Service Coordination is a culturally competent, collaborative, proactive and comprehensive health care process designed to help each person achieve the best possible health and the greatest degree of independence. The primary mechanisms of Service Coordination are individualized assessment, planning, plan implementation, monitoring and transitioning.

**Principles of Service Coordination**

- The Participant's Abilities, Wishes, and Desires are Primary in Planning
- Participants Partner in Decision-Making
- Facilitation of Participant & Family Resourcefulness and Health Literacy
- Flexibility to Achieve Successful Collaboration

**Key Components of Service Coordination**

- Engagement to Build Stable Collaborative Relationships
- Assessment to Determine Needs and Resources
- Planning to Address Needs
- Linkage with Community and Professional Health Care Resources
- Plan Implementation and Prior Authorization
- Monitoring and Adjustment
- Crisis Assistance
- Facilitation of Advocacy
- Transitioning