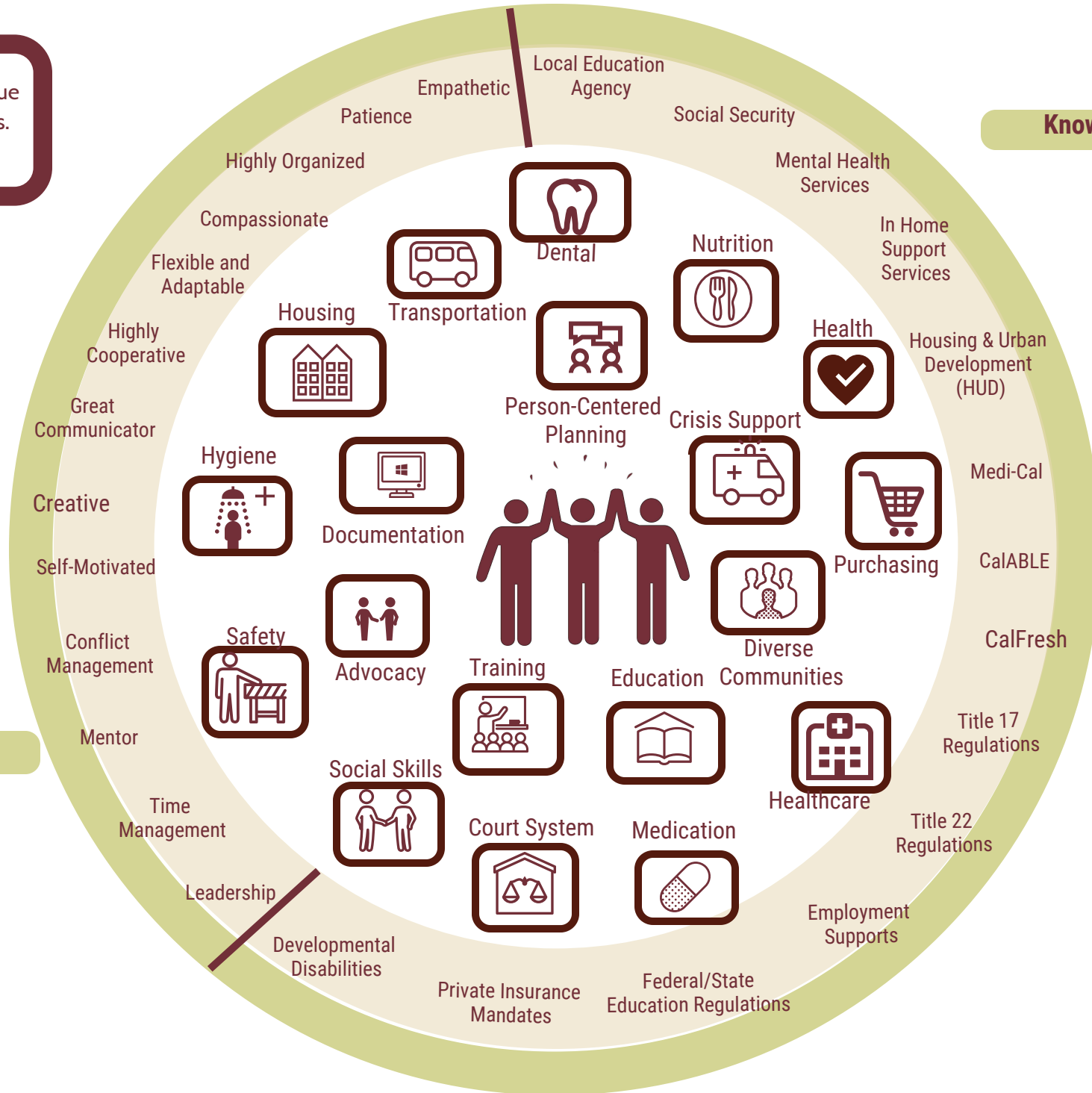


# What Does A Service Coordinator Do?

I help people pursue their lifelong goals.





Service Coordinators are:

# IN SERVICE TO MAKE A DIFFERENCE.

Responses from Service Coordinators who work with a variety of people statewide.

## How many people are you supporting on your caseload?

- The average Service Coordinator tries to support more than 90 people and their families.
- Service coordination is a lifetime of support and planning for people with real needs 24 hours per day.



## Doesn't the regional center just buy people services?

- No! Only 75% receive services purchased by the regional center.
- Everyone receives service coordination as a direct service.
- For 25% of people, service coordination and other community services (IHSS, Medi-Cal, SSI, special education, etc.) meet their needs.

## How do you organize your work time?

- First, I tackle daily crises related to people's health and safety. I made my own tracking tools to keep track of required case reporting, finance management, and trainings.
- For each person I support, I use my calendar to keep track of individual needs, including advocacy for medical issues, housing, education, and criminal justice.



## Is there any aspect of your current position as a Service Coordinator that you would like to change?

- Smaller caseloads would mean higher quality case management work, stronger relationships, and fewer crises.
- More time to spend planning for the future with individuals and families and less time doing paperwork, participating in trainings, and managing crisis situations.

## Why do you keep working as a Service Coordinator?

- It feels good to help people meet their goals and to be part of their growth.
- I believe people with disabilities deserve quality lives in the community. I love supporting their journey.



## What is most challenging about being a Service Coordinator?

- Feeling overwhelmed due to a large caseload of 85-95 people.
- Not having enough time to really get to know people and their families.
- Facing daily emergencies without adequate time to respond.
- Not enough appropriate resources to meet individual and family needs.
- Finding time to translate and review forms for non regional center services when families need language assistance.



## What aspects of being a Service Coordinator are usually overlooked?

- Vast areas of expertise required to provide quality case management.
- How difficult it is to say "no" to a person or family.
- Extensive support provided regularly to both the individual and their family.
- Significant time required for inter-agency collaboration.
- Service coordination is emotionally and intellectually challenging.
- All of the effort spent educating, advocating for, and encouraging people.



## What makes someone an effective Service Coordinator?

- Persistence and dedication to the people they serve.
- Being selfless, organized, resourceful, creative, and patient.
- Knowledge about available services and the community.