

# Frequently Asked Questions

About

## Support Services for Adults

### **1. What are Support Services for Adults?**

*Support Services for Adults with developmental disabilities are individually designed supports that assist a person with developmental disabilities to live in their own home or with family or friends and fully participate in community life, including work. These services are different from Comprehensive Services, such as residential services, group homes, and foster homes, which may provide 24 hour support.*

### **2. Am I eligible for Support Services for Adults?**

*To be eligible for Support Services, you must be an adult Oregonian (age 18 or older) with a confirmed diagnosis of a developmental disability. You must not currently be receiving Comprehensive Services. In addition, you must apply and be eligible with your county Community Developmental Disability (DD) Program. For a list of local DD program offices go to: [www.oregon.gov/DHS/dd/county/county\\_programs.shtml](http://www.oregon.gov/DHS/dd/county/county_programs.shtml) or call your local County DD Program Office, or call 1- 800-282-8096 to find your local program office phone number.*

### **3. What is a Support Brokerage?**

*A Support Brokerage (or Brokerage) is an organization that helps an adult with developmental disabilities develop an individualized plan for community living and access supports to implement the plan.*

### **4. How do I become a Brokerage customer?**

*If you are eligible for Support Services for Adults and have signed up with your county's Community Developmental Disability Program, your name will be referred to a Support Brokerage in your county. Within 90 days, you will be enrolled in brokerage services.*

### **5. Will I still have a county Services Coordinator or Case Manager?**

*The staff at your local Community Developmental Disabilities Program will be available to support you in specific situations, but while you are enrolled in a brokerage all case management services will be provided by your Personal Agent.*

### **6. What services does the Support Brokerage provide?**

*Through your Personal Agent (PA), the Brokerage will assist you in writing your plan. They will also develop a budget to implement the plan and help you access providers, as needed, to fulfill the plan. Some of your support people may be paid from your budget. Your PA will also help you think about the natural supports you have in your life, such as your relatives, friends, significant others, neighbors, roommates, and people you know in the community. Funds from your budget can only be spent on things you need. They are not meant to support your family or friends.*

### **7. What is a Personal Agent (PA)?**

*A Personal Agent (PA) is a person employed by your Support Brokerage to: help develop an Individual Support Plan (ISP) for you; obtain available resources necessary to implement your plan; assist you to select people or organizations to provide specific support services; and monitor and evaluate the outcomes of delivered services for you. Your PA may help you advocate in many situations in your life.*

### **8. May I change my Personal Agent (PA)?**

*Yes, if you find you are not happy with the Personal Agent you're working with, just talk to your Brokerage Director and they will help you get a new Personal Agent.*

## **9. What is an Individual Support Plan (ISP)?**

*An Individual Support Plan (ISP) is a plan developed specifically for you. It will help you determine what support services you will need to function as independently as possible at home and in the community. Your plan is developed through a process called Person Centered Planning. From the time you enter the brokerage, your PA has 90 days to get your plan in place. Writing an ISP takes a lot of work, so you should not expect that it will be done at the first meeting. Your ISP will be reviewed as frequently as you choose or at least four times a year.*

## **10. What is Person Centered Planning (PCP)?**

*The term, Person Centered Planning, refers to a number of approaches that assist you and your family to think about what is important in all the different parts of your life. Approaches can range from informal conversations to facilitated meetings using a PATH, MAP, ELP or Personal Futures Planning process. After meeting with you and other people you choose to be involved in the process (such as your family and friends who know you best), your Personal Agent (PA) will use the information gathered to help you develop an ISP that will reflect what you want to do in your life. Your education, employment, home life, social and leisure activities, transportation needs, medical and health issues, communication, finances, and long term goals are some of the many topics covered in an Individual Support Plan.*

## **11. What should I expect from my first meeting with my assigned Personal Agent (PA)/Brokerage?**

*At your first meeting, your PA will explain the process to you, learn about your dreams and goals, and tell you about the kind of supports that you can purchase with your plan dollars.*

## **12. How is the money handled?**

*The Brokerage receives money that is used to pay for many of the services and items identified in your plan. The money is not paid directly to you. If you chose to hire someone to support you, you will become that person's employer. The Brokerage will use a fiscal intermediary to make sure that all the costs of being an employer are paid, including federal and state taxes and the wages to your employees. The Brokerage can assist you with other paperwork you are required to fill out as an employer.*

## **13. What can my support service money buy?**

*How your money can be spent is determined by your support needs and the contents of your plan. Support Service money can be used to pay employees who help you. It can also be used to pay for other services that will increase your independence, integration, and productivity; for example, transportation, job coaching, home modifications, community inclusion, or respite. What your plan will not pay for is basic needs such as food, clothing (unless work related) and shelter. It also will not pay for services that can be accessed through another governmental agency or program (for example, the Office of Vocational Rehabilitation or a High School Transition Program) or through private-pay insurance.*

## **14. How are my support services funded? Will my Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) money be affected by receiving money from Adult Support Services?**

*Your services are funded by a combination of dollars from the State of Oregon general fund and federal Medicaid matching dollars. Since no money comes directly to you, it is not considered income by the Social Security Administration. Therefore, it does not affect your Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) benefit.*

## **15. May I choose who works for me?**

*Yes. You may choose whomever you like as long as he/she is a qualified provider, passes state criminal history requirements, and is able to prove his/her ability to help you meet your plan goals. A provider is someone who you hire to provide services you want. Your provider can be an independent provider, domestic employee, or be from a provider agency. Your PA may be able to assist you with the hiring process.*

**16. Will my Personal Agent (PA) help me work with other agencies such as Vocational Rehabilitation Services or the local school district?**

*Yes, if you want them to. Your PA will act as your advocate with other agencies you are working with. They will also help you understand what services can be paid for by your plan dollars and what services will be covered by other agencies.*

**17. If I go into Support Services for Adults, will I still be eligible for other supports if I need them, such as Comprehensive Services?**

*Yes. Agreeing to enroll in Support Services for Adults will not hurt your chances of accessing Comprehensive Services or any other service you may need in the future.*

**18. What if I am not happy or have a complaint about my service?**

*If you are unhappy with your brokerage or provider services, there are both informal and formal ways to resolve your problems. You may file an informal complaint by discussing your problem with the Brokerage Director to resolve the issue. Or you may file a formal complaint. Whether you decide to file an informal or a formal complaint, someone you choose may assist you and act on your behalf.*

**19. May I choose my own Support Brokerage?**

*Yes. You can choose the Brokerage as long as there is more than one brokerage in your area and space is available. You will always have the right to change Brokerages too. If you move or choose to leave a Brokerage, you need to tell your Brokerage and they will help you transfer to the Brokerage of your choice if it is available. Not all counties have more than one Brokerage, and some Brokerages may not have room to take additional customers at the time you wish to change. To find a Brokerage close to you:*

Inclusion, Inc.	503-232-2289 x112	Multnomah, Clackamas
Mentor Oregon Brokerage: Metro	503-258-2440 x118	Multnomah, Clackamas, Washington
Self Determination Resources,	503-292-7142 x11	Washington
Independence Northwest	503-546-2950 x10	Multnomah, Clackamas, Washington
The Arc Brokerage Services	503-935-5243	Multnomah, Clackamas
Resource Connections of OR.	503-485-2510 x113	Marion, Linn, Yamhill
Integrated Services Network	503-856-7073	Benton, Clatsop, Columbia , Lincoln, Marion, Polk , Tillamook , Yamhill
Full Access	541-284-5070 or 541-749-2158	Crook, Deschutes, Jefferson, Lake, Lane
Eastern Oregon Support Brokerage	541-387-3600	Baker, Gilliam, Grant, Harney, Hood River, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa, Wasco, Wheeler
Mentor Oregon Brokerage: Mid-Valley	541-345-5151 or 503-363-8588	Benton, Marion, Lane, Linn, Polk
Southern Oregon Regional Brokerage	541-672-9140	Coos, Curry, Douglas, Klamath
Creative Supports, Inc.	541-864-1673	Jackson, Josephine

**20. More questions?**

*Contact your county Community Developmental Disability (DD) Program. For a list of local DD program offices go to: [www.oregon.gov/DHS/dd/county/county\\_programs.shtml](http://www.oregon.gov/DHS/dd/county/county_programs.shtml) or call your local County DD Program Office, or call 1-800-282-8096 to find your local program office phone number.*

*More information can also be found in "A Roadmap To Support Services."*