

**MAKING IT  
HAPPEN**

**YOUR HARBOR REGIONAL CENTER  
SERVICE COORDINATOR**





# INTRODUCTION

Now that you or your family member has been determined eligible to receive services from Harbor Regional Center (HRC), you will be assigned a Service Coordinator (SC) who will be your primary contact and partner at the regional center. We know you'll probably have questions about your Service Coordinator and his/her role in coordinating services for you or your relative.

We hope this booklet will answer your questions to help ensure that you and your family have a strong connection with Harbor Regional Center and with your primary partner here - your Service Coordinator.

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## SECTION 1

### **WHAT IS A SERVICE COORDINATOR? WHAT KIND OF BACKGROUND DOES SHE HAVE, AND HOW WILL SHE HELP ME OR MY FAMILY MEMBER?**

As your main contact at Harbor, your Service Coordinator is a caring person who will get to know you and your family very well. He will listen to your concerns and will provide support, information and service choices so that you and your family member can achieve the results you want.

Your Service Coordinator is a professional in the area of developmental disabilities. This means that he can help you obtain information about the resources, supports and services that you and your family might need by:

- recognizing your family member's strengths and capabilities
- listening to your concerns and priorities.
- assisting you to obtain information and learn about your family member's disability
- supporting you to make informed decisions and choices for your family member.
- developing plans to get the help or results you want.
- coordinating the supports and services your family member may need to achieve those results.

## SECTION 2

### **WILL MY SERVICE COORDINATOR HAVE SPECIAL KNOWLEDGE OR BACKGROUND?**

Your Service Coordinator provides support to you and other HRC clients who are in your same age range and who live in your neighborhood or nearby .

At HRC Service Coordinators work in teams within the following specialized departments:

- Early Childhood Services where Service Coordinators serve newborns, toddlers, and pre-school age children,
- Children's Services where Service Coordinators serve school age children,
- Adult Services where Service Coordinators serve adults who have exited the school system.

In this way Service Coordinators can become specialists with detailed knowledge about the needs and services for clients in their assigned age range.

We also divide each department into geographic teams. In this way, your assigned Service Coordinator will be part of a group who works in your community and she will be very familiar with the services available in your neighborhood.

Harbor Regional Center has a multi-cultural staff which reflects the ethnic and cultural diversity of our service area. In addition to English, we speak many languages including Spanish, Cambodian, Korean, Vietnamese, Japanese and Tagalog. Whenever possible we'll try to provide you with a Service Coordinator who speaks your primary language and if needed we'll arrange for translation services to ensure information is communicated in your family's preferred language.



## SECTION 3

### HOW WILL MY HRC SERVICE COORDINATOR PROVIDE SUPPORT, INFORMATION, AND CHOICES?

#### Your Service Coordinator Will Provide Support by:

- listening to your concerns
- respecting your observations, opinions and preferences
- linking you with peer support through our HRC Resource Center
- helping you to identify and use “natural” supports like extended family members, friends, neighbors, coworkers, etc.
- advocating for you with various agencies such as the local school district, Social Security, MediCal, the Department of Rehabilitation, etc.
- responding when you have emergencies and crises
- investigating problems or complaints
- helping you to look ahead and plan for the future



## **Your Service Coordinator Will Assist You in Obtaining Information by:**

- providing you with information about training and educational opportunities
- making books, pamphlets and videos available to you through our HRC Resource Center
- linking you with specialists from the Center and the community who can answer your questions
- letting you know the resources that are available in your community
- linking you with other families



## **Your Service Coordinator Will Assist You in Developing Plans and Making Choices by:**

- encouraging you to select which professional and other important people in your family member's life will be a part of your planning team
- helping you to identify the results and the future you want for your family member, and making sure there is a written plan to achieve those results
- attending meetings with you or your family member, such as Individualized Educational Program (IEP) meetings at your school or individual service plan meetings with rehabilitation providers
- reviewing the progress your child is making toward the results and the future you have identified in your plans
- evaluating the quality and effectiveness of the supports and services you receive

## SECTION 4

### **HOW OFTEN WILL I SEE MY SERVICE COORDINATOR?**

Every person/family is different and has different needs at different times. You may have a time when everything is going along very well. During these times you will probably talk with your Service Coordinator on the phone, but you may only need to meet once a year. There may be other times when a lot is going on and you want support and information from your Service Coordinator more frequently. There are many situations that can arise in which your Service Coordinator can be very helpful. During these times you may want to talk with and see your Service Coordinator much more frequently.



If your family member lives in a licensed home or in a supported living setting, you can expect visits from your Service Coordinator every three months.

Be assured that you may request a meeting at any time. We're here to help you and your family, and we want your Service Coordinator to be available to meet with you as frequently as you feel necessary. In addition, your Service Coordinator will keep in touch with you, and we encourage you to keep in touch with your Service Coordinator by phone, mail, or email.

## SECTION 5

### HOW DO I GET IN TOUCH WITH MY SERVICE COORDINATOR?

After your family member has been determined eligible for services your Service Coordinator will contact you to arrange a convenient time for your first meeting. This meeting can take place at your home, our main office in Torrance, our Long Beach office, or at another place that is convenient for you. After this initial meeting, you'll be able to contact your Service Coordinator by telephone, or by scheduling an appointment for another visit.

Your Service Coordinator will also give you his/her business card with the direct telephone numbers of your Service Coordinator and his/her Manager. Keep this card handy for future reference.





If your Service Coordinator is not in the office, you can leave a voice message. Your Service Coordinator picks up voice messages regularly and will usually return your call by the end of the next working day. If you feel that your telephone calls are not being returned in a timely manner you can ask the telephone operator to connect you with your Service Coordinator's Client Services Manager.

You can also send electronic mail (email) to your Service Coordinator or anyone else on the HRC staff. Your Service Coordinator will give you his/her email address, but in most cases it is the first name.last name@harborrc.org (e.g., if your Service Coordinator's name is John Smith, his email address is probably: john.smith@harborrc.org).

## SECTION 6

### **WHAT IF I DON'T KNOW OR CAN'T REMEMBER THE NAME OF MY SERVICE COORDINATOR?**

If you don't know or can't remember the name of your Service Coordinator, just telephone our office and ask our operator to assist you. We have a computerized listing of the names of all the people we serve, and she will be able to tell you the name of your Service Coordinator.

## SECTION 7

### **WHAT SHOULD I DO IF I CAN'T REACH MY SERVICE COORDINATOR?**

Check the back of your Service Coordinator's business card for a number to contact the Client Services Manager or Assistant, when you can't reach your Service Coordinator.

Our full roster is also available on our public website, [www.harborrc.org/contact](http://www.harborrc.org/contact), if you need to contact your Service Coordinator's Client Services Manager, Department Director, Executive office or other HRC employee. You may also contact the direct line at 310.540.1711 and the operator can connect you with an individual who can assist you.

If you need to speak with someone after business hours, you can telephone our regular phone number 310.540.1711 and listen for the instructions. If your business is urgent and cannot wait until the next business day, the recorded message will instruct you which number to press on your telephone keypad. You will then need to be prepared to leave a voice mail message including your name and the phone number where you may be reached. At that time the on-call manager is automatically contacted and will retrieve the message you leave. This will allow him or her to return your call. You can expect that this will happen within 20 to 30 minutes, if not sooner.

Remember that there is always someone at Harbor Regional Center to help you when you need assistance.



## SECTION 8

### **CAN I CHANGE MY SERVICE COORDINATOR?**

Every year you will be asked to comment on whether you wish to continue working with your current Service Coordinator. You may request a change of Service Coordinator at that time, or at any other time during the year. If you want to make a change, you can contact your Service Coordinator's manager. The manager will discuss your situation, and may either try to assist you with resolving any problems or assign a different Service Coordinator.

We hope you now have a good idea of what your Harbor Regional Center Service Coordinator can do to help your family and your family member with a developmental disability. We especially hope that you know you are not alone and that your Service Coordinator will be your partner in support.

At HRC we like to recognize the outstanding work of our staff. If you feel that your Service Coordinator (or anyone else at HRC, for that matter) has provided you with extra special service, we would like to hear from you so that your Service Coordinator's good work can be publicly acknowledged. Just write to:

Patricia Del Monico, Executive Director  
Harbor Regional Center  
21231 Hawthorne Blvd.  
Torrance, California 90503

Or you can email Pat at [pat.delmonico@harborrc.org](mailto:pat.delmonico@harborrc.org)



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March 2018