



FactSheet:

Supports Coordination

DHS Office of Intellectual Disability

How do I get a Supports Coordinator (SC)?

Every person registered with Allegheny County Office of Intellectual Disability (OID) receives Supports Coordination services. When the Registration Specialist meets with you at the Intake meeting, they will talk to you about choosing a Supports Coordination Organization (SCO). The SCO you choose will then assign you a Supports Coordinator.

Where can I find a list of Supports Coordination Organizations?

- Visit the *HCSIS Supports and Services Directory* on line. Click *Services* then *Supports Coordination Services*
- Call OID at 412-253-1399

How should I choose a Supports Coordination Organization (SCO)?

It is important that you feel comfortable with your SC. They will be the person who helps you plan for your needs and goals. You can call the SCOs before you make a decision to ask questions about what is important to you.

What is the role of an SC?

The SC's role is usually described in three ways:

- **Locating** Services—Helping you find ways to meet your needs.
- **Coordinating** Services—Helping you access services that will help you.
- **Monitoring** Services—Making sure that you receive a service appropriately, safely and in the best way to meet your needs.

How often should my SC contact and/or visit me?

Everyone needs to meet with their SC once a year to develop an Individual Support Plan (ISP). This helps them get to know you and to plan better for your future. If you have needs for services, a Prioritization of Urgency of Need for Services (PUNS) will also be completed. Both of these documents need to be updated at least yearly.

Other contact and visit requirements will be based on your type of funding, other services you receive and your individual needs.

Does my SC have to meet with me even if I do not need any help right now?

Remember that your SC is required by state and federal regulations to follow monitoring guidelines in order for you to receive any services through Allegheny County OID, including Supports Coordination.

Where will my SC visit with me?

Visits may be at your home, at your work or day activity, or in the community. Your SC will come to you; you do not have to travel for the meetings.

Why is Supports Coordination listed as a service in my ISP?

Supports Coordination is a state mandated service and is paid for using public funds whether or not you have a waiver. Because the units (amount of time) of service and funding total are mandated by the state as well, this is not funding that is able to be moved to other services and supports in your ISP.

What else can my SC help me with?

Your SC will want to work with you to plan for your future and to help you overcome obstacles in your life. Some of the ways your SC may do this are:

- Attending a meeting with any agency involved in your life
- Helping you find a social group or day program to attend
- If you have ID waiver funding, your SC will help you choose service providers
- If you begin to receive waiver, they will assist you in completing the paperwork
- Attending an IEP meeting
- Keeping you informed about changes in the ID system
- Giving you information about resources and supports
- Helping you to complete applications for services like Medical Assistance and SNAP (Supplemental Nutrition Assistance—formerly Food Stamps)

What can my SC not do?

Your SC is able to help you find services, but is not able to provide them for you. For example, your SC can refer you to an agency that will help with a job, but your SC cannot help you find or keep a job. Also, your SC is not able to guarantee funding for services you may want or need. The SC will complete a budget and a funding request, but does not decide if funding is available. The SC is not able to assign a waiver slot to you.

How and when should I contact my SC?

You can contact your SC by phone, email, or postal mail. You should stay in regular contact with your SC, so they get to know you. Some important things you should tell your SC right away *include*:

- New phone number or address
- If you or your caregiver become seriously ill, are hospitalized, or are away from home for a period of time.
- When your needs change or if you need help that your family and friends cannot provide for you
- If you have questions about services in your community
- If you get a letter about your benefits, especially letters you need help with or do not understand
- To invite them to a meeting with an agency involved in your life or an individualized Education Plan (IEP) meeting
- If there is a significant change in your financial situation

Can I ask for a new SC?

If you feel that your SC is not representing your best interests or there are personality conflicts, you can request a new SC or a new SCO at any time. Do this by contacting your current organization and asking to speak to a supervisor.

Bulletin information

For additional information from the Office of Developmental Programs, please refer to the following bulletins on the PA Department of Human Services website.

- 00-10-06: Supports Coordination Services

For more information about Intake and Registration, ISPs, PUNS and Waiver please see additional FactSheets on the AC DHS website.

Allegheny County Department of Human Services, Office of Intellectual Disability
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For more information regarding OID, including additional FactSheets visit <http://alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability.aspx>