



Rights to Area Agency Services

Know your Rights:

You Can Choose Your Service Coordinator

Did you know?

As a client of an area agency, you have the right to choose your own service coordinator, and it does not have to be someone at your area agency! The New Hampshire rules* give you the freedom to choose who will be your service coordinator (also called a case manager).

What does the service coordinator do for me?

Your service coordinator's job is to coordinate and advocate for services for you. He or she will help you and your providers plan your services. She

will conduct your meetings. She will monitor those services to make sure the services are good quality and that you are getting what you need.

Who should I choose?

While many people may choose a service coordinator from within the area agency, you do not have to. If you prefer, you can also choose a friend or family member, a professional service coordinator from another agency, or someone else you know and trust who is willing to coordinate your services, such as your neighbor or pastor.

***It's your
choice!***

Choose your service coordinator carefully. Choose someone who knows about services, is good at negotiating, and is a good advocate for you and what you need.

This doesn't mean you can choose just anyone: the area agency has to make sure you don't choose someone who will hurt you or take advantage of you, or someone who can't do the job. You can't choose someone with a felony record or someone who has abused or neglected an adult with a disability. You can't choose someone with a clear conflict of interest such as your guardian, your home provider, or someone else who gets paid to give you services.



*He-M 503.09(a), 522.09(a)

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Disabilities Rights Center
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(603) 228-0432 or
(800)834-1721 (voice or TTY)
Fax: (603) 225-2077
advocacy@drcnh.org
www.drcnh.org

This brochure is not meant to be legal advice. For specific legal advice, you should talk to a lawyer.

Once you choose someone who is qualified, the area agency must designate him as your service coordinator. The area agency should contract with him for the services he will provide to you, how much he will get paid, and how the area agency will keep track of his activities. The area agency should monitor your service coordinator to make sure he or she is doing a good job for you.

What if I disagree with the Area Agency?

If you and the area agency disagree about your service coordination, you have rights to appeal and get a fair and impartial decision. If you have questions or concerns about service coordination, call the Disabilities Rights Center at 1-800-834-1721 or visit us at www.drcnh.org.

