

## Working to Resolve Problems

Your relationship with your Service Coordinator is important. Your partnership supports the realization of IPP goals you set as a primary consumer. For family members, this partnership supports achieving the vision and goals you have for your loved one. If you are concerned that your Service Coordinator is not meeting the ELARC Best Practices or have any other concerns, please contact that Service Coordinator's supervisor.

If you have concerns related to the Supervisor, please contact the Chief of Consumer Services.

Take a moment to use the space below to write down the names of these individuals.

My Service Coordinator: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

His/Her Supervisor: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Chief of Consumer Services: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_



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## Eastern Los Angeles Regional Center

Serving the Eastern portions of  
Los Angeles County

## Working with your ELARC Service Coordinator

Your Service Coordinator is your point of contact at the Regional Center and helps to develop a Person-Centered Individual Program Plan (IPP).

Service Coordinators assist in locating and securing the services and supports needed to implement the IPP.

## ELARC Best Practices for Service Coordinators

Your Service Coordinator (SC) is a professional in the area of developmental disabilities who works to stay updated and be knowledgeable about resources, supports, and services in your community. Your Service Coordinator is also a partner with whom you work. Resources, supports, and services evolve and are enhanced daily. Please do not hesitate to share your knowledge and insights about services in your community. By learning together, you and your Service Coordinator develop a stronger partnership.

### You Can Expect Your Service Coordinator To:

- Respond to your call within 24 hours
- Listen to you and respect your opinions and preferences
- Advocate for you with community agencies and generic service providers (school districts, Social Security, etc.)
- Respond to crisis situations (ALWAYS call 911 for life-threatening emergencies)
- Help you identify the vision you have for your future or as it relates to the future of your family member and to develop a written plan to support that vision
- Review the progress of your life goals as outlined in the IPP
- Follow up on reported problems, complaints, or abuse allegations
- Review the quality and effectiveness of supports and services
- Share information about training opportunities at ELARC and in the community
- Provide information on resources for parent support and learning
- Help you identify natural supports in your community
- Connect you with people who can help you with your questions or concerns
- Attend meetings with you (IEP, service planning, etc.) at your request (as SC schedule and caseload priorities permit)
- Apply Person Centered Thinking to planning and support

## Being a Partner

Being an active participant in learning and sharing with your Service Coordinator is an important factor to success.

### You can demonstrate you are a strong partner by:

- Participating in consumer and parent training opportunities offered by ELARC
- Visiting the ELARC website and social media for updated information, links to resources, and helpful publications
- Keeping a record of your or your family member's history and progress
- Keeping your Service Coordinator updated on your or your family member's progress
- Communicating your vision, needs, and priorities to your Service Coordinator
- Preparing for and attending planning meetings
- Contacting your Service Coordinator as early as possible regarding his/her scheduling to attend an important meeting
- Helping identify important people in your or your family member's life who could contribute to planning and support
- Asking questions when information is not presented clearly
- Following through on recommendations to which you agree
- Fully disclosing all services you or your family member are receiving from community and generic service agencies (school, Social Security, letter of awards, etc.)
- Sharing your observations regarding the quality and effectiveness of the services and supports you or your family member is receiving
- Keeping your Service Coordinator updated on any address, phone number, and/or email address changes