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 New Jersey's University Center for Excellence in Developmental Disabilities Education, Research, and Service

**Selecting a Support Coordination Agency:
 Making Choices, Becoming Empowered**

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Systems Change

- Changing Structures
- Changing Options
- Changing Roles

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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

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Support Coordinators Are:

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Role of A Support Coordinator

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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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<http://rwjms.rutgers.edu/boggscenter/projects/infopeopleandfamilies.html>

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Graduates, New Presenters, and Thinking toward the Future...

- Think About You/Your Family Members Life
- Identify Needs and Preferences
- Learn About Potential SC Agencies
- Interview
- Select

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Your Family Members Life...

Think about and Discuss...

- Important To?
- Support Needs?
- Life Goals?

Given this...

- What is wanted/needed from a support coordinator?

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Identifying & Researching SC Agencies

List of SC Agencies found at:
<http://rwjms.rutgers.edu/boggscenter/projects/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...

Support Coordination Agency Selection Form

In order to receive services provided by the New Jersey Division of Developmental Disabilities, you will need to have a Support Coordination Agency (SCA). This form will assist you in selecting an agency representative who will be your primary contact person. You will need to complete this form for each agency you are considering. The form will be used to rank agencies and to select the agency that will provide services to you. The form will be used to rank agencies and to select the agency that will provide services to you. The form will be used to rank agencies and to select the agency that will provide services to you.

Please complete the bottom portion of this form and submit to the Division of Developmental Disabilities.

DDDD (DDDD) Complete and send this information back and forth attachment to the DDD Help Desk at DDD.Support@nj.gov.

Send the completed form to:
New Jersey Division of Developmental Disabilities
Center for Excellence in Developmental Disabilities
PO Box 120
Trenton, NJ 08646-0120

Name: _____ Date of application: _____
DDDD: _____ Date of completion: _____

Please indicate if you are a SC Agency representative.

We need a letter from a Support Coordination Agency to: I am a SC Agency representative.
I am a SC Agency representative. I am a SC Agency representative.

We need a letter from a Support Coordination Agency to: I am a SC Agency representative.
I am a SC Agency representative. I am a SC Agency representative.

Signature: _____ Date: _____
Name: _____ Title: _____
Email: _____

Please note that Support Coordination Agencies are not required to sign your initial Support Coordination address.

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

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Evaluating Support Coordination Services

Are your family member's needs being met?
Ongoing evaluation of the support coordination services your family member receives is important. It can help you to reinforce your expectations, provide feedback, and improve the partnership. Below is a tool you can use to help you assess whether the support coordinator is meeting your family member's needs.

Is Your Support Coordinator Meeting Your Family Member's Needs?
Useful Questions for Families to Ask Themselves

Questions	Strongly Agree	Agree	Disagree	Strongly Disagree
1 The support coordinator takes the time to get to know my family member and to offer support based on preferences.	4	3	2	1
2 The support coordinator treats me and my family member with respect.	4	3	2	1
3 The support coordinator helps us feel comfortable when we talk about my family member's supports.	4	3	2	1
4 The support coordinator understands how my family member communicates and takes the time to communicate with him/her.	4	3	2	1
5 The support coordinator asks my family member what s/he wants.	4	3	2	1
6 The support coordinator takes our family's cultural preferences and includes this information when planning s/he offers supports.	4	3	2	1
7 The support coordinator always takes our family's needs and preferences into account when helping to find supports.	4	3	2	1
8 The support coordinator makes sure that my family member's personal/valued preferences are taken into account when addressing his/her needs and preferences.	4	3	2	1
9 The support coordinator is knowledgeable about a variety of support options near my family member's home.	4	3	2	1

Questions	Strongly Agree	Agree	Disagree	Strongly Disagree
10 The support coordinator helps us understand the different options for the support and services my family member wants/needs.	4	3	2	1
11 The support coordinator helps my family member get the supports s/he needs to live the life s/he wants.	4	3	2	1
12 The support coordinator helps my family member get supports that connect him/her with the community.	4	3	2	1
13 The support coordinator advocates with my family member to make sure the services s/he receives meet his/her needs and preferences.	4	3	2	1
14 The support coordinator helps us access resources other than those provided by DDD to help my family member get the supports s/he needs (for example, housing, food, etc.).	4	3	2	1
15 The support coordinator contacts me and/or my family member on at least a monthly basis.	4	3	2	1
16 The support coordinator is available when my family member needs him/her.	4	3	2	1
17 The support coordinator helps my family member change service providers when needed.	4	3	2	1
18 The support coordinator provides us with the info and education on my family member's needs to the appropriate contacts.	4	3	2	1

What are some things you'd like your family member's support coordinator to do differently?
 What feedback would you like to give your family member's support coordinator?
 Have been found in the tool was adapted from:

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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:

<http://rwjms.rutgers.edu/boggscenter/projects/infopeopleandfamilies.html>

Planning for Adult Life:
<http://planningforadulthood.org/>

DDD Supports Program Webpage:
<http://www.state.nj.us/humanservices/ddd/programs/supportsprogram.html>

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