

# Evaluating Your Support Coordination Services



Support Coordinators work with you to plan for and find services that help meet your needs and reach your goals. It is important to ask yourself if your Support Coordinator is assisting you to get the support you need. You should take time to let them know what they are doing well and where you think things could be better.

When your Support Coordinator is not providing the help you need, you have the right to seek services that are a better fit.

You can use this tool to help figure out if your Support Coordinator is meeting your needs. You may want to include your family, friends, and others that know you well to help you think about your answers.

# Is Your Support Coordinator Meeting Your Needs?

## Questions to Ask Yourself

Choose "yes" if your Support Coordinator is doing what is listed in the statements below.  
Choose "no" if your Support Coordinator is not doing what is listed in statements below.



**Yes**

**No**

<b>Questions</b>	<b>Yes</b>	<b>No</b>
1. My Support Coordinator takes the time to get to know me.	<input type="checkbox"/>	<input type="checkbox"/>
2. My Support Coordinator treats me with respect.	<input type="checkbox"/>	<input type="checkbox"/>
3. I feel comfortable talking with my Support Coordinator.	<input type="checkbox"/>	<input type="checkbox"/>
4. My Support Coordinator works with me to understand my needs and wants and the ways I communicate them.	<input type="checkbox"/>	<input type="checkbox"/>
5. My Support Coordinator takes my culture, language, and identity into account when planning and finding supports.	<input type="checkbox"/>	<input type="checkbox"/>
6. My Support Coordinator makes sure that my service plan addresses my needs and wants.	<input type="checkbox"/>	<input type="checkbox"/>
7. My Support Coordinator knows about my community and the resources available for people with and without disabilities.	<input type="checkbox"/>	<input type="checkbox"/>
8. My Support Coordinator gives me choices for supports and services.	<input type="checkbox"/>	<input type="checkbox"/>
9. My Support Coordinator gives me information to help me make decisions about supports and services.	<input type="checkbox"/>	<input type="checkbox"/>
10. My Support Coordinator helps me get the supports I need to be part of my community.	<input type="checkbox"/>	<input type="checkbox"/>
11. My Support Coordinator helps me access resources other than those provided by DDD to get the supports I need. (For example: housing, food, utilities, and medical care.)	<input type="checkbox"/>	<input type="checkbox"/>
12. My Support Coordinator contacts me at least once a month.	<input type="checkbox"/>	<input type="checkbox"/>

## Questions to Ask Yourself (continued)



**Yes**

**No**

### Questions

13. My Support Coordinator is available when I need them.

14. My Support Coordinator helps me change service providers when needed.

15. My Support Coordinator helps me get the supports I need to live the life I want.

16. My Support Coordinator advocates with me to help me live the life I want.

## What is your Support Coordinator doing well?

Your Support Coordinator is doing a good job meeting your needs in the areas you chose "yes." Discuss with your Support Coordinator what they are doing well.

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## What are some things you'd like your Support Coordinator to do differently?

Your Support Coordinator may not be doing a good job meeting your needs in the areas you chose "no." Discuss with your Support Coordinator what they can do to make your Support Coordination services better.

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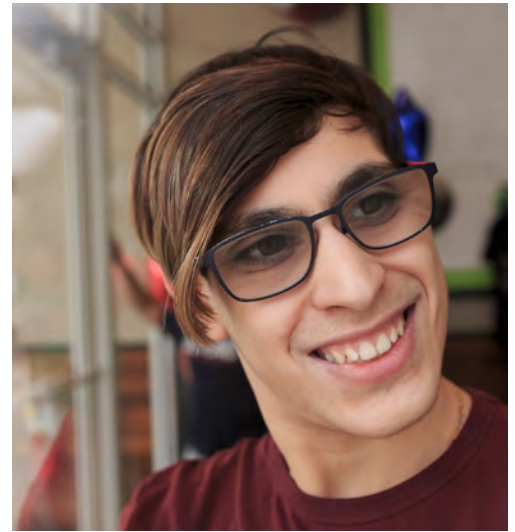
## Your Right to Request a Change

You are encouraged to share feedback and work in partnership with your Support Coordination Agency. You should discuss concerns about the quality of service provided by your Support Coordinator with their supervisor.

If your needs are not being met, you have the right to seek Support Coordination services that are a better fit. If the assigned Support Coordination Agency is still not providing the help you need after a full month, you can request to change agencies.

Requests to change Support Coordination Agencies can be made by:

- Selecting a new Support Coordination Agency to work with
- Completing the Support Coordination Agency Change Form:  
<https://www.nj.gov/humanservices/ddd/individuals/community/care/>



Preparation of this document was supported by the New Jersey Department of Human Services,  
Division of Developmental Disabilities.  
August 2022

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