What Does A Service Coordinator Do?

I help people pursue their lifelong goals.

Skills/Attributes:
- Compassionate
- Creative
- Self-Motivated
- Conflict Management
- Mentor
- Time Management
- Leadership
- Developmental Disabilities
- Private Insurance Mandates
- Federal/State Education Regulations
- Employment Supports
- Title 17 Regulations
- Title 22 Regulations

Knowledge:
- Empathetic
- Patience
- Highly Organized
- Flexible and Adaptable
- Highly Cooperative
- Great Communicator
- Federal/State Education Regulations
- Crisis Support
- Person-Centered Planning
- Hygiene
- Advocacy
- Social Skills
- Court System
- Medication
- Healthcare
- Purchasing
- Diverse Communities
- Mental Health Services
- In Home Support Services
- Medi-Cal
- CalABLE
- CalFresh
- Housing & Urban Development (HUD)
- Employment Supports

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Documentation

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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.

**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.

**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.