

Service Overview: Support Coordination

What is Support Coordination?



If you use Family Support 360 (FS360), you are assigned a Family Support Coordinator. Your coordinator works as a guide, advocate, and helper. They help you build your service plan and find community resources. They also check in with you at least every 90 days to make sure your services are still right for you. Once a year, this check-in will be in-person.

What a Coordinator CAN Do for You



Activity	Example of Service
Assessment & Re-assessment	Helps you track your needs and determine if you qualify for FS360 services.
Service Plan Development	Leads the service plan meeting and helps write your service plan.
Quarterly Monitoring	Calls or visits at least every 90 days to check on your needs, goals, and budget.
Critical Incident Reporting & Follow-up	Helps track your safety and reports any threats. Follows up on incidents like neglect, illnesses, abuse, and hospitalizations.
Crisis Intervention	Helps you get support when your health or housing is at risk.
Contacts & Natural-Support Building	Assists you in finding community supports like school, doctors, or church.
Referral & Resource Navigation	Helps you access state resources like the Medicaid State Plan and the Health and Wellness Team.
Training for Self-Direction	Teaches you how to hire and train your own support staff.
Team Meetings	Participates in other meetings to help you plan your FS360 services and life goals.

What a Coordinator Can NOT Do for You

- ✗ Direct care, driving, or housekeeping
- ✗ Social visits or counseling
- ✗ Generic office work

Quick Facts & Frequently Asked Questions

Question	Answer
Can I switch coordinators?	Yes, contact DDD to ask for a new coordinator. You can call 833-663-9673 and click Option 2, or email DDDIntakeProcess@state.sd.us. You can also reach out to other coordinator agencies directly. A contact packet for all agencies is available.

