SARTAC AC:
WORKING WITH STAFF
HOW THEY PLAY A ROLE
IN PEOPLE’S LIVES
JUNE 17, 2021
Every state is different on how people get services

Every program is different – what do you need assistance in?
### Provider Care and Self-Directed Care

<table>
<thead>
<tr>
<th>Provider care</th>
<th>Self-directed care</th>
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</thead>
<tbody>
<tr>
<td>Provider or agency provides staff</td>
<td>You hire your own personal care attendant</td>
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<tr>
<td>Agency provides backup or new staff if needed</td>
<td>You don't have to go through an agency</td>
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<tr>
<td>Agency handles certifications needed by Staff</td>
<td>Staff works directly with you and may or may not have other clients</td>
</tr>
<tr>
<td>Staff may have more than one client</td>
<td>You are responsible for finding your own backup or replacement staff</td>
</tr>
<tr>
<td>You may not have a choice as to who the agency provides for staff</td>
<td>Staff responsible for getting their own certifications</td>
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FINDING THE RIGHT SUPPORT PERSON

Emily
- Have good interview questions
- We have a plan: Here is what we need done
- What can the staff do for you

Cheri
- Understand clearly what is in the care plan
- Have a clear job description
Interview question: What questions would you ask someone you would interview?

Self direct service job description

What would you ask them?
People with disabilities may not understand or forget it is a professional relationship not a friendship when they are working.
We hired someone, they did a great job, but during COVID-19 they became our friend.

Use natural supports, my mom comes over.

I enjoy my mom time.
EMILY IDEAL: WORKING WITH STAFF

- Staff needs to follow directions to make it easy when they are not there.
- Ex: In my kitchen - putting the dishes away in the right place so the next time it is accessible.
Self Directed Care staff carries lots of responsibilities
I had several staff doing different things for me
Going to the doctor’s appointment and it may take longer, being flexible helps
CHALLENGES
BRAD’S CHALLENGES

- Self direct care issue is finding good attendance because of the rate of pay. In our state it is $10/hour
- I had to find my own attendants and it is hard because of the low rate
- I currently have natural supports
- We now have a manage care program to help out with paperwork
BRAD’S CHALLENGES

- I have a weekday worker and a weekend worker

- Can do some self care but it can take me a while to get ready
REALITY: TERESA’S CHALLENGES

What are **good** reasons to change provider agency

- Not having enough staff to support 2 people in our household with different needs
- Agency not supporting us with interviewing new people
REALITY: TERESA’S CHALLENGES

- Not getting the services I need
- During COVID there was no staff available and no replacement within a 2 hour window
- Agency’s solution is to move us from our house into a group home
DAVID’S CHALLENGES CHOOSING YOUR STAFF

- COVID-19 influenced staff to go to homes
- I prefer a male staff for my personal issues like doctor appointments
- You have the right if you cannot get along with staff person get find another staff
- I only have 2 provider agencies in my town

It’s your home!
GROUP DISCUSSION ON WORKING WITH STAFF
Resources for self advocacy groups can be found at [www.selfadvocacyinfo.org](http://www.selfadvocacyinfo.org)