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