



# MODULE 2

## Roles & Responsibilities



# Your Roles & Responsibilities

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

- ✔ Attend a Self-Determination Program orientation
- ✔ Developing a person-centered Individual Program Plan (IPP) with your planning team.
- ✔ Create a Spending Plan based on your Individual Budget.
- ✔ Use a Financial Management Service (FMS)



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## Who Can You Ask To Support You On Your Journey To Self-Determination?

Anyone you choose! **It's your choice!**

### Your Family, Friends & Circle of Support:

- People You Trust
- People Who Know You Best
- Friends and Family
- Teachers, Therapists and Coaches
- Your Service Coordinator
- Your Employer
- Your Independent Facilitator

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# 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 agreed upon for your Individual Budget
- ✓ Help you understand what services are eligible for funding through the Self-Determination Program
- ✓ Guide you to make safe and healthy choices for your plan



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# Service Coordinator Roles & 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
- Monitor progress towards meeting your Individual Program Plan goals based on your input and service provider’s reports
- Confirm that the money from your Individual Budget is spent as approved in the Individual Program Plan

## Can 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
- 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!!**

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# Independent Facilitator

## Do I pay an 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. Your Individual Budget cannot be increased to pay for an Independent Facilitator.

**An Independent Facilitator can be paid if** the participant is over 18, a parent may be a paid Independent Facilitator.

*You can choose to have your regional center Service Coordinator help you as an Independent Facilitator and they would not be able to be paid. However, there will be limitations as to what they will be available to do in this role. Speak to your Service Coordinator about their availability to assist you as an Independent Facilitator.*

## An Independent Facilitator cannot be paid if . . .

- They are a person who is already providing you services.
- They are the parent of a person receiving services who is under 18.
- They are a conservator
- The person served is married, their spouse cannot be a paid Independent Facilitator.

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# Independent Facilitator

## What are the requirements of an Independent Facilitator?

- They must have completed training in the principles of Self-Determination and Person-Centered Planning.
- They cannot provide any other paid service to you.

## How an Independent Facilitator CAN help you:

- Your Independent Facilitator will help you access resources including non- regional center funded services which would include public benefits, IHSS, etc.
- Your Independent Facilitator can help you access resources including non- regional center funded services which would include public benefits, IHSS, etc.
- Your Independent Facilitator can help you identify your needs and find options to meet those needs.
- Your Independent Facilitator can help you to make informed decisions regarding your individual budget.
- Your Independent Facilitator can help you locate and secure your services and supports to help you reach your goals identified in your Individual Program Plan within your community.
- Your Independent Facilitator can support and advocate for you during the person-centered planning process including the development of your Individual Program Plan.

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# Choosing An Independent Facilitator

*An Independent Facilitator needs to understand the principles of Self-Determination and how the program is different from the traditional regional center system.*

## **Things to consider when looking for an Independent Facilitator:**

- ✓ How much do they know about the Self-Determination Program?
- ✓ What experience do they have as an Independent Facilitator?
- ✓ What type of training have they had to become an Independent Facilitator?
- ✓ How many person-centered plans have they participated in?
- ✓ What is their experience working with the regional center and/or the school system?
- ✓ How well do they know your community?
- ✓ Are they aware of activities in your area that you might be interested in?
- ✓ Have they worked with children or adults?

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# Possible Questions For Independent Facilitators



What kind of training have you received that qualifies you to be an Independent Facilitator?

How will you keep in touch with me and other members of my support team?

How would you go about helping me to find services to help me meet my goals?

How will you support me around things that are important to me?

How will you help me figure out my budget and spending plan?

Are you willing to adapt your services to meet my specific needs and preferences?

Can you advocate for me at my Individual Program Plan (IPP) and/or my Individual Education Plan (IEP) meetings?

Are you willing to negotiate a price based on my specific needs?

Can you help me obtain generic resources such as Social Security Income (SSI) or In Home Support Services (IHSS)?

Given what you know about what I need, how much would you charge?

When are you available to start?

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# 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?



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# 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, in a local paper on social media or reach out to your support system.  
**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.



# Hiring Service Providers In The Self-Determination Program

**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 following 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. 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 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 (HCBS Final Rule compliance).



# 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. Your Financial Management Service will help you with this.

**7.** Check with your Financial Management Service agency to see what paperwork they will need.

**8.** Once their background check is approved and the regional center has signed the Community Inclusion form, the person can begin working for you.

**9.** If you choose the sole employer Financial Management Service model, remember to ask your Financial Management Service agency for help to make sure you are abiding by all laws and paying all taxes.





# Possible Questions For 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 your person-centered plan.
- You are in charge of who gets hired and supervising staff and agencies. Services must provide community inclusion.
- Bills go to a Financial Management Service provider.
- The service 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 Financial Management Service.**

**4. Have you had experience providing this service in a person-centered way? You direct how the service is provided to you.**



# Possible Questions For Service Providers



**5.** How would you learn more about me to better 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 are you available per week?

**10.** When would you be able to start?

**11.** How would I make changes in my services or schedule 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 me and other members of my support team?

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# 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.**

- You can't ask their age.
- You can't ask whether they are married or have children.
- You can't ask their gender.
- You can't ask about their sexual orientation.
- You can't ask if they are pregnant.
- You can't ask about their race.
- You can't ask about their religion.
- You can't ask if they have a criminal record.
- You can't ask what their previous salary was.

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# 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 your person-centered plan.
- You are in charge of who gets hired and supervising staff and agencies.
- Services must provide community inclusion.
- Bills go to a financial management service, not to the regional center.
- The service 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?

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

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



## Possible Questions For Agencies That Will Provide Staff



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. What is the average number of years your staff work at your agency?
10. Will your agency allow a different person to work with me?
11. How will you keep in touch with me and 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 should I do if I have a problem or complaint?
14. Do you have any references you can provide?



# 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?



# Possible Questions To Ask References For People You Want To Hire



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 \_\_\_\_\_ ?



# Self-Determination Program Service Provider/ Participant Agreement

EXAMPLE TEMPLATE

**SELF-DETERMINATION SERVICE PARTICIPANT/SERVICE PROVIDER AGREEMENT**

Participant Name: \_\_\_\_\_

Birthdate: \_\_\_\_\_ UCI Number: \_\_\_\_\_

Regional Center: \_\_\_\_\_ RC Phone: \_\_\_\_\_

RC Address: \_\_\_\_\_

Service Provider or Company Name: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Agreed upon service(s): \_\_\_\_\_

  

Agreement start date: \_\_\_\_\_

Days and times of agreed schedule: \_\_\_\_\_ Hours per week: \_\_\_\_\_

Rate of pay: \_\_\_\_\_

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**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: \_\_\_\_\_ Financial Management Service  Date: \_\_\_\_\_



# Financial Management Service (FMS) Agency

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

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# Choosing The Right Financial Management Service Agency

## 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?

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# My Notes & Next Steps

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**Support** Authority  
*Freedom* Responsibility  
**CONFIRMATION**

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