

THE BASICS OF SERVICE COORDINATION



WHAT IS SERVICE COORDINATION?

Service Coordination helps individuals diagnosed with a mental health disorder find and connect to supports in their communities during their recovery journey. Service Coordinators help individuals apply for benefits like Social Security, find affordable housing, return to the workforce, continue education, find spiritual supports, volunteer, coordinate care with a primary care physician, register to vote, advance wellness, among others.

Service Coordinators can meet individuals in their home or in the community, in places like coffee shops or restaurants or in an office. Service Coordinators can actively assist with the resolution of a crisis or emergency, including providing access to other crisis services beyond the Service Coordinators direct role in such situations.

IS ALL SERVICE COORDINATION THE SAME?

No. There are three levels of Service Coordination. The appropriate level is determined by the individual's need related to his/her diagnosis and prior use of mental health services, including whether hospitalization had been necessary. The three levels are:

Administrative Service Coordination is the least intensive level of Service Coordination which is short-term and provides the facilitation and monitoring of an individual's access to mental health services and resources.

Blended Service Coordination is a more intensive level of Service Coordination which supports individuals with developing a strengths-based service plan that focuses on their individual needs.

Enhanced Clinical Service Coordination is the most intensive level of Service Coordination provided as a mobile team approach for individuals with complex psychosocial, medical and psychiatric needs.

RESPONSIBILITIES FOR SERVICE COORDINATORS

% Be the "go-to" resource for the person served and his/her family.

& Ensure that there are effective "safety net" resources available.

' " Clearly communicate what hYdyfgb Vyb| gmf YX can expect from the VYU jcfU`YUh` system and what the system will expect of her/him.

(" Ensure there is periodic assessment and cross-systems planning to meet hYneeds`cZhYdyfgb` Vyb| gmf YX while utilizing his/her strengths.

) " Prepare for, convene/facilitate service planning meetings and provide follow-up after meetings.

* " Ensure there is cross-systems coordination of services and that services are being provided.

+ " Develop relationships that endure with persistent outreach even when there is reluctance to receiving services.

, " Assist the person served in developing and using natural supports.

- " Be a persistent advocate for those served and give feedback to g dYj lgfgUci hsystemic problems.

% " Provide a consistent positive outlook encouraging recovery and full inclusion in the community.

ROLE OF SERVICE COORDINATORS

- » Assessment of the person's strengths, needs and desires
- » Assisting persons in choosing their goals
- » Developing a cross-system plan to reach these goals
- » Convene and facilitate cross-program/system planning
- » Support the person served in his/her journey of recovery
- » Document achievements and outcomes with the person served

DISPELLING MYTHS ABOUT SERVICE COORDINATORS

Service Coordinators provide transportation. False.

Service Coordinators do not provide shuttle service. Service Coordinators do help the person served to find transportation by helping him/her: apply for Access, obtain a bus pass, understand how to use public transit and arrange ride-sharing with other individuals.

Service Coordinators just follow through on other professionals' recommendations. False.

Service Coordinators take a direct role in the recovery journey of the people they serve.

Initial involvement: In order to develop an appropriate service plan, Service Coordinators conduct collaborative assessments of strengths and needs of the person served, facilitate service planning meetings and collaborate with the person served to develop the service plan.

Ongoing involvement: In order to support the person served in his/her recovery, Service Coordinators serve as recovery coaches, providing motivation to assist the individuals to begin and continue their recovery journey. They coordinate across providers/programs to ensure a close working team around the person served. Service Coordinators advocate to help people advocate for themselves and promote larger system changes, and they evaluate the services being provided to ensure the services meet the needs of the person served.

Service Coordinators are not knowledgeable about mental illness, addictions or human development. False.

- » All new service coordinators attend five days of intensive training within the first two months of being hired.
- » All new service coordinators are mentored by an experienced Mentor for their first six months on the job.
- » All service coordinators annually attend advanced training.
- » Training covers behavioral health diagnoses, medications, side effects, recovery, community resources, convening/facilitating service planning meetings, and assessing needs and strengths.

WHO IS ELIGIBLE TO RECEIVE ADMINISTRATIVE SERVICE COORDINATION?

Anyone with a diagnosed mental illness who is seeking mental health services and who needs only occasional assistance with accessing supports and services is eligible for Administrative Service Coordination.

WHO IS ELIGIBLE TO RECEIVE BLENDED SERVICE COORDINATION?

Individuals whose current condition meets specific criteria related to a mental health diagnosis, treatment involvement and level of functioning *and* for whom this level of care is considered a medical necessity, are eligible for Blended Service Coordination. These are individuals whose challenges require more frequent and continuous support. Blended Service Coordination is available around-the-clock in crisis situations.

WHAT IS EXPECTED OF THE PROGRAMS THAT REFER TO SERVICE COORDINATION?

Programs that refer to Service Coordination are expected to establish and maintain a partner relationship with the Service Coordinator by:

- » Inviting the Service Coordinator to:
 - Service-planning meetings to jointly develop a recovery plan
 - Service-plan review meetings to discuss the person's recovery;
- » Keeping the Service Coordinator updated on all significant changes in both the life of the individual and his/her service plan;
- » Alerting the Service Coordinator in advance of any new or canceled appointments; and
- » Assisting the Service Coordinator to gain access to the unit. (For inpatient providers.)
- » Collaborating with the Service Coordinator on aftercare plans. (For inpatient providers.)

HOW LONG DOES BLENDED SERVICE COORDINATION LAST?

The duration of a particular person's Blended Service Coordination depends on the person's needs. The goal of each Service Coordinator, however, is to help an individual take an increasingly active role in his/her recovery journey. For that reason, Service Coordination is not expected to be a long-term service.

WHAT SERVICES DO BLENDED SERVICE COORDINATORS PROVIDE?

Assessing the needs and strengths of each person-served, based on her/his input.

Service Planning to help each person organize all the different services s/he wants or needs to have a successful life in the community of their choice.

Linking each person served and his/her family to services/supports that are convenient and effective and that can help lead to positive changes.

Coordinating communication between different programs so there is a close working team.

Evaluating/Monitoring the different programs to ensure that they are consistently working with each person served toward achieving goals and addressing identified needs.

Advocating on behalf of each person served to get the services needed while removing barriers and protecting rights.

WHO PROVIDES SERVICE COORDINATION?

Service Coordination is the work of trained professionals with at least a college education and experience in the behavioral health field who are committed to helping individuals succeed.

PEOPLE CAN CHOOSE FROM THESE AGENCIES THAT PROVIDE SERVICE COORDINATION:

SERVICE COORDINATION AGENCY	LOCATION(S)	BLENDED ADULT	BLENDED CHILD	ADMIN ADULT	ADMIN CHILD
Allegheny Children’s Initiative 412- 431-8006	County-wide		✓		✓
Chartiers Center 412-221-3302	County-wide	✓	✓	✓	✓
Family Links 412-661-1800	County-wide				✓
HSAO 412-884-4500	County-wide		✓		✓
Pittsburgh Mercy 412-323-8026	County-wide	✓	✓	✓	✓
Milestone Centers, Inc. 412-243-3400	County-wide	✓	✓	✓	✓
Mon Yough Community Services 412-675-8300	County-wide	✓	✓	✓	✓
Pressley Ridge 1-888-777-0820	County-wide		✓		✓
Staunton Clinic 412-749-7330	County-wide	✓		✓	✓
Turtle Creek Community Services 412-351-0222	County-wide	✓	✓	✓	✓
Wesley Family Services 724-230-2777	County-wide	✓	✓	✓	✓
Western Psychiatric Hospital 412-204-9001	County-wide	✓	✓	✓	✓

How to make a referral to a Service Coordination program

Contact the desired Service Coordination program and request a referral form,

or go to www.alleghenycounty.us/DHS/Providers/OBH.aspx

Scroll to Forms/Bureau of Mental Health Service/Service Coordination

Select Adult Service Coordination Referral Form or Child Service Coordination Referral Form

OTHER RESOURCES:

Allegheny County Coalition for Recovery www.coalitionforrecovery.org/

Recovery-Oriented Service Planning Principles