

HERE ARE SOME QUESTIONS TO ASK SUPPORT COORDINATION AGENCY DIRECTORS

- How long has your agency been qualified to provide Support Coordination?
- How many families does you agency serve through Support Coordination?
- How many Support Coordinators does your agency have? How many part-time? How many Full-time?
- What is the maximum number of families that your Support Coordinators will have on their caseload?
- Does your agency have the authority to approve your own consumers' service plans
- What is the average turnover of a support coordinator at your organization?
- How do you match people using supports with support coordinators?
- How does your agency respond to issues/needs that occur after typical business hours?
- How would you describe the experience your Support Coordinators have working with individuals with disabilities?
- What training and mentoring do your support coordinators receive to give them the knowledge and skills needed to help family members obtain the supports and services needed to live the life he/she wants?
- How do your Support Coordinators develop or adapt services and supports to address the needs and preferences of culturally diverse communities?
- How are your support coordinators connected with the local community and resources?
- How do you educate and empower people and families about the support options that are available to them?

Source: The Arc of NJ Family Institute power point presentation 9/21/2021