

Puerto Rico—State Resource Guide

Territory Behavioral Health Agency

For more information about admission, care, treatment, release, and patient follow-up in public or private mental health and substance abuse treatment facilities, contact your Territory agency:

Administración de Servicios de Salud Mental y Contra la Adicción

P.O. Box 607087

Bayamón, PR 00960-7087

Phone: 787-763-7575

Toll-free: 800-981-0023 (Línea Pas, 24/7)

Fax: 787-765-5888

Internet: <http://www.assmca.gobierno.pr>

Spanish language assistance available

Territory Protection and Advocacy Agency

Each State and selected Territories have a protection and advocacy agency that receives funding from the Federal Substance Abuse and Mental Health Services Administration (SAMHSA). Agencies are mandated to protect and advocate for the rights of people with mental illnesses and to investigate reports of abuse and neglect in facilities that care for or treat individuals with mental illnesses. These facilities, which may be public or private, include hospitals, nursing homes, community facilities, board and care homes, homeless shelters, jails, and prisons. Agencies provide advocacy services or conduct investigations to address issues that arise during transportation or admission to such facilities, during residency in them, or within 90 days after discharge from them. Contact:

Office of the Governor

Ombudsman for the Disabled

P.O. Box 41309

San Juan, PR 00940-1309

Phone: 787-721-4299 or 787-725-2333

Toll-free: 800-981-4125 (PR only)

TDD : 787-725-4014

Fax: 787-721-2455

E-mail : jrocasio@oppi.gobierno.pr

Internet: <http://www.oppi.gobierno.pr>

Spanish language assistance available

Centers for Medicare and Medicaid Services (CMS)

The Centers for Medicare and Medicaid Services, which is part of the U.S. Department of Health and Human Services, investigates some complaints about treatment facilities that receive Medicare and Medicaid funding. For further information at the national level, contact:

Centers for Medicare and Medicaid Services

7500 Security Boulevard

Baltimore, MD 21244-1850

Phone: 410-786-3000

Toll-free: 877-267-2323

TDD: 866-226-1819

E-mail: question@cms.gov

Internet: <http://www.CMS.gov>

New York Regional Office (serves Puerto Rico)

Centers for Medicare and Medicaid Services

26 Federal Plaza, Room 3811

New York, NY 10278

Phone: 787-294-1681

E-mail: PRFO@cms.hhs.gov

Internet:

[http://www.cms.gov/RegionalOffices/Downloads/
NewYorkRegionalOffice.pdf](http://www.cms.gov/RegionalOffices/Downloads/NewYorkRegionalOffice.pdf)

Advocacy Organizations

Mental Health America (formerly the National Mental Health Association) maintains a referral and information center and can help you locate local chapters. These local groups have information about community services and act as advocates for people unable to represent themselves. For more information about the association, write or call:

Mental Health America Resource Center
2000 North Beauregard Street - 6th Floor
Alexandria, VA 22311
Phone: 703-684-7722
Toll-free: 800-969-6642
TDD: 800-433-5959
Fax: 703-684-5968
E-mail: info@mentalhealthamerica.org
Internet: <http://www.nmha.org>

The National Alliance on Mental Illness maintains a helpline for information on mental illnesses and referrals to local groups. The local self-help groups have support and advocacy components and offer education and information about community services for families and individuals. For information about the Alliance's activities in Puerto Rico, contact:

NAMI Puerto Rico
P.O. Box 360278
San Juan, PR 00936-0278
Phone: 787-607-4983
Fax: 787-473-6504
E-mail: namipuertorico@yahoo.com
Internet: <http://www.nami.org>

Territory-representative consumer organizations are run by and for consumers of mental health services and promote consumer empowerment. These organizations provide information about mental health and other support services at the Territory level and are active in addressing and advocating for mental health system issues. For information about consumer activities in your area, contact:

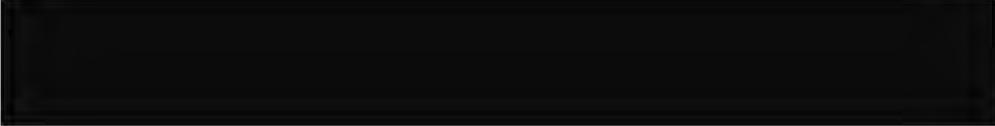
Asociación de Padres por Bienestar de Niños con Impedimentos (APNI)
P.O. Box 21280
San Juan, PR 00928-1280
Phone: 787-763-4665
Toll-free: 800-981-8492/8393
Fax: 787-765-0345
E-mail: centroinfo@apnivr.org
Internet: <http://www.apnivr.org>

The National Mental Health Consumers' Self-Help Clearinghouse, funded partly by SAMHSA, promotes and helps to develop consumer-run self-help groups across the country. Technical assistance and materials are available on such topics as organizing groups, fundraising, leadership development, incorporating, public relations, advocacy, and networking. For more information, contact:

The National Mental Health Consumers' Self-Help Clearinghouse
1211 Chestnut Street, Suite 1207
Philadelphia, PA 19107
Phone: 215-751-1810
Toll-free: 800-553-4KEY (539)
Fax: 215-636-6312
E-mail: info@mhsselfhelp.org
Internet: <http://www.mhsselfhelp.org>

The National Empowerment Center is a Technical Assistance Center run by mental health consumers/survivors. The Center's mission is to carry a message of recovery, empowerment, hope and healing to people who have been diagnosed with mental illness. The Center provides information and referrals to consumer/survivor resources nationwide and offers technical assistance to individuals and groups involved in consumer empowerment activities. The Center distributes recovery-related publications and sponsors education and training activities. For information on consumer/survivor activities in your area, contact:

The National Empowerment Center
599 Canal Street
Lawrence, MA 01840
Phone: 978-685-1494
Toll-free: 800-769-3728
Fax: 978-681-6426
Internet: <http://www.power2u.org>



Other Sources of Information

There are many sources of information that you can tap. Your area mental health authority, which is generally a part of the local government, may be useful. Other branches of your city or county government also may be able to help. For example, the education office might have information about help for children, and the agency for the aging might know about services for senior citizens. In addition, your family physician or area hospital may be able to make referrals. For legal advice, contact your local bar association or go to <http://www.findlegalhelp.org>. Also, your local library and telephone yellow pages may have resource lists for sources of help in your community.

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