



## Allegheny Children's Initiative, Inc.

### SERVICE COORDINATION

Service Coordination is for children who have serious emotional or behavioral problems. The goal of Service Coordination is to help you get the services your child needs to help with any emotional or behavioral challenges. The Service Coordinator will work with the child in the home, school, and community to find the necessary resources to meet his / her needs.

#### **SINGLE POINT of ACCOUNTABILITY (SPA) EXPECTATIONS**

- ✓ Be the “go-to” resource for the consumer and his / her family
- ✓ Assure that there are effective ‘safety net’ resources for the consumer
- ✓ Clearly communicate to the person what they can expect from the system and what the system will expect of them
- ✓ Assure there is periodic assessment & cross-system planning to meet the needs while utilizing their strengths
- ✓ Prepare for, convene / facilitate service planning meetings and provide follow-up meetings
- ✓ Assure there is cross system coordination of services and that services are being provided
- ✓ Develop relationships that endure with persistent outreach even when there is reluctance to receive services
- ✓ Assist the consumer in developing and using natural supports
- ✓ Be a persistent advocate for the consumer and give feedback on systemic problems
- ✓ Provide a consistent positive outlook which encourages recovery and full inclusion in the community

#### **REFERRAL INFORMATION**

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