

# How Can Your Service Coordinator Help You?

Your Service Coordinator/Case Manager is: \_\_\_\_\_

Your service coordinator/case manager is your family's guide through the early intervention system. The following are examples of ways that your service coordinator may assist you and your family:

## **1. Help you understand your rights**

- a. Provide continual support with understanding your rights while in the program, answering questions and offering further explanations and written materials as needed
- b. Provide information about how the early intervention system works
- c. Assist in understanding the roles of different service providers working with your family

## **2. Help you to access information about community resources and activities**

- a. Assist in enrolling and participating in a typical activity for children and families in your community (as appropriate for you and your child)
- b. Provide information about services including playgroups, community parks, gym classes, music classes in the community
- c. Provide information and ideas about what you can do with your child/family during your daily activities to encourage development

## **3. Support relationships between your child and other children**

- a. Provide support and ideas for increasing peer relationships and friendships between your child and other children and in the community
- b. Assist in enrolling in an activity /playgroup that encourages peer interactions and provide support and ideas to encourage friendships in this setting (as appropriate for you and your child)

## **4. Support relationships between family members and community support**

- a. Provide information about support groups/contact persons in the community
- b. Assist you in communicating with family members, including siblings, about your child's needs (as needed)

## **5. Communicate with providers**

- a. Assist in ensuring effective communication is happening between your family and service providers working with you while in Early Intervention
- b. Assist in finding solutions to problems as they come up and provide information about what steps to take if you have a concern
- c. Provide guidance on how to communicate with your child's service providers if you are concerned about services or the activities that are being addressed.
- d. Assist in understanding the different roles of providers, and provide support when needed to increase communication, set up team meetings, problem solve, evaluate progress, etc.

## **6. Assist with other family needs**

- a. Assist in communication with providers and ideas to address challenging behaviors and monitoring progress
- b. Provide support in understanding your child's needs and increasing your confidence as a parent
- c. Assist in other family concerns you are having including financial, transportation, social, etc.
- d. Provide assistance and ideas to support your family in evaluating how much progress your child is making