



## Who should I call?



Question/Issue	SSA	Provider (Can include your residential staff, independent staff or your day service staff)
<b>I really want to learn how to manage my own money. Can my provider(s) start working with me on these skills?</b>	<b>Yes.</b> The SSA can discuss the skill with you and make needed changes to the ISP. This will then be sent to all the providers who work with you and they will start working on the new skill with you. An ISP team meeting may be called so that all your team members identify ways for you to achieve your goal.	<b>No.</b> The provider may have input but they cannot add or significantly change an ISP to show the new skills you want to improve in. They will be invited to the ISP team meeting and be able to review all the great ideas that they have to help you meet your goal.
<b>I went to the doctor and he has given me a new pill for my blood pressure. I need to start taking it tomorrow.</b>	<b>Yes.</b> The SSA keeps copies and information about all of your doctor appointments in your chart.	<b>Yes.</b> Especially if your provider assists you with ordering or taking medications. They need to know the change ASAP so that they can assist with making sure you get the medicines you need.
<b>I can't remember when we are going on the outing to Hueston Woods and how much money I need to bring?</b>	<b>No.</b> The SSA will most likely not have the specific information. They will call and assist you with getting the information if you need their help.	<b>Yes.</b> The provider organizes outings and helps determine costs. If you have questions about how things will operate for or during an outing the provider who organized it will be able to answer your questions.
<b>I am planning on moving in 3 months.</b>	<b>Yes.</b> The SSA will coordinate services. If the move requires a change in bus route or services they will assist in getting those set up. An ISP revision will be sent to all providers letting them know of the change and proposed date of your move.	<b>No.</b> While you may want to discuss the excitement of the move and all the things you need to do if you have told your SSA in advance, all of your providers will receive information about this through the ISP revision.
<b>I really love working with Sam Staff. I want Sam to be the person who I go on outings with.</b>	<b>No.</b> The SSA cannot specify which staff at a provider agency works with you though they can let your provider know that Sam has been a great person to work with.	<b>Yes.</b> Providers work out schedules and assign staff people based on needs. If there are concerns or requests for certain staffs you can talk to your provider agency contact person to make requests or voice concerns.
<b>I have talked to my provider over and over and I just don't think we see eye to eye. I don't think it is working out.</b>	<b>Yes.</b> Your SSA can assist you with clarifying your needs through the ISP, a meeting or assist you with looking for another provider whom you may see eye to eye with.	<b>No.</b> You do not have to notify the provider right away that you may be looking at other providers. It is always best to give a 30 day notice and try to work on issues with providers but your SSA will assist as you request.



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**I really want 4 days of service instead of the 2 that I currently have and get on the list to get a job in the community.**

**Yes.** Only through the SSA and the ISP can services be added. The SSA may help you arrange a meeting so that your entire ISP team can review your needs and see how the new services may be put in place. They will also get you on a waiting list if there is not a current opening for the services you want/need.

**No.** Your provider would love to spend more time with you and meet your needs but providers cannot add more services just by you asking them. It has to be authorized through your ISP.

**I am really upset about something that a friend of mine said to me at work today. I don't want to be part of her work group anymore.**

**No.** Your SSA wants your day to go well and will be sympathetic about having a bad day. However SSAs cannot move you from one work group to another. SSAs can only help you look through the entire provider pool book and pick another provider.

**Yes.** Your provider wants to know when things are hard for you and how to make things work well. Your provider may be able to set down with you and your friend and help you work things out. If you still want to move to a different group in your work area your provider can start working on that possibility.

**I am really upset at my housemates. I don't want to live at this home anymore.**

**Yes.** If you want to move from a home where you share services to a different place your SSA will assist you with looking at other possibilities that are open in the county and out of the county if you want. Just know that it can take some time to find a new place and housemates that you want to live with. It will probably take a meeting or two with your ISP team to get things organized and figured out. Moving is a big deal! We also need to make sure there is a seat on the van if you move somewhere that changes your bus route.

**No.** Your provider may do what they can to assist you getting along with your housemates until you move but they cannot change your services without the SSA getting it in an ISP revision.

**I really don't feel comfortable talking to my SSA and wish I could have a different one.**

**No.** You may talk to your SSA and see if you can work out any small problems and make things better but if you want a new SSA you need to speak with the **Director of the SSA Department**. The Director will see about you meeting other SSAs and finding one that you feel comfortable with.

**No.** Your provider may be able to talk to you about your concerns but they will be unable to get you a new SSA.