

For more information, please complete this form.

Then mail to:

Heritage Christian Services

Attn: Service Coordination
349 West Commercial Street
Suite 2795
East Rochester, NY 14445-2402

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____

E-mail _____

Please contact me because:

- I'd like to further discuss service coordination
- I'd like information on other programs offered by Heritage Christian Services
- I'd like to make a financial contribution
- I'm interested in volunteer opportunities
- I'd like to be added to the mail list

Looking for family caregiving support or services for your loved one? Ask to speak with our resource advisor by emailing info@heritagechristianservices.org or call the office.

At Heritage Christian Services, people come first.

HCS is a thriving human services agency that serves thousands of people throughout the greater Rochester and Buffalo areas by providing meaningful introductions and offering experiences that assist others in navigating and achieving what matters most to them.

The agency offers residential support, service coordination, respite, community habilitation and employment supports. It has received a Compass designation by the Office for People With Developmental Disabilities for being one of New York state's top service providers to people with special needs and earned national accreditation from the Council on Quality and Leadership.

Heritage Christian Services is known for innovative community impact programs including the Pieters Family Life Center and Expressive Beginnings Child Care in Henrietta, the Center for Human Services Education and A Second Thought Resale Shop in East Rochester, Springdale Farm in Ogden and Heritage Christian Stables in Webster.



HERITAGE
CHRISTIAN SERVICES



HERITAGE
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Empowering people. Enriching lives.

Corporate Office:

349 West Commercial Street
Suite 2795
East Rochester, NY 14445-2402
Tel. (585) 340-2000
Fax (585) 340-2006

Regional Office:

3790 Commerce Court
Suite 800
North Tonawanda, NY 14120-2094
Tel./Fax. (716) 743-2020

TDD (800) 662-1220

www.heritagechristianservices.org
info@heritagechristianservices.org



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Service Coordination

You don't have to do it alone.

SERVICE COORDINATION

At Heritage Christian Services, we know the responsibilities of caring for a person with a developmental disability can be both rewarding and challenging. Arranging medical care, obtaining funding, and coordinating services for yourself or a loved one can become complicated and overwhelming. But you don't have to do it alone.

The service coordination department at Heritage Christian Services supports individuals and families from all faith backgrounds. Members of our highly talented staff are willing to assist and encourage you along the way.

WHAT IS A SERVICE COORDINATOR?

The HCS service coordination department serves more than 1,200 children and adults with special needs in the Finger Lakes and Western New York regions. All of our service coordinators are professionals and their educational backgrounds often exceed state requirements. They also receive close supervision and ongoing training, surpassing the annual minimum required by the state of New York.

“Our service coordinator is outstanding and always goes beyond her limits. She has been a real asset to our entire family.”

– Randi Rhinehart

HOW DOES A SERVICE COORDINATOR SUPPORT YOUR FAMILY?

Service coordinators work closely with the individual and his or her family in articulating the individual's life goals and monitor the progress toward those goals. They collaborate with the individual and family in identifying the services they are looking for and link the person to those services. Service coordinators also support the individual and family in making informed choices about funding and services. They can also assist individuals with accessing clinical and other community services, navigating the transition from school to work, and obtaining funding for large projects that help improve quality of life.

Other examples of how your service coordinator can assist you:

- ▶ Applying for government benefits, such as Supplemental Security Income, Supplemental Security Disability, Medicaid and food stamps, as well as with the recertification process
- ▶ Applying for funding under the Home and Community-Based Services Waiver for environmental modifications and assistive technology in the home
- ▶ Linking families to medical supply stores for Medicaid-funded items such as wheelchairs and hospital beds
- ▶ Advocating for you or your loved one with school officials by attending Committee on Special Education and Committee on Preschool Special Education meetings, and interfacing with social service agencies, physicians, and other professionals
- ▶ Assisting in arranging transportation to work, medical appointments, or for personal travel
- ▶ Advocating for you or your loved one when pursuing independent living options and day programs such as day habilitation and employment
- ▶ Applying for family reimbursement dollars

WHO'S ELIGIBLE FOR SERVICE COORDINATION?

Service coordination is funded primarily by Medicaid.

Individuals must meet state eligibility requirements. Among these requirements is that they must have a documented developmental disability that was diagnosed prior to age 22. HCS service coordination assists individuals and their families through the eligibility process, and then assists in applying for Medicaid so the person can receive services.



An HCS service coordinator helped this young boy access family reimbursement dollars for an adaptive swing set.

WHERE CAN I FIND MORE INFORMATION?

For more information about our service coordination program in Rochester, call (585) 340-2000.

In Buffalo, call (716) 743-2020.

Or visit www.heritagechristianservices.org