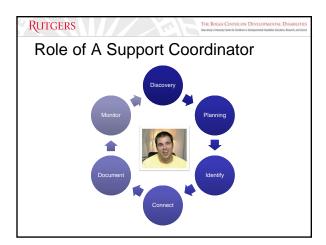
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RUTGERS THE BOOGS CENTER ON DEVELOPMENTAL DISABILITIES THE BOOGS CENTER	
Robert Wood Johnson Medical School	
Wedter School	
Selecting a Support Coordination Agency:	
Making Choices, Becoming Empowered	
Colleen A. McLaughlin, MEd	
Community Training & TA Coordinator The Boggs Center colleen.mclaughlin@utgers.edu	
Constitution of Transport	
Rutgers, The State University of New Jersey	
RUTGERS THI BOGGS CINTER ON DEVELOPMENTAL DISABILITIES has always to be an extra processing the first and a construction of the research and the second of	
Systems Change	
Changing Structures	
• Changing Options	-
Changing Options	
Changing Roles	
3 3	
RUTGERS THE BOGGS CENTER ON DEVELOPMENTAL DISABILITIES for long by linearly from the faction or Engineeral Relative Houses, and long	
Ability to Select a Support Coordination Agency	
Benefits:	
Consider person & SC agency together	
Take into account local community	
Build Comfort	
Discuss expectations & role	
Change, if the need arises	





Role of A Support Coordinator Person-Centered Planning Discovery Planning Meetings Completing Documentation

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Role of a Support Coordinator

Coordination of Supports and Services

- Identify
- Connect
- Document

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Role of a Support Coordinator

Monitoring Supports & Services

Assesses progress toward outcomes and quality of supports and services.

Responding to emergencies and other service related needs.



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Given this...

coordinator?

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Identifying & Researching SC Agencies

• What is wanted/needed from a support

List of SC Agencies found at: http://rwjms.rutgers.edu/boggscenter/project s/infopeopleandfamilies.html

Review, Network, Interview

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Interviewing SC Agencies

Topics to Consider:

- Basic information
- Knowledge and experience
- Ongoing support
- You/Your family members needs

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Making a Connection

Overall impressions?

Consider...

- Respect
- Values
- Experience, Knowledge, & Skills
- Responsive
- Dedication

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Making the Selection...

Control Contro

Graduates and New Presenters -Can Select Now

All others await DDD notification.

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Working with Your Support Coordinator

Partnership

- Communication
- Ongoing Evaluation
- Feedback



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Evaluating Support Coordination Services

- Comfort, Respect, and Availability
- Addresses Needs and Preferences
- Knowledge of Support and Services
- Helps to understand the variety of options available

Evaluatir	ıg (Su	pp	ort C	00	rdination	S	er\	/ic	es	
your famility member's needs being met? ing evaluation of the support operations services your family member receives is important, help you to reinforce your expectations, provide feedback, and improve the partnership, in a too'you can use to help you appear whether the support operations in meeting your				ortnership.		Questions	Strongly Agree			Strongt Disagre	
ly member's needs. four Support Coordinator Meetlin Iful Questions for Families to Ask Ti		nily Mem	ber's Ne	eds?	10	The support coordinator helps us understand the different options for the supports and services my family member wants needs.	4	3	2	1	
Questions	Strongly Agree			Strongly Disagree	11	The support coordinator helps my family member get the supports sine needs to live the life sine works.	4	3	2	1	
The support coordinator takes the time	0			8	12	The support coordinator helps my family member get supports that connect him/ her with the community.	4	3	2	1	
to get to know my family member and his/her support needs and preferences.	4	3	2	3	13	The support coordinator advocates with my family member to make sure the	- 20	3	2	1	
he support coordinator treats me and ny family member with respect.	4	3	2	1		services s/he receives meets his/her needs and preferences.	-		-		
The support coordinator helps us feel comfortable when we talk about my family member's supports.	4	3	2	1	14	4 The support coordinator helps us accessources other than those provided by DDD to help my family member get.	4	3	2	1	
The support coordinator understands now my family member communicates and takes the time to communicate with	4	3	2	1	15	the supports sihe needs. (For example: housing, food, etc). The support coordinator contacts me	10	Next I	201	58	
imher. he support coordinator asks my family	4	2	2			and/or my family member on at least a monthly basis	4	3	2	1	
member what sihe wants. The support coordinator takes our	-	-	-		16	The support coordinator is available when limy family member needs him/ her.	4	3	2	1	
family's cultural preferences and language into account when planning and finding supports.	4	3	2	3	17	The support coordinator helps my family member change senice providers when needed.	4	3	2	10	
The support coordinator takes our family's needs and preferences into account when helping to find supports.	4	3	2	1	18	The support coordinator provides us with the info and education my family	4	3	2	1	
The support coordinator makes sure that my family member's person-centered plan addresses his her needs and	4	3	2	1		needs to be empowered consumers. What is your family member's support coordinator doing well?					
eferences. he support coordinator is nowledgeable about a variety of upport options near my family ember's home.	4	3	2	1			things you'd like your family member's support coordinator to do differently would you like to give your family member's support coordinator:				

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Summary -

- Develop a Partnership from the start Selection Process
- Active Engagement
- Evaluate Quality of Services, share feedback
- Keep lines of communication open

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Stay Up To Date...

Boggs Center Info Webpage for People Using Supports & Families:

 $\underline{\text{http://rwjms.rutgers.edu/boggscenter/projects/infopeopleandfamil}} \underline{\text{ies.html}}$

Planning for Adult Life:

http://planningforadultlife.org/

DDD Supports Program Webpage:

 $\underline{\text{http://www.state.nj.us/humanservices/ddd/programs/supportsprg}} \underline{\text{m.html}}$

