

What is a Support Broker?

Support Brokers are trained self-direction experts that provide help and advice as you self-direct. If you are concerned about the responsibilities involved with self-direction, you will always have a Support Broker to help if you need it.

A Support Broker does not replace your Case Manager. If you choose to self-direct, your Case Manager will still work with you to develop a person-centered plan and coordinate your services. A Support Broker's job is to make sure you are getting what you need and want out of self-direction.

A Support Broker's responsibilities include:

- Finding services that make sure your needs are met and your budget is used
- Helping you recruit, hire and manage your staff
- Helping you develop backup plans
- Brainstorming when other solutions are needed. For example, if something you need is not covered by the waiver, your Support Broker can help you find something that is covered that meets the need.
- Helping you with problem-solving when something isn't working out, such as what to do when one of your staff is always late to work
- Explaining program rules
- Finding community resources and opportunities beyond what is available through the waiver
- Making sure spending is within the budget

What else should I know about Support Brokers?

- The Support Broker is an advisor or coach to help you if you aren't sure how to do something or feel stuck
- The Support Broker works for you
- The Support Broker will never make decisions for you, only with you
- Some people rely on their Support Brokers more than others
- Some people need more help when they first start self-directing, but not as much as time goes on and they become more comfortable
- You have the right to choose a new Support Broker if the one you have isn't working out
- If you don't feel comfortable completing employer tasks, you can also appoint a representative to provide additional assistance beyond what your Support Broker provides

