

Who Supports Me in Self-Direction?

If you choose to self-direct, you will take on new tasks. But you will not have to manage these tasks on your own. Instead, there will always be help for you every step of the way. Below, you will learn more about the people who support you in self-direction and the ways they will help.

Case Manager

If you choose to self-direct, you will work with your case manager, sometimes called a support coordinator. Case managers help make sure you get the services you need.

They will work with you to understand your needs, preferences, and long-term goals. Case managers also make sure your service plan will help you meet your needs.



Your case manager will:

- Provide information about self-direction to you
- Help with developing your self-directed service plan
- Review reports to make sure self-direction is meeting your needs
- Teach you how to report abuse, fraud, and neglect
 - **Abuse:** Physical, emotional, financial, or sexual misconduct or threats of misconduct
 - **Fraud:** Intentionally mis-reporting hours worked by employees, or taking some of a worker's paycheck
 - **Neglect:** Failure to care for a person properly, including not feeding and bathing
- Monitor for abuse, fraud, and neglect
- Check in to make sure you are healthy and safe

Representative

If you do not wish to perform some or all employer tasks, you can have someone close to you become your representative. You are usually not required to have a representative, but you can always choose to have one if you want more support while self-directing.

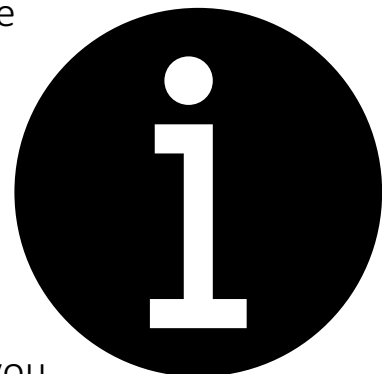
Usually, your representative will be your family member or friend. They can take on some or all the employer tasks, like managing your budget or hiring workers. They can help you with hiring, training, scheduling, and managing workers.

Your representative should be someone who cares about you and who understands your needs and your preferences. They also should be willing to be the employer of your workers. They must be able to manage the responsibilities that come with that, like reviewing your worker's timesheets or Electronic Visit Verification records to make sure they are accurate. You cannot pay someone to serve as your representative. Also, once you appoint a representative, you will not be allowed to hire that person to provide paid services to you.

Support Broker

Some, not all, states have additional experts to help you get started and make sure self-direction works well for you. These experts are called **support brokers**, or sometimes **counselors** or **consultants**. These experts can help you learn to self-direct and can help you with challenges you experience along the way.

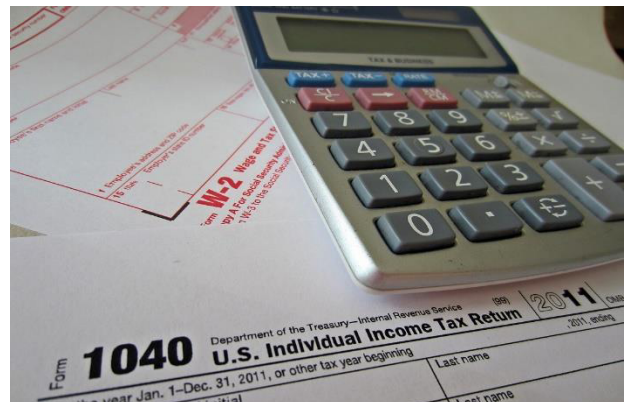
For example, a support broker can help you learn to hire and manage workers. They can also help you decide what services you want to receive to best meet your needs and goals. As you self-direct, your support broker will be your trusted advisor along the way.



Financial Management Services (FMS)

The Financial Management Services (FMS) provider will handle administrative responsibilities for you. By handling “paperwork” for you, they will help make sure you have time to focus on letting your workers know what you want them to do and when. The FMS provider will also make sure you are meeting all federal, state, and local requirements as an employer.

Most importantly, your FMS provider will pay your workers for you. They will also make sure all taxes are paid correctly. At least once a month, your workers will submit a record of the time they worked for you to the FMS provider. The FMS provider will use this information to pay your workers.



Other things the FMS provider will do for you include:

- Helping you become a legally recognized employer of your workers
- Processing workers’ timesheets or EVV records to make sure they get paid on time and in the correct amount
- Performing background checks on new employees you hire
- Keeping track of how much money you have paid to your workers and how much is left