

## INFORMATION FOR INDIVIDUALS AND FAMILIES

# What to Expect from your Service Coordinator

### ADDITIONAL RESOURCES

If you have a problem, please call a Service Coordination Supervisor at the same number of your Service Coordinator or a Service Coordination Director at 410-828-5223 (Baltimore Metropolitan Area) or 301-663-8044 (Montgomery County and Western Maryland) to discuss your issues.

For more information on topics discussed in this fact sheet, contact  
Service Coordination  
Phone: 301-663-8044  
[www.servicecoordinationinc.org](http://www.servicecoordinationinc.org)



- Your Service Coordinator makes a difference in your life.
- Your Service Coordinator meets you at times that are convenient to you.
- Your Service Coordinator is creative in helping you think about your life and what you want and how to get the supports and services you want and need.
- Your Service Coordinator helps you solve problems.
- Your Service Coordinator asks what you want and then helps you obtain this quickly (within what you consider a reasonable time).
- Your Service Coordinator asks if you like the supports and services you are receiving, and s/he asks this often and helps you act to change what you do not like.
- Your Service Coordinator acts as an advocate for you, saying the things to your provider that you want said but need someone else to say for you.
- Your Service Coordinator tells you about new types of supports and services so that you can change what you receive if you want to do so.
- Your Service Coordinator keeps you informed of the progress to get you the supports and services you need.
- Your Service Coordinator treats you with respect and kindness.
- Your Service Coordinator respects your confidentiality and right to privacy.
- Your Service Coordinator is ethical and acts honestly and with integrity.
- What you want is discussed at your annual planning meeting and that then happens for you.

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