

## Mission Statement

ComServ, Inc. enhances the lives of persons with disabilities and their families by expanding opportunities of maximum growth and independence; promoting self-determination in inclusive and diverse environments; engaging in whole person care and health promotion activities and providing services/supports for successfully achieving positive desired outcomes through individualized services, natural supports and participation in the community in which they live.

## Vision

ComServ, Inc. will be the provider of choice for individuals with intellectual/developmental disabilities and their families. Services will be developed and operated based on best practices and the current anticipated needs of diverse populations within our community. Resources will be maximized to meet the needs of our community and provide quality, meaningful services. Services will be provided in community settings inclusive of various residential opportunities, day programs, care coordination and individualized services. Services will also be of the highest quality and delivered in the most cost effective, efficient and ethical manner. ComServ will also demonstrate a respect and awareness for the diversity of person's served by providing culturally and linguistically appropriate services. Staff will be expected to conduct themselves in a professional and highly ethical manner and to be a positive role model for persons served. ComServ will strive to employ and retain quality staff that is well trained and compensated at a competitive rate.

## Referrals

For referrals or additional information, call 704-215-4316 Ext 400.

**COMSERV, INC.**  
A local non-profit company

### Central Region Office TCM & Staff Development

785 Hwy 70 SW  
Suite 200  
Hickory, NC 28602

Phone: 704-215-4316  
TTY: 828-757-7098  
Fax: 828-261-0048

### Western Region Office 105 Scroggs Court Morganton, NC 28680

### Southern Region Office 432 E. Long Ave Suite 2 Gastonia, NC 28054



## *Tailored Care Management*

Since 1990  
Expanding Life's Opportunities  
for People with Disabilities

Services are provided in the following counties:

Burke  
Catawba  
Cleveland  
Gaston  
Iredell  
Lincoln  
Rutherford

## Tailored Care Management

ComServ strives to become a provider of choice for Tailored Care Management Services (TCM). Tailored Care Management provides members with a designated care manager that will assist the member and/or their families to coordinate services for their son/daughter/family member. Care Managers will develop a multi-disciplinary care team to provide whole-person care for the individual served. Whole person care includes helping to meet the following needs of the individual: physical health, pharmacy, long-term services and supports and unmet health-related resource needs. Services will be provided in Gaston, Cleveland, Rutherford, Catawba, Lincoln, Iredell and Burke counties. We are very excited to offer this new service for your family member!

## Service Description

ComServ's Tailored Care Management approach involves deliberately organizing whole person care activities and development of a support team to achieve effective care outcomes.

Needs and preferences are determined through a Person Centered Planning approach. A comprehensive assessment is completed to identify areas of need. The team then works in coordination with the family to access needed resources.

Team-based care acknowledges that there are multiple key players supporting the individual served and that each of them must work with one another in order to achieve identified goals.

Participants in a support team may include doctors, nurses, physician assistants, specialists, qualified and para professionals, family members and other individuals who are important to caring for a person served

## Funding

MCO Tailored Plan Medicaid Enrollment

Medicaid Direct Enrollment



704-215-4316 Ext 400