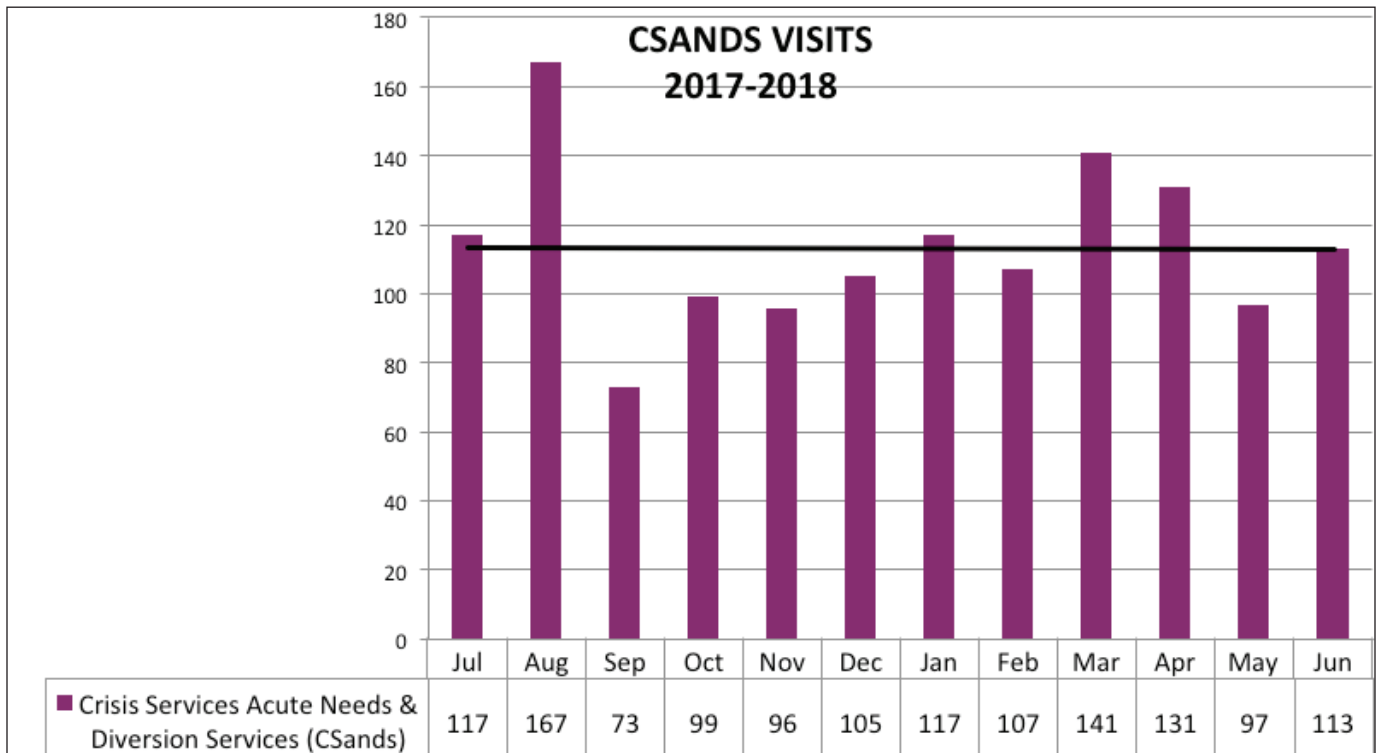
Excludes: Csands; Adult and Child Ancillary; Interactive Complexity; Connectivity; WHO

age <18					age 18+				all ages			
Insurance at Last Service	Active	Closing	Contracted as only service	Total	Active	Closing	Contracted as only service	Total	Active	Closing	Contracted as only service	Total
CC (CCBH)	744	70		814	2060	111	5	2176	2804	181	5	2990
CO (County)	14	2		16	143	14		157	157	16	0	173
MA (Medical Assistance)	16	4		20	67	1		68	83	5	0	88
MC (Medicare)					1422	40	4	1466	1422	40	4	1466
NO (No Insurance)	5			5	65	1		66	70	1	0	71
PR (Private)	268	20		288	1032	79	2	1113	1300	99	2	1401
SE (Self Pay)	3	1		4	27	3		30	30	4	0	34
VB (Value Behavioral Health)	0			0	16	4		20	16	4	0	20
Total	1050	97	0	1147	4832	253	11	5096	5882	350	11	6243

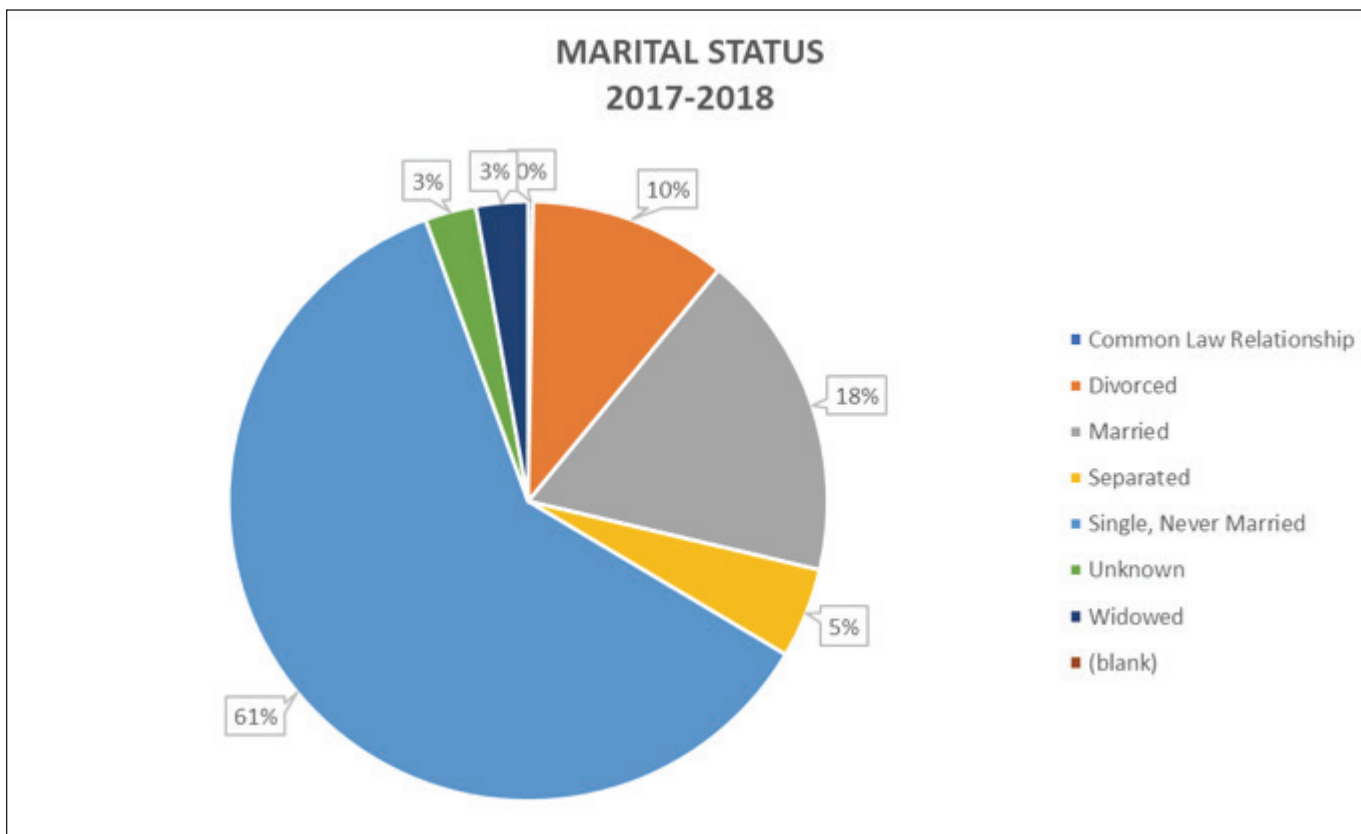
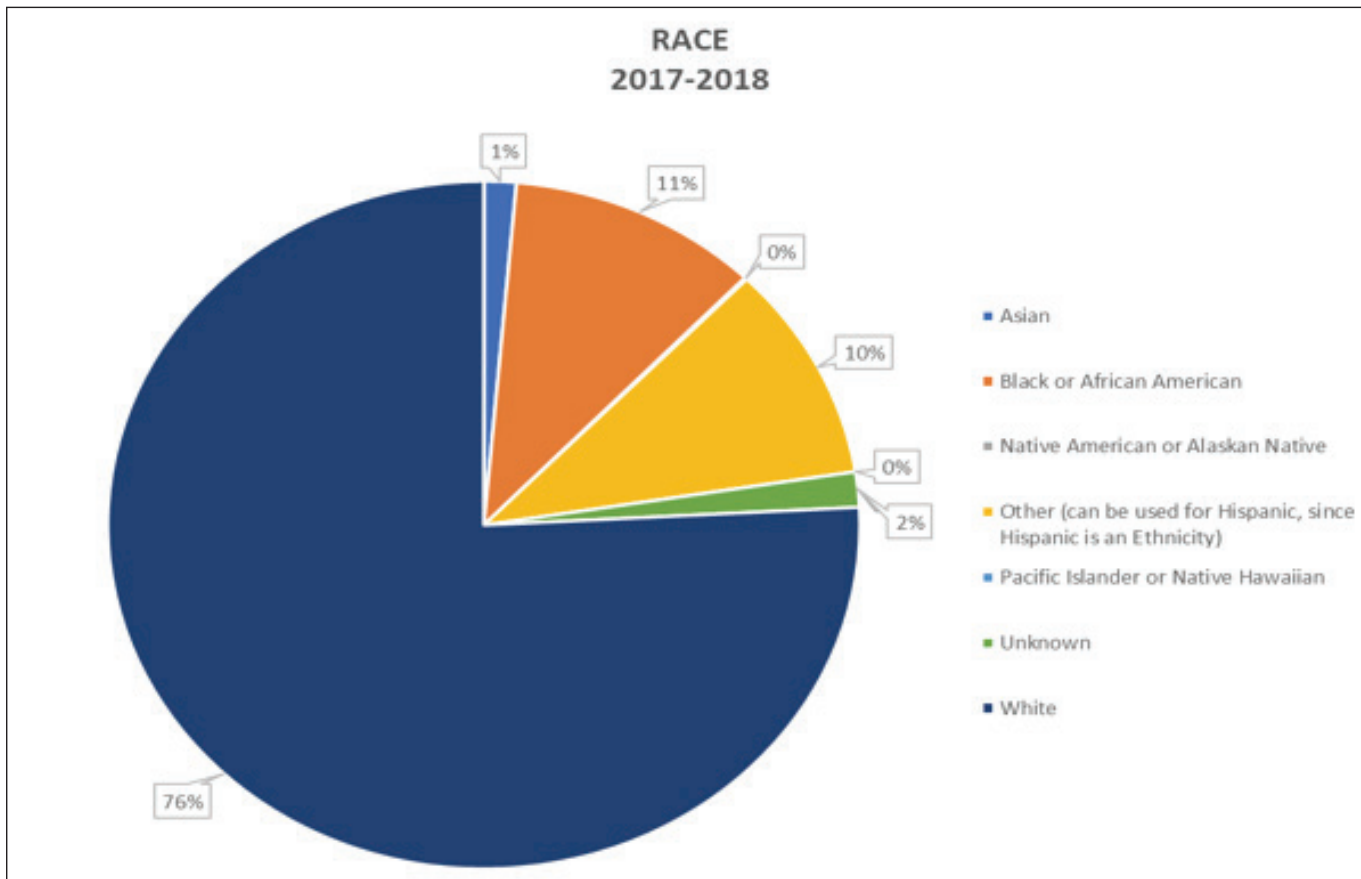
% Medicare	0.0%	29.4%	24.2%	23.5%
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6,563 in FY 16-17 to 6,243 in FY 17-18.

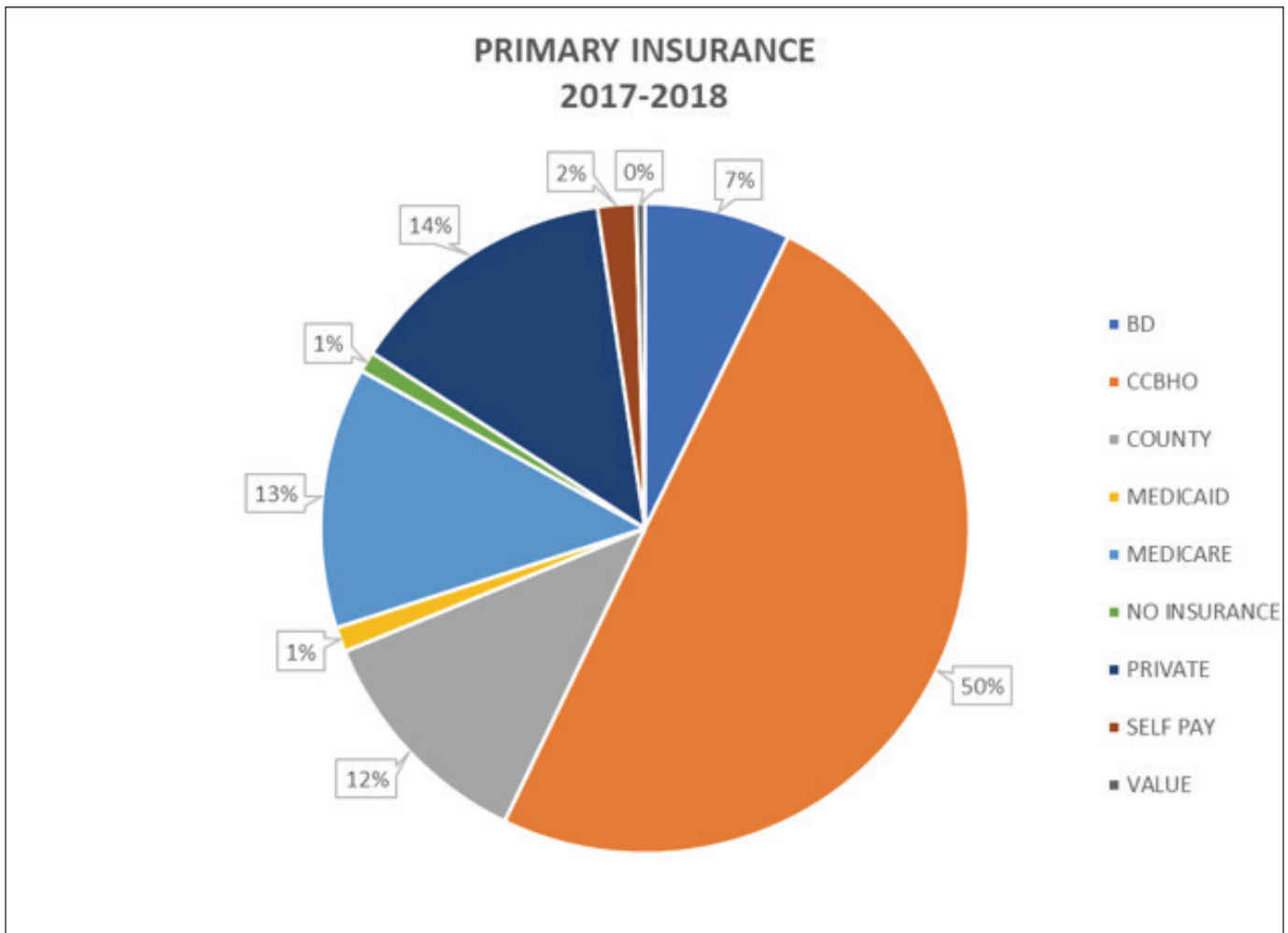
The **specialized Crisis Services Acute Needs and Diversion Services (CSANDS)** program delivered services to 164 unique individuals, with services including 82 psychosocial intakes, 862 therapy sessions, 132 psychiatric evaluations, and 132 medication checks.



A diverse population is seen in our Addiction Medicine Services, Therapy, Med Clinic, Ancillary, CSANDS programs. Fifty-seven percent identify as female and 43 percent are male. Three percent of those served in FY 2017-2018 identified as a veteran, active military or reserve/national guard.

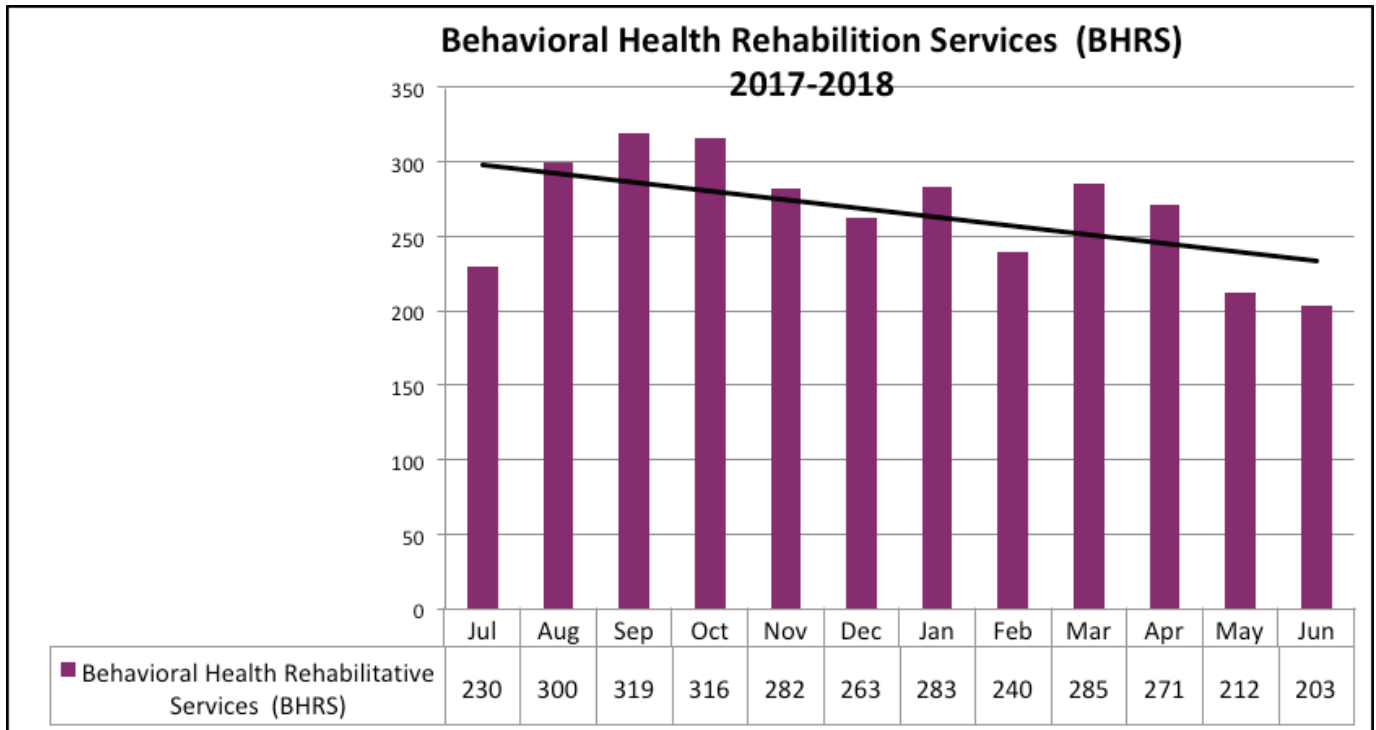


Safe Harbor has continued to provide services to individuals of all socioeconomic class and who have an array of insurances.



BEHAVIORAL HEALTH REHABILITATION SERVICES

Behavioral Health Rehabilitation Services continued to serve high-risk children and families in the community. The program has undergone some changes in the past year, including in leadership, adding the Community School-Based Behavioral Health Team, and streamlining processes to support measurable outcomes. The program continues to evolve and will be hiring at least two new full-time therapists to support BHRS with additional infrastructure.



EARLY INTERVENTION SERVICES

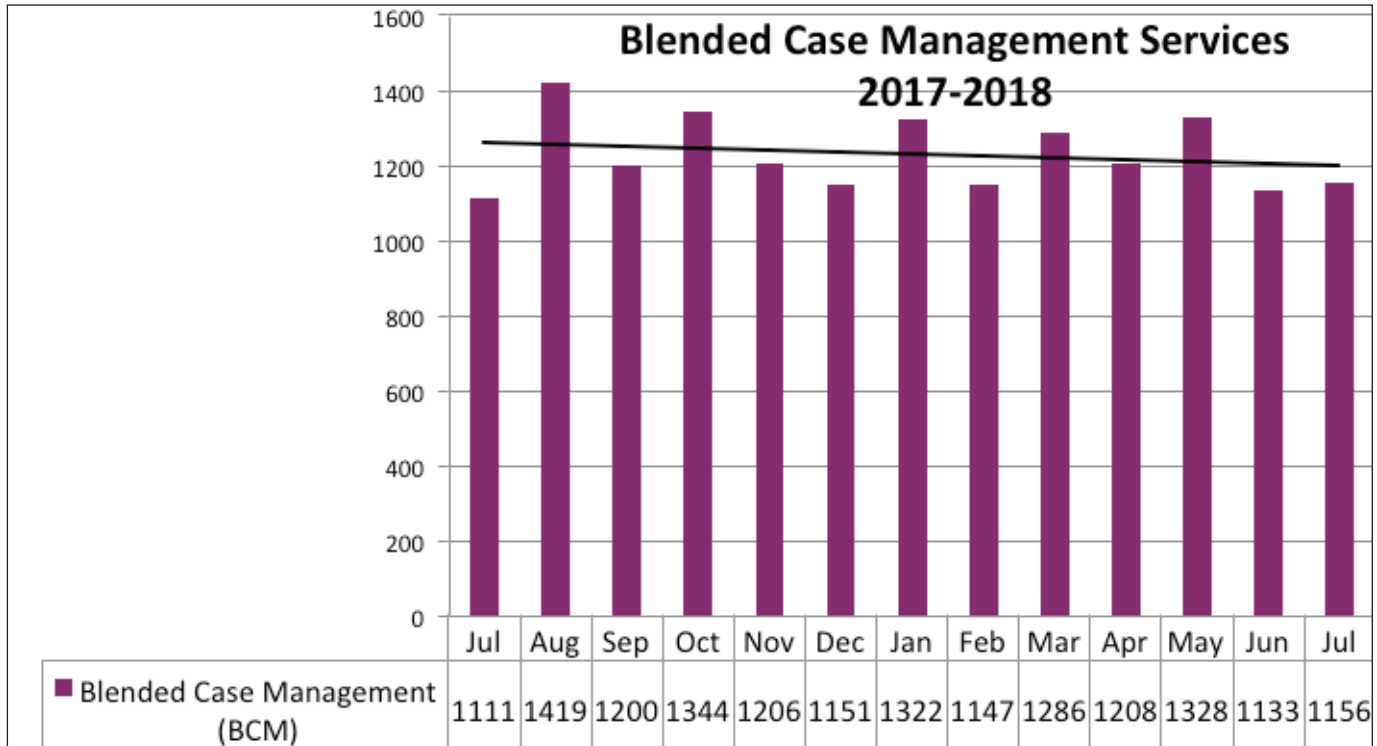
Early Intervention has transformed its staffing pattern to better meet the needs of high-risk infants and their families. In addition, the team has concentrated efforts on training for secondary assessment tools, as well as preparing to learn new models of Early Intervention service delivery that focuses on family engagement.

BLENDED CASE MANAGEMENT

Blended Case Management served 665 unduplicated individuals, receiving 9,608 face-to-face visits in the Adult BCM Program, and 40 unduplicated individuals in the Child BCM Program receiving 343 face-to-face visits in FY 2017-2018. The blended case management program embarked on **value-based** contracting with Erie County and Community Care Behavioral Health (CCBH) for FY 2017-2018, and we are pleased to report the team has been

successful in these benchmarks, which reflect specific outcomes for individuals served. Value-based contracting provides an opportunity for the BCM teams to earn an incentive payment based on program outcomes established by Erie County and CCBH.

BCM has also worked collaboratively with our **Early Onset Recovery Program** for individuals with early-onset psychosis and has been an integral partner in the **Wellness Connection** activities.



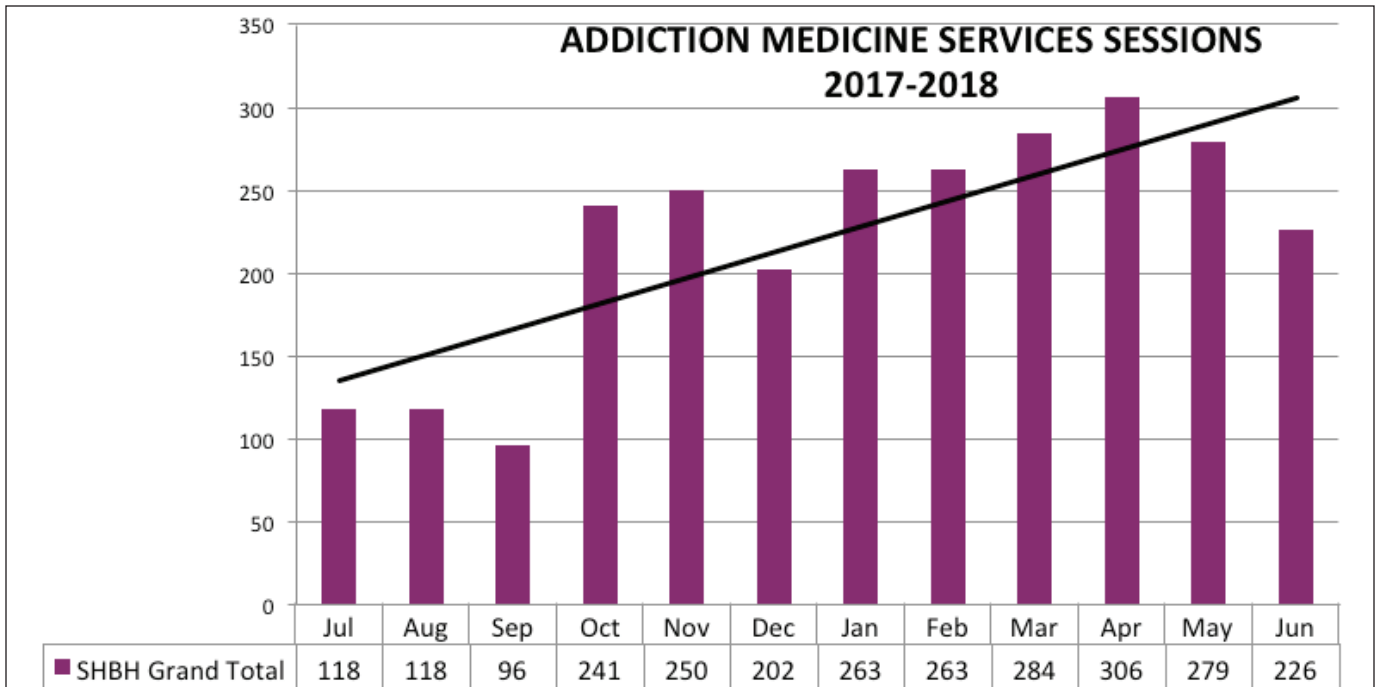
ADDICTION MEDICINE SERVICES

Addiction Medicine Services has continued to blossom in FY 2017-2018.

The **Warm Hand-Off Program** provides assessment, referral, and support to individuals whose substance use leads to medical treatment at UPMC Hamot. The program assists individuals in securing and following through with substance use disorder treatment upon their discharge. Staff are available on all shifts, and work with individuals in the community when needed.

The **Addiction Medicine Services Program** provided 1,910 individual and group visits to 251 unique individuals. Of those receiving care, alcohol abuse continued to be a primary concern, with heroin abuse being a close second. The emergent nature (lethality) of opiates leads this to be a primary focus of the program.

Certified Recovery Specialist services have made their way to help the Addiction Medicine Services team find new ways to reach individuals who are seeking recovery from their substance use disorder. A certified recovery specialist is an individual who has experience living in recovery and builds a peer connection with individuals to help them build hope and positive sober supports.

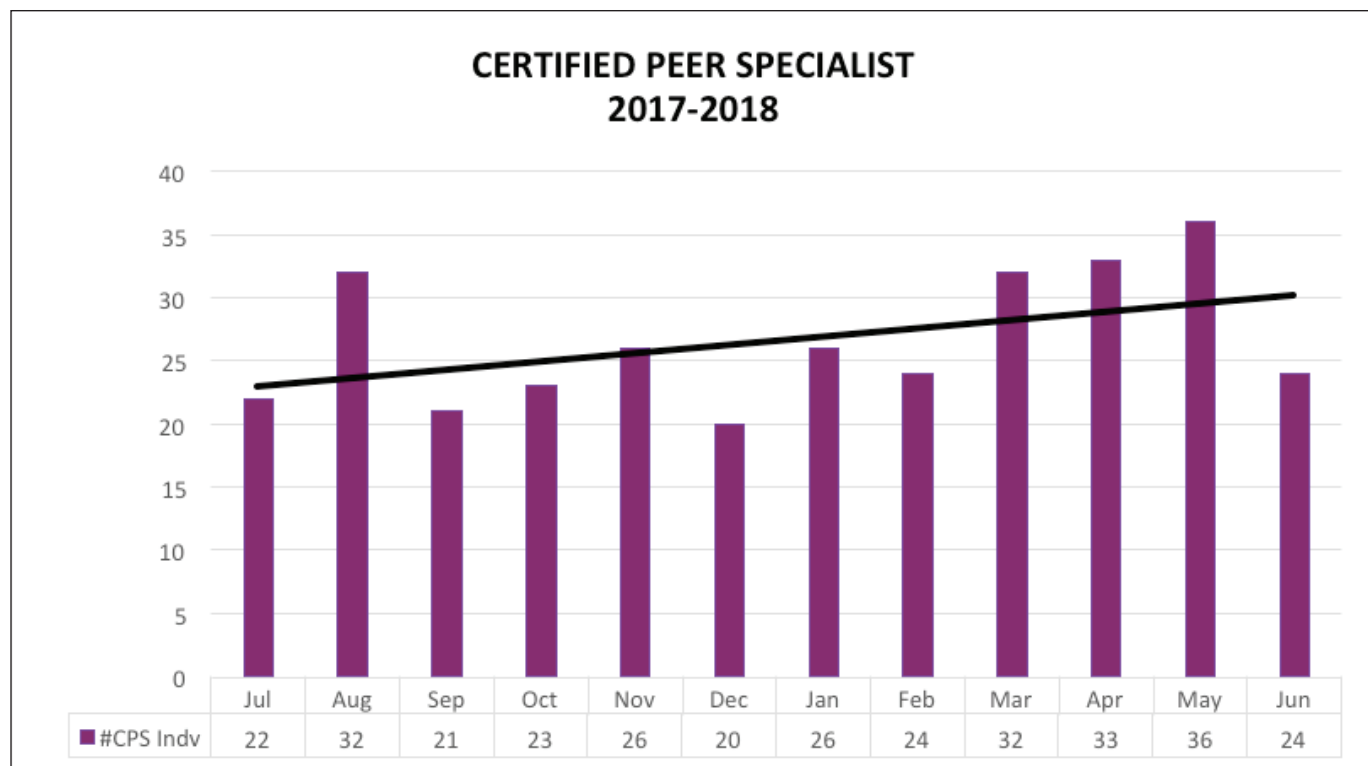


Medication-Assisted Treatment began at Safe Harbor in June 2018, providing an opportunity to engage in evidence-based and life-saving treatment. The agency has also made a significant effort to improve education about overdose prevention to staff and individuals served by our agency.

The **Women's Recovery Center** officially opened in January 2018, and provides mobile case management, counseling, and medication-assisted treatment to women who are pregnant or who have children and who are seeking recovery from substance use disorder. The **Magee-Womens Specialty Center** assists with medication-assisted treatment for women who have opioid dependence. In addition, the counseling and case management is delivered by Safe Harbor. More than 30 women have been touched by this program so far, and babies have started to be born to women actively participating in the program. Importantly, these babies have received early help through their mothers' treatment, so that their likelihood of neonatal abstinence syndrome and complex medical needs has been significantly reduced.

CERTIFIED PEER SPECIALIST

Safe Harbor's **Certified Peer Specialist (CPS)** serviced a total of 28 unduplicated individuals who received 319 individual visits. Referrals for Certified Peer Specialist were obtained via therapists, prescribers, intake clinicians, and individual self-referrals. Peer support services are provided on one-on-one basis. This year, our access to peer specialists expanded, with two peers providing services for coverage on four days each week. We also supported several supervisors to attend certified peer specialist supervisor training with the hopes of growing the program and improving access to supervisors.



PSYCHOLOGY

The team hired a full-time **testing technician** and a **therapist**, who not only provide testing, but offer services at the **UPMC Hamot Bariatric Surgery and Weight Management Center** one day a week. A support group was also started, which focuses on wellness and weight loss.

Over the last half of FY 2017-2018, the team had an average of 30 in-house referrals for evaluation per month, accommodated several PCP referrals from offices where our staff have integrated, and served Safe Harbor individuals referred by neurology. Many times in the past, these community members would have found it very difficult to receive evaluation services, due to insurance or comorbid mental health/physical health/substance concerns. We have also assisted many refugees with N-648 forms and waivers for the Citizenship Evaluation test, which will help them become U.S. citizens.

The psychology team also continues to provide support to the **UPMC Hamot Kidney Transplant Program and Liver Transplant team** by providing assessment and consultation.

QUALITY ASSURANCE/QUALITY IMPROVEMENT

Quality indicators are monitored regularly.

Outpatient quality indicators largely focus on improving access and wait times, as well as compliance with regulations for treatment planning and CPT codes. Highlights include:

INTAKE OPEN ACCESS

- *Overall time* of the process from start to finish has shown consistency of completing the entire intake process within two hours.

OUTPATIENT THERAPY

- The measure of treatment plans being updated within 120 days continues with a 99 percent compliance rate.
- The measure of assignment to a therapist until they first outreach to individuals consistently meets the goal of seven calendar days.
- As a result of numerous interventions implemented by the scheduling and front-desk teams, the scheduling line for the Just in Time clinic is now being answered live 83 percent of the time.

OUTPATIENT MED CLINIC

- No-show rates for psychiatric/diagnostic evaluations maintains an average of about 9 percent.
- No-show rates for medication check visits, which average around 14 percent, have been steadily increasing with deviation from the fidelity of the Just in Time scheduling model.
- Quality of technology during telepsychiatry consistently receives a positive rating and one that is monitored by the state.
- Medication clinic treatment plans show consistent and timely completion.

BLENDED CASE MANAGEMENT

- Coordination of care with other behavioral health programs is a measure that evaluates the fulfillment of the program's primary goals.
- Value-based payment measures continue to be a main area of focus:
 - > Outpatient follow-up visits within seven days after a BCM individual is discharged from inpatient
 - > Average number of BCM contacts within the 30 days after a BCM individual is discharged from inpatient
 - > BCM contacts within the three days after a BCM individual is discharged from inpatient
 - > BCM contact/claims the day of or the day before an inpatient admission

BEHAVIORAL HEALTH REHABILITATION SERVICES

- Services provided as prescribed, to ensure children receive maximum access to care opportunities.
- Timeliness of packet submission, to monitor timely access to initiate care.

CSANDS

- Monitoring signed physicians orders for services, which is required by regulation and serves to monitor appropriateness for services.

ADDICTION MEDICINE SERVICES

- Chart audit scores are measured to enhance preparation for auditing and opportunities for staff education.
- The Warm Hand-Off focuses QI on individual linkage to addiction services after the Warm Hand-Off assessment, referral, and support process.

CRISIS SERVICES

Safe Harbor’s Crisis programming continued to serve many Erie County residents.

Crisis Residential admitted 335 unduplicated individuals and **Crisis Services** served 2,860 unduplicated individuals.

Mobile Crisis served 2,525 unduplicated individuals, with a total of 3,056 mobile visits.

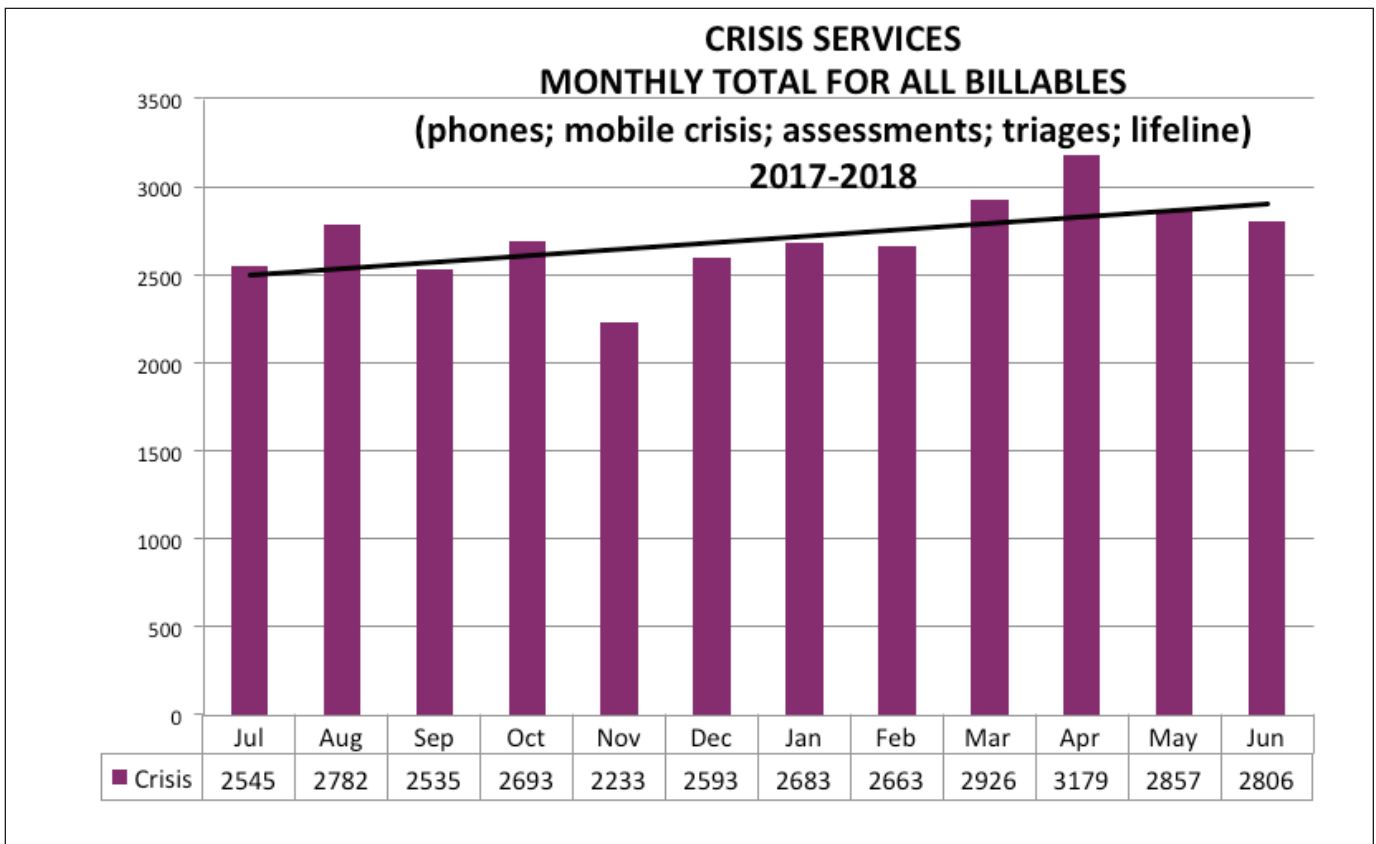
Walk-in Services received 1,174 unduplicated individuals, with a total of 1,966 walk-in visits.

Phone Services connected with 5,130 unduplicated individuals, with a total of 27,543 phone contacts to address these needs.



The **WarmLine**, which is a peer-led service that provides alternative access and support via peer counseling, served 178 unduplicated individuals who had 3,077 contacts.

In FY 2017-2018, Crisis Services has seen **record numbers** of individuals in need and has continued to provide training to a variety of agencies to assist with supporting individuals with mental health needs.



QUALITY

Crisis indicators focus on coordination, safety, access, and satisfaction:

- Crisis BCM identification and contact to enhance care coordination for individuals with service involvement.
- Crisis triage priority response time and monitoring for fidelity to program standards.
- Crisis Residential Unit satisfaction survey, allowing for rapid response to any areas of concern.
- Lifeline suicide assessment and veteran status questions, which ensure the safety and resources are addressed.

SAFE HARBOR BEHAVIORAL HEALTH OF UPMC HAMOT

Partner with Western Psychiatric Institute and Clinic of UPMC

SAFE HARBOR OUTPATIENT CLINIC

1330 W. 26th St., Erie, PA 16508
814-459-9300

SAFE HARBOR CRISIS CENTER/ OUTPATIENT WEST

2560 W. 12th St., Erie, PA 16505

In the event of a crisis, call Crisis Services 24/7/365
at **814-456-2014** or **1-800-300-9558**.