

MENTAL HEALTH CASE MANAGEMENT SERVICES

DAUPHIN COUNTY MH/ID PROGRAM
NOVEMBER 2018 RESOURCE SHARING

You may have heard the term “case management services” but not know what they are or how they can support your child and family. Mental health case managers assist and support your child and family in accessing services, monitoring the effectiveness of services and working with other child-serving systems to improve how your child is doing at home, at school and in the community. The ultimate goal of mental health case management is to help individuals and families gain the highest level of independence and personal growth possible. ***Case management services are voluntary and free of charge.***

Case management services are accessed by completing an intake at either Case Management Unit (CMU) location—Harrisburg or Elizabethville. An intake is a comprehensive evaluation that identifies mental health issues, assesses the individual’s strengths and needs, and determines program eligibility requirements. Intakes are available at the Harrisburg office on a walk-in basis Monday through Thursday from 9:00 am to 3:00 pm. The CMU will attempt to coordinate different arrangements if needed. Intakes at the Elizabethville office are scheduled at a mutually convenient time.

Mental Health Case Managers are important because they:

- ◆ Complete and follow-up on referrals for services
- ◆ Monitor treatment and address other related concerns
- ◆ Provide support, resources and advocacy aimed at helping the individual accomplish goals and achieve recovery
- ◆ Are mobile and meet with children and families in their homes, schools and the community

There are two levels of case management service — administrative and blended. The level of service assigned is dependent on the needs of the child/youth. ***Administrative case managers*** are available during normal business hours and provide individualized support as needed either by phone or face to face. ***Blended Case Managers (BCM)*** have face to face contact with the child/youth a minimum of once every 30 days. Contact can occur more frequently if needed. Along with the family and child/youth, they create individualized service plans with identified goals. BCM services are available 24 hours a day, 7 days a week. To access BCM during on call hours, calls are directed to Crisis Intervention at (717) 232-7511.

CMU Harrisburg office: 1100 S. Cameron St., Harrisburg, PA 17104 (717) 232-8761

CMU Northern Dauphin office: 295 State Rd., Elizabethville, PA 17023 (717)362-1212

For more information visit the CMU website at <https://www.cmu.cc/>