

# 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.



Below is a tool you can use to help figure out if your support coordinator is meeting your needs. You may want to include your family, friends, and others that care about you in helping you think about your answers.

Circle "yes" if your support coordinator is doing what is listed in the statements below. Circle "no" if your support coordinator is not doing what is listed in statements below.





## Is Your Support Coordinator Meeting Your Needs?

### Useful Questions to Ask Yourself

Questions	Yes 	No 
<b>1</b> My support coordinator takes the time to get to know me.	Yes	No
<b>2</b> My support coordinator treats me with respect.	Yes	No
<b>3</b> I feel comfortable talking with my support coordinator.	Yes	No
<b>4</b> My support coordinator takes the time to communicate with me.	Yes	No
<b>5</b> My support coordinator asks me what I want.	Yes	No
<b>6</b> My support coordinator takes my background (culture, religious beliefs, language) into account when planning and finding supports.	Yes	No
<b>7</b> My support coordinator makes sure that my service plan addresses my needs and wants.	Yes	No
<b>8</b> My support coordinator knows about the services in my local community.	Yes	No
<b>9</b> My support coordinator gives me choices for supports and services.	Yes	No
<b>10</b> My support coordinator helps me get the supports I need to be included in the community.	Yes	No

(continued) 

# Evaluating Your Support Coordination Services (continued)

Questions	Yes 	No 
<b>11</b> My support coordinator advocates with me to make sure the services I receive match my needs and wants.	Yes	No
<b>12</b> My support coordinator helps me get the supports I need for housing, medical care, food, utilities, and so on.	Yes	No
<b>13</b> My support coordinator contacts me at least once a month.	Yes	No
<b>14</b> My support coordinator is available when I need him or her.	Yes	No
<b>15</b> My support coordinator helps me change service providers when needed.	Yes	No
<b>16</b> My support coordinator helps me get the supports I need to live the life I want.	Yes	No
<b>17</b> My support coordinator provides me with the information I need to be empowered.	Yes	No

## What is your support coordinator doing well?

Your support coordinator is doing a good job with meeting your needs in the areas where you circled “yes.” Discuss with your support coordinator what they are doing well.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## 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 where you circled “no.” Discuss with your support coordinator what they can do to make your support coordination services better.

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Some items found in this tool were adapted from:

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



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