

**Thoughts on Service Brokering
September 12, 2016**

Thank you Liz for inviting me to share my experiences with the SD advisory committee members and the community.

Under the pilot, I had a client very well known in our community. Many people have heard of her story. A single mom who worked herself out of welfare to full time employment. She had a plan of purchasing child care services from her person of choice. She took computer classes and purchased equipment that helped her with getting and keeping her job.

She later met the love of her life and relocated with him. She had a good life to start. I admire her courage to leave her support system to pursue a better life for herself and for her two daughters.

I want to emphasize that my work with my other clients who are not as well known are just as satisfying. Each person had unique needs and strengths. Some of the services I provided were: researching for medical supplies, community resources, specialized services and assistive technology.

In my opinion, an independent facilitator's knowledge of Regional Center services, community resources and interpersonal skills will be very helpful. We need someone who can help our family members build lasting relationships in the community using support and services.

When interviewing a potential candidate, I would ask specific questions that are important to a family member. I would also choose someone whom you feel you would enjoy working with and will get along with other key members of the IPP team, someone who may not necessarily have all the answers but you feel has the fortitude to be part of the journey.

When it comes to "marketing" oneself, my suggestion is "WORD of MOUTH". I tend to find service providers based on the referrals of trusted sources who share my values and world view. Being active in disability related support groups, community advisory committees and community organizations will help people know your character and commitment to serve the community.

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