SERVICE COORDINATION

Community Engagement + Information & Referral

Building connections. Expanding access. Strengthening communities.

Community Engagement (CE)

The Community Engagement Program at Service Coordination, Inc. builds meaningful relationships across Maryland to increase awareness, access, and understanding of supports for people with disabilities, families, and community partners — with a strong focus on reaching individuals and communities who are underserved or unserved.

We serve as resource connectors, educators, and capacity builders, working alongside individuals, providers, and organizations to strengthen community knowledge, skills, and systems, and to reduce barriers to information and access.

What We Do

- Provide community education on disability services, eligibility, and supports
- Serve as resource connectors, linking communities to programs, services, and supports
- Conduct outreach to underserved and unserved individuals, families, and communities
- Host and participate in community events, workshops, and forums
- Offer in-service trainings and educational sessions for organizations and providers
- Build partnerships with community-based organizations, providers, and public agencies
- Support self-advocates, caregivers, families, and community stakeholders

Community Engagement Is:

- ☑ Education-focused
- ☑ Relationship-driven
- ☑ Community-centered
- ☑ Resource-connecting
- ☑ Capacity-building
- ☑ Equity-informed and outreach-focused

Community Engagement Is Not:

- ☒ A direct service enrollment program
- ☒ A replacement for case management or support planning

Interested in education, partnership, in-services, or capacity-building?

Connect with us online or email us:

CEProgram@SC-Inc.org

ServiceCoord.org

Information & Referral (I&R)

SCI's Information & Referral initiative provides structured, timely information and referrals to individuals and families seeking disability-related services, resources, or guidance — with a focus on supporting individuals who are underserved, unsupported, waiting for services, or navigating barriers to access.

This service is available to the community and does not require enrollment in insurance or SCI services.

I&R serves as an entry point for people who need help understanding available options, eligibility pathways, and appropriate next steps, even when services are delayed, unavailable, or unclear.

Types of Support

- Housing and housing-related resources
- Transportation options and mobility supports
- Mental health and behavioral health resources
- Food access, nutrition, and food assistance programs
- Healthcare and wellness resources
- Employment, education, and vocational supports
- Benefits navigation and public assistance resources
- Community-based supports and peer resources

Who I&R Supports

- Individuals with disabilities, including those underserved or unserved
- Families and caregivers
- Community members seeking guidance or information
- Individuals waiting for services, on interest lists, or pending eligibility
- Individuals experiencing gaps, delays, or barriers in access

Information & Referral Is:

- ☑ Short-term and guidance-focused
- ☑ Individual-centered
- ☑ Resource-based
- ☑ Barrier-aware and access-focused

Information & Referral Is Not:

- ☒ Ongoing case management
- ☒ Crisis or emergency intervention
- ☒ A guarantee of service eligibility or enrollment

Not sure where to begin or facing barriers to access?

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