

## A History of Service

Wesley Family Services is a comprehensive human service agency that provides a wide variety of programs, services and activities for children, families, and adults living in the Western Pennsylvania region. We remain committed to our mission...

***To empower children, adults and families by providing transformational care.***

Our services are developed in accordance with national service organizations, the Alliance for Strong Families and Communities, and the National Council for Community Behavioral Health and are accredited by the Council on Accreditation of Services for Families and Children. Certification by the Council on Accreditation means that Wesley Family Services meets the highest national standards for professional performance in human services.

Personnel policies, procedures, and practices are designed and implemented to prohibit discrimination on the basis of race, color, religious creed, disability, ancestry, national origin, age, sex, or sexual orientation.



**Service Coordination**

## Empowering People. Strengthening Communities. Transforming the Future.

Every day, the caring, highly trained staff of Wesley Family Services empowers children, adults and families to overcome challenges so that they can be part of a stronger community with a brighter future. When you or a loved one needs help, we'll be there.



**For more information or to make a referral, call:**

**412-342-2270**

[www.wfspa.org](http://www.wfspa.org)

Helping individuals and families, with or at risk of serious behavioral health issues, live independent, productive, and healthy lives by coordinating diverse services within the community.





## Service Coordination

The philosophy of Service Coordination at Wesley Family Services recognizes that adults and/or children and adolescents with, or at risk of, a serious mental illness may require support from a number of different services in fostering an individual's capacities and skills so that he/she may live the most fulfilling life possible.

We provide coordinated assistance at regular intervals by linking individual needs with the best available services, thereby helping individuals to set and achieve goals to facilitate their own recovery.

This assistance includes:

- Linkage to critical services
- Advocacy
- Mental Health Service Planning
- Monitoring
- Network building
- Problem resolution
- Recovery and health maintenance

The goal of this coordinated effort is to reduce hospitalizations while achieving recovery and maintenance.

## You May Benefit from Service Coordination

Service Coordination recognizes that children and adults with or at risk of serious mental health issues may require support from a variety of resources to support them in directing their own lives and living healthfully. We believe in assisting individuals:

- In need of assistance with navigation across support systems
- Who are experiencing difficulties moving through the system process
- Who have wishes different from what the support system is offering
- Who have needs that outweigh the resources of one or more support systems
- Who have encountered barriers within or between support systems which may impede their progress toward recovery
- Who are having difficulty accessing needed services

## How Service Coordination Helps

Service Coordination is a service which will assist eligible individuals in gaining access to needed medical, social, educational, and other needed supports. Because many individuals require a *system of supports* along the path to recovery, Service Coordination can also help:

- Streamline services
- Promote shared responsibilities
- Reinforce collaborative values
- Encourage accountability in achieving goals
- Identify gaps and barriers in available resources
- By offering a formalized process to resolve questions or conflicts

## Levels of Care

Service Coordination provides two levels of care based upon the individual's level of functioning:

- **Level 1:** Contact with the Service Coordinator weekly or as determined by need as well as collaborative service coordination with family, school, or other agencies involved.
- **Level 2:** Monthly contact with similar duties as above.

Services are provided primarily Monday through Friday from 8:30 am to 5:00 pm and are supplemented by twenty-four hour/seven day per week on-call emergency service.

## Contact Information

For further information including eligibility requirements, please contact:

Service Coordination Program  
Wesley Family Services  
201 Corbet Street  
Tarentum, PA 15084  
Ph: 724.226.0664, ext. 3833

