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## Support Coordination

The Delaware Developmental Disabilities Council supports the views and position of The Arc of the United States on support coordination for people with disabilities.

**Support Coordination finds and coordinates services, supports, and resources in the community that children and adults with intellectual and/or developmental disabilities(I/DD) and their families need. Support Coordination is an important service that helps people with I/DD and their families live in the community.**

### Issue

People with I/DD and their families often have a hard time finding and coordinating the services, supports, and resources they need in the community to have a good quality of life.

Some of the problems are:

- Services can be hard to find, understand, and know how to get.
- It can be very hard to figure out where to get funding for support services.
- In many parts of the country, there is not enough funding to provide Support Coordination to everyone who needs it.
- Some states have strict rules about who qualifies for Support Coordination, so fewer people get it.
- Some Support Coordinators work with too many people, so they can only meet some of their needs.
- Support Coordinators may only stay on the job a short time so there is a lot of change.

- Support Coordinators may not know about and help find services and supports available to everyone, not just people with disabilities.

## **Position**

People with /DD and their families must have Support Coordination when needed.

Support Coordination must be:

- Effective – it meets people’s needs.
- Responsive – it is available when needed.
- Affordable – it does not cost too much.
- Reliable – you can depend on it.
- Culturally appropriate – it respects people’s beliefs and ways of living.

When Support Coordinators work with people with disabilities and their families to find and monitor supports and services they must:

- Follow the wishes and needs of each individual using person-centered planning.
- Support people to consider many options. This should include self-directed services and services run by providers.
- Help people get the services and supports they choose after considering all the options.
- Develop formal and informal supports with the person rather than trying to fit them into existing services just because they are available. Formal supports are paid services. Informal supports. supports are provided by family, friends, co-workers, and neighbors.
- Advocate for people’s interests, preferences, and dreams. If appropriate, advocate for the families’ interests and preferences.
- Help people and their families coordinate their supports and services if they want to. This can include hiring staff that they choose.

- Not have any conflicts of interest. That means they don't have relationships with other people or organizations that would get in the way of them doing what is best for the people they serve.
- Support people to make their own decisions and advocate for themselves.
- Share information with agencies that fund Support Coordination about the supports and services people want and the barriers to getting them. This will help the funders improve services and supports to better meet people's needs and wishes.

Support Coordination must get enough funding to meet the needs of the people they serve. If there is not enough funding, Support Coordinators must work with too many people. This makes it hard to give people good support. Support Coordinators must have opportunities to develop their skills and learn from each other. They must have up-to-date information about community resources.

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