

## INFORMATION FOR INDIVIDUALS AND FAMILIES

# What to Expect from your Provider

### ADDITIONAL RESOURCES

If you have problems that you cannot solve with your provider, call your Service Coordinator or the Developmental Disabilities Administration Regional Office (DDA).

Central Region: 410-902-4500;  
Western Region: 240-313-3871;  
Southern Region: 301-362-5100.

Call the Office of Health Care Quality (OHCQ) 800-492-6005 for abuse or neglect problems.

For more information on topics discussed in this fact sheet, contact

Service Coordination  
Phone: 301-663-8044

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



- That you receive the supports and services that the Developmental Disabilities Administration is paying for
- That you have staff you like; who you feel help you and do their job
- That you are treated with respect and kindness
- That your privacy and right to confidentiality are respected
- That what you want is discussed at your annual planning meeting and that what you want then happens; that the plan and your services are flexible and change as you need them to change
- That they ask you what you want and then help you obtain this quickly (within what you consider a reasonable length of time) and keep you informed about their progress
- That if you want to have a job, you have a job that you like and that pays you well
- That you live with people you choose
- That you have friends and are able to see them when you wish
- That you are able to participate fully in your community
- That your health and safety needs are met with dignity
- That you have access to your monies and have money to do what you prefer and need to do
- That your provider helps you solve problems
- That you are involved in self-advocacy if you wish to be
- That your provider tells you about new types of supports and services so that you can change what you receive if you want to do so
- That you are happy with your life and your supports and services
- That your provider acts ethically and with honesty and integrity

*These Fact Sheets are designed to provide general information only and are not designed to substitute for the assistance of a Service Coordinator.*