

# Service Coordination Expectations

Libby Kane

Department of Human Services

Office of Behavioral Health

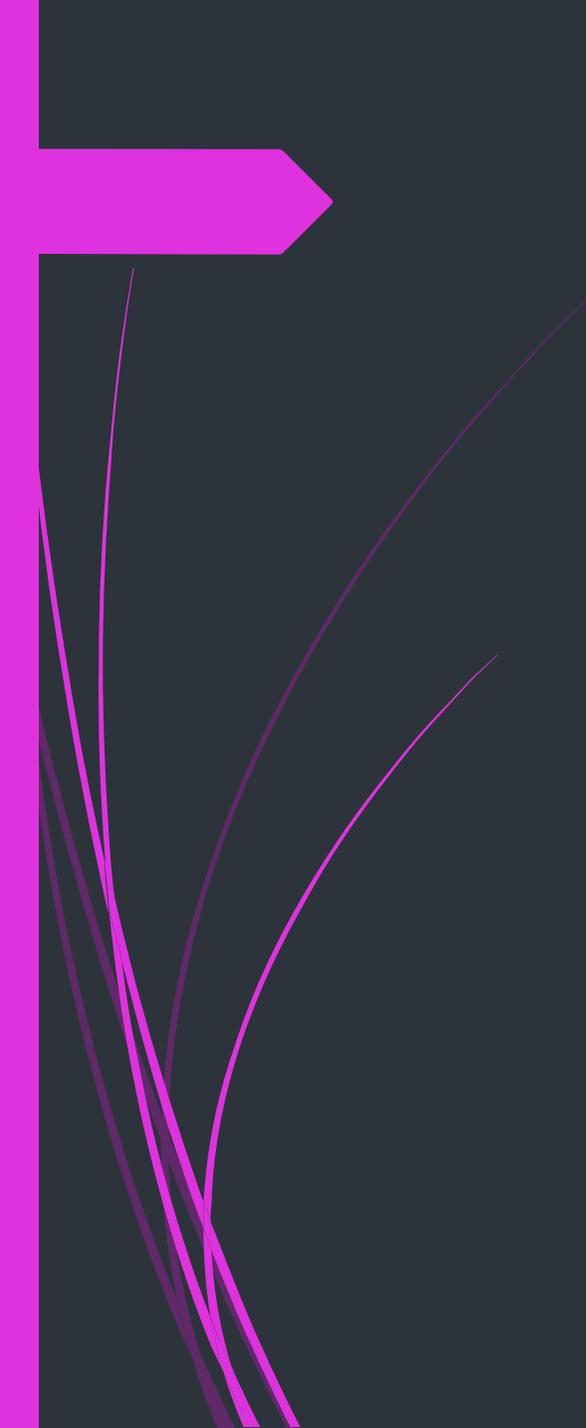


# Overview

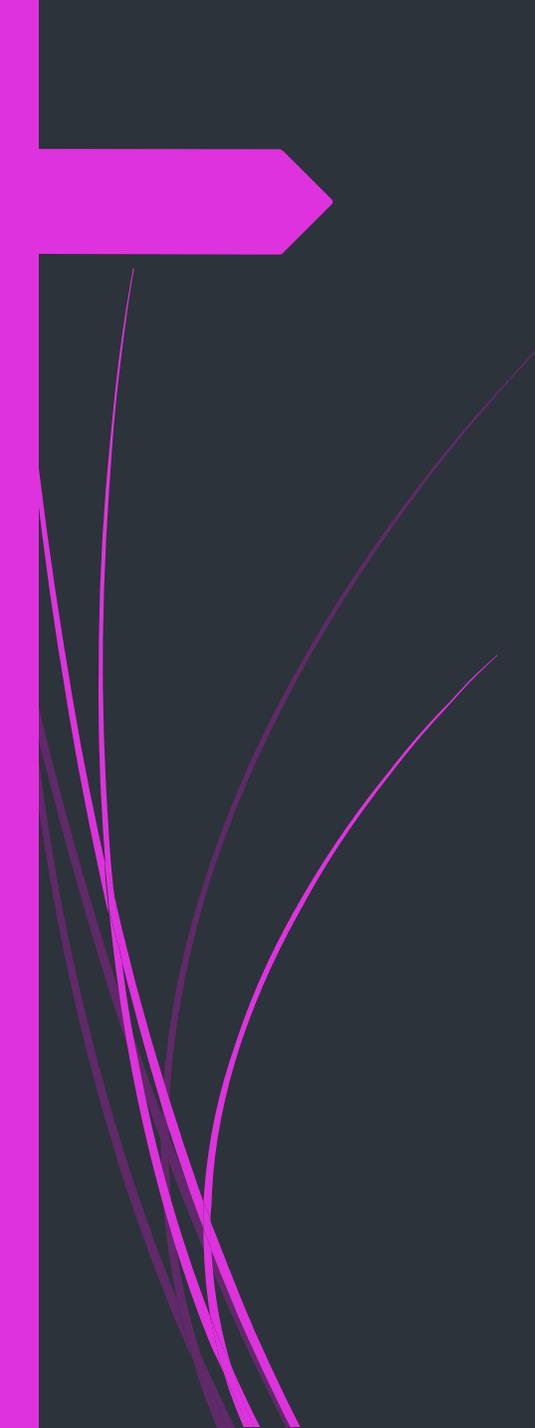
- **WHO:** is eligible for Service Coordination?
- **WHAT:** is Service Coordination and what should I be doing?
- **WHY:** is Service Coordination important?
- **WHEN:** does service coordination end?
- **WHERE:** do services take place?
- **HOW:** do I do all of that??

# Who is eligible for Service Coordination?

- ▶ Adults & children/adolescents with serious mental illness (SPMI); schizophrenia, chronic major mood disorder
- ▶ Adults: age 18+
- ▶ Child/Adolescent: up to age 18 (up to 21 if they have an IEP or are transitioning to the adult system)
- ▶ Must meet specific treatment history criteria. i.e. risk of out-of-home placement, 6 or more days of IP stay within last year, etc. (criteria is specified on referral forms)
- ▶ Adults & children/adolescents with a serious emotional problem who have difficulty functioning in their daily life
- ▶ Individuals who need help finding services and supports that will assist them on their road to recovery.
- ▶ Voluntary program



**What is Service Coordination  
and what should I be doing?**



# What is Service Coordination and what should I be doing?

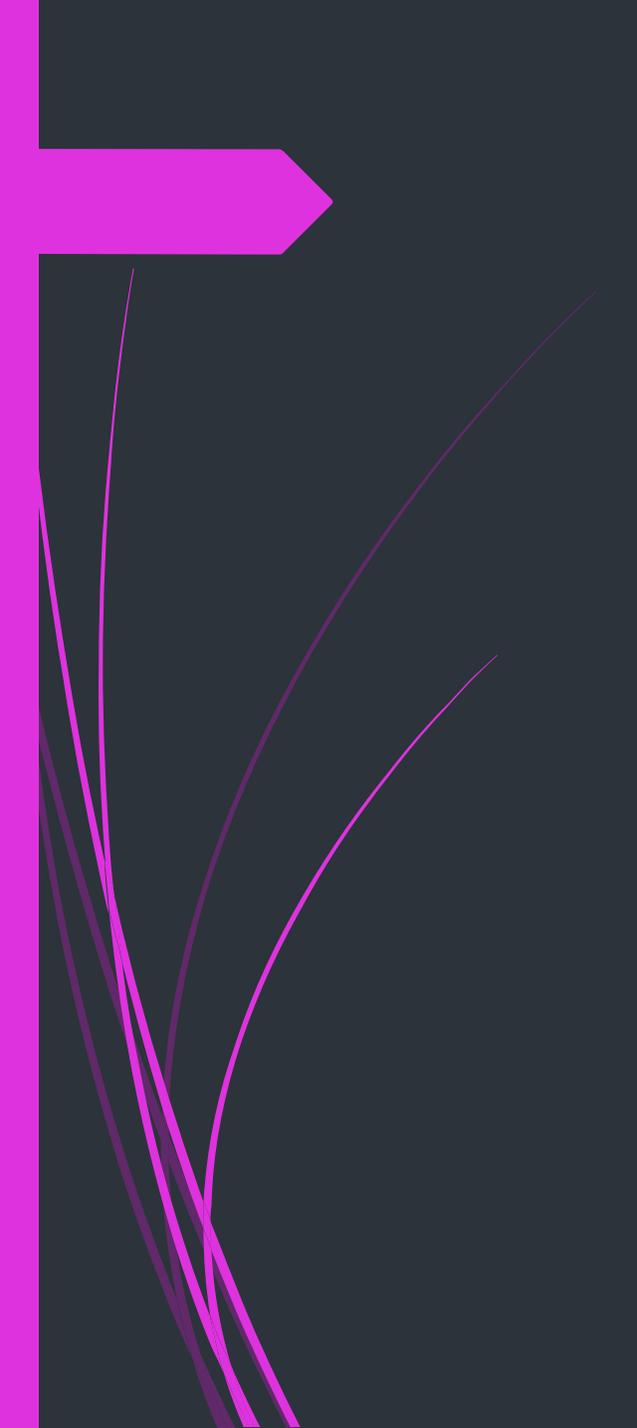
- ▶ Helping individuals and families on their journey to recovery and to achieve their goals
- ▶ Being the “Go-To Person” for consumer/family/system
- ▶ Helping them become more involved in their communities
- ▶ Helping to identify, develop, and utilize natural supports
- ▶ Clearly communicating to them what they can expect with you and with future services
- ▶ Encouraging hope, positivity, and celebrating successes
- ▶ Encourage consumers to take on new challenges and not become dependent on the system
- ▶ Believe that they can and do recover
- ▶ Crisis intervention
- ▶ diverting from a higher level of care and using less restrictive community based service as preferred services whenever possible.



**Why is Service Coordination  
important?**

# Why is Service Coordination important?

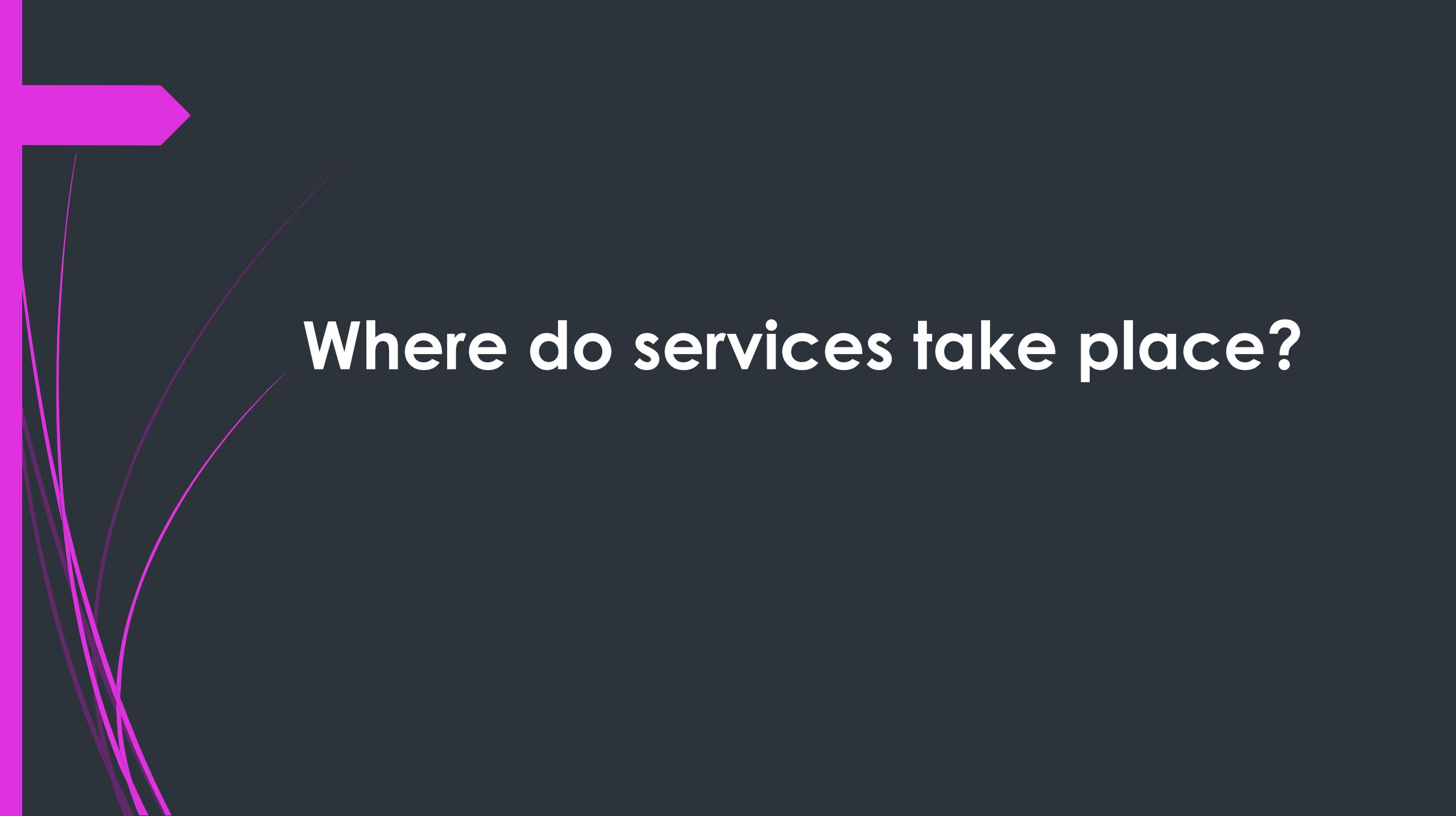
- ▶ Increased community involvement
- ▶ Increased adherence to recommended treatment
- ▶ Increase in successful diversions from state hospital commitment
- ▶ Increased stability in housing of choice
- ▶ Successful vocational/educational outcome (defined to mean the member has reached an objective which is satisfactory to the member)
- ▶ Improved quality of life
- ▶ Increased ability to self-monitor and self-manage the illness and medication regime and increased self-advocacy
- ▶ Increased school attendance
- ▶ Improved school performance
- ▶ Decreased forensic involvement
- ▶ Decreased use of ER/mobile crisis
- ▶ Decreased out-of-home placements
- ▶ Decrease in simultaneous involvement in multiple levels of care



**How do I do all of that?**

# How do I do all of that?

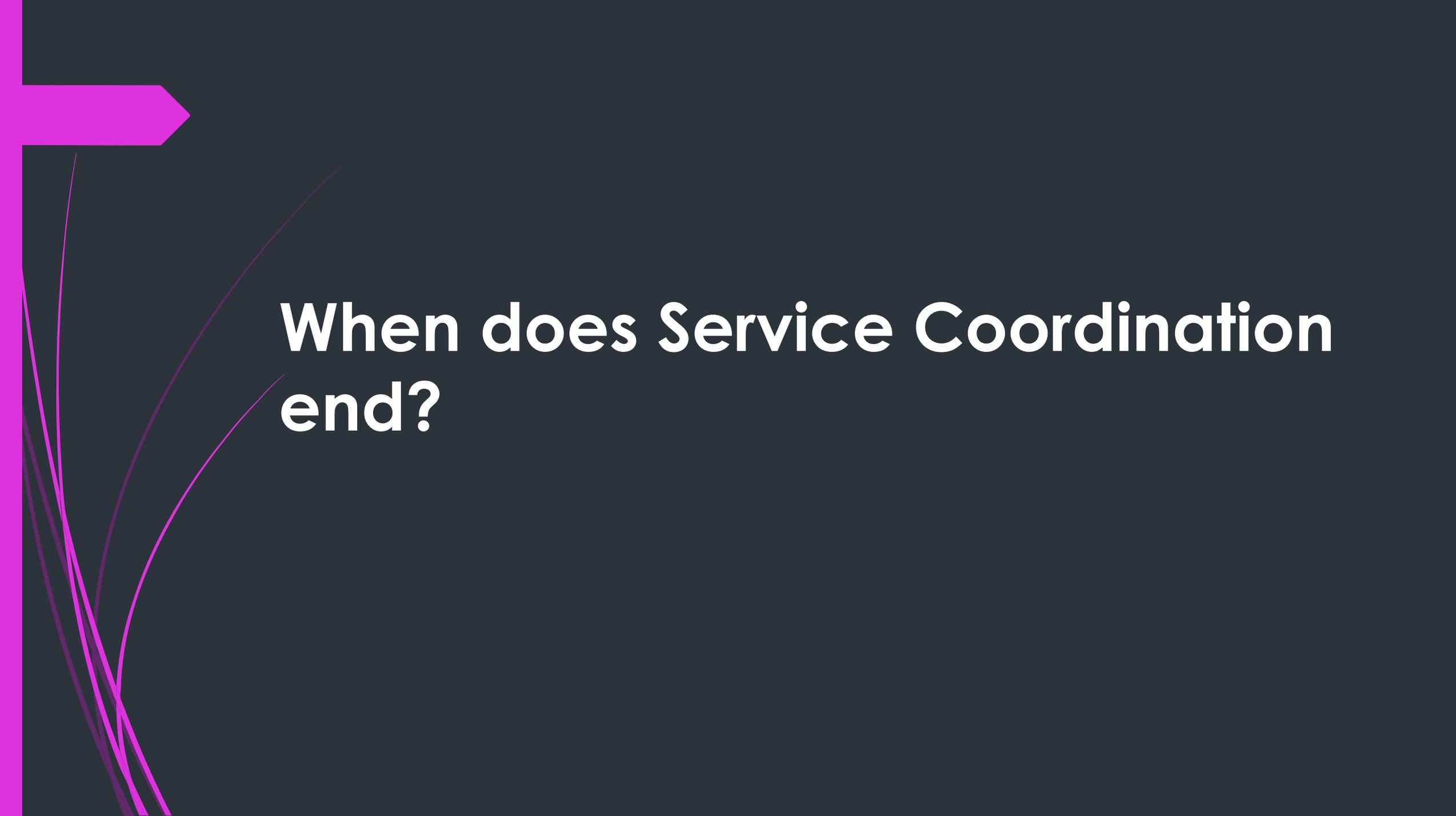
- ▶ ASSESSING needs and strengths
- ▶ SERVICE PLANNING using identified strengths and needs along with available supports and services to achieve recovery goals.
- ▶ COORDINATING the services and supports the individual is receiving to make sure they are all working together. **Being the “Go-to person” for your consumers.**
- ▶ LINKING to services and supports within the community
- ▶ EVALUATING AND MONITORING the services and supports to make sure they are working to help the consumer achieve their goals and making sure their needs are being addressed
- ▶ ADVOCATING for your consumer, helping to protect their rights, to empower themselves, to remove barriers to recovery, etc.

A dark blue background with a pink arrow pointing right at the top left. Below the arrow are several thin, curved pink lines that sweep across the left side of the frame.

**Where do services take place?**

# Where do services take place?

- ▶ Anywhere in the community: home, work, school, community programs, hospital, out in the community, office. RESPECT THEIR PRIVACY!
- ▶ Meeting places should be mutually agreed upon by the SC and consumer
- ▶ Always consider the goal of the interaction. Is it conducive to the meeting place? (i.e.. Completing ANSA at place of employment?)
- ▶ Safety is important! If you do not feel safe meeting someone in a particular place, talk about this with them, your supervisor, team, etc. Your safety and well-being are important too!
- ▶ Meet the consumer “where they are”



**When does Service Coordination  
end?**

# When does Service Coordination end?

- ▶ Specific to the individual needs of the consumer
- ▶ Designed to help individuals become more actively involved in their own recovery, encouraging independence, and eventually no longer requiring this level of services.
- ▶ Service Coordination is not expected to be a long-term service.
- ▶ You want to work yourself out of a job! 😊



# 4 important points to remember:

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



# RESOURCES

- ▶ <http://alleghenycounty.us/Human-Services/Resources/Doing-Business/Trainings/Service-Coordination-New-Hire-Trainings.aspx>
- ▶ CCBH forms

<http://www.ccbh.com/providers/phealthchoices/forms/index.php>