

About MH Case Management

Mental Health Case Management offers various monitoring services and resource acquisition assistance to people with mental health and/or co-occurring substance use disorders rooted in the belief that all people have potential for growth and an improved quality of life.

Mental Health Case Management services aim to *partner with* people in realizing their recovery and life goals in the community. Services are offered on two different levels: Administrative and Blended.

How do I qualify for services?

Anyone living in St. Luke's Penn Foundation's geographic catchment area is eligible for Administrative Case Management and can call the office directly to request this service. For the Blended Case Management program, there is a formal referral process, and applicants must meet specific eligibility criteria.

Who do I call?

You may call our office Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. at 267.404.5708. We will help determine which service level will best suit your needs and how to access that service level.

What is the cost?

There is no cost to you. We receive reimbursement through various insurances and other funding sources.

About St. Luke's Penn Foundation

Penn Foundation was founded in 1955 as a non-profit organization providing innovative services to address the mental health and substance use treatment needs of individuals in our community. In July 2021, Penn Foundation joined the St. Luke's University Health Network, creating one of the largest fully-integrated networks of mental health and addiction services in eastern Pennsylvania and New Jersey.

Together, St. Luke's and Penn Foundation are committed to ensuring that the community has access to high quality behavioral healthcare. Our staff of 400 compassionate professionals serves more than 17,000 children, adolescents, and adults each year through St. Luke's Penn Foundation's 25 programs and 9 offices. We are proud to deliver integrated, holistic care designed to meet the unique needs of each person.

St. Luke's Penn Foundation believes strongly in the resiliency of the human spirit and is committed to our mission of instilling hope, inspiring change, and building community for every one of the individuals and families who invite us to share in their journey.

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Mental Health Case Management



Working with you on the
road to independence

Administrative Case Management

Administrative Case Management provides short-term assistance to adults and children in accessing community resources such as:

- ◆ Low-income housing
- ◆ Financial entitlements
- ◆ Vocational rehabilitation services
- ◆ Support groups

This program also monitors and assists with the implementation of aftercare planning with people receiving inpatient care at area state and community hospitals and residential treatment facilities.



Blended Case Management

Blended Case Management provides longer term assistance to children, young adults, and adults with serious mental health or co-occurring substance use disorders in maximizing their potential for:

- ◆ Independent community living
- ◆ Improved educational/vocational status
- ◆ Increased social support networks
- ◆ Reduced psychiatric hospitalizations

Individuals registered with Blended Case Management have contact with their Case Manager/Recovery Coach based on their level of need. The minimum level of contact is once every 30 days but may be more frequent depending on the individual's needs/wishes for assistance.

Recovery/Resiliency

The BCM Model provides individuals with a fluid and recovery/resiliency-oriented program of service delivery. The service is designed to accommodate an individual's journey toward recovery/resiliency in a more supportive environment.

Blended Case Management will include a collaborative, consultative approach with case managers who are cross-trained in various specialized areas such as Drugs & Alcohol, Forensics (Criminal Justice), Senior Care, Vocational Rehabilitation, Housing, Transition age youth, etc.

Benefits of Blended Case Management

- ◆ Blended Case Management offers a 24-hour, 7 days-a-week coverage on-call schedule to support individuals who are in crisis.
- ◆ Continuity of care is increased by utilizing Case Management's/Recovery Coaching's flexibility to support an individual in his/her recovery/resiliency journey.
- ◆ An individual has the ability to continue with the same Case Manager/Recovery Coach even when the level of need changes.
- ◆ Blended case management is driven by the individual who is receiving the service.
- ◆ There is a sense of accomplishment with consistency and continuity of service coordination, training, and development of skills.
- ◆ A team of Case Managers/Recovery Coaches is available to provide consultation in a variety of specialized areas.