Self-Determination

Module 2: Roles & Responsibilities

YOUR Role & Responsibilities

To be in the Self-Determination Program, you are agreeing to:

1. Attend a Self-Determination Program orientation
2. Have an Individual Program Plan (IPP) that is person-centered
3. Create a Spending Plan
4. Use a Financial Management Service (FMS)

Who can you ask to work with you?

Your choice – anyone you choose!

Your Family, Friends & Circle of Support

- People you trust
- People who know you best
- Friends and family
- Teachers, therapists, coaches
- Your service coordinator
- Your employer
- Your Independent Facilitator

The Role of the Regional Center & Your Service Coordinator

Your Service Coordinator from the Regional Center will:

- Help you develop your Individual Program Plan (IPP)
- Certify the amount allowed for your Individual Budget
- Help you understand what services are eligible for funding through the Self-Determination program
- Help you to be healthy and safe

Service Coordinator Roles and Responsibilities in the Self-Determination Program

Core Responsibilities

- ❑ May lead your Person-Centered Planning session
- ❑ Will help develop your Individual Program Plan (IPP)
- ❑ Certify the amount of your Individual Budget
- ❑ Ensure you are accessing "generic resources" available to you
- ❑ Help you understand what types of services are eligible for Self-Determination funding
- ❑ Help you figure out how to be healthy, safe and living to your full potential at home and in your community
- ❑ Ensure you're meeting your Individual Program Plan goals based on your input and service provider's reports
- ❑ Ensure the money from your Individual Budget is spent as approved in the Individual Program Plan

Use Judgment & Creativity

- ❑ May help you identify possible resources and services in the community that are readily available for your purchase
- ❑ Will help you pursue "generic" services that are available to you if you need help with accessing them
- ❑ Will help you figure out your Individual Budget according to your needs and preferences
- ❑ Will be available to answer questions and serve as a guide to what's positive and possible
- ❑ Will help you if your needs change and if you need an increase in your budget

Service Coordinator Limitations

- ❑ Unable to scout for new services in the community
- ❑ Unable to negotiate service rates for you
- ❑ Unable to write and submit reports that outline how your services were used and how your funds were spent
- ❑ Unable to recommend an Independent Facilitator

Independent Facilitator

What is an Independent Facilitator?

- It is someone you choose to help you implement your plan.
- This can be someone you trust, someone who knows you and your family the best, someone who can help you.
- Someone who can communicate with you in your preferred language and understands what is important to you.
- An Independent Facilitator can be a family member, a friend or even your service coordinator.
- Your Independent Facilitator will help you identify your needs and help you find resources and coordinate the supports needed.

Do I have to use an Independent Facilitator?

- No, it is your choice!!

Do I pay my Independent Facilitator ?

- Independent Facilitators do not need to be paid, if they offer to volunteer their services.
- If you choose to pay your Independent Facilitator, that cost will come directly from your Individual Budget.

Independent Facilitator

They **CAN** help you:

- Make informed decisions regarding your Individual Budget.
- Locate, access and coordinate the services and supports in your Individual Program Plan.
- Identify your needs and find options to meet those needs.
- By leading, participating in and/or advocating on your behalf during the Person-Centered Planning process and when you develop your Individual Program Plan.

They **MUST**:

- ✓ Receive training in the principles of Self-Determination and Person Centered Planning.
- ✓ NOT provide any other service to you.

They **CAN**:

- Be paid from your Individual Budget, if hired.
- Be a service coordinator.
- Be family members.

Independent Facilitator

What are the requirements of an Independent Facilitator?

- They must have training in principles of Self-Determination and Person Centered Planning.
- This person that you have chosen can only act as your Independent Facilitator and provide no other service to you.
- Help you to make informed decisions regarding your individual budget.
- Help you locate and secure your services and supports to help you reach your goals identified in your Individual Program Plan within your community.
- To support and advocate for you during the person centered planning process including the development of your Individual Program Plan.
- Your Independent Facilitator will help you access resources including non-regional center funded services which would include public benefits, IHSS, etc.

Choosing an Independent Facilitator

Possible questions to ask when selecting an Independent Facilitator

- How much do you know about California's Self-Determination Program?
  You want to make sure they understand the principles of Self-Determination and how the program is different from the traditional regional center system. For example, the Self-Determination Program participant is in charge of who gets hired and supervising staff and agencies. Bills go to a Financial Management Service. Services must provide community inclusion. Provider does not need to be a vendor or have a contract with the regional center.
- What experience have you had as an Independent Facilitator?
- Have you had any training to be an Independent Facilitator?
- Have you ever facilitated a Person-Centered Plan?
- How many?
- What is your style?
- How do you prepare?
- How well do you know my community?
- Are you aware of activities in my area that I might be interested in?

Who can be an Independent Facilitator?

- The Independent Facilitator can't provide you any other services, they need to be independent.
- The Independent Facilitator can help you with many things, like:
  - Advocating for you through the person-centered planning process.
  - Coordinating services and supports consistent with your plan.
  - Helping you make informed choices about the money in your Individual Budget.
  - Helping you identify your needs and developing options to meet those needs.
- For those served by the regional center under age 18, a parent can be an Independent Facilitator but cannot be paid to do this.
- If over 18, a parent may be a paid Independent Facilitator unless they are providing another service to the person served such as an In Home Support Services (IHSS) provider.
- If the person served is married, their spouse cannot act as the Independent Facilitator.
- A conservator may act as an Independent Facilitator, however, they cannot be paid for this.
- You **can** choose to have your regional center service coordinator help you as an Independent Facilitator. However, there will be limitations as to what they will be available to do in this role. They can lead your Person Centered Planning meeting, help you develop your Spending Plan, Individual Budget, and your Individual Program Plan (IPP) along with providing you information on generic services and activities in your community. They will **not** be able to locate other services or negotiate what you will pay with providers. If you ask your service coordinator to be your Independent Facilitator, they **cannot** be paid to do this.

Possible Questions for Independent Facilitators

- How would you go about helping me to find services to help me meet my goals?
- How will you help me figure out my budget and Spending Plan?
- Can you advocate for me at my Individual Program Plan (IPP) and my Individual Education Plan (IEP) meetings?
- Can you advocate for me to get benefits, such as Social Security Income (SSI) or In Home Support Services (IHSS)?
- Can you also help manage workers? How?
- How would you help me if I am unhappy with the job that one of my workers is doing?
- How will you keep in touch with other members of my support team?
- I have certain things that are really important to me, like _____. Are you willing to adapt your services to meet my specific needs and preferences?
- Are you willing to negotiate a price based on my specific needs?
- Given what you know about what I need, how much would you charge?
- When are you available to start?

Choosing Service Providers

WHAT DO YOU **NEED**?

- Someone who has a medical background?
- Someone who knows your language?
- Someone who drives?
- Someone who can support you with personal care?

WHAT DO YOU **WANT**?

- Someone who will not speak for you?
- Your privacy respected?
- Employees to not make personal phone calls or text while working for you?
- Someone who understands your culture?

Hiring Service Providers in the Self-Determination Program

It is important to find people to help you who understand your needs, know your community, and with whom you are comfortable. You will need to interview and speak with people who you might hire to help you. Here are some ideas to help you with finding, interviewing and selecting people to help you meet your goals and achieve your dreams.

1. If you need it, ask for help from people you trust.
2. There are many ways to find people to help you, such as:
   - Ask people you trust for recommendations, like friends, your regional center service coordinator, people you know from self-advocacy or family support groups, therapists, teachers, and others.
   - Put an ad online or in a local paper. Do not put your name, address, or phone number in the ad. It is best to receive applications by email.
   - Ask for a resume and 2-3 references.
   - Find an agency that can recommend workers and staff.
3. Once you have found people who you might be interested in hiring, schedule an interview. Some people like to interview potential staff on the phone first and then schedule another interview in person. For in-person interviews:
   - Schedule the interview at a time and place where you feel comfortable.
   - For your safety, have another person you trust with you at the interview.
   - Think about what you want to know about the people you hire. Have your questions ready before the interview. See the attached pages for ideas for questions. You can use some or all of these questions and come up with more questions that ask about your particular needs.
   - Take notes on their answers.
   - If you have more questions after the interview, call them and ask.
4. For people you want to hire, call their references (see attached possible questions for references). If possible, you might also ask people who are not on their reference list.
5. After you offer to hire someone, meet with them to sign two papers:
   - Service Provider Agreement (also in this packet) that lists how much they will be paid and when they will work.
   - Community Inclusion Assessment Form, which makes sure that they understand you will make your own choices and be included in the community.

Hiring Service Providers in the Self-Determination Program

6. If they are providing personal care, they must get a background check. You can also ask any other people you hire to get a background check. (The background checks are specifically for the Self-Determination Program.)
7. Once their background check is approved and the regional center has signed the Community Inclusion form, the person can begin working for you. Please note that the person may also need to complete paperwork as required by your FMS. Check with your FMS on that process.
8. Remember to ask your FMS for help to make sure you are abiding by all laws and paying all taxes.

Possible Questions for General Service Providers

These are questions for providers who do not provide personal care or assistance in the home or community. Examples could be a speech therapist, gymnastics coach, computer teacher, or someone to help you make friends or have a relationship.

1. Tell me what you know about self-determination.

You want to make sure they understand how self-determination is different from the traditional regional center system. It is based on my person-centered plan. I am in charge of who gets hired and supervising staff and agencies. Services must provide community inclusion. Bills go to a FMS. Provider does not need to be a vendor or have a contract with the regional center.

2. What experience have you had providing this service?

3. What kind of qualifications do you have? (Licenses, credentials, certifications)
   Some providers might need to provide proof of certification to the FMS.

4. Have you had experience providing this service in a person-centered way, meaning I get to direct how you provide me the service?

5. How would you learn more about me to work with me?

6. I have certain things that are really important to me, like_____. Are you willing to customize services to meet my specific needs and preferences?

7. How do you determine if people are happy with your services?

8. When and where are your services available?

9. How many hours of are you available per week?

10. When would you be able to start?

11. How would I make changes in my services or schedules if I need to?

12. Are you willing to attend team or circle meetings to share information with other people who support me?

13. How will you keep in touch with other members of my support team?

Possible Questions for Personal Care Workers, Personal Assistants, Aides

1. Tell me what you know about Self-Determination.

You want to make sure they understand how Self-Determination is different from the traditional regional center system. It is based on my person-centered plan. I am in charge of who gets hired and supervising staff and agencies. Bills go to a FMS. Services must provide community inclusion. Provider does not need to be a vendor or have a contract with the regional center.

2. What experience have you had providing this service?

3. What kind of certification or training have you done to help you provide services? Some providers might need to provide proof of certification to the FMS.

4. Have you had experience providing this service in a person-centered way, meaning I get to direct how you provide me the service?

5. How would you learn more about me to work with me?

6. I have certain things that are really important to me, like _____.
Are you willing to meet my specific needs and preferences?

7. Are you willing to attend team or circle meetings to share information with other people who support me?

8. What days and times are you available?

9. How many hours are you available per week?

10. When would you be able to start?

11. How would I make changes in my services or schedules if I need to?

12. Because you are providing personal care services for me, you will need to have a background check done at your own expense. Are you willing to do that?

13. The pay is $ per hour and the benefits you will receive are

Will this rate of pay work for you? OR How much will you need to be paid?

Possible Questions for Agencies that Will Provide Staff

If you are thinking about hiring a company or agency who will provide you services and staff, you also may want to ask some of the following questions:

1. Tell me what you know about Self-Determination.

You want to make sure they understand how Self-Determination is different from the traditional regional center system. It is based on my person-centered plan. I am in charge of who gets hired and supervising staff and agencies. Services must provide community inclusion. Bills go to a FMS, not to the regional center. Provider does not need to be a vendor or have a contract with the regional center. No reports need to be provided to the regional center.

2. Have you had experience providing this service in a person-centered way, meaning I get to direct how you provide me the service?

3. What kinds of qualifications does your agency have?
   (Licenses, credentials, certifications)

4. How will I choose who will work with me?

5. Will I be able to choose what I do each day and who I spend my time with?

6. What kind of experience does your staff have?

7. What kind of training does your agency give to the people that will work with me?

8. How will you supervise the people that will work for me?

9. How long do staff people usually work at your agency?

10. How will you handle if I want to choose a different person to work with me?

11. How will you keep in touch with other members of my support team?

12. How will you check with me to make sure the services are working out for me?

13. What would I do if I have a problem or complaint?

14. Do you have any references you can provide?

Tri-Counties Regional Center

Self-Determination Program
Service Provider/Participant Agreement

TEMPLATE

Participant Name _____ UCI Number _____

Birthdate _____

Regional Center Tri-Counties Regional

Center Address _____ Phone _____

Service Provider Name or Company _____

Address _____

Phone _____

List agreed upon services:

_____

_____

_____

Start date of this agreement _____

Days and times of agreed schedule _____

Hours of work per week _____

Rate of pay _____

The service provider and participant agree and acknowledge:

- To provide _____ (hours/days) advance notice to cancel/reschedule appointments.

- Service provider agrees to accommodate changes in schedule if possible. If this is a permanent change, a new agreement should be created.

- Service provider agrees to provide a report of progress or a brief summary of services provided, if requested. The report or summary should be provided to the participant weekly/monthly/quarterly/every year (circle all that apply).

- When working with an agency or vendor for services, the participant has the right to choose which worker will provide services to them.

- Participant has the right to change service providers at any time.

This agreement will remain in effect until it is cancelled by the participant or the service provider. All parties understand that the participant has voluntarily enrolled in the Self-Determination Program and may decide to leave the program at any time. If the participant exits the Self-Determination Program, this agreement will end. Any changes to this agreement must be made in writing.

_____ _____
Participant Date

_____ _____
Service Provider/Company representative Date

_____ _____
Legal guardian/conservator (if applicable) Date

Received by: Regional Center ☐ Date_____

Received by: Financial Management ☐ Date_____

Service

Financial Management Service (FMS)

- Will **help you pay** for services and your employees
- You can **choose** your Financial Management Service
- It is the only **required** vendor for Self Determination.
- You pay for the Financial Management Service out of your Individual Budget.
- Financial Management Service provides forms and information for background checks.
- Helps you **manage** your Spending Plan
- Gives you a **monthly report** about your Spending Plan

Choosing the Right Financial Management Service

WHAT DO YOU **NEED**?

- Do you need help with employees?
- Do you need more help or reminders on making sure you keep within your spending plan?
- Do you just need them to pay the bills and send you statements?
- Do you need to buy goods and supplies?

WHAT DO YOU **WANT**?

- Full responsibility for your employees?
- Help with the business of having employees?
- Liability or no liability?

Possible Questions for Financial Management Service (FMS) Providers

1. How much do you know about California's Self-Determination Program?

2. What experience have you had with being a Financial Management Service provider?

3. Which models of FMS do you provide? Bill Payer, Sole Employer, Co-Employer

4. How will you communicate with me?

5. If I have a question about developing my Individual Budget, can you help me?

6. If you are a co-employer, what role will you play in the hiring of my workers?
   - What if I want to hire someone that you don't like?
   - Would you ever ask me to fire one of my workers and for what reason?

7. How will you get the time sheets from my workers?

8. If I am spending more than I should be in my spending plan, how will you tell me?

9. How will you send me monthly reports on how I am spending my individual budget?

10. If I have questions, how will I get them answered?

Choose the Right Person for the Right Role

- ✓ Expectations of the job
- ✓ Hours and days of the job
- ✓ Start date/end date
- ✓ Rate of pay
- ✓ Where the service will take place

Possible Questions to Ask References for People You Want to Hire

References are the people your potential service provider gives you to provide important information on their experience. In general, references will provide very positive things to say about the person you may want to hire. It is important to ask questions that might give you a complete picture about the person you want to hire. You can use all or some of these questions or come up with other questions on your own. Some of these questions may relate to you or the prospective service provider. Be sure to tell the potential worker that you will be calling their references.

1. My name is_____. You have been put down as a reference for _____.
2. Is this a convenient time to talk?
3. This person has applied to be a_____for me/my family member and I want to ask you some questions.
4. How do you know_____?
5. How long have you known_____?
6. What work did_____do for you?
7. What did you think of how_____did their job?
8. Were there areas where_____could have improved?
9. How many hours per week did they work for you?
10. Why did_____leave the position?
11. How did_____react in stressful situations?
12. _____will need to be person-centered and follow the directions of a person with a disability/family member. Do you think that will work for___?
13. If there was a disagreement with_____, how did they handle it?
14. Do you have any concerns about_____?

Questions you **Cannot** Ask During an Interview

California and federal laws tell us that there are questions that you are not allowed to ask during job interviews. We want to make sure you follow the law when you are conducting interviews.

1. You can't ask their age.
2. You can't ask whether they are married or have children.
3. You can't ask their gender.
4. You can't ask about their sexual orientation.
5. You can't ask about their race.
6. You can't ask about their religion.
7. You can't ask if they have a criminal record.
8. You can't ask what their previous salary was.

My Notes & Next Steps