



## Rights to Area Agency Services

**Know your Rights:**

### You Can Choose Your Service Coordinator

#### Did you know?

You have the right to choose your own service coordinator if you are a client of an area agency. 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). You might need your guardian to agree with your choice if your guardian has the authority to make medical decisions for you.



#### What does the service coordinator do for me?

Your service coordinator's job is to coordinate and advocate for services for you. They will help you and your providers plan your services. They will conduct your meetings. They should help you get good quality services and other things you need.

#### Who should I choose?

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

You can choose a service coordinator from your area agency, but you don't have to. You can also choose a friend or family member, a professional service coordinator from another agency, or someone else you know and trust, like your neighbor or pastor. Make sure they understand the job and are willing to do it for you.

Choose carefully! Choose a service coordinator who knows about services, works well with other people, and is a good advocate for you and what you need.

You can't choose just anyone. The area agency must 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

\*He-M 503.09(a), 522.10(a)

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**Disability Rights Center - NH**  
64 N Main Street, Suite 2, 3rd Floor  
Concord, NH 03301  
(603) 228-0432 or  
(800)834-1721 (voice or TTY)  
Fax: (603) 225-2077  
advocacy@drcnh.org  
www.drcnh.org

This brochure is not legal advice.  
You should talk to a lawyer if you  
do need legal advice.

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.

When you choose someone who is qualified, the area agency must use them as your service coordinator. The area agency should contract with them for the services they will provide to you, how much they will get paid, and how the area agency will keep track of their activities. The area agency should monitor your service coordinator to make sure they are 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 decision from someone at the state who is not going to take sides. Call the Disability Rights Center at 1-800-834-1721 or visit us at [www.drcnh.org](http://www.drcnh.org) for more information.

