



Welcome to Pathways Forward – Mental Health Intake

At Pathways Forward, we are committed to helping you access the mental health support you need. When you come in for an intake, you will meet with a dedicated mental health case manager who will guide you through the process in a supportive and confidential environment.

During your intake, your case manager will ask questions, not limited to, about your demographic information, mental health symptoms, daily life, any current or past diagnoses, inpatient stays, substance or alcohol use, income, and other potential barriers to care. You will also be asked to sign releases of information to ensure we can coordinate services effectively. During this time, your case manager will discuss the different levels of case management available and explore referral options that may best meet your needs. The intake process typically takes about an hour and a half, as we gather all the information needed to best support you.

To complete your intake, please bring the following documents if possible:

- **Photo ID** – Must show a Dauphin County address, or a utility bill can be used to verify your address.
- **Proof of Homeless Status** – If you are currently unhoused in Dauphin County, a self-declaration of your status is acceptable.
- **Social Security Card** – Optional, but helpful for verifying your Social Security number and avoiding documentation errors.
- **Proof of Insurance** – If uninsured, we can help you complete a Medical Assistance (MA) application and submit it on your behalf.
- **Proof of Income** – This can include SSI or SSDI award letters, employment pay stubs, or other sources of income. We will verify the source, amount, frequency, and whether the income belongs to you, your spouse (for adults), or a biological parent (for children). If you have no income, simply let us know.

If you do not have all of these documents at your first visit, that's perfectly okay. Our team will work with you to gather what is needed to finalize your intake.

Important: At any point, if your contact information changes, please inform your case manager so we can keep your records up to date. If you need to reschedule your intake appointment, please call us as soon as possible.

To call and schedule your intake, please contact us at 717-232-8761.

Walk Ins welcomed at 1100 S. Cameron St. Harrisburg, PA 17104 Monday through Friday 8:30am to 4:00pm.

We look forward to meeting you and helping you take the next step towards your mental health and well-being.