

POLICY

CUMBERLAND COUNTY MENTAL HEALTH CENTER	Section No. 89 Page 1 of 1
Subject: Service Coordination and Consumer Support Effective Date: Responsible Official: Assistant Area Director of Clinical Services	Supersedes: New Dated:
Approved by the Area Board on _____. Recorded in Area Board Minutes, dated_____, paragraph _____, page ____.	

1. Cumberland County Mental Health Center (CCMHC) shall ensure that service coordination activities are conducted throughout the geographic region served by the Local Management Entity (LME). Service coordination shall include care coordination and community collaboration. At the consumer specific level, service coordination activities will support core functions (screening and referral) of the LME. At the larger community level, community collaboration activities will focus on making the system consumer friendly by facilitating access to services and supports in the community for consumers or groups of consumers. All of these activities shall be provided as part of the service management role of the LME.
2. CCMHC shall utilize service coordination and case support activities to ensure that consumers have access to providers within close proximity to their home/community and that the provider network is culturally competent. The process will also ensure that consumers have a choice of qualified providers who are culturally competent.
3. The LME shall identify and develop other qualified providers in the community for case management and service coordination activities. Consumers and family members shall be given choices in their provider unless there is only one (1) qualified provider available for the service. In such cases, the LME will work to develop other resources within the provider network. The LME shall ensure that there is a firewall between any case management activities and direct service provision activities from staff of the LME.