

For Families:

How to Select a Support Coordination Agency

Choosing a support coordinator for your loved one is an important decision. The best ones guide you on the path to better support services. **Here are key qualities to look for in a support coordination agency.**

Look for a support coordination agency that...

1. Creates a meaningful relationship with your loved one and family

The best support coordination agencies go beyond the paperwork to provide insightful direction and walk alongside you and your loved one.

Look for an agency that takes time to understand your loved one's goals, interests, preferences and medical history, so they can create a comprehensive and accurate Individual Support Plan (ISP).

They should also:

- Foster personal relationships
- Host frequent in-person meetings
- Be responsive to phone calls
- Be there in case of emergency



Tip: Seek referrals from families you trust and verify the reputation of your agency-of-choice. The best agencies consistently build successful, long-lasting relationships with the families they serve. That means you and your family can lean on the expertise of the agency in addition to your support coordinator, ensuring your peace of mind and continuity of care for your loved one.

2. Offers the resources & support your loved one needs

There are plenty of services and programs that can be incorporated into your loved one's life, according to their interests, preferences and goals.

Some examples of New Jersey resources include:

- Community-Based Instruction
- Person-Centered Approaches
- Structured Learning Experience (SLE)
- Division of Vocational Rehabilitation Services (DVRS) in the NJ Department of Labor & Workforce Development



Tip: Look for an experienced and established support coordination agency with the knowledge and connections to guide your family to the right resources.

3. Customizes & personalizes your loved one's support care

Over time, your loved one's needs and dreams may change. The support coordination agency that you choose should proactively update and customize their support plan to reflect their wishes.



Tip: The best support coordinators view the ISP as a living document that evolves alongside your loved one. Every resource relationship should be evaluated on an ongoing basis to ensure that your loved one's plan is being consistently followed, their goals are being achieved, and their health and happiness remains a priority. Your support coordination agency should also maintain your loved one's information so it's accurate for program eligibility and funding requirements.

4. Has experience working with families like yours

When it comes to support coordination, experience is crucial. Asking questions like these can help you understand how experienced they are:

- Do you have experience working with families like mine?
- Do you have any testimonials from other families?
- How long have you been in business?
- How many families do you work with?



Tip: The support coordination agency that you choose should have the expertise and qualifications to exceed your expectations and bring the best and most trustworthy support to your loved one.

About Skylands

Skylands is a trusted and proven support coordination agency in New Jersey. Our support coordinators form lifelong bonds with the families they serve and are dedicated to helping individuals with special needs choose and access the best services to thrive in the adult world.

