

Evaluating Your Family Member's Support Coordination Services

Support Coordinators are responsible for planning with and connecting your family member to supports and services that meet their needs and address their preferences. 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.

This document contains a set of questions to determine if your family member's support coordination needs are being met, guidance on how to discuss where the Support Coordinator is doing well and what could be improved, and information on requesting a change in Support Coordination Agencies if needed.

Are Your Family Member's Needs Being Met?

Included in this document is a set of questions to help you assess whether the Support Coordinator is meeting your family member's needs. The Support Coordinator is doing a good job meeting your family member's needs in areas for which you **strongly agree** (4) and **agree** (3). Areas for which you **disagree** (2) or **strongly disagree** (1) are those that your family member's Support Coordinator may need to improve upon.

Providing Feedback to Your Family Member's Support Coordinator



Using your responses, you should take time to discuss with your family member's Support Coordinator, and their supervisor if needed, what they are doing well, and what they can do differently to make the support coordination services they provide better.



A Tool for Evaluating Support Coordination Services



Is Your Support Coordinator Meeting Your Family Member's Needs?

Useful Questions for Families to Ask Themselves

Questions	Strongly Agree			Strongly Disagree	
					
1 The Support Coordinator takes the time to get to know my family member and his/her support needs and 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 language into account when planning and finding supports.	4	3	2	1	
7 The Support Coordinator 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 person-centered plan addresses 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	
10 The Support Coordinator helps us understand the different options for the supports and services my family member wants/needs.	4	3	2	1	

(continued)

A Tool for Evaluating Support Coordination Services (continued)

Questions	Strongly Agree 				Strongly Disagree 
	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 meets his/her needs and preferences.	4	3	2	1	
14 The Support Coordinator helps us access resources other than those provided by DDD to get the supports my family member 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 I/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 my family needs to be empowered consumers.	4	3	2	1	

Some items found in this tool were adapted from:

HSRI (2013). *National Core Indicators*. <http://www.nationalcoreindicators.org/indicators/domain/system-performance/service-coordination/>

Questions to Guide Your Feedback

- What is your family member's Support Coordinator doing well?

- What does your family member's Support Coordinator need to improve upon?

- What are some things you'd like your family member's Support Coordinator to do differently?

Your Right to Request a Change

You are encouraged to provide feedback and work in partnership with your family member's Support Coordination Agency. Issues or concerns about the quality of service provided by your family member's Support Coordinator should be brought to the attention of their supervisor.

When the support coordination needs of your family member are not being met, you and/or your family member have the right to seek services that are a better fit. If after a full month the assigned Support Coordination Agency is not providing the help your family member needs, a request to change Support Coordination Agencies can be made.

Requests to change Support Coordination Agencies can be made by:

- Selecting a new Support Coordination Agency to work with
- Completing the Support Coordination Agency Selection Form, available electronically at <http://rwjms.rutgers.edu/boggscenter/projects/infopeopleandfamilies.html>
- Submitting the Support Coordination Agency Selection Form via



email to:
DDD.SCHelpdesk@dhs.state.nj.us



mail to:
New Jersey Division of Developmental Disabilities
Central Office c/o SCA Selection Forms
PO Box 726
Trenton, NJ 08625-0700

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