**DEVELOPMENTAL DISABILITIES ADMINISTRATION**

**COORDINATION OF COMMUNITY SERVICES**

**PROVIDER INFORMATION**

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| **SERVICE COORDINATION, INC.** | |
| **For additional information please contact us using any of the following methods:**  **Service Coordination, Inc. Service Coordination, Inc.**  5283 Corporate Drive, Suite 103 9 Park Center Court, Suite 301  Frederick, MD 21703 Owings Mills, MD 21117  301-663-8044 410-235-8110  888-240-6835 888-240-6835  301-663-9609 (Fax) 410-235-9475 (Fax) | |
| Website: [www.servicecoord.org](http://www.servicecoord.org/) | Email: info@sc-inc.org |
| MD Relay Voice/TTY: (800) 552-7724 | Toll-Free: (888) 240-6835 |
| **WHAT IS YOUR PHILOSOPHY IN PROVIDING SERVICES?** | |
| At Service Coordination, Inc. we believe that every person has, the right to be treated with respect and dignity and to make choices that affect his/her life. We believe people come first and to support this philosophy we show respect and honor for all people through our words and actions. We believe it is our responsibility to drive solutions by seeking out opportunities and navigating systems to make possibilities a reality, build connections that will encourage strong relationships, and to raise awareness in communities to appreciate the similarities and unique gifts of each person that we serve. | |
| **HOW LONG HAS YOUR AGENCY BEEN PROVIDING COORDINATION OF COMMUNITHY SERVICES IN MARYLAND?** | |
| Service Coordination, Inc. has been providing quality Coordination of Community Services (CCS) since 1982. We began as one of the nation’s first independent service coordination initiatives serving people with developmental disabilities. We believed then and maintain our belief that services should be tailored to meet the desires of each person. When first established, we were a division of The Arc of Frederick County. Due to tremendous growth and the need to have one organization focused on providing CCS for so many people, we were established as an independent nonprofit organization in 2005. | |
| **HOW IS YOUR AGENCY DIFFERENT FROM OTHERS?** | |
| Service Coordination is currently the largest Coordination of Community Services provider in Maryland, serving more than 11,700 people with an intellectual and developmental disability. We also employ over 322 Coordinators of Community Services throughout Maryland. Our team members are highly qualified with 98% having a Bachelor’s degree or higher and Coordinators of Community Services having on average 6 years’ experience. Service Coordination is also unique due to our mobile workforce and technological capabilities which allow us to work from virtually anywhere in the communities in which we serve people. | |
| **WHAT MARYLAND COUNTIES DO YOU SERVE?** | |
| We serve individuals in the Central, Southern and Western regions of Maryland. Central Region Counties are Baltimore City, Baltimore Co., Anne Arundel, Howard, and Harford. Southern Region Counties are Calvert, Charles, Montgomery, Prince George’s, and St. Mary’s. Western Region Counties are Allegany, Frederick, Washington, Carroll, and Garrett. | |
| **WHAT AREAS OF DEVELOPMENTAL DISABILITIES DO YOU HAVE SPECIALISTS IN?** | |
| At Service Coordination Inc., Coordinators of Community Services maintain expertise in many areas including the comprehensive assessment process for determining DDA eligibility, assisting people to apply for various State and Federal benefits, Spanish and American Sign Languages, unique needs of the Forensic population, and Autism Spectrum Disorders. Additional areas of expertise include Community Coordination, Waiting List Coordination, and Transition Coordination services, as well as the Person-Centered Planning process where we work collaboratively with team members to ensure the person’s needs and desires are addressed through the plan. We pride ourselves on learning the needs of people and acquiring the necessary information to develop expertise. | |
| **HOW DO YOU MATCH INDIVIDUALS WITH COORDINATORS?** | |
| At Service Coordination Inc., individual choice is paramount. This extends to the selection of the Coordinator of Community Service. Upon referral, we match people with a local Coordinator of Community Services who is knowledgeable about the resources available in the community where the person lives and work. We also match people according to their needs, preferences, and the expertise of the Coordinator of Community Service. People can choose a new Coordination of Community Services provider at any time and will be supported through this process by a Service Coordination Inc., Supervisor. | |
| **DO YOU PROVIDE REFERENCES FOR INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES AND FAMILIES TO CONTACT? IF SO, HOW DO I ACCESS?** | |
| Yes! You are encouraged to contact a Supervisor in the office nearest you to learn more about our services. At that time, please inform them if you would like to have information shared with you from people who receive or who have a loved one who receives our services. In addition, other information including Frequently Asked Questions (FAQ), brochures, and fact sheets, will be made available to you upon request. It is always our goal to provide stellar services, and we are confident our references reflect our accomplishment of this goal. | |