

# An Introduction to Supports Broker Service

**SUPPORT  
BROKERS:  
GETTING WHAT  
YOU NEED TO  
LIVE THE LIFE  
YOU WANT.**



# Service System Structure



# Everyone, including those with developmental disabilities, has the inherent authority to:



- Make choices and decisions
- Exercise control over services, supports, and other assistance
- Control resources and obtain needed services
- Participate in and contribute to their communities
- Have support to advocate, develop leadership skills, [become trained as a self-advocate], and participate in coalitions and policy-making



# Self Direction in New Jersey is ...

... a means by which individuals who are eligible for state developmental disabilities services are empowered to gain control over the design and management of their services and support strategies.



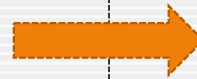
# Self-Directed Services *are* Shifting the Paradigm



**From**

**To**

Professionals are best at selecting the services and supports a person should use.



The person is the best at identifying their needs, preferences, and desired services and supports.

Traditional agencies take responsibility for employing direct support workers.



The person takes responsibilities for hiring, training, and supervising their staff.

Professionals determine the support strategies with some input from the team.



The person determines support strategies with input from others they identify as part of their team.



We all  
need help  
to live our  
lives!



SOMETIMES ASKING  
FOR HELP IS THE  
BRAVEST MOVE  
YOU CAN MAKE.  
YOU DON'T HAVE TO  
DO IT ALONE



# Supports Broker – Service Description



**Assists the participant (or the participant’s family or representative, as appropriate) with:**

- Arranging for, directing and managing self-directed services
- Identifying immediate and long-term needs, developing options to meet those needs and accessing identified supports and services
- Building skills needed to direct and manage program services
  - E.g., providing information on recruiting and hiring personal care workers, managing workers and providing information on effective communication and problem-solving
- Providing information to ensure that participants understand the responsibilities involved with directing their services



# Examples of Supports Broker Activities



- Providing information on recruiting and hiring workers
- Developing advertisements, flyers, and other recruiting materials as needed for hiring staff
- Completing applicant screenings
- Providing assistance to complete and submit employment paper work to fiscal agent
- Support in managing workers
- Interviewing potential applicants, along with the person with disabilities and/or designee



*\* Examples are not all inclusive of everything that can be funded through this service*



# Examples of Supports Brokerage Activities



- Research and map a neighborhood and community for people, places and events that may be of interest to the person
- Identify gatekeeper, those people who are ‘in the know’ about resources in their neighborhood and community
- Facilitating introductions and conversations that welcome the person supported into community places and events
- Assess a particular event or venue to adequately prepare for the person’s participation
- Network and engage with neighbors and community members as appropriate
- Assist with problem solving as experiences occur so the person can make the most informed decisions about continuing to participate (or not), and what will be needed to best accommodate full and meaningful contribution and participation



*\* Examples are not all inclusive of everything that can be funded through this service*

# WHO MIGHT WANT TO HIRE A SUPPORT BROKER?



# Jordan

Jordan lives at home with his parents who work full time jobs and struggle with assisting him to find appropriate staff and community activities

- He would benefit from staff that share his interests and can provide physical assistance with activities of daily living.
- He would like to be able to go out in his community on his own with staffing and transportation support.



# Laura

Laura lived with her mom who passed away suddenly.

- She has no other family members or friends capable of assisting her.
- She wants to live in her own apartment and have control over who supports her.



Robert recently graduated from school

## Robert

- He has a job working 8 hours a week and receives Supported Employment Services.
- He Volunteers at an animal shelter one afternoon a week with the assistance of an individual support staff.
- He would like to find additional activities in the community and additional work hours.
- Both of his parents work long hours and his sister is in heading to college this year.
- His parents have difficulty managing his schedule.



# Steven

Steven is 21  
and lives with  
his mom

- He is looking to figure out next steps and is in need of help and assistance figuring out next steps as he enters into adult life.
- He and his mom would like to plan for transitioning him to live on his own.
- He needs help to arrange his support for living on his own.



# Joseph

Joseph lives at home with his parents and has been successfully self-directing his supports and services with his family's assistance for almost 15 years. His sisters, brothers-in-law, nieces and nephew are all part of his active life.

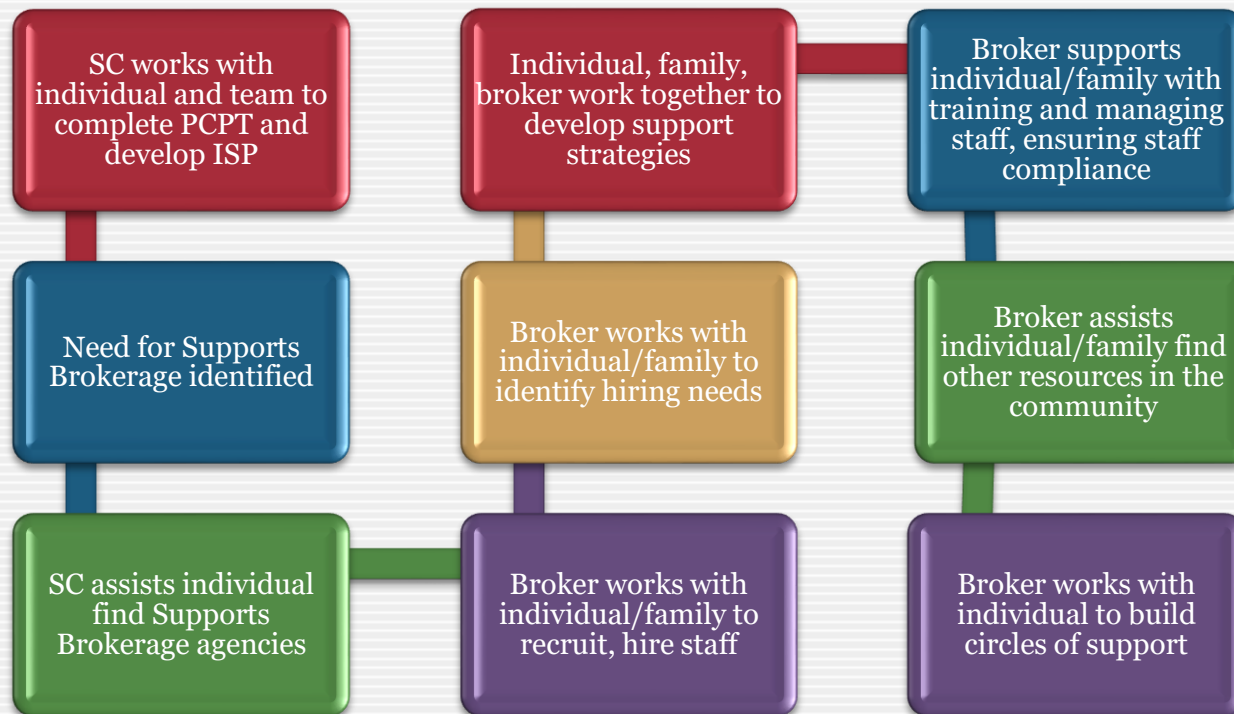
- As Joseph's parents age, his family will continue to support him to be successful.
- Joseph would like to hire a Supports Broker to enable him to continue the life of choice that he has created.



# Supports Brokerage

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## Supports Brokerage Process







# HOW DOES ALL OF THIS ACTUALLY COME TOGETHER?





Planning



Documentation & Payment



Community Connection & Circles of Support



Supervision



Training



Budgeting



Recruiting



Hiring



# DOCUMENTATION



# Documentation



- Provider must maintain all Support Service and Progress Logs.
- All Brokerages are expected to maintain systems that comply with the manuals.
- Supports Broker service must be connected to an identified outcome in the Individual Service Plan.
- The overall strategies the individual would like the Supports Brokers assistance with should be identified.
- The Supports Broker must identify the specific tasks that were completed during the time and date of the delivered service.

# Comparing Supports Broker and Supports Coordination



## Support Coordinator

- Facilitates and authors the PCPT and NJISP
- Develops Outcomes with planning team members

## Supports Broker

- Works collaboratively with the Support Coordinator and team members
  - ✦ Assists the person with communicating to the SC needed changes in the ISP and progress toward outcomes
- Role and services provided is in direct correlation with the persons outcomes
  - ✦ Brings the outcomes to life

# Comparing Supports Broker and Supports Coordination



## Support Coordinator

- Provides resources to the person related to their outcomes

## Supports Broker

- Researches/secures natural and community resources related to outcomes, hopes, dreams and what is important to the person
- Assists with the coordination and implementation of resources
  - ✦ Assist with the development and enhancement of natural supports
  - ✦ Assists the individual with directing their services
  - ✦ Facilitation of a circle of support and other intensive person-centered approaches to enhancing natural, generic and informal supports.

# Comparing Supports Broker and Supports Coordination



## Support Coordinator

- Informs person of services available to achieve outcomes
  - ✦ To fulfil hopes and dreams
  - ✦ Support what is important to the person
- Allocates services based on what is available in the person's individual budget
  - ✦ Approves payment based off the fee structure of each service
- Submits revisions to the plan if the person's needs change

## Supports Broker

- Assists with pursuing and obtaining available services
  - ✦ 1st look
  - ✦ Arranging tours and meet and greets
  - ✦ Completion of paperwork
- Helps with monitoring persons budget
  - ✦ Supports the person in making decisions about service usage to ensure that services are not over or underutilized
  - ✦ Understanding statements and correspondence from the FI

# Comparing Supports Broker and Supports Coordination



## Support Coordinator

- Facilitates discussions to determine the need for a Self Directed Employee (SDE)
- Initiates the hiring process for an SDE
  - ✦ Completes and submits the Individual Referral Form to FI.
- Ensures the hourly wages fall within 'reasonable and customary' and can be supported in the person's budget

## Supports Broker

- Participates in discussions with determining the need for an SDE
- Assists the person/representative payee with SDE hiring process
  - ✦ Recruiting SDEs by writing and placing ads, etc.
  - ✦ Interviewing/selection process of an SDE
  - ✦ Reference checks
  - ✦ Collection/Coordination of paperwork
  - ✦ Negotiating/establishing wages for an SDE



# Comparing Supports Broker and Supports Coordination



## Support Coordinator

- Adds SDE service into the ISP
- Document individual-specific training needs in ISP

## Supports Broker

- Support and assist the person/representative in managing the SDE
  - ✦ Scheduling of SDE's
  - ✦ Arranging for SDE back up
  - ✦ Setting up of timesheet approval/submittal
  - ✦ Locate additional training for SDEs or provide individual specific training to the SDEs

# Comparing Supports Broker and Supports Coordination



## Support Coordinator

- Ensures all services are listed with appropriate service codes/rates/timeframes
- Monitors plan implementation and the effectiveness of service delivery, updating the ISP as needed.

## Supports Broker

- Assists Person/Representatives to comply with Medicaid requirements including SDE documentation of service delivery activities
- Assist with organization, review, and maintenance of documentation

# Upcoming Webinars and Supports Broker Training

## Next Steps

- 2 day Broker Training Available through the Boggs Center
- Qualified Broker list available on Provider Search



# Community of Practice for Supporting Families Across the Lifespan

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- National project of the National Association of State Directors of DD Services (NASDDDS) and University of Missouri Kansas City Institute for Human Development (UMKC-IHD), initially launched 2012
  - To build capacity through a community of practice across and within member states to create policies, practices and systems to better assist and support families that include a member with I/DD across the lifespan
- DDD accepted as a member state, beginning July 2019



# Community of Practice (CoP)

21 total states

## Phase 1:

6 States

## Phase 2:

11 Additional States

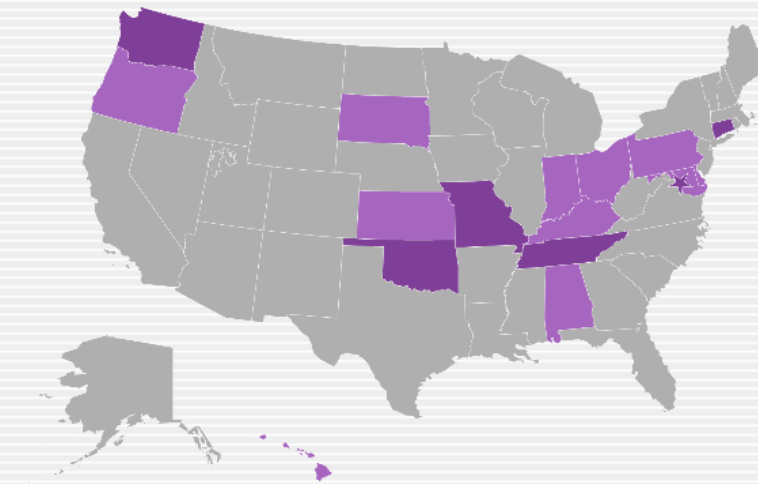
## Phase 3:

5 Additional States



## Project Outcome

- State and national consensus on a national framework and agenda for improving support for families with members with I/DD.
- Enhanced national and state policies, practices, and sustainable systems that result in improved supports to families.
- Enhanced capacity of states to replicate and sustain exemplary practices to support families and systems.



NASDDDS





## SUPPORTING FAMILIES

of individuals with intellectual & developmental disabilities

THE NATIONAL COMMUNITY OF PRACTICE • FUNDED BY THE ADMINISTRATION ON INTELLECTUAL & DEVELOPMENTAL DISABILITIES

# Overall Goal

To build capacity through a community of practice across and within States to create policies, practices and systems to better assist and support families that include a member with intellectual and developmental disability across the lifespan.



Division of  
Developmental  
Disabilities

State of New Jersey



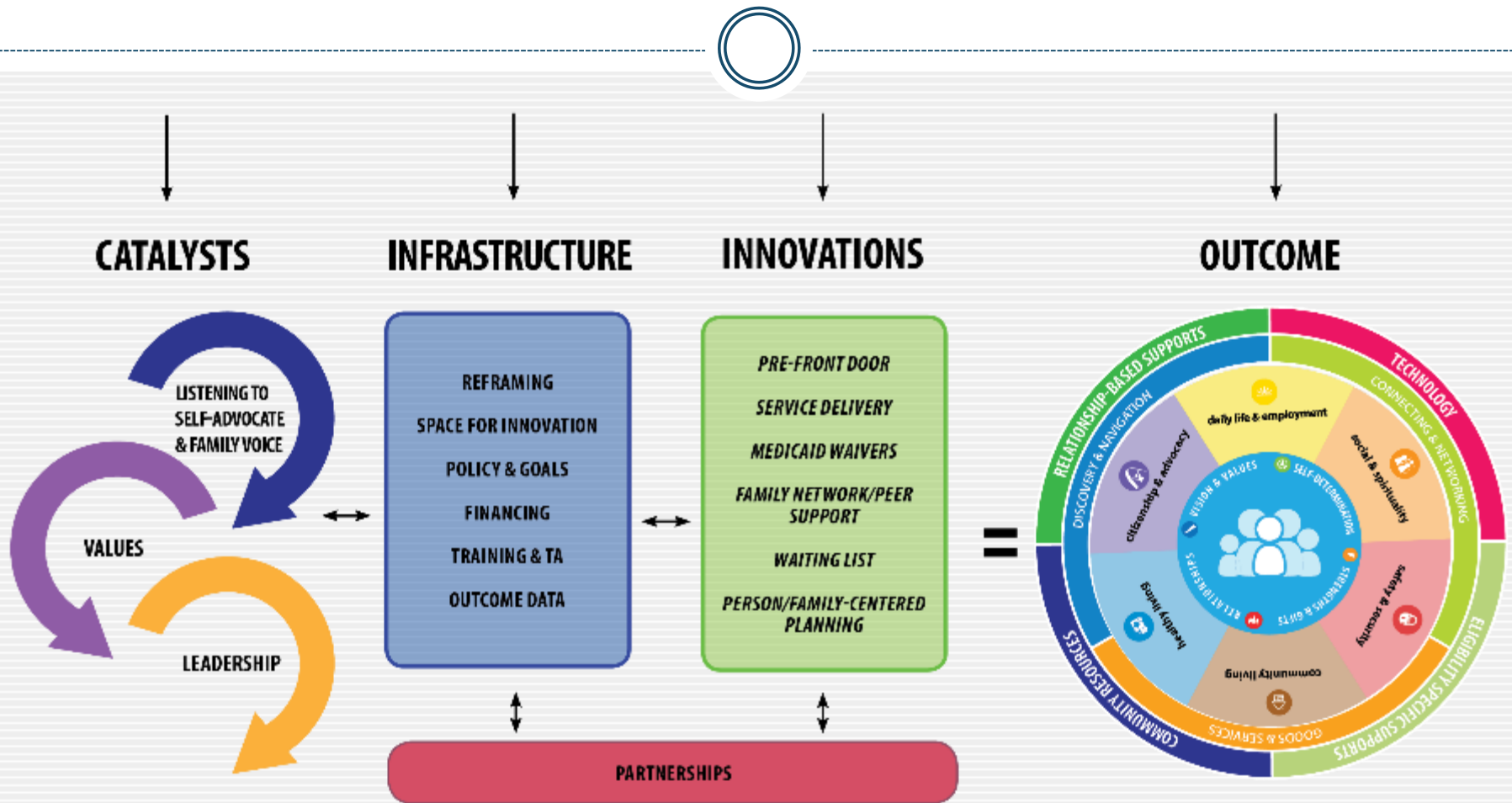
# Community of Practice



Communities of practice are groups of people who share a passion for something that they know how to do and who interact regularly to learn how to do it better.



# Life Course Guiding Principles





# Community of Practice Benefits



Engage in policy and practice change to improve supports for people with disabilities in the context of their families.

- Technical assistance and support from the National CoP Project team to develop a state team and structure
- State-specific technical assistance and consultation to develop a plan based on the state's priorities
- Capacity building to use the Charting the LifeCourse framework to assist with plan implementation
- Join sharing and learning with other states
- Participation in innovation workgroups
- Access to materials and products

