

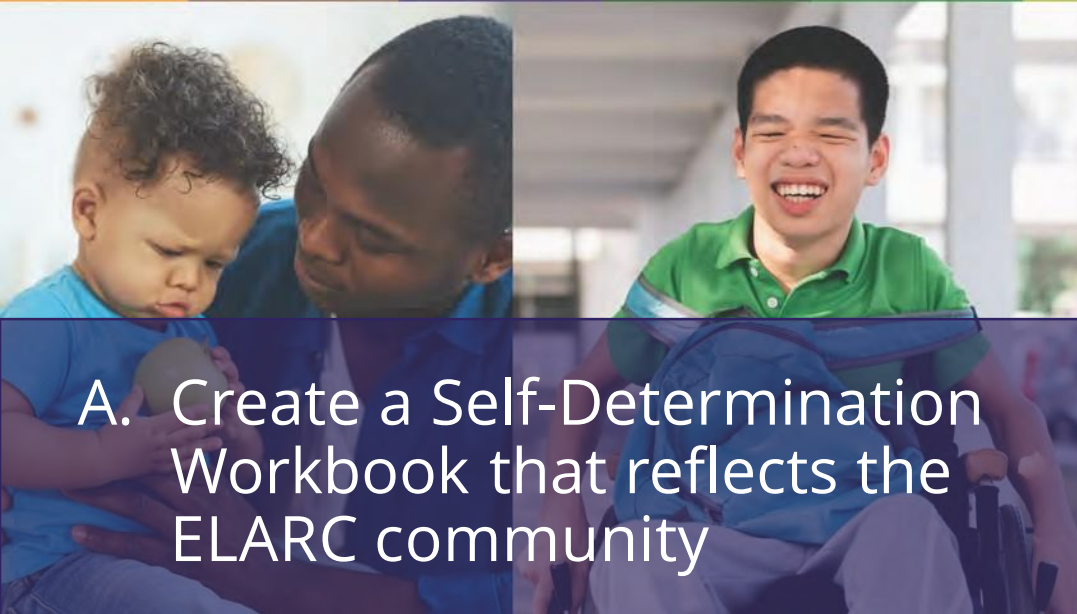
# Self-Determination Guide

ATT #5



Summary shared with  
ELARC Self-Determination Local Volunteer Advisory Committee  
June 21, 2022  
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Helen Sanderson Associates USA

# Self-Determination Guide



## A. Create a Self-Determination Workbook that reflects the ELARC community



- ✓ Committee developed content
- ✓ Content review completed
- ✓ Design review completed
- ✓ Translation into Spanish, Chinese, Vietnamese being reviewed
- ✓ Will be posted electronically as well as limited hard copies

# Self-Determination Guide

## Digital Guides - completed

- English and Spanish digital workbooks delivered and ready for posting to website
- Cantonese and Vietnamese workbooks are in final production.

## Printed copies (awaiting LVAC decision on quantities)

- English – 50
- Spanish – 50
- Cantonese – approximately 250
- Vietnamese – approximately 250



## B. SC/IF Focus Group

to build relationships and recommend best practices for partnership

- ✓ Six sessions completed
- ✓ Themes identified and recommendations compiled
- ✓ What we've learned

# Independent Facilitator

ROLE	CORE RESPONSIBILITY	CREATIVITY AND JUDGMENT	NOT MY TYPICAL RESPONSIBILITY
<b>INDEPENDENT FACILITATOR</b>	<ul style="list-style-type: none"> <li>• The Independent Facilitator</li> <li>• Must have been trained in principles of self-determination and person-centered planning</li> <li>• Reach agreement with individual or family as to the services they will provide.</li> <li>• Provide services to self-determination participants as agreed to help the individual and family start the self-determination program.</li> </ul>	<ul style="list-style-type: none"> <li>• Thinking out of the box</li> <li>• Understanding the family culture</li> <li>• Help navigate FMS processes and paperwork</li> </ul> <p>The Independent Facilitator <b>can</b> help with:</p> <ul style="list-style-type: none"> <li>• Explaining the process and steps to SD with families</li> <li>• Facilitate between the SC and family</li> <li>• Develop the PCP Plan</li> <li>• Transition families into SDP</li> <li>• Assist with the development of the IPP</li> <li>• Participate in the IPP meeting with SC and family</li> <li>• Help families to understand the budget certification tool and the expending plan</li> <li>• Help them to understand Person centered thinking instead of services centered thinking.</li> <li>• Helping them reach their goals using the steps</li> <li>• Work well with all people involved (IF, SC, Family)</li> </ul>	<ul style="list-style-type: none"> <li>• Providing other paid service to the individual</li> <li>• Influence the hours determined from another agency's assessment.</li> <li>• Finding staff</li> </ul>

# Service Coordinator

ROLE	CORE RESPONSIBILITY	CREATIVITY AND JUDGMENT	NOT MY TYPICAL RESPONSIBILITY
<b>SERVICE COORDINATOR</b>	<ul style="list-style-type: none"> <li>• Provide excellent customer service including answering phone calls, scheduling meetings, and answering emails</li> <li>• Review information (materials, person-centered plan, etc.) before meetings</li> <li>• Facilitate the transition to SD</li> <li>• Develop Self-Determination IPP</li> <li>• Calculate Budget and review with family and ensure it is accurate</li> <li>• Review spending plan and assure it aligns with IPP</li> <li>• Reviewing policies and procedures- Federal guidelines (we will get audited)</li> <li>• Collecting documents, update charts etc.</li> <li>• Processing PC plan reimbursements</li> <li>• Ebilling in SANDIS is correct and up to date</li> </ul>	<ul style="list-style-type: none"> <li>• Negotiator</li> <li>• Independent facilitator for the client</li> <li>• Develop PC plan</li> <li>• Relationship with families</li> <li>• Relationship with other stakeholders</li> <li>• Identify generic resources if they are not aware of them</li> </ul>	<ul style="list-style-type: none"> <li>• Serve as trainers for Independent facilitators</li> <li>• Finding new services and resources</li> <li>• Follow up to ensure generic resources have been accessed</li> </ul>

# Key Learning and Top Tips from Focus Groups

- How to streamline the vendorization of the FMS service? With anticipation of having more FMS agencies available in the future
- Person centered plan reimbursement - can this be streamlined?
- FMS agencies from California seem to understand the process better than FMS agencies from outside the state
- Invite FMS to the spending plan meeting so that the family is not surprised by FMS costs (however, some FMS agencies see involvement as a conflict of interest. **NEED: Understanding costs, sick pay, other costs**)
- If it's in the approved spending plan - the FMS can purchase it. **NEED: FMS sometimes still request confirmation from Service Coordinator**
- Would like FMS to have more knowledge of services and spending plan - to implement more quickly
- Some families don't use computers and have an access barrier to complete the FMS paperwork
- Streamlining the spending plans to all be the same would be enormously helpful.
- Empathy for FMS - understaffed and overwhelmed due to newness of SD;
- Getting to know Independent Facilitators is key; relationship building is important. Reach out to Independent Facilitators before meetings to build context and rapport.
- Everything is constantly changing (CDERs, forms, SD processes) it is frustrating for all parties on what we have to do. Need to be empathetic and understanding. And COVID added layers of complexity
- **NEED:** some people are having a hard time finding Independent Facilitators - need for capacity building. Is there a way to support people to find and match Independent Facilitators?



## Le invitamos a las “Conversaciones comunitarias del programa de Autodeterminación” del ELARC.

Deseamos escuchar sus comentarios. Esta es una oportunidad para compartir sus historias, sus triunfos y desafíos, su sabiduría y sus “mejores sugerencias”. Conozca y aprenda de personas, familias, facilitadores independientes y coordinadores de servicios implicados en la autodeterminación. Sus comentarios en estas conversaciones ayudarán a nuestra comunidad del ELARC a establecer relaciones y brindar

### ACOMPÁÑENOS:

HSA facilitará conversaciones comunitarias cada tercer miércoles

**del 26 de enero al 1 de junio de 2022**

**de 10:00 a 11:30 a.m., por Zoom**

**HAGA CLIC AQUÍ PARA RESERVAR HOY MISMO SU LUGAR PARA UNA SOLA REUNIÓN O ¡PARA TODAS!**

Se puede encontrar el enlace para las reuniones en [elarc.org/consumers-families/self-determination](https://elarc.org/consumers-families/self-determination) o comuníquese con su coordinador de servicios si desea información adicional.



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USA

## C. Community Conversations

to identify what’s working and not working and inform future support needs

- ✓ Committee, SC/IF Focus Group, and feedback from SD participants informed topics
- ✓ Interpreters available for concurrent conversations
- ✓ Feedback and recommendations will be shared with ELARC LVAC



# Community Conversations

- Choosing Self-Determination
- Transitioning to Self-Determination
- Successes and Barriers
- Building Trust and Partnerships
- Decision Making
- Responsibility
- Managing Support
- What's Different
- Creative Ideas



## You are invited to ELARC's Self-Determination Program Community Conversations.

We want to hear from you. This is an opportunity to share your stories, your successes and challenges, your wisdom and "top tips." Meet and learn with individuals, families, independent facilitators, and service coordinators involved with self-determination.

Your input to these conversations will help our ELARC community build relationships and provide good support for those choosing self-determination.



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### JOIN US:

HSA will facilitate community conversations every other Wednesday

**January 26 – June 1, 2022**  
from 10:00 am to 11:30 am via Zoom.

[CLICK HERE TO RSVP FOR ONE OR ALL MEETINGS](#)

Link to meeting can also be found at [elarc.org/consumers-families/self-determination](http://elarc.org/consumers-families/self-determination) or contact your service coordinator for more information.

### Dates & Topics:

Each conversation will focus on one of the topics listed below. Your input and ideas will be shared with the ELARC Self-Determination Advisory Committee.

**JAN 26**

#### Choosing Self-Determination

What was your experience when choosing self-determination?

What helped you make that decision? Was it a hard decision to make, what could make it easier?

**FEB 9**

#### Transitioning to Self-Determination

What is needed to make a seamless transition

from traditional services to self-determination?

**FEB 23**

#### Successes and Barriers

What have been the successes & barriers to self-determination?

What is working and not working from different perspectives?

**MAR 9**

#### Building Trust and Partnerships

How do we build trust and partnership among all the roles involved? make it easier?

**MAR 23**

#### Decision Making

What has it been like to be the person making the decisions? What has been helpful for you to feel confident in this process?

**APR 6**

#### Responsibility

What does the Responsibility Pillar of self-determination look like in action?

**APR 20**

#### Managing Support

What do you need to build confidence in selecting and managing your own support?

**MAY 4**

#### Whats Different?

By participating in self-determination what have you been able to do that is different?

**MAY 18**

#### Creative Ideas

How are you being creative with self-determination services?

**JUN 1**

#### Topic to be determined

# Benefits of Self-Determination Program

- Understanding the person's needs and if their need is or is not being met, individualization often saves money
- Choice with more options and quality
- Integrating people into the community
- The choice of staff and services with flexibility
- Importance and opportunity for matching Direct Support Professionals
- Participate in mainstream activities
- It's ok to change things
- Self-determination is challenging but worth it

# Recommendation 1: Education and Training

- Break down orientation and information into smaller modules
- Participants and families need to be well-informed through understanding the law and system, attend training for families about each step, join local advisory meetings. Attend as many meetings, trainings etc. as you can, always learning.
- Education to help shift perspective from fear of the responsibility to understanding they are already doing a lot of work. "This work is different with better outcomes."
- Provide specific training about Fiscal Management Service (FMS)
- Convene a support network or Community of Practice - Participants and families learning from each other, learning together and collaborating
- SC Training and centralization of Self-Determination with specialized SC's
- Teach personal responsibility to prepare for transition to adulthood

# Recommendation 1: Education and Training

- Training and Supporting Participants and Families
- LVAC share meeting fliers to encourage Self-Determination participants to attend - become a welcoming body
- Some LVAC members are very well-versed in the waiver. Have those members (subject matter experts) co-present easy-to-understand sessions on the Self-Determination Waiver. Recurring presentations as a separate, stand-alone session. Also explore having a designated time during LVAC meetings for information/training. Let this be the place people go to learn.
- During LVAC meetings invite a guest from the Department (DDS) to provide clarity and Q&A. Decisions and transparency/interpretation of waiver is from the Department, therefore it would be helpful to have a spokesperson from the Department. Perhaps it could be ELARC's DDS Liaison.
- LVAC - spell it out :) Local Volunteer Advisory Committee
- Invite the Self-Determination Ombudsman play a role in attending Local Volunteer Advisory Committee meetings
- SCDD (State Council) is working on a training on the Self-Determination Law - they can be a resource

# Recommendation 1: Education and Training

## **Fiscal Management Services training needed**

- Take advantage of input from FMS Focus Group and create a "Learning Marketplace" to learn about a variety of topics - Your spending plan, the budget, how to work with your FMS, etc.
- Start compiling data about efficiency and effectiveness of different FMS agencies. FMS provide a list of what to expect regarding turn around, call back time, etc. We need more than a list of contact info.
- DDS is developing quality standards for FMS and Independent Facilitators - set up opportunity to share these standards with Self-Determination participants and families
- Regional Center or Department to add info about if the FMS is truly available and what payment plan options they provide

# Recommendation 2: Parent to Parent Support

## Parent to parent supports are important

- Equip service coordinators with tools to help assess and evaluate what works and doesn't work when supporting families. learn from what works and what doesn't work and share that with others
- Create spaces for families and participants to share what they are learning with one another. Build relationships, get to know other parents and the direct service providers
- Simple, easy to understand information for families. Break laws down into small bits.
- Sponsor a meet and greet to get to know other SD participants and families to help parents meet other parents
- Identify local parent groups to identify parents who are familiar with self-determination and involve them to help with outreach within different communities. This can also help to address some culture barriers. (CPAD, Fiesta Educativa, Healthy African American Families, Ardena Bartlett (Independent Facilitator and Advocate serving African American families, Ms Soo (UCLA) working with Korean community)

# Recommendation 3: Language and access to understandable information

## **Provide information in ways the self-determination participant can understand so they can form their own opinions and ideas to make choices**

- Create a pamphlet with a lot of pictures (like the transition pamphlet from ELARC). Break the process into steps with pictures and simple language. Include functional communication.
- Collaborate with other regional centers to be able to reach diverse communities. For example: co-create short video about self-determination in Chinese. Share resources that have already been developed.
- Create a sheet of Self-determination terms and explain what they are. Include simple explanation of services
- Outreach to self-determination participants who may also want to share their understanding of it. Hear directly from participants, have them describe it in their own words. This can help us create strategies for plain language.

# Recommendation 3: Language and access to understandable information

## **Communicate with participants and parents about what is possible, rather than how they are limited.**

- Help service coordinators and community understand the wholistic approach of a person-centered plan and planning process
- Help all parties understand that the person-centered plan outlines the person's needs, best ways to support and possible services. Includes a draft list of actions, programs, services, etc. that can meet the person's needs.
- Provide service coordinators with language that focuses on what the person/family CAN do to meet needs. Suggest alternatives, get creative. Don't just say "no", also frame some alternative options
- Language barrier, things translated and even then language is hard to understand
- Do a better job of supporting self-determination participants to understand and drive their own processes of choice.



# Recommendation 4: Communication and follow through

## **Build collaboration and communication between Service Coordinator (SC), Regional Center (RC), Independent Facilitator (IF), circle of support**

- **Host a follow up focus group series** (similar to the SC/IF focus group) for SC/IF/Participant and Circle of Support. Create welcoming and safe environment to build relationship and share information.
- **LVAC to help develop topical circles to go to for questions.** Ex: "all invoices need to come directly from FMS" need top tips or flow chart of what needs to be done in a specific subject matter. Make it visual. Flow chart/decision tree.
- **Develop visual roadmap** for participants and community. Where am I stuck, where do I go from here? What are my options. Co-produce with participants.

# Recommendation 4: Communication and follow through

## **Service Coordinator involvement beyond the minimum, working as a team**

- Lower caseloads or alleviate some tasks to make it possible for Service Coordinators to build relationships with the individuals/families and be able to do valuable/meaningful work.
- Encourage Local Volunteer Advisory Committee (LVAC) to attend legislative hearings to advocate for lower caseloads.
- Help with the transition from traditional services to Self-Determination Program

# Thank you for the opportunity!

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**EASTERN LOS ANGELES**  
REGIONAL CENTER



<https://www.elarc.org/consumers-families/self-determination>