



THE ROADMAP AND TRANSITION TO SUPPORT SERVICES

What is a Brokerage?



- An organization created to help people get the services and supports they say they need.
- Oregon has regional brokerages throughout the state.
- A brokerage staff person called a Personal Agent (PA) will advocate with you for self determination within your life.

Brokerage Brochures



- MISSION

A brokerage is all about self determination and advocacy

- VALUES

Freedom-to plan the life you choose, **Authority**-to decide what is right for you, **Support**-to build the life you want, **Responsibility**-for the decisions you make about your life.

Enrollment into a brokerage

- If you are eligible your County Service Coordinator (formally known as your case manager) will refer you to a brokerage in your county
- You may be referred to a brokerage right away or you may have to wait awhile
- Once you enroll in a brokerage you and your PA have 90 days to develop a plan that is right for YOU!

YOU ARE THE CUSTOMER



- PERSONAL AGENTS (PA)
- LISTEN to YOU the CUSTOMER
 - Help YOU determine your goals and create a plan.
 - Help YOU create a budget for your plan.
 - Help YOU find resources in your community.
 - Help YOU find people to interview and hire.
 - Help YOU determine what you need to make your life better

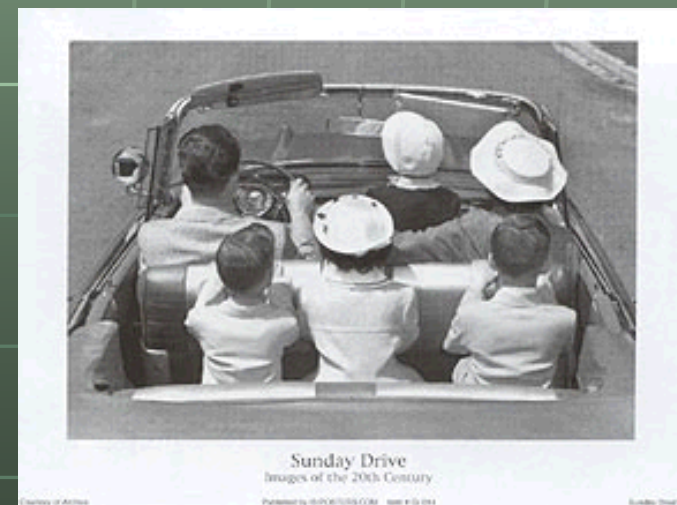


What to expect from your Personal Agent (PA)

Your PA will ask you all sorts of questions about your life and dreams.



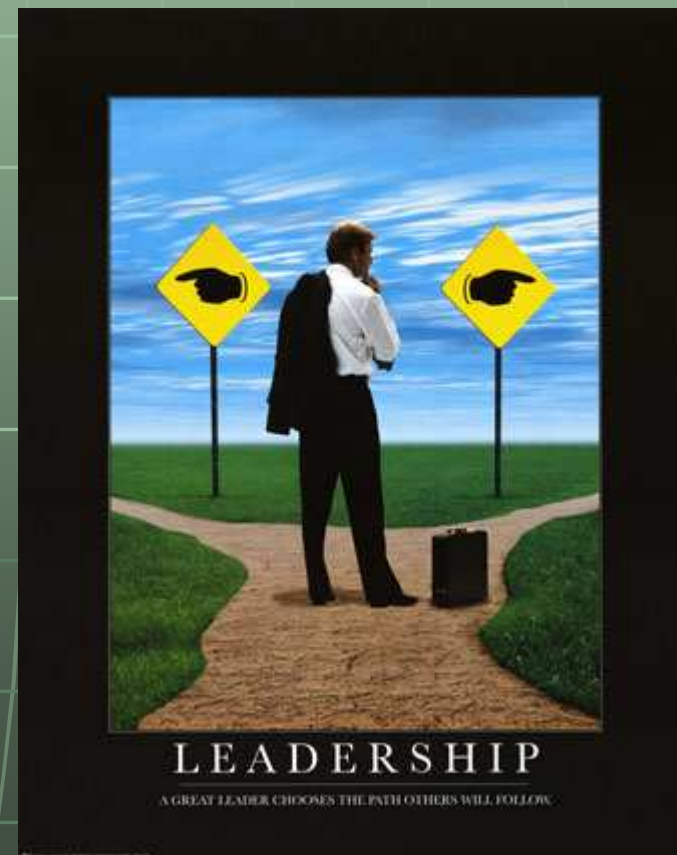
- *You* are the **CUSTOMER.**
- *You* are in the driver's seat!
- *Your* PA will help *you* develop a plan just for *you* that is based on *your* strengths and what is important to *you*.



That means that it is up to you and the people you trust to share your dreams, interests and any concerns or worries you have about your life.



Your PA will help to address health and safety issues and any unmet needs you may have. They will look at the resources you already have in your life and what still needs to be explored.



These are some of the areas your PA will ask you about

How do you communicate?
What makes you happy?
What gives you a headache?



Where do you live? Who is your family?

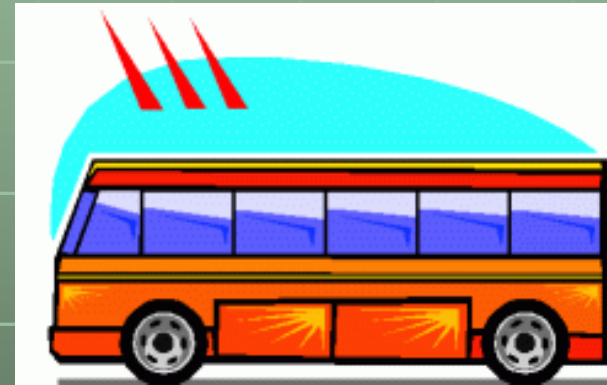
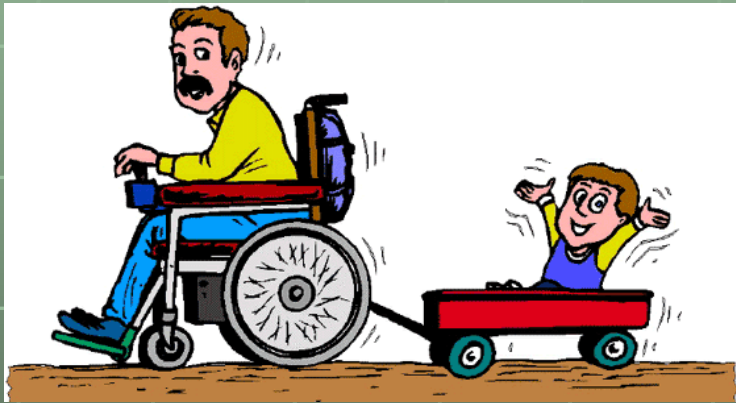
- Do you have a job?
- Do you want a job?
- Who is important in your life?



- How is your health?
- Who helps you when you are sick?
- Is your house accessible?



- How do you get around?
- How do you take care of your daily living needs?
- How do you pay your bills?



- What do you like to do for fun?
- Who are your friends?
- Who can you count on to help you if needed?



The focus is on
YOU
not Medicaid services.



- **Your Personal Agent wants to find out what you want in your life and then try to help you get there. Some goals on your plan (ISP) may require money to purchase services and some may not.**

Support Possibilities

TEAM
WORK



- Get a job
- Keep a job
- Transportation



Support Possibilities



- Communication Devices
- Home adaptation



Support Possibilities



- Advocacy
- Nurse delegation
- Personal Care



Support Possibilities

TEAM
WORK



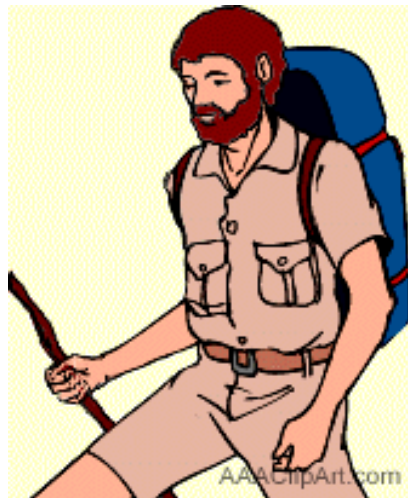
- Skills training
- Daily living support



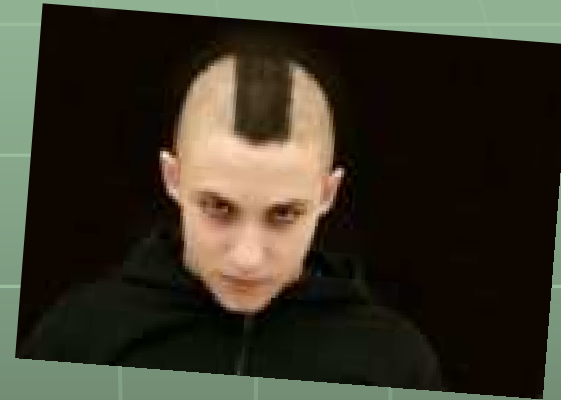
Support Possibilities



- Respite Care
- Community Inclusion Assistance



Your ISP-Individual Support Plan should be all about You, your dreams and your goals.



- You make a new plan every year.
- AND you can always make changes to your plan whenever you have a better idea or need something different.



QUESTIONS?????

Web site www.sdri-pdx.org

Acknowledgements

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