

Supports Coordination



How do I get a Supports Coordinator (SC)?

Every person registered with Allegheny County Office of Intellectual Disability (OID) receives Supports Coordination services. When a Community and Systems Resource Navigator from our Assessment and Resource Team* meets with you, they will talk to you about choosing a Supports Coordination Organization (SCO). The SCO you choose will connect you with a Supports Coordinator (SC).

**Formally Intake Staff from our Intake and Registration Team*

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*
- Visit the OID webpage at www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability.aspx
- Call OID at 412-253-1399

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 resources, supports and 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 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. Some thoughts to consider may be the number of individuals each SC is responsible for, the expectation of a time frame for responding to correspondence, and if there is a SC available that has experience with any special circumstances or needs that may be of concern to you.

What training do SCs receive?

Details of the standard SC Orientation can be found by searching at www.MyODP.org. For information about additional trainings your SC is expected to participate in or that are available to them ask your SC or their SCO. SCs often seek learning opportunities in addition to those required.

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

Your SC is required by state and federal regulations to follow guidelines for how often they contact you. Contact may be by phone or in person. 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.

Everyone needs to meet with their SC once a year to develop an Individual Support Plan (ISP).

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

You should reach your SC at anytime you feel is needed and tell your SC if you'd like to visit with them more.

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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 meet challenges in your life. Some of the ways your SC may do this are:

- Attending a meeting with any agency involved in your life, including IEP (school) meetings
- Helping you find a social group or day activity to attend
- If you have Office of Developmental Programs (ODP) waiver funding, your SC will help you choose service providers
- If you are offered waiver funding, they will assist you in completing the paperwork
- Keeping you informed about changes in the ODP system
- Giving you information about resources and supports
- Helping you to complete applications for services like Medical Assistance (also called MA and Medicaid) and SNAP (Supplemental Nutrition Assistance)

What can my SC not do?

- Your SC can help you find services, but not provide them. 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.
- 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.
- Provide transportation to you.

How and when should I contact my SC?

You can contact your SC by phone, email, or U.S. 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, for instance your medical assistance. This is especially important if you need help with or do not understand the letter.
- 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 within your current SCO or a change to a new SCO at any time. Do this by contacting your current organization and asking to speak to a supervisor.

For more information on Supports Coordination in the Pennsylvania Intellectual Disability/Autism service system visit the PA DHS website and www.MyODP.org (PA DHS Office of Developmental Programs)

Allegheny County Department of Human Services
Office of Intellectual Disability
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For more information regarding OID, including additional Fact Sheets visit www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability.aspx