

# Service Coordination Expectations

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# OVERVIEW

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**What Single Point of Accountability Means**

**Past Concerns with Case Management**

**Service Coordinator Responsibilities**

**Recovery Planning**

# WHAT IS SINGLE POINT OF ACCOUNTABILITY?

Why do we use this method?

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- Before we can answer this we must look at the past and how case management used to be!

# Concerns with Case Management

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- Very crisis oriented, not sufficiently planning oriented
- Not sufficiently recovery oriented
- Not sufficiently family oriented
- Not involved in system wide planning
- Insufficient coordination in same agency
- Insufficient coordination across agencies
- Fee for Service drives productivity not quality
- Not enough knowledge about mental health system
- Not enough knowledge about diagnosis, treatment
- Less variety between intensity of service given needs
- Little advocacy for system change
- High staff turnover

# Single Point of Accountability

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- Why Do we use this method?
- To help our clients drive their own recovery
  - we are their main point of contact
  - We are their coach and mentor for the Mental Health System

# HOW TO MAKE SERVICE COORDINATION BETTER

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- Implement County wide Mandatory training
  - 5 Day training Jan, Mar, May, July, Sept, Nov
  - Optional trainings Feb, Apr, June, Aug, Oct, Dec
- Use of mentors to train case managers
- Tie responsibilities to job description & evals
- Incrementally increase rates and salaries

# HOW TO MAKE SERVICE COORDINATION BETTER

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- Become central service coordinators across system
- Assure cultural competency within agency
- Change name to **Service Coordinator** (why was name changed?)
- Increase role of families in services & supports
- Develop High Level Recovery Plan from all Supports

# Service Coordinator Responsibilities

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- Being Go-To Person for Consumer/Family/System
- Clearly Communicating What They can Expect
- Planning with Consumer for Development of Natural Supports; linking Consumer with resources
- Assuring Cross Systems Assessment & Planning
- Assuring Cross Systems Coordination
- Developing Relationships that Endure
- Giving Feedback on Systems Barriers/Problems
- Providing Primary Safety Net Function
- Helping to Sustain Positive Outlook for Future

# Change in Model/Philosophy

**Case Management – Current**

**Direct Care Function**

**Service Coordination**

**“Wedding Planner”**

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- Assess MH needs, strengths
  - Write Crisis Plan/Tx Plan
  - Transport
  - Provide direct support
  - Take out for meals
  - Make appointments
  - Find Housing
  - Act as Intermediary w/Landlord
  - Lead Shopping trips
- Assess all needs, strengths
  - Assure plan is consumer driven
  - Convene Service Planning
  - Link - Natural Supports
  - Link - Mobility Training
  - Link - Peer Support
  - Link - Supportive Housing
  - Link - Psych Rehab, Work
  - Be central contact
  - Assure resources necessary for development of: Crisis, MHAD, WRAP Plans
  - Advocate for civil rights
  - Celebrate successes

# Recovery Oriented Service Planning

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- The person in recovery drives the recovery planning process
- Service planning and the service system must be constructed in a way that encourages independence, develops natural community supports and provides for choice of services.
- Individuality should be recognized, respected and used in constructing unique plans.
- A wide variety of methods should be explored for developing an effective plan for change and growth.
- Successful working relationships are based on trust which is gained by communicating honestly and respectfully.

# Recovery Oriented Service Planning (cont.)

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- A person's strengths must be identified before setting goals.
- Plans should be in easy to understand language that helps everyone involved work together.
- The individual's chosen support network should be involved whenever the individual decides it may be helpful.
- Ideas for progress toward goals must be tested within reasonable timeframes and reviewed at regularly defined times.
- Service plans should belong to the person(s) in recovery and be in a form that can be built upon and carried from one service provider to another.
- The service plans should promote wellness for the whole individual. Plans should reflect ways to make healthy and personally meaningful choices for body, mind and spirit.

# Four Important Points to Remember

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- Behavioral Health is Essential to Health
- Prevention Works
- Treatment is Effective!
- **People Do Recover!!!!!!!!!!!!**

# ONE FINAL NOTE!

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- It is important as a Service coordinator whether you serve adults or children to become familiar with both systems of care.
- You may serve an adult who has children that need services or children who have parents that need services
- Therefore learning both systems is crucial in providing the best possible care to our consumers