



Lancaster County Office of Behavioral Health and Developmental Services
Basic Information Series Volume: MH-5
For Information Call:
Crisis Intervention: 717-394-2631
Mental Health Case Management 717-393-0421
Administration Unit: 717-299-8021

The Role of Your Case Manager

Basic Information Series

Who has a case manager?

Anyone who receives behavioral health services from Lancaster County Office of Behavioral Health and Developmental Services (BH/DS) has a case manager. This includes both adults and children.

How do I get a case manager?

When you come to BH/DS for assistance for the first time, you go through an "intake". At the intake interview, the intake worker talks to you about the situation you or your family member is in and how we might be able to help you. If it is determined that you are eligible for services, you will be assigned a case manager at a level appropriate to your needs.

How often will I see my case manager?

That will depend on your situation. Some people meet with their case manager just two or three times per year. Others see or talk to their case managers every couple of weeks. In a crisis situation, you might talk to your case manager several days in a row.

Case managers may attend meetings with providers or schools as necessary. There are several different levels of case management and the number of individuals the case manager works with varies from 20 to 250 (see chart on back for additional information regarding specific levels of case management).

What does a case manager do?

A case manager is like the hub of a wheel and the available services are like the spokes of a wheel. The case manager helps you to decide on the services that are most suited to your situation.

The case manager is the link between the individual using services, the family (in the case of children), and the service provider. If there is a problem, the case manager works on behalf of the individual and family to solve it.

Case managers may offer to:

- ◆ develop supports/services with individuals;
- ◆ arrange and coordinate use of services;
- ◆ if appropriate, refer the individual to services outside of the BH/DS system;
- ◆ check on the progress of the person receiving services;
- ◆ review the services the person is using and make sure the services continue to fit the needs of the person;
- ◆ speak up on behalf of the individual;
- ◆ help the community to be more accepting of individuals with mental illness;
- ◆ help the individual learn to manage their illness and help the family understand the illness and how it affects their family member;
- ◆ help the individual determine their own strengths and needs; and
- ◆ help the individual and the family understand the BH/DS system.

Are there things a case manager won't or can't do?

A case manager's job is to help you access services that help you to manage your illness and its symptoms and keep you on the road to recovery. You and the case manager make a team; the case manager can not and will not tell you how to live your life. A case manager can help you make decisions and choices, but the final decision is yours. A case manager does not provide therapy

Basic Information Series

What if my case manager is not in when I call?

Because case managers work with many people at a time, they make many visits out of the office, attend many meetings, and spend a lot of time on the telephone.

If your case manager is unavailable when you call, they will return the call as soon as possible. When case managers are sick or on vacation, their supervisor or another case manager takes care of their calls.

What if it's an emergency?

Crisis Intervention staff work with case managers to deal with emergency situations. Crisis staff conducts outreach and telephone counseling to help deal with a crisis. One type of emergency is a situation in which the individual needs immediate hospitalization in a mental health unit, but that individual has become too ill to recognize their own need for hospitalization.

If you feel you have an emergency that can not wait until your case manager is available, call Crisis Intervention at 717-394-2631.

What types of case management are there?

There are three types of case management: Intensive Case Management (ICM), Resource Coordination (RC), and Administrative Case Management (ACM). *(See chart below)*

Intensive case managers work for BH/DS and are also contracted through a provider, Community Services Group. Intensive case managers have a 24-hour on-call system.

Resource Coordinators and Administrative Case Managers, as well as Agency ICM, work at the Case Management Unit located at 275 Hess Blvd, Lancaster. They work from 8:30 am to 5:00 pm, Monday through Friday. The telephone number is 717-393-0421. For an emergency after hours, call Crisis Intervention at 717-394-2631.

Type of Case Management	Role of the Case Manager	Age of Client	Cases per CM
Intensive Case Management (ICM)	<ul style="list-style-type: none"> ◆ Works with adults with serious mental illness or children with serious emotional disturbance. ◆ Helps individuals access mental health services. ◆ Meets with individuals every 2 weeks. ◆ Provide 24-hour on-call service, 7 days a week 	Adult	20
		Transition Age	20
		Child	20
Resource Coordination (RC)	<ul style="list-style-type: none"> ◆ Works with adults with serious mental illness or children with serious emotional disturbance. ◆ Helps individuals access mental health services. ◆ Meets with individual at least once per month. 	Adult	40
		Child	40
Administrative Case Management (ACM)	<ul style="list-style-type: none"> ◆ Works with individuals with serious mental illness who don't need ICM or RC level of intensity. ◆ Refer individuals to appropriate services (especially outpatient and psychiatric care). ◆ Contact with individual at least once a year and other times as needed. 	Adult	150-250
		Child	150-200

Lancaster County Office of Behavioral Health and Developmental Services
Basic Information Series: Volume MH-5

Updated June 2019 by Lancaster County Behavioral Health and Developmental Services,
150 North Queen Street, Lancaster, PA 17603