



In this issue:

Never quit trying to quit smoking

One more reason to quit smoking

What causes childhood obesity?

Pet abuse is domestic abuse

Stop stigma

Peer support services

Never quit trying to quit smoking

If you have ever tried to quit smoking and were not able to stay stopped, please don't give up. You owe it to yourself and your loved ones to protect your health and well-being. And you don't have to do it alone. PerformCare will work with you to help you become smoke-free.

We offer smoking cessation counseling to all members without referrals or prior authorization, as well as smoking cessation medicines with no copay.

Tips to kick the habit

In addition to reaching out to PerformCare, here are some things you can do right now:

- Pick a date to quit smoking within the next two weeks. Make it a day when you will be less stressed, like on a weekend.
- Tell your family and friends so they can help encourage you.
- Try cutting back on the number of cigarettes you smoke each day before your quit day.
- When you feel a craving to smoke, take five deep breaths or drink a glass of water. The craving may pass.

- Choose a “quit buddy” so you can stay smoke-free together.
- Start a new exercise routine to help you stay focused on being healthy.

Also, think about the money you'll save by not smoking and what you can do with that money. In fact, take the cash you save by not buying cigarettes, stash it in a coffee can, and watch it pile up. If you get a craving to smoke, look inside the can — it could be an instant craving-crusher!

At PerformCare, we're here for you. Please call Member Services for information about providers in your area who offer smoking cessation counseling. You can also call the toll-free Quit Line at **1-800-QUIT-NOW (1-800-784-8669)** or visit the PerformCare website at pa.performcare.org/self-management-wellness/smoking-cessation/index.aspx to learn about a mobile app, find out how to get a personal coach, and learn some tips to quit.

Para recibir este boletín en español, llame al número de teléfono de Servicios para el Miembro de su condado.

You can also read this newsletter at pa.performcare.org.



One more reason to quit smoking

Here is something many people might not know about cigarettes that could give those who smoke a new reason to kick the habit. The American Lung Association lists some of the chemicals besides nicotine — which is also found in bug sprays — that are in tobacco smoke. The list shows where else these chemicals are found:

- Acetone — found in nail polish remover.
- Arsenic — found in rat poison.
- Benzene — found in rubber cement.
- Butane — found in lighter fluid.
- Cadmium — found in battery acid.
- Carbon monoxide — found in car exhaust fumes.
- Hexamine — found in barbecue lighter fluid.
- Naphthalene — found in mothballs.
- Methanol — found in rocket fuel.
- Toluene — found in paint.

Help is available

It's not easy to stop smoking, but you can do it. Keep this list with you and read it before you reach for a cigarette. Think about all these harmful chemicals going into your body.

In addition, PerformCare offers smoking cessation counseling to all Members without referrals or prior authorization, as well as smoking cessation medicines like gum and patches with no copay.

Call the Member Services number for your county for information about Providers in your area who offer smoking cessation counseling. You can also call the toll-free Quit Line at **1-800-QUIT-NOW (1-800-784-8669)** or visit the PerformCare website to learn about ways to quit, at pa.performcare.org/self-management-wellness/smoking-cessation/index.aspx. At PerformCare, we value our Members' health and well-being and want to help you stay smoke-free. Please call today.

Source:

"What's In a Cigarette?" American Lung Association, 2018, <http://www.lung.org/stop-smokin/smoking-facts-/whats-in-a-cigarette.html>.

What causes childhood obesity?

Obesity happens because a person takes in too many calories and does not get enough physical activity. Obesity now affects 17 percent of all children and adolescents in the United States — triple the rate from just one generation ago.

Why focus on food and physical activity?

There are many factors that decide whether or not the healthy choice is the easy choice for children and their parents. American society can encourage eating fewer healthy foods and getting less activity. It can be difficult for parents to make healthy food choices for their children and encourage them to get enough physical activity when they are seeing the following factors in their homes, child care centers, schools, or communities:

- **Sugary drinks and less healthy foods in schools.** Many school-aged children attend schools that do not offer sugar-free drinks and healthier foods for meals and snacks. Vending machines, school cafeterias, fundraisers, school parties, and even sporting events can promote unhealthy choices.
- **Advertising of less healthy foods.** Some middle and high schools allow advertising of less healthy foods. Students are swayed to choose those instead of healthier foods. On TV and radio, many food advertisements are directed towards children and teens. Advertising for healthier foods isn't seen as much.
- **Varying licenses among child care centers.** Many children in the United States are cared for in day care centers and personal homes. However, not all states have rules for child care centers that encourage healthier eating or physical activity.

There are no simple solutions to solve childhood obesity. But knowing about state and community resources can help parents make better choices for their children and help their neighborhoods. For more information, visit www.cdc.gov/obesity/childhood/solutions.html.

Is my child at risk for childhood obesity?

One in six children in the United States are obese. Children who are obese are at risk for health issues like diabetes and high blood pressure.

Many things can make a child more likely to be obese. The children of lower income parents are more likely to be obese. Home and community also play a big role. Having nearby places to buy healthy foods and safe places to play can help children avoid obesity. However, many children do not have access to these things.

There are simple steps you can take to help your child reduce their risk of childhood obesity.

- **Teach healthy habits.**

Stop weight gain with good habits like a healthy diet and exercise. Read the Dietary Guidelines for Americans to see if your child is eating right. The Physical Activity Guidelines for Americans can help you make sure your child gets enough exercise.

- **Eat smaller meals.**

Eating big portions of food can cause weight gain and childhood obesity. Children who are given large portions of food eat more calories without realizing it.

- **Consider breast feeding.**

Only 13 percent of babies are exclusively breast fed after the end of their first six months. If you have a baby, breast feeding can help your child prevent weight gain and obesity when they are older.

Sources:

"Childhood Obesity Causes & Consequences," Centers for Disease Control and Prevention, December 15, 2016, <https://www.cdc.gov/obesity/childhood/causes.html>.

For more information, go to www.cdc.gov/obesity/childhood/solutions.html. Adapted from the Centers for Disease Control and Prevention and in the public domain.

Pet Abuse is Domestic Abuse

People who abuse want power and control over others. They may want to retaliate or show another person they are next. To force a person to watch abuse is a form of abuse. Pet abuse is domestic abuse. It can cause health problems. Studies show that a person who abuses a pet may also abuse their partner.ⁱ

Human and animal victims can both suffer these types of abuse and more:

- Neglect or being ignored.ⁱⁱ
- Being ganged up on by more than one abuser.ⁱⁱⁱ
- Sexual or physical abuse.
- Kept from access to medicine or health care.
- Kept from access to food, water or safe shelter.
- Being yelled at, insulted or scared on purpose.

Another abuse tactic is to remove a pet from the home and not tell where it is. There may be times when a victim is forced to abuse a pet to protect it from torture or death by an abuser. They may be forced to abuse a pet to protect their child. One quarter of children whose mothers were abused saw their family pet threatened, abused or killed as a way to control the mother.^{iv} Pets and children share a special bond and abuse using pets causes deep trauma.^v

Pet abuse trauma can cause health or social problems such as^{vi}:

- Depression or anxiety.
- Post-traumatic stress.
- Aggression.
- Lack of emotions or ability to pay attention.^{vii}

PerformCare using the number for your county.

To find the domestic abuse program nearest you, visit <http://www.pcadv.org> and click on **Find Help** or use the Find Help map on the home page.

Sources:

ⁱ Merz-Perez, Linda & Heide, Kathleen. (2004). *Animal cruelty: Pathway to violence against people*. Lanham, MD: Altamira Press.

ⁱⁱ McKinnis, Susan. (2016). Unlinking the chain: How animal abuse intersects with domestic violence. Webinar. New Castle, PA: Crisis Center of Lawrence County.

ⁱⁱⁱ Ibid.

^{iv} Companion Animal Psychology. (2016). Children's experiences of domestic violence and animal abuse. Retrieved from <http://www.companionanimalpsychology.com/2016/03/childrens-experiences-of-domestic.html>

^v Ibid.

^{vi} McDonald, Shelby E. & Dmitrieva, Julia & Shin, Sunny & A. Hitti, Stephanie & Graham-Bermann, Sandra & R Ascione, Frank & Herbert Williams, James. (2017). The role of callous/unemotional traits in mediating the association between animal abuse exposure and behavior problems among children exposed to intimate partner violence. *Child Abuse & Neglect*. 72. 421-432. 10.1016/j.chiabu.2017.09.004.

^{vii} Ibid.



Stop stigma

When it comes to being well and enjoying a good quality of life, it not just our physical health that counts. Our thoughts, feelings, and behaviors play a big part, too. This is why looking at the whole person is so important. Our physical health and our emotional health both count.

When people have physical health problems like broken bones or the flu, they see a health care provider for care to stop the pain and get well. They aren't considered "weak" for not being able to tough it out or just "get over" the problem. They are taking the right steps to take care of their health.

It's no different when people are struggling with behavioral health problems like depression or substance use. They deserve to get the care and support they need to stop their pain and get well. No one should be judged for taking the steps they need to be well, recover, and enjoy a good and meaningful life.

The Substance Abuse and Mental Health Services Administration (SAMHSA) defines wellness in this way:

"Wellness concerns maintaining an overall quality of life and the pursuit of optimal emotional, mental, and physical health."

Stigma is the toughest barrier anyone with a mental illness or an addiction will face on their road to recovery and being well.

What is stigma? At the heart of stigma are ignorance, discrimination, and hate. People with mental illness feel inferior, not valued, and even fearful because of the negative attitude society holds toward them. As a result, people struggling with mental health challenges may not get the help they need for fear they'll be discriminated against. People coping with behavioral health issues (such as mental illness or addiction) have a lot more to deal with than just the disorder itself. Many people report that the stigma of their conditions, and the prejudices they encounter because of it, is nearly as bad as their symptoms.

It's time to change the attitude, start the conversation, and stamp out the stigma. Stigma hurts. It's harmful. It causes people to avoid getting help. Join us in committing to recognizing, reeducating, and reducing the stigma surrounding mental illness and substance use.

Sources:

Stamp Out Stigma website, Association for Behavioral Health and Wellness, last modified 2014, <http://stampoutstigma.com/>.



The Three Rs

Recognize

We must first **recognize** the high prevalence of mental illness and substance use disorders

Reeducate

Then **reeducate** ourselves, friends and family on the truths of mental illness and addiction

Reduce

When we do this, we can **reduce the stigma.**



Peer support services

Peer support services are an exciting service that is available to our members. Because of services you have used in the past, you may be eligible for and interested in this service.

PerformCare pays for peer support services. They are available to help individuals with mental health issues develop their paths to recovery. At one time Peer Support Services were only available to adult Members. In some areas, this service is also available to meet the needs of teens (14 – 18 years of age). Call PerformCare to find out what peer support services are available in your area.

The people who provide this support are trained to be Certified Peer Specialists (CPSs). They have special skills, information, and ways to help you.

About CPSs

- They have also been recipients of mental health services.
- They are individuals who have been where you are.
- They have received specialized training to help other people in recovery succeed in meeting their goals.

With peer support services, a CPS could:

- Help you to develop or increase living skills.
- Provide you with support and advocacy.

- Help you to develop social networks.
- Help you find other services you might need.
- Prove to be a role model and a supporter to help you meet some of the goals that you set for your life.
- Simply listen to you, relate to you, and encourage you regarding your mental health recovery and goals.

The use of peer support services is growing. CPSs are currently working in a wide variety of facilities, including:

- Drop-in centers.
- Crisis stabilization units.
- Hospitals.
- Forensic services.
- Case management programs.
- Recovery support services.

The possibilities for this service are tremendous. The possibilities for recovery for people using the service are tremendous, too!

If you have a current Care Manager or Provider, you can ask them about a referral to peer support services. Please also feel free to contact PerformCare Member Services for information about the service. Call the Member Services phone number listed for your county. This is a free call.

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 (Bedford-Somerset and Franklin-Fulton Counties)

Member Services (Bedford-Somerset): **1-866-773-7891**

Member Services (Franklin-Fulton): **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

<https://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

<http://www.hhs.gov/ocr/office/file/index.html>.

Multi-language interpreter services

English: ATTENTION: If you speak English, language assistance services, at no cost, are available to you. Call the Member Services number for your county.

Spanish: ATENCIÓN: si habla español, tiene a su disposición los servicios de asistencia lingüística sin costo alguno. Llame al número de Servicios al Miembro de su condado.

Chinese Mandarin: 注意: 如果您说中文普通话/国语, 我们可为您提供免费语言援助服务。请致电您所在县的会员服务热线。

Chinese Cantonese: 注意: 如果您使用粵語, 您可以免費獲得語言援助服務。請致電您所在縣的會員服務熱線。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số Dịch Vụ Thành Viên dành cho quận của bạn.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните по номеру телефона Member Services для вашего округа.

Pennsylvanian Dutch: Wann du Deitsch schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff.

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하 카운티의 회원 서비스로 연락하십시오.

Italian: ATTENZIONE: nel caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero dei Servizi per i soci relativo alla propria contea.

Arabic:

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم خدمة العملاء الخاص ببلدك.

French: ATTENTION : si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le numéro des Services aux membres pour votre comté.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufen Sie die Servicenummer für Mitglieder in Ihrem Land an.

Gujarati: સૂચના: જો તમે ગુજરાતી બોલતા હો, તો તમારા માટે ભાષા સહાયતા સેવાઓ નિ:શુલ્ક ઉપલબ્ધ છે. તમારી કાઉન્ટીના મેમ્બર સર્વિસીસ નંબર પર ફોન કરો.

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer obsługi członkowskiej odpowiedni dla Twojego kraju.

Haitian Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele nimewo Sèvis manm pou konte w.

Mon-Khmer Cambodian: ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, អ្នកអាចប្រើប្រាស់សេវាជំនួយផ្នែកភាសាដោយមិនគិតថ្លៃ។ ចូរ ទូរស័ព្ទទៅកាន់លេខសេវាបម្រើសមាជិកសម្រាប់ប្រទេសរបស់លោកអ្នក។

Portuguese: ATENÇÃO: Se fala português, encontra-se disponível serviços de assistência linguística gratuitos. Ligue para o número de Serviços aos Membros do seu país.

PerformCare Member Services numbers

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

Bedford and Somerset counties:
1-866-773-7891

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

Para recibir este boletín en español, llame al número de teléfono de Servicios para el Miembro de su condado.

pa.performcare.org

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_18201932

8040 Carlson Road
Harrisburg, PA 17112