



Service Coordination

Partners in Healthy Families

Why Service Coordination?

If you're a client at a child or youth agency and/or health facility, chances are your family has special emotional, physical health or behavioural needs. Finding yourself in this situation can be intimidating, especially when there is more than one agency involved. In fact, it can be downright scary at first. It is easy to feel lost in the process, like no one is listening to you and to what is important to your family.

But it doesn't have to be that way. Imagine how nice it would be to be part of a team, where agencies and families work together and where goals are set taking into account your family's needs as a whole and not just what services an individual agency can offer in a given situation? That is the purpose of service coordination – to work with families like yours in order to make sure you have all the support you need, when you need it, and that nothing and no one is overlooked.

With service coordination, everyone involved with a family meets as a team on a regular basis to listen to the family's needs and to put a plan of action into place. As new needs arise or existing goals are met, the team works together to decide on next steps. No more agencies with conflicting plans, no more confusion over who is or should be doing what, no more families feeling like someone else is dictating what should be done.

What is a service coordinator?

A service coordinator is someone whose role it is to make sure that all the agencies involved with your family are working as a team, towards a common goal, and that you are kept informed of what's going on at all times. The service coordinator also works closely with you and your family in between team meetings to make sure things are going well and to deal with any concerns you might have.

How is a service coordinator chosen?

Typically the service coordinator is chosen with the agreement of the family from one of the agencies involved, although you can choose to play that role yourself. The person filling the role of the service coordinator may change over time as goals are met and agency involvement changes. Special consideration should be given to whoever is in the best position to make sure your family's needs and objectives are met.

Where does the family fit in?

No one knows your family like you do, which is why your plan will be better if you play an active role. Service coordination is about making sure that you are as involved as you want to be, every step of the way. Meetings are planned at a time that is convenient for you and your family, and you are encouraged to attend and to provide input on what is working, where changes need to be made, and where you feel your family needs extra help. Every family is unique, and therefore every plan should be based on an individual family's strengths, needs, goals, preferences and priorities.

This is your family – your story – your life. We're just here to help.

Family Centred practice focuses on parents as partners with service providers, is supportive of families and builds on families strengths.

For more information about Children's Services Agencies in Leeds & Grenville please visit: www.everykid.on.ca

Building assets and promoting the safe and healthy development of children from birth to young adulthood.