



values into action

Comparing Supports Brokering & Supports Coordination Services

	Supports Brokering	Supports Coordination
Selection	<ul style="list-style-type: none"> ✓ The Supports Broker is selected by the person using services and works solely for that person, and is obligated to carry out his or her wishes. 	<ul style="list-style-type: none"> ✓ The Supports Coordination Organization (SCO) is selected by the person receiving services, but the person does not select the specific coordinator. The SCO assigns a coordinator. The person receiving services may request a specific Support Coordinator but this is not guaranteed.
Accountability	<ul style="list-style-type: none"> ✓ The Supports Broker does not have a conflict of interest, as s/he does not represent a service provider or the payer of services. ✓ The Supports Broker works exclusively for the person and contracts with the Support Brokerage organization. 	<ul style="list-style-type: none"> ✓ The Supports Coordinator is assigned to people and works for the SCO.
Scope of Services	<ul style="list-style-type: none"> ✓ The Supports Broker's role is to assist the person with – directing her/his services, specifically employer related duties. The Support Broker can help a person coordinate their formal with their informal supports (For example, paid SSW schedules are coordinated with family support). ✓ The Support Broker also assists with financial management tasks such as monitoring the 	<ul style="list-style-type: none"> ✓ The Supports Coordinator's main role is to assist the person in locating, coordinating and monitoring formal services. This is largely focused on traditional services and resources, not informal resources. The Support Coordinator also provides information to people and their families about self-directing their services; however, they do not assist with the activities related to self-direction.

	Supports Brokering	Supports Coordination
	<p>person’s ODP/OLTL budget and with recruiting and interviewing service workers.</p>	
	<ul style="list-style-type: none"> ✓ Supports Brokering is designed to assist an individual or their designated surrogate with employer-related functions in order to be successful in self-direction some or all of the individuals needed services. ✓ The Supports Broker assists an individual with only participant-directed aspects of their ISP and with enhancement of natural and generic community supports as identified in the ISP. ✓ The Supports Broker works solely on behalf of the individual to carry out a range of duties and responsibilities. 	<ul style="list-style-type: none"> ✓ Supports Coordination is a critical service that involves the primary functions of: <ul style="list-style-type: none"> • Facilitating and writing the Individual Service Plan (ISP) locating, • Coordinating, and monitoring needed services and supports for waiver participants. • Including assistance in linking, arranging for, and obtaining services specified in ISP and to services such as Supports Brokering.
Relevance to Individual Support Plan (ISP)	<ul style="list-style-type: none"> ✓ All functions of the Supports Broker must be related to the person and outcomes identified in the ISP. 	<ul style="list-style-type: none"> ✓ The Supports Coordinator is responsible for the facilitation of and creation of the ISP in Home Community Services Information System (HCSIS) as well as monitoring implementation and updating the ISP as needed.
Collaboration	<ul style="list-style-type: none"> ✓ Supports Brokers must work collaboratively with the Supports Coordinator and team and may not replace the role of, or perform the functions of a Supports Coordinator. 	<ul style="list-style-type: none"> ✓ The role of the Supports Coordinator is to monitor for the health and welfare of people accepting waiver funding, as well as to ensure people are receiving services in the ISP, according to the frequency and manner outlined in the Waivers and the Administrative Entity (AE) Operating Agreement.