

CHOICES. CONNECTIONS. COMMUNITIES.



SCI provides quality case management services, often referred to as coordination of community services, also known as resource coordination and service coordination to:

- Individuals with intellectual and/or developmental disabilities across their lifespan, including but not limited to
- Individuals with a traumatic brain injury
- Transitioning Youth Students
- Individuals with court or forensic involvement
- People residing in state hospitals and institutions
- People with a co-occurring mental health diagnosis

Community Services

SCI connects individuals to available community services:

- Respite Care
- Adaptive Equipment
- Therapy
- Academic needs
- Social needs
- Utilities support
- Medical support
- Eviction prevention
- Nourishment assistance
- Federal/state benefits
- Future planning
- Assistive technology
- Community involvement

Service Coordination, Inc. (SCI) has a mobile workforce. Service Coordinators can work anywhere in the communities we serve in the following counties:

- | | |
|------------------|-------------------|
| • Allegany | • Garrett |
| • Anne Arundel | • Harford |
| • Baltimore City | • Howard |
| • Baltimore | • Montgomery |
| • Charles | • Prince George's |
| • Calvert | • St. Mary's |
| • Carroll | • Washington |
| • Frederick | |

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*For more information about SCI please visit
our website: servicecoord.org or
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SCI is accredited based on The Standards for Excellence Institute® which promotes the highest standards for ethics, effectiveness, and accountability in nonprofit governance, management, and operations.

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Case Management Services

**Developmental Disabilities
Administration - DDA**

What Can SCI Do for Me?

Assess: We listen to and observe each person to learn what is important to them. We assist people to determine where support is needed or desired.

Plan: We support the development of a plan that is tailored to each person's wants and needs. Service Coordinators will work with you to develop a plan that addresses your strengths, goals, needs, and desires. We identify resources and services that meet your needs to help you live successfully in the community.

Connect: We identify and access resources. We build relationships within the community.

Monitor: We ensure that people are getting the services and supports detailed in their plan.

Advocate: We educate, inform, and support people to make choices and decisions.

How Does a Service Coordinator help You?

- Educating and assisting you to live the life of your choosing.
- Connecting you to housing and services in your community.
- Ensuring that services delivered are of the highest quality and suit your needs.
- Partnering with other organizations and agencies to develop a broad network of supports and services.

Service Coordination, Inc. (SCI)

SCI is a nonprofit organization in Maryland that supports people to make choices affecting their lives and to access resources and services in their community.

- SCI has been providing quality case management services since 1982 as one of the nation's first independent case management initiatives.
- SCI is currently the largest case management agency in Maryland, serving more than 12,000 people.
- SCI employs a mobile workforce of over 295 highly qualified Case Managers. 95% of staff have a Bachelor's degree or higher and on average five years' experience, and 27% have Masters Degrees.
- SCI serves individuals with disabilities across the lifespan, including individuals with co-occurring mental health diagnoses and medically complex needs.
- SCI services are tailored to meet the preferences and needs of each individual. Case Managers meet with individuals at the location of their choice and at the time that works best for them.



Our Mission

SCI provides quality case management services by helping people understand what their choices are and connecting them to resources in their communities in ways that respect their dignity and rights.

MEANING BEHIND THE MISSION

Choices, Connections and Communities: We welcome all people who can benefit from our services. We help people understand options in a dignified and respectful way. We provide quality information and helpful options that can guide people to resources of their choice, ultimately supporting their decisions to connect to available services.

2026 VISION

People experience the quality of life they choose. They are connected to an array of quality supports and services that are tailored to each of their unique wants and needs. People are valued in and by their communities.



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