

# WHAT IS BCM?

Since 1987, the community-based Blended Case Management (BCM) mental health program has helped thousands of people with mental health concerns get the treatment and support they need to lead healthy, productive lives.

Our specialty is assisting people in identifying their needs, locating appropriate community resources and helping our clients use those services to promote success and independence in their living, learning, working and social environments.

We believe that every individual is unique with truly unique needs. For that reason, we are committed to listening first and then creating customized goal plans that meet the specific needs of every person served.

## What is Stairways?

For persons with mental health care needs, Stairways Behavioral Health is a place for *hope*. From rehabilitating persons in crisis to helping teens deal with depressive disorders, Stairways has evolved into one of the most comprehensive health care providers in northwestern Pennsylvania. Founded in 1961, Stairways offers a rich array of services and a variety of approaches for men, women and children wanting to improve their mental well-being.

Accredited by the Joint Commission, Stairways' commitment to quality is reflected in every aspect of care an individual receives.

## Find support to succeed

*Access helpful services  
in the community*

**Build and maintain  
relationships**

*Advocate for yourself while taking  
personal responsibility*

Call to learn how  
BCM Services can help you and those you love

814-453-5806

Toll free at 888-453-5806

2185 West 8th Street  
Erie, PA 16505  
[www.StairwaysBH.org](http://www.StairwaysBH.org)



*a member of Journey Health System*

Stairways Behavioral Health is a private nonprofit organization that assists persons with mental health care needs at any stage of life in their recovery by providing comprehensive rehabilitation, treatment and support essential for living, working, learning and participating fully in the community.



Accredited by the Joint Commission on  
Accreditation of Healthcare Organizations

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*Stairways Behavioral Health*  
BLENDED CASE  
MANAGEMENT

Advocating  
Independence



[www.StairwaysBH.org](http://www.StairwaysBH.org)



## Building a Strong Support Network

We believe in the value of community supports that offer individuals assistance and hope in achieving their goals. To that end, BCM services are directed toward access and linkage to the services and resources needed to live independently and experience high quality of life. Blended Case Managers provide advocacy in service coordination, speaking on behalf of our clients when necessary to ensure that the services arranged are in the best interest of each individual's needs.

Service coordination might involve collaboration with the following:

- Mental Health Outpatient Service Providers
- Primary Care Physicians and Medical Specialists
- Crisis Services
- Social Security Administration
- Department of Human Services
- Office of Vocational Rehabilitation
- Educational and Vocational Centers

## How Can We Help?

Stairways Blended Case Managers (BCMs) link our clients with available services needed to maintain good mental and physical health. Our BCMs are ready to assist in the following areas:

- **Housing** – helping our clients find safe, affordable housing by linking them with HUD and other subsidy programs as well as private landlords.
- **Education and Work** – working with educational and vocational supports to develop plans focused on an individual's potential and success.
- **Daily Living** – assessing levels of independence and a family's ability to provide basic needs such as proper nutrition and clothing; then organizing and implementing a process to fill in any existing gaps.
- **Income and Benefits** – assessing one's income and health insurance, including entitlements; advocating in the best interest of the consumer and family for support and community resources.
- **Physical Health Care** – connecting individuals with primary care physicians and specialists as needed to address integrated physical and emotional wellness.

## Who is Eligible?

Any adult over the age of 18 who lives in Erie County and has the following:

- Diagnosis of a serious mental illness, such as schizophrenia or bipolar disorder.
- Significant difficulty independently managing responsibilities at home, at work or in the community.
- Recent psychiatric hospitalizations or frequent contacts with Crisis Services.

## What BCM Clients are Saying:

*“My BCM helps me make appointments and helped me get a job.”*

*“My Blended Case Manager cares about me and my family.”*

*“He makes himself available and is willing to listen. It's good to have someone to talk to.”*

*“My case manager points out things that I didn't know were available and is compassionate and listens to my problems.”*



## Accessing Our Services

If you or a family member are in need of a Blended Case Manager or if you have any questions regarding BCM services, call –

**814-453-5806**

**Toll free at 888-453-5806**

One of our highly skilled BCM intake professionals will assist you.