



SAM, Inc.
Huntingdon/Mifflin/Juniata Counties

Huntingdon County
710 Mt. Vernon Avenue
Huntingdon, PA 16652

Mifflin County
100 E. Market Street
Lewistown, PA 17044
717-242-0351

Juniata County
17.E. Industrial Drive
Mifflintown, PA 17059
717-436-8600

Website: www.sam-inc.org

SERVICE, ACCESS & MANAGEMENT, INC.
HUNTINGDON/MIFFLIN/JUNIATA

BLENDED CASE MANAGEMENT

TELEPHONE CONTACT:

814-643-6100 HUNTINGDON COUNTY

717-242-0351 MIFFLIN COUNTY

717-436-8600 JUNIATA COUNTY

The purpose of this pamphlet is to inform you and your family about Service, Access & Management, Inc. (SAM, Inc.) and who we are.

Mission Statement

The Mission of Service, Access & Management, Inc. is to help people throughout Pennsylvania enhance the quality of their lives by effectively and efficiently management and/or providing needed human services.

SAM, Inc. is a private non-profit organization providing intake, referral, and case management services to children and adults under contract to the Juniata Valley Tri-County MH/MR Program. Referrals for services are made by SAM, Inc. to contracted providers of services. SAM, Inc. also authorizes payment to be made for those services for adults and children that do not have Medical Assistance.

BLENDED CASE MANAGEMENT

Since its inception in 1988, Mental Health Case Management has been separated into two distinct programs, Intensive Case Management (ICM) and Resource Coordination (RC). Although both of these programs provide the same type of service, the intensity at which the service is provided is different. This system has many benefits; unfortunately it also means a change in case managers when individuals require a change in the level or intensity of case management services.

The Blended Case Management model addresses these issues and allows the individual to keep the same case manager despite a change in level of service. This model does not change the case management services being delivered but rather how these services are delivered. In essence, the blended case manager provides either level of service and eliminates the distinction between ICM and RC.

Blended Case Managers are essentially ICMs and RCs performing the same activities; however, the difference is the way in which the services are delivered. This model broadens the window of service fluctuation and therefore increases the case management responsibilities such as monitoring, balancing, and flexibility.

Based on experience of pilot programs, the eligibility for individuals to qualify for a blended case management is the Resource Coordination level of care. These minimum requirements are described in the Bulletin OMH-93-09.

The Blended Case Management case load size is composed of a mixture of individuals with a high level of need and those with a lower level of need. In order to ensure the correct level of service is being delivered, Blended Case Managers will utilize various methods that include but are not limited to:

- Consumer Input
- Number of Crisis Contacts
- Current or anticipated stressors
- Environmental MATRIX
- Supervision

Q: How to find us?

A: We have sites in each of the three counties, Huntingdon, Mifflin, and Juniata. Address and contact numbers are listed on the back of the pamphlet.

Q: Who is eligible for services?

A: Anyone in Huntingdon, Mifflin, and Juniata Counties with a mental health diagnosis may be eligible regardless of their ability to pay? Services are paid for by CCBH, MA, and County MH/MR funding.

Q: How quickly can I receive services?

A: Contact from SAM, Inc. will be within 24 hours of the request for services. Face to face contact is individualized according

Q: What do I do in case of an emergency?

A: Staff are available 24 hours a day 7 days a week to handle emergency situations. You may contact Tri-County Crisis toll free at 1-800-949-9583 to speak to a case manager after office hours. You may call your case manager any time.

Q: What is the size of caseloads?

A: Caseloads will never exceed 30 consumers for adults and 25 for children to ensure quality and availability to consumers and families.

In accordance with the SAM, Inc. mission and vision statement, the Quality Management/Continuous Quality Improvement (QM) program focuses on staff and the organization being available to our consumers as their advocate to service their specific needs, emphasizing personal choice, control, and customer satisfaction, while seeking new and creative service opportunities. The SAM, Inc. Continuous Quality Improvement program responds to and incorporates the quality standards of the Commission on Accreditation of Rehabilitation Facilities (CARF), the Offices of Mental Retardation (OMR) and Mental Health Substance Abuse Services (OMHSAS), the Mental Health/Mental Retardation (MH/MR) Program, and Community Care Behavioral Health (CCBH).

GOLD STANDARDS

It is the policy of Service Access & Management, Inc. to ensure that the effectiveness and efficiency of our BCM service is measured on a regular and ongoing basis. One of the ways we do this is to adhere to the Gold Standards applied by Community Care Behavioral Health (CCBH). A Gold Standard is assigned by CCBH as the standard which must be met and maintained in order to deliver best practice service to persons served as well as to secure our current rate of reimbursement for BCM services. Gold Standards include