



values into action

Supports Brokering

What Is Supports Brokering?

Dedicated, personalized service including information and guidance to help people manage their Participant-Directed Supports (PDS).

Assistance with employer-related functions, planning, budgeting, accessing community resources and services, and maintaining supports and support networks.

Who can participate?

People authorized to use Pennsylvania's Participant Directed Services (PDS) through their Individual Support Plans (ISPs).

In what areas can assistance be provided?

Ensuring civil and personal rights and engagement in their communities.

Employment best practices and helping to manage all paperwork, e.g. safety, recruitment, hiring/firing, supervision, conflict resolution, and worker pay rate determinations.

Supervising support service workers, including assistance in completing performance reviews and support in managing work performance and training.

Communication in support of individuals needs with support team members, with Agency with Choice organization regarding staffing needs, and in identifying and interacting with the Financial Management Services, Administrative Entity, Supports Coordination Organization, and the Office of Developmental Programs.

Skills building, education, and decision-making support on planning and action, risks and responsibilities of directing one's own services, including natural and provider supports, and planning based on individual needs and financial resources and planning prior to and during the Individual Service Plan process.

Fiscal management support to ensure effective budget management, service utilization, and evaluation of monthly expenditures.

**How is
Supports
Brokering
provided?**

Through independent Supports Brokers.

Brokers are trained using a rigorous educational curriculum and their work is managed to ensure optimal customer service, quality assurance and improvement.

Brokers are supported by a Supports Broker Network to facilitate communication and the exchange of lessons learned, best practices, and resources between professionals. The network also will be a source on continuing education and technical assistance.

Brokers must possess management and human resource experience.

Brokers are closely monitored to ensure quality customer service and objective support.

**How is an
Individual
Matched with a
Broker?**

A directory of qualified Supports Brokers will be available as a hard copy and on-line from which participants and their families can select a Broker.

For more information on Supports Brokering, contact:

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