


Other Information:



- *SAM, Inc.'s Crisis Center staff does not have the means to restrain or otherwise restrict people's movements, or to provide care for medical problems, or alcohol/drug intoxication or withdrawal.*
- *Crisis Intervention services are not an effective substitute for on-going mental health case management or treatment services.*

Additional Services Provided by SAM, Inc.:

- *Intake, Information and Referral*
- *Mental Health Intensive Case Management, Resource Coordination, and Administrative Case Management*
- *Forensic Mental Health Case Management*
- *Mental Retardation Support Coordination*
- *Referral to various Mental Health and Mental Retardation Support Services*



The mission of Service Access & Management, Inc. is to help people throughout Pennsylvania enhance the quality of their lives by effectively and efficiently managing and/or providing needed human services.



SAM, Inc. does not discriminate against persons because of their race, color, religious creed, sexual orientation, lifestyle, handicap, disability, ancestry, national origin, limited English proficiency, age or sex.

Certified by



American Association of Suicidology



CARF has accredited SAM Inc.'s Case Management and Crisis Intervention Services



Service Access & Management, Inc.



Mental Health Crisis Intervention and Emergency Services



19 North 6th Street, Suite 300
Reading, PA 19601

Phone: 610-236-0530
Toll Free: 1-877-236-4600
TTY: 610-236-0361
Fax: 610-236-0266

*Funded by the
Berks County MH/MR Program*



Crisis Intervention Services

What are they?

- Assistance to consumers in resolving and/or defusing crisis situations via problem-solving, support and referral.
 - Assessment and consultation in identifying mental health problems and needs, as well as options for mental health treatment or other interventions and community services.
 - Information and referral for other human services and community resources.
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Who is eligible to receive them?

- Anyone who requests them, regardless of age, income, and health insurance.
- Mental health consumers and persons interested in their well-being, including, but not limited to, family, friends, human services agencies and law enforcement and court officers.

Crisis Intervention Services

When are they available?

- **24 hours per day, seven days per week.**
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How are they accessed?

- Simply call 610-236-0530 and ask to speak with a crisis worker.
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How and Where are they provided?

- Staff will work to understand callers' needs and requests, then consider how and where to most effectively interact with consumers and/or other callers.
- Telephone contact
- Face-to-face contact as mobile outreach in the community.
- Face-to-face contact at SAM, Inc. Crisis Center (19 N. 6th St., Reading, PA)
- Face-to-face contact at local hospital Emergency Care Units.

Emergency Mental Health Services

- Are provided only after less restrictive and less intrusive crisis intervention services have been provided.
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- Are provided in accordance with the Mental Health Procedures Act of 1976, Section 302.
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- Are provided by SAM, Inc. staff under the authority delegated to them by the Berks County MH/MR program.
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- Consist of the review and execution of requests for involuntary mental health evaluation and treatment.
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