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CPASS HAWAII

Demonstration Project

DRAFT



DRAFT

Self-Advocate & Family

Handbook

Contact CPASS at:

CPASS Hawaii

Center on Disability Studies

University of Hawaii at Manoa

1776 University Ave., UA4-6

Honolulu , HI 96822

Phone: (808) 956-5827 Fax: (808) 956-7878

Email: sandra.kofel@cds.hawaii.edu Project Coordinator

kevin.dierks@cds.hawaii.edu Project Trainer

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ALOHA

Welcome to the CPASS Demonstration Project. We hope your participation will be a rewarding one and one that will make your life more satisfying. In addition to helping you work on your personal goals, this project will help people all over Hawaii who you have never even met. You are now part of a demonstration project to help us all learn more about how to provide services to help you follow your dreams.

This project is not available to everyone right now. You have been selected by the CPASS Council in your community based on requirements they set to help them learn as much as possible from this project. You must also be eligible for services from the Developmental Disabilities Division because this is part of their continuing effort to help improve your services.

We are committed to doing everything possible to help you experience success, we want this project to help everyone. It is anticipated that you will have additional supports, more choices and opportunities, and a new service called a “Community Support Guide” to assist with your identified goals.

If you experience any problems, or have any concerns about your participation in this demonstration project, please let someone at CPASS and your Case Manager know right away.

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The Basics

1. The CPASS Demonstration Project will involve training sessions to get you started. You will learn about:
 - a. the CPASS project,
 - b. the people involved and their responsibilities,
 - c. how to get started on identifying your goals and supports,
 - d. how to make a plan to accomplish your goals, and
 - e. how to schedule an ISP meeting to get to the next step.
2. Next you will work on Community Support Guide services to help you with your goal. Training sessions will help you:
 - a. learn about a Community Support Guide (CSG),
 - b. plan to use your CSG,
 - c. write a job description for your CSG,
 - d. find and hire your CSG,
 - e. help your CSG get started helping you, and
 - f. learn how to work with your CSG.
3. After this you will be meeting, planning, and working with your CSG for a period of time to accomplish the goal you have set. During this time you will be:
 - a. communicating with your CSG,
 - b. receiving regular reports and updates from your CSG,
 - c. reporting to CPASS on the progress you are making,
 - d. following up on parts of your plan, and
 - e. communicating with the CPASS Site Council.
4. When the work of the CSG has been completed or the time period ends you will:
 - a. evaluate the results of the CSG work,
 - b. make decisions on how to use resources found and developed by your CSG, and
 - c. decide if you want to or have time to work on another goal.
5. The last part of this project will involve making recommendations to the CPASS Site Council on
 - a. what did and did not work,
 - b. continuing to stay involved to support and improve efforts to change the system, and
 - c. to allow more people to have CSG services, and more choice and control in their lives.

Roles & Responsibilities

The CPASS Demonstration Project involves many people, but most importantly it involves YOU. Here is a description of the people that will be involved in the demonstration project. These people are here to assist and support you.

1. YOU – SELF-ADVOCATE, CONSUMER, INDIVIDUAL

Consumer Direction means you are in charge. This means you take responsibility for making decisions about your life. This can be very hard and even scary sometimes, but it also can be very rewarding. Don't worry; you are not alone. There are many people who will help you.

2. YOUR REPRESENTATIVE

This is a person you select (choose) to help you make decisions. This should be someone that you TRUST, who LISTENS to you, and who could ACT ON YOUR BEHALF. They should involve you in all decisions. This could be a parent, a relative, a friend, or someone very close to you who knows you well. Self-advocates are not required to have a representative, but having someone you trust to help you is usually a good idea.

3. YOUR CIRCLE OF SUPPORT

These are all the people who know you and help you. These are people you interact (talk) with regularly, and are already supporting you in different ways. You choose who you want to be in your circle.

4. YOUR CASE MANAGER

This is someone who is assigned to help you by the Department Of Health/ Developmental Disabilities Division. If you are not sure who your Case Manager is call:

☎(808) 733-9172 on Oahu

☎(808) 974-4280 in Hilo

☎(808) 553-3200 on Molokai

5. YOUR COMMUNITY SUPPORT GUIDE

This is a person you will be selecting and hiring to help you work on one or more of your goals. This person has a major role in this

demonstration project, and we hope to learn more about what qualities make useful and effective Guides. Some sections of this Handbook will help you with this.

6. THE CPASS STATEWIDE ADVISORY COUNCIL

This Council is a resource to the CPASS grant and projects. They develop policies and provide support and assistance to the three CPASS Site Councils.

7. THE CPASS SITE COUNCIL

This Council is responsible to oversee and direct this demonstration project in their community. They meet on a monthly basis and are there for support. They want you to be successful.

8. THE CPASS STAFF

The CPASS staff work at the University of Hawaii. Their job is to help the CPASS grant run smoothly. You can contact them at any time with questions, and they will be supporting you with information and training, including this Handbook. Call (808) 956-5827, or (808) 956-9891. Neighbor Islands can call collect.

9. CENTER ON DISABILITIES STUDIES AT THE UNIVERSITY OF HAWAII

The University of Hawaii administers the CPASS grant. They will act as the fiscal intermediary (A business who will keep the money for you.) for this project, and will help direct your money and assist you in hiring your Community Support Guide. You will not be able to contact the fiscal intermediary directly, but the CPASS staff will assist with this if needed.

10. DEPARTMENT OF HEALTH/ DEVELOPMENTAL DISABILITIES DIVISION

The Department of Health's Developmental Disabilities Division (DOH/DDD) wrote the grant that is making all of this possible. They want to make sure you are safe and successful, and will use the results of this demonstration project to help make the service system better for everyone.

Getting Started

Because this project is about helping you, everything starts with you. Everyone in the project is working to help you accomplish your goals. This means you need to spend some time thinking about your goals. If you need help your circle of support is there to help you. This section will help you get started, by focusing on your goals. It is a good idea to have a copy of your most recent ISP (Individualized Service Plan) with you when you do this exercise. Some of the information may already be written in there.

If you need some help with this section, it is OK to have someone help you. In this section you will:

- 1. Learn About the CPASS Demonstration Project**
- 2. Identify Your Circle of Support**
- 3. Identify Your Dreams and Goals**

Learn about the CPASS Demonstration Project

Below are some important facts about the CPASS project. These may answer some questions, and help you understand more about the CPASS grant.

Community Support Guides (CSG):

Community Support Guides is a new position for our State system. They are different from a Case Manager or a Personal Assistant (PA). The CPASS project will help us learn more about who should do this, and how this person can help. Some of the things the CSG should do:

- ✓ Help the individual to achieve their goals
- ✓ Increase the individual's personal network – build relationships, meet people who may be able to help
- ✓ Find resources that are already in the community that can help to meet the individuals goal
- ✓ Develop resources and be creative and when it is needed
- ✓ Find funding sources (where to get money) if necessary

Case Manager Involvement:

Case Managers help you and are a key part of any service system including consumer directed systems. For the CPASS demonstration project, it is very important that you keep your Case Manager informed about what you are working on. They will be helping you with your ISP goals, and will have valuable suggestions and information from their experiences. It is also important to understand that you as a self advocate need to do the work, not your Case Manager.

Individual Budget:

The CPASS grant will provide self-advocates who are in the demonstration project with a budget (money). This budget will be used to hire a Community Support Guide to assist with the goal you have chosen to work on with CPASS. If needed, you will also be able to use some of this budget to buy other things that will help you meet your goal. *This money cannot be used for anything that Medicaid already provides.

No Duplication of Services:

This is a term that means we can't use CPASS money to pay for something that the State or Federal Government is already paying for. Because CPASS is a grant from the Medicaid Program, we cannot use this grant money to pay for things that Medicaid already pays for including Personal Assistance (PA) services, Case Managers, Day Programs, and many other things. Things Medicaid does not pay for are Community Support Guides, CPASS Councils, and special trainings. In CPASS we have to watch carefully for this, and if there are any questions on this we will help you find the answer.

Fiscal Intermediaries:

In CPASS you will have control over your budget. A budget is a plan for how you spend your money. You will not get a check or an envelope full of money. You will have control over spending the money, but the money will be with a Fiscal Intermediary. A Fiscal Intermediary is like a bank. The University of Hawaii is the Fiscal Intermediary for the CPASS Demonstration Project. In order to get your budget to pay your Community Support Guide, you must submit reports. You can make other purchases by submitting an invoice for the item or service you need to purchase.

Outcomes/ Achieving Results:

CPASS guarantees participants a chance to be in control and learn more about making decisions. The experiences will give you an opportunity to grow and learn more about yourself. Through the CPASS demonstration you will learn to be a better planner. Your dreams and goals may change as you grow and learn, and that is good. CPASS supports your right to follow your dreams.

How can I change things?:

In CPASS you can change things if you need to. Depending upon what part of the project you are in this could take a little while, so it is important to plan ahead as much as possible and avoid too many changes. However, if you need to change things it is your life, and you have to do what makes sense to you. You will need to contact:

- the staff at CPASS,
- your Case Manager, (you may need another ISP meeting), and
- your Community Support Guide.

Who can I call for help?:

In CPASS you are not alone. Remember there is a system and group of people who have come together just to help you with your goals. There are several people you can contact for help if needed. See the “Roles and Responsibilities” section for a list of these.

What is fraud?:

FRAUD is when you knowingly lie or cheat to get money, or give someone money who has not earned it. This is a crime!

- This could be lying about the services someone did for you or lying about who is getting paid.
- Submitting false reports or invoices.
- You can get in serious trouble, lose some or all of your services, you could be prosecuted, and you could also have to pay back the money.
- **DON'T RISK IT.** Call the CPASS staff with your questions.

What Are My Rights?:

Rights allow you to pursue the best life you can imagine, you have all of the rights given to a US citizen. Below are some examples of your rights:

- **Safety** – The right to be free from abuse (treated very badly) and neglect (not taken care of).
- **Choice** – The right to choose, and have choices to choose from.
- **Relationships** – The Right to have and seek out relationships.
- **Contribution & Community** – the opportunity to contribute and participate in your community.
- **Responsibilities** – have responsibility for decisions and actions.
- **Control** – have the power to make decisions and control your services.
- **Dreaming** – have hopes and dreams.
- **Dignity & Respect** – to be treated well by others and be treated with kindness with dignity and respect.

Identify Your Circle of Support

A “circle of support” is a group of people who help you. A circle of support should be people who care about you. The majority of your circle can be your family, friends, co-workers, neighbors, church members, and includes some service providers or people who are paid to support you.

Some people may not have very many people in their circle of support. If you want to have more people in your circle of support, this could be your first goal. Maybe there are people around you that you haven’t thought of, or maybe you just need a little help meeting people.

For many people a “circle of support”, plays a very important role in helping to work on goals, and supporting the person to do things they are unable to do alone. They need to listen to what you want and see if there are ways they can help make this happen.

If you have already done an ISP you should have a good start on this part. It is good to re-look at this every so often, and the next exercise will help you review your circle. This will also help your Community Support Guide to know more about you and do a better job helping you.

Circle Worksheet Instructions

Step 1: Use the worksheet on the next page or use your own paper to draw four large circles, each one inside the others.

Step 2: Write your name in the box in the center.

Step 3: Write the names of everyone you include in your circle in one of the circles. There is no right or wrong answer for any of these it is completely up to you. A person can be in more than one circle, or not in any circle at all. Try to find a place to put everyone who helps you or you are involved with. If you want your circle to look different this can become a goal. This is a very good thing to work on because having more friends can help with a lot of other goals in your life. Below are some guidelines to help you fill in your circles.

The First Circle: The Circle of Intimacy

List the people most important to you. (People very close to you or you cannot imagine living without.)

Examples, mom or dad, husband or wife, cousin, etc.

The Second Circle: The Circle of Friendship

List your good friends.

The Third Circle: The Circle of Participation

List people, organizations, clubs, that you participate with or in.

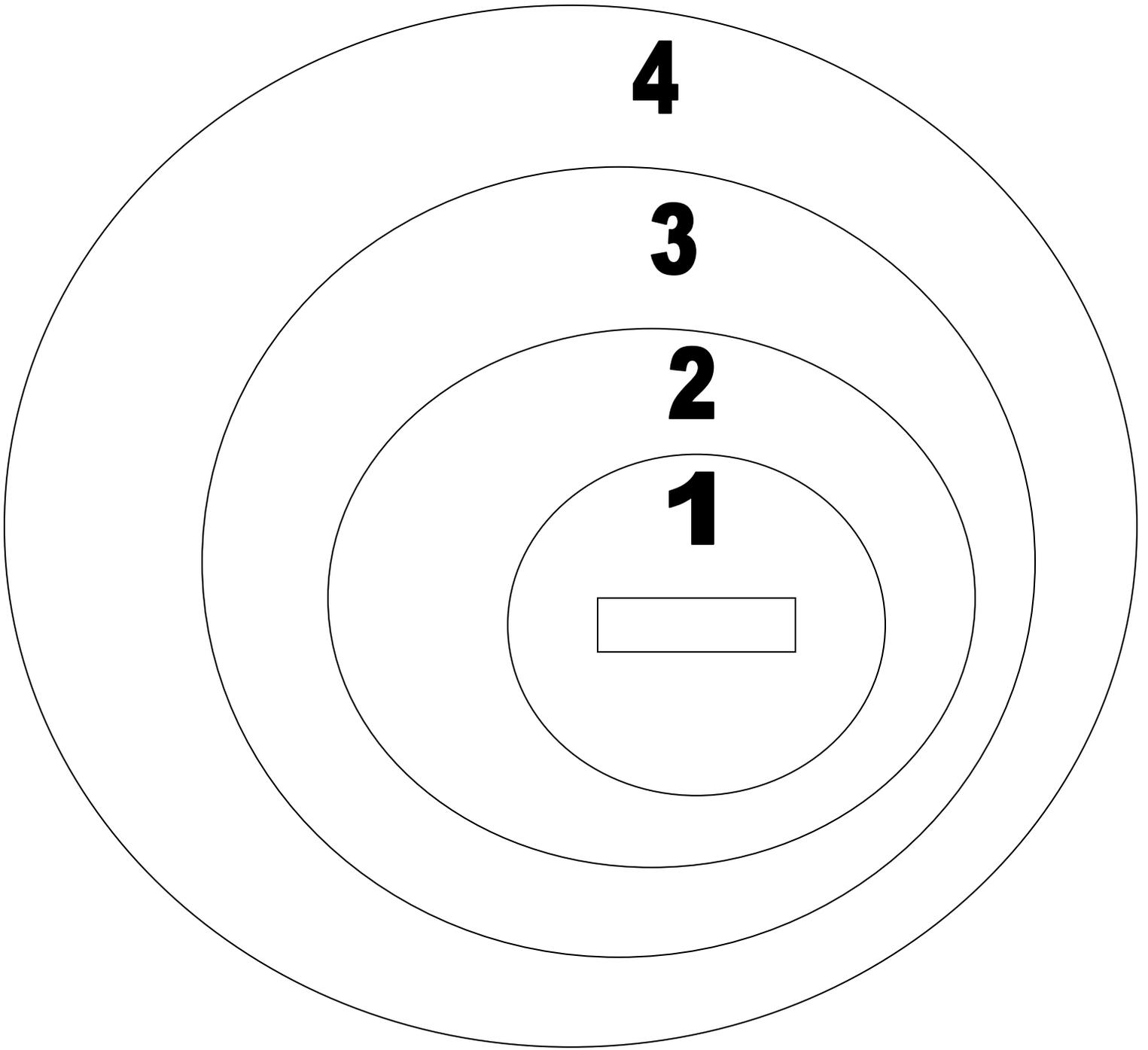
Examples, church, clubs, teams, etc.

The Fourth Circle: The Circle of Exchange

List people you pay to provide services that help you in your life.

Example, case manager, doctor, bus driver, etc.

Circle Worksheet



Identify Your Dreams & Goals

Dreams and goals are not the same thing.

Dreams are the biggest ideas you have for how you want your life to be. Dreams encourage you to do things that are hard. It is often hard to figure out how you will make a dream come true, but it makes you want to try.

Goals are things you think you can accomplish (do) within a year or two, but are too far ahead to figure out all the details. You can picture goals happening, but you may not be quite sure of all the steps to get there.

You will probably have many goals you are working on at the same time. For the CPASS demonstration project it will be important for you to figure out at least one goal that you want to focus on. This should be a goal that is important to you, and one that you and your circle have not figured out yet. Maybe you have even tried working on this goal before but it has not worked out the way you wanted it to.

The next exercise will help you identify and share your dreams and goals with people in the CPASS project who want to help you make them happen. You don't have to share every dream you have, but the more you share the better everyone will understand what you want and how to help you. You can use the Dreams & Goals Worksheet on the next page, or you can make your own. The important thing is to share this with others so you can get help when you need it.

Dream & Goal Worksheet Instructions

Step 1:

Write down your dreams. Anything you want to do or that is important to you should be written down. There are no limits to this exercise. There are no wrong answers as your dreams are important. For example, I want to live on my own, or I want to work for State Government, or I want to have lots of friends. You don't have to know when or how this can happen, but it should be something you think about often.

Step 2:

Think about how you want your life to look like in one to two years. Think about what you will be doing, where will you be living and working. What will you do for fun? What will you be doing during the week? On the weekend? What will you be doing in the morning? In the afternoon? In the evening?

A lot of times people think about things they want to change in their life, but if there is something in your life that you really like then your goal may be to keep things the same.

Step 3:

Choose one or two goals that you want to work on in the CPASS demonstration project. Choose which one is your first choice, or most important to you and which would be your second choice.

Dream & Goal Worksheet

1. My Dreams:

2. My Goals:

My Home Living/Life Goals:

My Family Goals:

My Friend/ People I Know/ Relationship Goals:

My Work/Career Goals:

My Recreation/Fun Goals:

My Other Goals:

3. My CPASS Goals:

(Choose the goals you want the CPASS project to help you with.)

First Choice Goal: _____

Second Choice Goal: _____

Third Choice Goal: _____

CPASS HAWAII EVALUATION FORM

Your comments provide us with valuable information that helps us to improve our handbook. Please provide your evaluation and send this to the CPASS project.

ROLES & RESPONSIBILITIES/ GETTING STARTED

YOUR NAME: _____

DATE COMPLETED: _____

	Excellent			Poor		N/A
	5	4	3	2	1	
						
SUBJECT						
Did you learn anything?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was this information understandable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content good?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content useful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the information well organized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Very Ready			Not Ready		N/A
	5	4	3	2	1	
						
READINESS						
Do you feel you are ready to move past this section?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you are ready to put this to use in your life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you could do this on your own if you did it again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend this section to others in the CPASS demonstration?	<input type="checkbox"/>	YES			<input type="checkbox"/>	NO
How long did it take you complete this section? <input type="checkbox"/> 1 hour <input type="checkbox"/> 1-2 hours <input type="checkbox"/> 2-3 hours <input type="checkbox"/> 3-4 hours <input type="checkbox"/> other _____						
Was this too long? <input type="checkbox"/> YES <input type="checkbox"/> NO						
What was most helpful?						
What was not helpful?						
What could make this more helpful?						
What else do you need to know?						
Comments:						

Smileys © by <http://www.smiley-faces.com>

Making a Plan

In this section you will take what you have already learned about your circle of support and your goals and start making a plan. A plan is a useful tool to help people get something done. Builders make plans for what they want to build, teachers make plans for how to help students, and you can make a plan for what you want. Your plan should make sense to you. There are lots of different kinds of plans and ways to make plans. In this section you will learn about:

1. Person Centered Plans

2. How To Make Plans

3. Taking Action

4. Who Can Help You

5. What Will the Future Look Like

Person Centered Plans

At its most basic, this is a plan for one person. This type of plan should not only be about you, but it should be controlled by you. Person centered planning puts a person at the center of a plan. Your plan should be able to grow and change as you grow and change. Your plan should be useful to you; it can include pictures or drawings, or be on a computer, or on a calendar, or whatever way you like to plan. Most importantly, it belongs to you and helps you stay focused on what you want to do. You don't have to share this with anyone, but if you want help you should at least share the parts you want help with, with people you think can help.

An ISP (Individualized Service Plan) is different from your personal plan. Your personal plan should include how you will use your ISP, and you will probably want to take things from your personal plan and put them into your ISP.

A plan does not guarantee you will get the results you want, but it helps you try. The philosophy of person centered planning says that having the ability and support to try to achieve your goals is equally important to actually achieving them (completing-getting them done).

A good plan should have actions or things that need to be done, and who will do them. You may not know all the steps to get to your goal, but you should at least have an idea of where to start. This could mean asking questions, and talking to people to learn more.

Everyone already makes plans, some people only plan what they will do in the next five minutes, and other people plan five years ahead. A better plan usually gets better results! You can spend a lot of time learning about how to make plans. There are lots of books out there as well as information on the internet (Please contact the CPASS staff for more information on internet websites).

How To Make Plans

The worksheet on this page will help you to think about how you plan, and will let people who help you with your goals understand more about how to help you. Think about how you might start to write a plan. Do I write it down? Do I make regular plans?

Here is an example to help you:

How do I make plans for each day and keep track of what I want/need to do?

EXAMPLE: I like to write things on my small calendar that I carry around with me, and I check it every time I finish something.

How do I make plans for big goals, things that can't be done in a day?

EXAMPLE: I write it really big on a piece of paper, and make a place on my bulletin board where I can see it every morning. I write down people who can help me, and pin up papers that have information that can help me.

Now you answer the questions:

How do I make plans for each day and keep track of what I want/need to do?

How do I make plans for big goals, things that can't be done in a day?

Do you want to change the way you plan?

If you want to change, write down how you might plan differently.

(You could even make this one of your goals.)

Taking Action

When you dream, you think about the far off future. When you set goals you think of the future that is not so far off. The next thing to think about is NOW, today. This is where you take responsibility and make decisions about what can be done to work on your goals today. This is also known as an action plan. It says what needs to be done, who will do it, and when it should be done. Again, it is OK if you do not know exactly what needs to be done to reach a goal. If this is the case for you, then the step you probably need to take is to learn more, or find someone who can help you.

The steps should be easy to understand, and should identify who will be doing the work involved. You also need to think about how long it should take. You can make a time plan, or timeline, so you will know when you plan to finish. The Action Worksheet will help you plan out the steps to start working on your CPASS goal. Don't worry if this takes a while, even though it might seem like you are not getting anything done, you are probably farther along than you think. A good plan will make it much easier to get going, and will make it easier for other people to know how to help you.

Step 1: Turn to the Action Worksheet at the end of this section.

Step 2: Write your "First CPASS Goal" from the Dreams & Goals Worksheet in the top box.

Step 3: List the steps that need to be done as soon as possible to work on your goal in the first column. List as many as you can think of. (Here's a hint: the first step should start with you doing something.)

It is OK if you don't know all the steps or if you don't know some of the middle steps. This is where you will need help and where you might want to use a Community Support Guide.

Who Can Help You

There are many people who want to help you, and you should involve (get them to help you) them all. Everyone you listed in your Circle of Support are people who want to help you. The list below may help you think of other people who you may not have thought of:

1. YOU – SELF-ADVOCATE, CONSUMER, INDIVIDUAL
2. YOUR REPRESENTATIVE
3. YOUR CIRCLE OF SUPPORT
4. YOUR CASE MANAGER
5. YOUR COMMUNITY SUPPORT GUIDE
6. THE CPASS COUNCIL
7. THE CPASS SITE COUNCIL
8. THE CPASS STAFF
9. CENTER ON DISABILITIES STUDIES AT THE UNIVERSITY OF HAWAII
10. DEPARTMENT OF HEALTH/ DEVELOPMENTAL DISABILITIES DIVISION

Step 4: On your Action Worksheet, in the second column, next to each step that needs to be taken list who will work on that step. Use your Circle of Support Worksheet to make sure you include everyone who can help.

What Will the Future Look Like

When setting goals it is important to think about what life will be like when you reach your goal. For example, if my goal is to sail my canoe to Kauai, I need to know what Kauai looks like, or I might sail right by and miss the chance to accomplish my goal. Or if your goal is to get your own apartment, you might be waiting to learn something, and not realize that you already ready to get started.

This part of the worksheet will help you work on your **OUTCOMES**. You need to spend some time thinking about how you will know if you have accomplished your goal. Another name for this is an **OUTCOME**. If your steps are unclear it may be hard to know when you are finished with a step. You may find that you need more steps or in between steps during this part. It is fine to go back and change steps. This planning will make it easier for everyone to help you accomplish your goal, and will help you think about what you really want to happen.

Step 5: On your Action Worksheet, in the last column, look at each step that needs to be taken and decide how you will know when each step is finished. What will your life look like, or what will you be doing when that step is finished?

Action Worksheet Sample

My CPASS GOAL: <i>I need to go to places where I can meet people and make more friends.</i>		
Step that needs to be taken	Who will do it and When	How will we know when it is done
<i>I need to think about the things I like to do and my hobbies.</i>	<i>I will talk with people in my circle this month about my interests.</i>	<i>I will have a list of interests and hobbies, with strong interest and medium interest, and no interest.</i>
<i>I need to find places where I can learn more about my interests.</i>	<i>My CSG will help me, next month.</i>	<i>My CSG will give me some phone numbers and places I can go. Clubs, stores, community parks, etc.</i>
<i>I need to choose where I want to go.</i>	<i>I will talk with people in my circle.</i>	<i>I will choose one or two of the choices I like best.</i>
<i>I need to figure out how I can get to these places.</i>	<i>My CSG will help me.</i>	<i>I will have regular transportation to these places with a back up option.</i>
<i>I need to have something in common or something to talk about with people I meet.</i>	<i>My Circle will help me.</i>	<i>I will practice making conversation about topics related to my interests. I will practice listening to other people's interests.</i>
<i>I need to be able to see the people I meet on a regular basis.</i>	<i>My CSG will help me.</i>	<i>I will have phone numbers and arrangements to get together with some of the people I met outside of the regular places I see them.</i>

Action Worksheet

CPASS GOAL:		
Step that needs to be taken	Who will do it and When	How will we know when it is done

Action Worksheet

CPASS GOAL:		
Step that needs to be taken	Who will do it and When	How will we know when it is done

CPASS HAWAII EVALUATION FORM

Your comments provide us with valuable information that helps us to improve our handbook. Please provide your evaluation and send this to the CPASS project.

MAKING A PLAN

YOUR NAME: _____

DATE COMPLETED: _____

	Excellent					Poor	N/A
	5	4	3	2	1		
							
SUBJECT							
Did you learn anything?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was this information understandable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content good?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content useful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the information well organized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Very Ready			Not Ready			N/A
	5	4	3	2	1		
							
READINESS							
Do you feel you are ready to move past this section?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you are ready to put this to use in your life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you could do this on your own if you did it again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend this section to others in the CPASS demonstration?	<input type="checkbox"/>	YES				<input type="checkbox"/>	NO
How long did it take you complete this section? <input type="checkbox"/> 1 hour <input type="checkbox"/> 1-2 hours <input type="checkbox"/> 2-3 hours <input type="checkbox"/> 3-4 hours <input type="checkbox"/> other _____							
Was this too long? <input type="checkbox"/> YES <input type="checkbox"/> NO							
What was most helpful?							
What was not helpful?							
What could make this more helpful?							
What else do you need to know?							
Comments:							

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Schedule an ISP Meeting

You are now ready to have an ISP (Individualized Service Plan) meeting. If it seems like the planning is taking a lot of work, you are right. The results you get will only be as good as your plan. The more time you spend on your plan, the more likely you will be happy with your results. If the goal you are working on is something you want in your life for years to come, then spending this much time planning is worth it. Now you are really moving ahead, and after reading this next section you will be calling your case manager to schedule your ISP meeting.

In this section you will:

- 1. Learn about the ISP**
- 2. Schedule an ISP Meeting**
- 3. Prepare for the ISP meeting**

Learn about the ISP

An ISP is also known as an Individualized Service Plan. The ISP is a plan, centered on you and your needs. It is a special plan, required by law, for everyone who wants to receive support from the Department of Health, Developmental Disabilities Division. The CPASS project was developed by the Division to help them add choices and new ways of getting services. For this reason it is very important to show that the new way of getting services and supports can work with the ISP process. We want to learn more about how this will work, and we need to learn from you.

It is also important to work closely with your Case Manager so he or she knows what you are doing, and can continue to help you. The ISP is an important tool for Case Managers as well.

The ISP also does other important things including how your Case Manager authorizes services. This is how your Case Manager gets permission to pay for the services you will need to help you with your goal. The ISP is also used for tracking - how all the money is spent and how it has helped people. The ISP helps them keep these records.

Why do you need to have an ISP meeting?

This is a good question. Not every goal you have needs to go into your ISP. For example, you may have a goal to get to the grocery shop today to buy some bread. If you can do this without any help then you probably don't want to bother putting this in your ISP. However, to accomplish bigger, more important goals you probably need some help. This is where the ISP can help you.

For CPASS this will help us get started and make sure everyone who can help you is involved.

Schedule an ISP Meeting

Scheduling the ISP meeting is the next important step. This means calling everyone you want to come to your meeting and finding out when and where they can all get together.

Step 1: Find a place where you can have the meeting. It should be large enough to fit everyone who you want to be there, and somewhere you will feel comfortable and be able to do your best. Ask your Case Manager to help you with this if you need.

Write your location here:

First Choice: _____

Second Choice: _____

Step 2: Choose the days and times that you are available and will be able to spend enough time to talk about everything you want to cover.

A. Write the day of the week that works best for you:

First Choice: _____

Second Choice: _____

B. Write the time of day that works best for you:

First Choice: _____

Second Choice: _____

Step 3: Look at the calendar in the front of your binder, and find the dates for the next three weeks that match your preferences (choices).

Step 4: Call or email your Case Manager, the CPASS staff, and your Circle of Support with the calendar and find out which of your choices works best for everyone. CPASS staff will be able to answer important questions about how CPASS works. Call them at (808) 956-9891. If you are calling from the neighbor islands you can call collect. CPASS staff can also help you contact your Case Manager if you don't have the number. If you need more help with scheduling contact CPASS or your representative.

Prepare for the ISP meeting

Once your ISP meeting is scheduled, you want to make sure you are ready for this meeting. Be sure to have all of the worksheets in this handbook ready for the meeting. You may want to make copies of some of them to pass out to everyone who is there to help you. Some of this information will go directly into your ISP. (Check with your site council or CPASS for help making copies.)

What is most important is that you relax, and take your time during the meeting. Plan what you will say to start the meeting, and what things you want to talk about. Make sure everyone is listening to you, and giving you time to talk. The meeting should not end until you have a chance to say what is important to you. After all this meeting is all about you! With all your planning you will be ready for the next section.

CPASS HAWAII EVALUATION FORM

Your comments provide us with valuable information that helps us to improve our handbook. Please provide your evaluation and send this to the CPASS project.

SCHEDULE AN ISP MEETING

YOUR NAME: _____

DATE COMPLETED: _____

	Excellent					Poor	N/A
	5	4	3	2	1		
SUBJECT							
Did you learn anything?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was this information understandable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content good?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content useful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the information well organized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Very Ready					Not Ready	N/A
	5	4	3	2	1		
READINESS							
Do you feel you are ready to move past this section?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you are ready to put this to use in your life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you could do this on your own if you did it again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend this section to others in the CPASS demonstration?	<input type="checkbox"/>	YES				<input type="checkbox"/>	NO
How long did it take you complete this section? <input type="checkbox"/> 1 hour <input type="checkbox"/> 1-2 hours <input type="checkbox"/> 2-3 hours <input type="checkbox"/> 3-4 hours <input type="checkbox"/> other _____							
Was this too long? <input type="checkbox"/> YES <input type="checkbox"/> NO							
What was most helpful?							
What was not helpful?							
What could make this more helpful?							
What else do you need to know?							
Comments:							

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The Community Support Guide

Community Support Guides (CSG) are a new support role in our State system that has been shown to be very important for individuals using consumer direction. Other states have been using similar support services with lots of different names such as: *Community Access Coach*, *Community Specialist*, and *Support Service Brokerage*. Medicaid often refers to this as “Support Brokerage” service.

In the CPASS demonstration you will be able to get someone to be your CSG. The CSG will be helping you work on your goals, and each person’s CSG will probably be doing some different things. Just as each person’s goals are different, the supports each person will need to accomplish their goals are also very different.

The CSG cannot do the same things as any other service already provided by the Medicaid Waiver. They are different from a Case Manager or a Personal Assistant (PA). The CPASS project will help us learn more about how CSG’s can help self-advocates, and help the State of Hawaii get information to provide this service for everyone.

Some of the things the CPASS councils think your CSG should do:

- ✓ Help you achieve one or more of your goals
- ✓ Increase your personal network – build relationships, meet people who may be able to help
- ✓ Find resources that are already in the community that can help you with your goal
- ✓ Be creative and develop resources when you need it and find funding if needed

The next sections will help you plan how to use a CSG to help you, find the best CSG for you, and add this person to your support team. Just like in earlier sections, taking responsibility and planning ahead is very important. The results you get will be better if you take your time and think carefully during this planning as well.

The CPASS project is designed to help everyone in Hawaii learn more about consumer directed services, and especially about the Community Support Guide. If you are not exactly sure how the CSG will work to help you, don't worry, we will all learn more about this together. The CPASS staff and Councils have a lot of ideas, and have also spent a lot of time planning to help you be successful. This section will help you learn more about the Community Support Guide, and how this person can help you achieve your goals.

1. Writing the Work Description

2. Setting CSG Time Schedule and Pay

3. Finding Your CSG

4. Choosing Your CSG

5. Helping Your CSG Help You

Writing the Work Description

In the previous sections you should have identified one or more goals that you want to work on with your CSG and circle. Your “Action Worksheet” should have helped you identify some steps you can take to get closer to your goal. This is what you will want your CSG to assist you with. If you think you need more help with your “Action Worksheet”, your first step should be to review this with your CSG.

In this section you will plan what you want your CSG to help you with, by first creating a work description for your CSG. This section will help you think about what you need help with and help your CSG have a much better idea of how to help you achieve your goals and dreams.

Step 1: Take out your completed “Action Worksheet”

Step 2: Turn to the “Work Description Worksheet”. Fill in your name and the name of the person you have chosen to be your representative. If you have no representative write “None”.

Step 3: “Purpose of Work”. Using your steps from your “Action Worksheet”, write down the main steps from your Action Worksheet that you need your CSG to do. These are the steps you don’t have anyone else to help you with. This is the main thing you want your CSG to do, and the reason you want their services.

This will also help you figure out the best person to do this work, and how you will know when they have finished their work.

Sample Action/Task: Find places where I can go and meet people that share my interest in horses and cows. Introduce me to people and help me stay in touch with these people.

Step 4: Next, check off all the boxes from the “Purpose of Work” section that match what you want your CSG to do for you.

Step 5: “Reports To”. This section helps identify who the CSG should talk with to discuss what they are working on and what they have done. The first person need to be the self-advocate and their representative. You can think about adding other people, but adding more people in this role could get very confusing for both you and your CSG.

“How often” means how often do you want your CSG to communicate with you? You should enter a number next to “per week” or “per month”. For example, 1 time per week, or 4 times per month. You need to decide what makes sense based on the tasks the CSG will be doing for you, and your communication needs.

Finally, you need to decide how you want your CSG to contact you. Maybe once a week is OK to call you, but you need to meet face to face once a month. You decide what works best for you.

Step 6: “Required Experience, Education, and Special Skills”. Check off the boxes that match what skills you think your CSG should have in order to help you with your goal. In the lines provided, write in any special skills that are unique to your goals. For example, if you want to be a hula dancer, your CSG may need to know about hula or hula schools. If you want to be a cowboy, your CSG mat need to know some cowboys, or people who take care of horses or cows.

Step 7: “Required Attitude”. Attitude has to do with the way people think. Check off the boxes that match the attitude you want your CSG to have to do the work you need. In the lines provided, write in any other attitudes that you think your CSG should have.

Step 8: “Responsibilities”. Check the boxes that match the responsibilities your CSG will need to focus on to meet your goals and needs. In the lines provided, write in any other responsibilities you think your CSG will need to focus on.

Step 9: “Responsibilities”. Now number each responsibility from 1 to 10 on the line next to the box. Number 1 being the

most important to you, and number 10 being the least important to you.

CSG Work Description Worksheet
Community Support Guide

Self-Advocate: _____

Representative: _____

Purpose Of Work: (What is the main reason for this position?)

- Help me to meet my goal identified in my ISP.

First Action/Task: _____

Second Action/Task: _____

Third Action/Task: _____

- Advise me on my choices and options, but do not make decisions for me. Act as a guide and teacher.
- Find opportunities for networking with individuals, community groups, businesses, and organizations related to my goals.
- Assist, cooperate, and coordinate with me to form and establish relationships, and link with community opportunities to meet my goals.
- Find funding sources, and other resources as needed to help me sustain the networks and opportunities identified.

Responsibilities:

(Rank by priority)

- _____ Listen to and understand the self-advocate's needs, wants, and preferences**

- _____ Develop action plans based on self-advocates goals in their ISP**

- _____ Network with and for the self-advocate to find contacts, supporters, and possible friends**

- _____ Assist and coordinate to help establish relationships**

- _____ Assist and plan to make sure support or relationships will continue**

- _____ Find resources, services, supports and creative alternatives including natural supports**

- _____ Identify choices and options to help self-advocate meet their goals**

- _____ Assist self-advocate to shop around and learn about their options**

- _____ Counsel and advise self-advocate on options and choices**

- _____ Develop resources when they do not already exist or do not work for the self-advocate**

- _____ Problem-solve to remove barriers to meeting goals**

- _____ Advocate for the self-advocate to open doors and create opportunities**

CPASS HAWAII EVALUATION FORM

Your comments provide us with valuable information that helps us to improve our handbook. Please provide your evaluation and send this to the CPASS project.

WRITING THE WORK DESCRIPTION

YOUR NAME: _____

DATE COMPLETED: _____

	Excellent			Poor		N/A
	5	4	3	2	1	
SUBJECT						
Did you learn anything?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was this information understandable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content good?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content useful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the information well organized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Very Ready			Not Ready		N/A
	5	4	3	2	1	
READINESS						
Do you feel you are ready to move past this section?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you are ready to put this to use in your life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you could do this on your own if you did it again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend this section to others in the CPASS demonstration?	<input type="checkbox"/>	YES			<input type="checkbox"/>	NO
How long did it take you complete this section?						
<input type="checkbox"/> 1 hour <input type="checkbox"/> 1-2 hours <input type="checkbox"/> 2-3 hours <input type="checkbox"/> 3-4 hours <input type="checkbox"/> other _____						
Was this too long? <input type="checkbox"/> YES <input type="checkbox"/> NO						
What was most helpful?						
What was not helpful?						
What could make this more helpful?						
What else do you need to know?						
Comments:						

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Setting CSG Time Schedule and Pay

Every self-advocate will have different needs and different work that their CSG will be doing for them. Each person's CSG will be doing a different type and amount of work. This means they will most likely be paid a different amount.

The next worksheet will help you decide how long your CSG may need to do the things you are asking, and how much of your CSG budget this will be spent to help you meet your goal. Keep in mind; you want to get the best CSG at the best price possible. The less you spend on your goal, the more money you will have to work on other goals. On the other hand, if you are offering to pay too little money, no one may want to do the work.

Step 1: Write down the first task from your "Work Description Worksheet"

Step 2: "Estimated Finished By Date" (Date Completed) Decide when you absolutely need this task finished, especially if you have other tasks to work on that depend on this task being finished. Also, remember that there is a time limit in this demonstration. Everything needs to be finished by December, 2005.

Step 3: "Estimated Number of Weeks" Decide how many weeks you think it should take your CSG to finish this task.

Step 4: "Estimated Hours Per Week" Decide how many hours your CSG will need to spend each week working on this task. If you want it done very soon, they may have to work more hours each week. On the other hand, if you give them more time to finish the task, they may only need to work a little each week.

Step 5: "Estimated Pay Per Hour" Decide how much you think your CSG should be paid for each hour they spend working on your task. The suggested range is between \$10.00 and \$25.00 per hour. The more specialized the task, meaning, only a few people with lots of experience could do the work, the more you may need to pay. The more general the task, meaning lots of people could probably do the work, then you will probably want to pay a little less.

Also, the faster you want the task accomplished the more you may need to pay. The less you pay, the more money you save for other tasks, but you may end up not being able to find someone who would do good work. Also remember that you will not be providing the CSG with any benefits so they may need a little more to cover these costs for themselves. These are tough decisions and there is not always a right or wrong answer.

Step 6: Repeat the steps above for your second and third tasks. If you have more than three tasks, you might want to get started before adding more tasks.

All of this information will be used by CPASS to help draw up a service agreement for the person that you decide you want to be your CSG.

Time Schedule and Pay Worksheet

First Action/Task: _____

Estimated Finished By Date (Date Completed): _____

Number of Weeks: _____

Hours Per Week (no more than 40): _____

Estimated Pay Per Hour: _____

Second Action/Task: _____

Estimated Finished By Date (Date Completed): _____

Number of Weeks: _____

Hours Per Week (no more than 40): _____

Estimated Pay Per Hour: _____

Third Action/Task: _____

Estimated Finished By Date (Date Completed): _____

Number of Weeks: _____

Hours Per Week (no more than 40): _____

Estimated Pay Per Hour: _____

CPASS HAWAII EVALUATION FORM

Your comments provide us with valuable information that helps us to improve our handbook. Please provide your evaluation and send this to the CPASS project.

SETTING CSG TIME SCHEDULE AND PAY

YOUR NAME: _____

DATE COMPLETED: _____

	Excellent			Poor		N/A
SUBJECT	5	4	3	2	1	
						
Did you learn anything?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was this information understandable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content good?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content useful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the information well organized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Very Ready			Not Ready		N/A
	5	4	3	2	1	
						
READINESS						
Do you feel you are ready to move past this section?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you are ready to put this to use in your life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you could do this on your own if you did it again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend this section to others in the CPASS demonstration?	<input type="checkbox"/>	YES			<input type="checkbox"/>	NO
How long did it take you complete this section? <input type="checkbox"/> 1 hour <input type="checkbox"/> 1-2 hours <input type="checkbox"/> 2-3 hours <input type="checkbox"/> 3-4 hours <input type="checkbox"/> other _____						
Was this too long? <input type="checkbox"/> YES <input type="checkbox"/> NO						
What was most helpful?						
What was not helpful?						
What could make this more helpful?						
What else do you need to know?						
Comments:						

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Finding Your CSG

Now that you have written a work description you are ready to find the person that best matches this description to be your CSG. You may already have someone in mind, but the work description will help you make sure they are the right person. It is not always possible to find a perfect match, but you should try to find someone who matches as closely as possible. If you find somebody you think will do good work that doesn't match exactly, you may want to change some requirements, or keep looking.

Your CSG should be knowledgeable about your goal or know how to network with people who are. For example, if you want to be a hula dancer, your CSG may need to know about hula or hula schools. If you want to be a cowboy, your CSG may need to know some cowboys, or people who take care of horses and cows. The next sections will help you find the person who will be the best CSG for you.

Step 1: Start With People You Already Know

You may already know someone who can help you with your goal, maybe someone who has helped you in the past. Paying someone means you will be able to have them commit and spend some of their time working only on your goal.

There are some things to be careful about when using someone you already know, especially if they are a friend of yours. There is an expression: "Business and friendship do not mix". Sometimes this is true, but it depends on your situation. There are some obvious advantages to using someone you know already:

- You already know each other
- They already know what you like and want
- They may have helped you out in the past.

There are also some disadvantages to think about:

- A friend may not like you telling them what to do
- You may not like telling them if they are not doing good work.

Another thing to think about is that if someone has been helping you already and you have not been able to accomplish your goal, it is

possible this person does not know how to help you with this goal. This does not mean they are not good at helping you with lots of other things, but it could mean you need to find someone different to help you with your CPASS goal.

These are all tough decisions so take your time. You are the expert on your own life and you will make the best decision for your needs if you think carefully. On the lines below, list people you already know who might make a good CSG to help you with your CPASS goal:

First Choice: _____

Second Choice: _____

Third Choice: _____

Next, contact these people one at a time to ask them if they would consider being your CSG. If they are interested, ask them to come to do an interview. (The next section will help you with the interview.) Do not worry if you do not know of anyone, or if no one on your list is available. You will just need to spend a little more time looking. You may even want to advertise. The next section will help you think about using advertising to help you.

Step 2: Advertising

Advertising is a way to let lots of people know what you need. Not all advertising needs to cost money. Below are some ideas to help you spread the word and find the person that will make the best CSG for you.

Free Advertising!!!

- **Word of Mouth – Let the CPASS Council, your circle, your family and friends know what you are looking for. They may know of people that can help you. Someone else in the CPASS project may have found a CSG that could help you too.**
- **Post/Distribute a Flyer – Make a flyer and put it up at places you think someone who can help you might visit. For example, if you are interested in hula, then maybe a hula class is a good place for a flyer, or if you are interested in getting healthy, you could try a health food store or a gym.**

There is a sample flyer on the next page to help you with ideas. Be careful not to put information like your name or address on this flyer. You will need to put a phone number or email where people can contact you or your representative. If you need more help making a flyer contact CPASS staff.

Paid Advertising \$\$\$

- **Major and Local Newspapers – This is a proven way to get the word out to people who are looking for work. You need to be extra careful when screening people. If this is needed to accomplish your goal, you can use some of your CPASS funds for this purpose.**

Look at the sample on the next page for help writing your advertisement, Be careful not to put information like your name or address in the ad. You will need to put a phone number or email where people can contact you or your representative.

- **Contact an Agency – employment agencies have lots of people looking for jobs, one of them may be a perfect match for your needs. Be sure to ask them up front about any fees you will have to pay. Other agencies may also have people that can help you. Call them and tell them what you are looking for.**

Good advertising should tell the person:

- ✓ **Incentives – Why they would want to do this work**
- ✓ **Brief description of the work – What they need to do**
- ✓ **Required qualifications – What they already need to know**
- ✓ **Your Contact Information – Telephone number, P.O. Box, or Email address**

DO:

- **Be brief**
- **Be as appealing as possible – show how the work is fun and rewarding**

DON'T:

- **Settle for less than capable/qualified//reliable workers, but you may need to pay more**
- **Use insider, or technical language – like CSG, or DOH**
- **List your home address, or identifying information**

-----SAMPLE FLYER ADVERTISEMENT-----

Community Support Guide Wanted

DO YOU WANT TO MAKE A BIG DIFFERENCE IN SOMEONE'S LIFE?

Description:

Become a guide and supporter to help someone follow their dreams. This is a position as part of a grant to help Department of Health and the University of Hawaii learn more about how to support people with disabilities. A special support person is needed who can help a young man with a disability meet more people. This man has a disability, but that has not stopped him from striving to be the best in all he does. He is very friendly and looking to get more involved in learning about cars, engines, and working with his hands. He needs help meeting people and expanding his personal networks of friends and associates who can help him with his dream to become a mechanic.

Qualifications:

Must live in the area, have some knowledge about mechanics, and have a positive attitude. Must be willing to work as an independent contractor, and see this through to satisfactory completion.

Work Schedule:

Work requires only a few hours a week and pays accordingly. Term of work is no more than six months. Must be willing to work as an independent contractor. Self-starter needed, the work is rewarding and interesting.

**☆☆☆☆☆PLEASE CALL TODAY IF YOU ARE INTERESTED☆☆☆☆☆
PHONE ###-####**

-----SAMPLE NEWSPAPER ADVERTISEMENT-----

Wanted:

Want to make a big difference in someone's life?

Respond today to help make someone's dreams come true. A special support person is needed to help a young man with a disability expand his personal network of friends and associates and help him pursue his dream of working as a mechanic. Ideal candidates will have experience working with a person with a disability and knowledge of the mechanic industry. The activity requires only a few hours a week and pays accordingly. Must be willing to work as an independent contractor, and see this project through to satisfactory completion. Term of work is no more than three months. Self-starter needed, the work is rewarding and interesting. Call today to find out more. ###-####

CPASS HAWAII EVALUATION FORM

Your comments provide us with valuable information that helps us to improve our handbook. Please provide your evaluation and send this to the CPASS project.

FINDING YOUR CSG

YOUR NAME: _____

DATE COMPLETED: _____

	Excellent			Poor		N/A
	5	4	3	2	1	
SUBJECT						
Did you learn anything?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was this information understandable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content good?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content useful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the information well organized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Very Ready			Not Ready		N/A
	5	4	3	2	1	
READINESS						
Do you feel you are ready to move past this section?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you are ready to put this to use in your life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you could do this on your own if you did it again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend this section to others in the CPASS demonstration?	<input type="checkbox"/>	YES			<input type="checkbox"/>	NO
How long did it take you complete this section? <input type="checkbox"/> 1 hour <input type="checkbox"/> 1-2 hours <input type="checkbox"/> 2-3 hours <input type="checkbox"/> 3-4 hours <input type="checkbox"/> other _____						
Was this too long? <input type="checkbox"/> YES <input type="checkbox"/> NO						
What was most helpful?						
What was not helpful?						
What could make this more helpful?						
What else do you need to know?						
Comments:						

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Choosing Your CSG

You are almost ready to start seeing the results of all your planning and hard work, so don't rush through this last part. It takes a lot of work to find and get started with a CSG. If you change your mind later, it will take even more time to replace them.

This section will help you through the selection and contracting process and give you some tips. Remember, you are the expert on what will be best for you. The decision is yours and yours alone. Everyone involved in CPASS is there to help you and wants to see you be successful.

Step 1: Learning About the Process

Independent Contractor

In the CPASS project your CSG will need to be an independent contractor. An independent contractor must follow some guidelines.

- An independent contractor is told what to do, and when to have it finished. They are not paid by the hour, and you cannot tell them what to do hour by hour.
- They make decisions based on their expertise about what needs to be done first and second and what time to do things each day. For example, if you contract someone to fix your roof, you decide how much you want to pay and when you want the roof to be finished. If the contractor agrees to this then they will take the work. They may wait to do everything on the last day or start right away. It is up to them as long as the roof gets finished by the time everyone agreed on.
- This does not mean that you are not in control. You are still in charge and nothing can happen without your approval. It just means you don't tell the CSG things like what time to start in the morning or what they will be doing each hour.

General Excise Tax License

The person you contract will need to have a Hawaii Tax license. This is something everyone who does business in Hawaii must have.

CPASS will help them get this if they do not already have one. There is a small fee which the CSG's is responsible for.

Documents Illustrating the Individual's Established Business Practice

It will be much easier to go through the contracting process if there is some evidence that the individual has experience or expertise in the area that matches your goals. For example, if you need to find someone with music expertise, then they should have something to show they have worked as a musician or with musicians. It may also be helpful, but not required if they have experience helping people with disabilities.

The Agreement for Services

The Agreement for Services is how your CSG can officially start work and receive payments. This is a contract between the University of Hawaii and your CSG. The University of Hawaii is acting as a fiscal intermediary (like a bank) and taking on the liability and handling the legal requirements of contracting a worker so that you can focus on what is important to you. The contract contains legal things information to protect you and your CSG, but it is mainly made up of all the things you have written in your "CSG Work Description". A CSG will not be contracted to work for you without your agreement. You will receive a copy of this service agreement.

Discrimination

Discrimination in hiring means to not consider someone for the work only because of their race, color, sex, religion, nationality, age, or because they have a disability. It is against the law to discriminate against people. Besides that, you will probably be missing out on a nice person who may do great work for you. In order to avoid this, just focus on whether or not the person can do the work that you want them to do for you.

Step 2: Interviewing

Interviewing is an important part of the selection process. Whether you have known someone for along time or are meeting them for the first time, the interview is a chance for you to talk in a very formal, business minded way. It is your chance to get to know the person, help you decide if the person can help you with your goal, and see if you will be able to have a good working relationship. There are two kinds of interviews we recommend: a phone interview, and a face-to-face interview.

PHONE INTERVIEW:

- The phone interview is mainly for those participants who are advertising and getting calls from people they do not know at all. It is also a way to find out a little about the person before you actually meet them, and screen those people who do not match what you are looking for.
- You want to have your questions ready, or call them back when you are ready to interview them.
- You should have your representative there with you to help and take notes to help remember the discussion.
- Don't share personal information at this time such as your last name, your address, or other personal information.
- Use the "Phone Interview Worksheet" in the next section to help you prepare for this.

FACE-TO-FACE MEETING:

- This is a chance to really get to know the person you are thinking about using as you CSG, even if you have known them for a long time.
- You decide when and where to have the meeting. A public location is probably best, such as a restaurant, park, or mall.
- You need to have your representative with you for this interview. If you don't have a representative you should have someone you trust join you. They don't have to say anything, but it helps to have someone else listening who you can talk with when the interview is over.
- Have your questions ready, be specific, and take notes.
- Ask questions about how they would do the work and why they think they would do good work.

- **Don't be pressured to make any decisions right away. It is good to take a little time after the interview to think it over. Talk to your representative and get their feedback. You should let them all know you will call them back after you finish all your interviews. Don't forget to really call them. Even if you did not choose them, it is only fair and professional to let them know so they are not waiting to hear from you.**
- **Use the "Face to Face Interview Worksheet" to help you prepare for this.**

INTERVIEWING TIPS:

To make the most out of your interview time, follow these suggestions:

- **Greet the person and make them feel comfortable. They are probably even more nervous than you.**
- **Follow the work description. Focus your questions around things that are important to the task like their skills, qualifications, and the scope of work.**
- **Avoid yes and no questions, like "Have you worked with a person with a disability before?" Instead ask open ended questions, like "Describe to me the kinds of work you have done with people with disabilities." They should be doing more talking and you should be doing more listening. This will give you more information to help you make your decision.**
- **Take notes, or have someone help you take notes because you will not remember everything.**
- **Before you finish, be sure to ask if they have any questions.**
- **Be courteous and thank them for their time.**
- **Don't make any decisions during the interview. Make your decision later, and be sure to call them back. Let them know when they should expect to hear from you.**

The next worksheets will help you schedule your interviews and help you get the information you will need to make the best decision.

Phone Interview Question Worksheet

The phone interview is where you can screen, and narrow your choices to people that seem to match your Work Description. Remember, you do not have to have a face-to-face interview with everyone who calls you. The phone interview can save time for you and for people who call about the work. Remember to avoid questions that are discriminatory. This means don't ask them about their race, color, sex, religion, nationality, age, or if they have a disability. If they tell you about something like this, don't worry just move on and focus your questions on the work that you want them to do for you.

Have your completed Work Description Worksheet out in front of you. This will help you to stay focused and explain the work to people that call.

1. Get their name and phone number and write down the day and time they called.

Name of Caller: _____ Date/Time of Call: _____

Their Phone Number: _____

2. Tell them about your Purpose Of Work section, ask them the questions below, and take notes.

- Does this sound like something you think you want to do?
- Why do you think you would be good at this?

Notes: _____

3. Tell them about the Required Experience, Education, and Special Skills, ask them the questions below, and take notes.

- Describe any experience that is related to this work.
- How would your experience help you with this work?

Notes: _____

4. Thank them for calling and tell them you will get back to them. Let them know when this will be, ideally this should be within a week.

5. You can make your decision later, after you make all your phone interviews, and after waiting at least one whole day.

✓ - If you think they might be a good match, you will want to do a face-to-face interview next. The next sections will help you with this.

✗ - If they are not a good match call them back and thank them for calling. Tell them that they do not meet your qualifications. If you are not comfortable telling them this, you can tell them you are still looking, you found someone else, or that you changed your mind.

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- Describe any experience that is related to this work.
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✓ If you think they might be a good match, go to the next worksheet.

✗ If they are not a good match call them back and thank them for calling. Tell them that they do not meet your qualifications. If you are not comfortable telling them this, you can tell them you are still looking, you found someone else, or that you changed your mind.

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Name of Caller: _____ Date/Time of Call: _____

Their Phone Number: _____

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- Does this sound like something you think you want to do?
- Why do you think you would be good at this?

Notes: _____

3. Tell them about the Required Experience, Education, and Special Skills, ask them the questions below, and take notes.

- Describe any experience that is related to this work.
- How would your experience help you with this work?

Notes: _____

4. Thank them for calling and tell them you will get back to them. Let them know when this will be, ideally this should be within a week.

5. You can make your decision later, after you make all your phone interviews, and after waiting at least one whole day.

✓ If you think they might be a good match, go to the next worksheet.

✗ If they are not a good match call them back and thank them for calling. Tell them that they do not meet your qualifications. If you are not comfortable telling them this, you can tell them you are still looking, you found someone else, or that you changed your mind.

APPLICATION AND BACKGROUND INFORMATION

You want to collect some basic information about the person you are interviewing and considering to be your CSG before you make any decisions. This information will give you a better understanding of what the person has done before and if they seem like the right person to help you with your goal. This will also help to create the service agreement that will allow the person to start working on your goal.

Ask them to fill out the form on the next page. Have them fill this out as completely as possible, and explain any blanks or areas they have not filled in.

CPASS will be doing some background checking as part of the contracting process, but you can also do your own checking.

Community Support Guide Applicant Information Sheet

Personal Information

Name (First, Middle, Last): _____

Social Security Number: _____

Date of Birth: _____ Gender: _____

General Excise Tax License Number (GET): _____

Street Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Work Phone: _____

Email: _____

Work Eligibility

Are you eligible to work in the United States? Yes: _____ No: _____

When will you be available to begin work? ____/____ (Month/Year)

Are you 18 or older? Yes: _____ No: _____

Do you have a valid Hawaii Drivers License? Yes: _____ No: _____

Do you have No Fault Auto Insurance? Yes: _____ No: _____

Have you been convicted of or pleaded no contest to a felony within the last five years? Yes: _____ No: _____

If yes, please explain: _____

Have you been convicted of, pleaded guilty to, or pleaded no contest to, an act of dishonesty, or breach of trust or moral turpitude, such as misdemeanor petty theft, burglary, fraud, writing bad checks, and other related crimes within the last five (5) years? * Yes: ____ No: ____

If yes, please explain: _____

***Conviction of a crime, or pleading guilty to a criminal charge, will not necessarily disqualify you from the work for which you are applying. Each conviction or plea will be considered with respect to time, work relatedness, and other relevant factors.**

List any special training or skills (additional spoken or written languages, computer software knowledge, machine operation experience, etc.)?

How did you hear about this work?

Education

High School: _____ **City:** _____ **State:** _____

College: _____ **City:** _____ **State:** _____

Course of Study: _____ **# of Years Completed:** _____

Did You Graduate? Yes: _____ **No:** _____

Degree(s) earned: _____

Employment History

Please give accurate and complete full-time employment record. Start with present or most recent employer. Include military experience if applicable. Use extra pages or space on back if necessary.

Position #1

Company Name: _____ City: _____ State: _____

Company Phone Number: _____

Job Title: _____ Name of Supervisor: _____

Employed (Month and Year) From: _____ To: _____ Pay: _____

Describe your work: _____

May we contact this employer? Yes: _____ No: _____

If not, why not? _____

Reason for leaving: _____

Position #2

Company Name: _____ City: _____ State: _____

Company Phone Number: _____

Job Title: _____ Name of Supervisor: _____

Employed (Month and Year) From: _____ To: _____ Pay: _____

Describe your work: _____

May we contact this employer? Yes: _____ No: _____

If not, why not? _____

Reason for leaving: _____

Position #3

Company Name: _____ City: _____ State: _____

Company Phone Number: _____

Job Title: _____ Name of Supervisor: _____

Employed (Month and Year) From: _____ To: _____ Pay: _____

Describe your work: _____

May we contact this employer? Yes: _____ No: _____

If not, why not? _____

Reason for leaving: _____

Professional Reference

1. Name (First, Middle, Last): _____

Name of Employer: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Business Phone: _____

2. Name (First, Middle, Last): _____

Name of Employer: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Business Phone: _____

Personal Reference

1. Name (First, Middle, Last): _____

Name of Employer: _____

Street Address: _____

City: _____ **State:** _____ **Zip:** _____

Home Phone: _____ **Business Phone:** _____

2. Name (First, Middle, Last): _____

Name of Employer: _____

Street Address: _____

City: _____ **State:** _____ **Zip:** _____

Home Phone: _____ **Business Phone:** _____

Agreement of the Transfer of Information

I declare the information provided by me in this application is true, correct, and complete to the best of my knowledge. I understand that if I am contracted, any falsification, misstatement, or omission of fact in connection with my application, whether on this document or not, may result in immediate termination of contract. I authorize you to verify any and all information provided above.

I acknowledge that contracting will be conditional based upon successful completion of a criminal history check and reference checks.

Signature: _____ **Date:** _____

Printed Name: _____

Face to Face Interview Schedule Worksheet

1. Find a convenient and comfortable place to have your interviews. This should be a public place where you can talk privately, such as a park, restaurant, or mall.

Write the place here: _____

2. Look at your calendar and decide when you are available for interviews.
3. Call the person you want to interview and confirm a time and let them know the place. You may have to be ready to give them directions so they can easily find you.
4. Have them complete the "Information Sheet" if they have not done this already. You can send them an application to fill out before you interview them or you can have them fill out an application at the time you interview them. If you plan to have them fill this out when you interview them, let them know to bring the information they will need.

Write down the name, days, and times of the people you will interview below. You can interview as many or as few people as you need to. Allow at least an hour for each interview.

Name: _____

Date of Interview: _____ Time of Interview: _____

Name: _____

Date of Interview: _____ Time of Interview: _____

Name: _____

Date of Interview: _____ Time of Interview: _____

Face to Face Interview

This will be similar to the phone interview, however, you will want to take more time and get more information. Be sure you have your representative there or someone whom you trust. Use the notes page to write down things you think are important or want to remember. You can take notes during the interview. Afterwards, it is a good idea to take a few minutes to write down things you didn't have a chance to write down during the interview.

Again, remember to stay away from questions that are discriminatory. Do not ask them about their race, color, sex, religion, nationality, age or if they have a disability. If they tell you about something like this, don't worry, just move on and focus your questions on the work that you want them to do for you. Let them know that they will be asked to provide information for a background criminal history check.

1. Greet the person, and make them feel comfortable, they are probably more nervous than you are. Make sure you are in a place where you can talk comfortably and not be interrupted.
2. Ask them to fill out the Information Sheet if they have not done so already. Give them time to fill this out completely and use this time to organize your questions. When they are finished, ask them about any questions they may have left blank.
3. There are different ways to conduct an interview. The main thing is that both people get a chance to talk and ask questions and get to know each other a little better to decide if you want to work together. You can ask any question related to the work, and ones that are important to you. However, you need to avoid questions that are discriminatory. These won't help you decide if the person will do good work anyway.
4. After the interview is finished, be sure to thank the person for their time. Wait at least one day before making any decisions.
5. Let them know you will make a decision later and when they should expect to hear from you. Be sure to call them when you said you would. Ask them if you can call their references.
6. If you have more than one person to interview, then get organized for the next person. Make sure to allow enough time between interviews.

SAMPLE INTERVIEW QUESTIONS

(Have your Work Description with you)

1. Review the CPASS Project
 - a. Let them know this is a demonstration project researching new ways to support people with disabilities
 - b. Let them know this is a temporary position
 - c. Let them know they will be required to participate in a few workshops to help them learn more about the CPASS project.
 - d. Let them know they will be required to document their work and fill out some surveys. They may also be asked to participate in videotaped interviews.
2. Review the Purpose Of Work
 - a. Is this something they want to do?
 - b. Why do they think they would be good at this?
3. Review the Required Experience, Education, and Special Skills
 - a. Have them describe their past work experience.
 - b. How will this help them do this work?
 - c. What did they like about their jobs, what didn't they like?
 - d. Why did they leave their last job?
 - e. Ask them about their experience working with people with disabilities.
 - f. How has their past work experience provided them with skills that could be applied to this work?
 - g. What kind of training do they have that relates to this position?
 - h. What kinds of work have they done where they had to make decisions and work on their own?
 - i. What kind of work have they done where they had to meet deadlines?
4. Review the Reports To schedule
 - a. Will they be able to meet with you when you are available?
 - b. Can they meet on a regular basis?
5. Review the Required Attitude
 - a. Tell them the type of attitude you want in your CSG.
 - b. Ask them to describe how they show this type of attitude in their past work.
6. Review the Responsibilities
 - a. Describe their experience that shows they can meet these responsibilities.

BACKGROUND CHECKS

1. Criminal Conviction Record Check

- CPASS will conduct a criminal history background check once you make a decision who you want to be your CSG. This costs money, and should only be done as a final step when you are seriously considering contracting with someone. Having something on the person's record will not necessarily mean you cannot use the person.
- You should let the CSG applicant know up front that you will be doing a criminal conviction record background check.

2. Reference Checks

- CPASS will also be conducting reference checks on the person you want to be your CSG. Again CPASS will only do this for people you really want to use.
- You can also do your own reference checks by calling the references given on the application. Reference checks may give you other information you did not get from the interview and verify things the person has put on their application.
- **Sample questions for Personal References**
 - What was your relationship with him/her?
 - How long have you known him/her?
 - What are their strengths and limitations?
 - How do they handle stress?
 - How well does he/she get along with others?
 - Do you think he/she would be good at this type of work?
- **Sample questions for Professional References**

Be aware many professional references may have policies that limit the information they can give out. For example, how long they worked there and if they would rehire them.

 - How long did he/she work for you?
 - Was he/she dependable?
 - Was he/she on time for work?
 - Was he/she able to work independently?
 - How often was he/she absent without notice?
 - What was it like to supervise him/her?
 - Can he/she handle doing a wide range of tasks?
 - Why did he/she leave the job?
 - Would you rehire him/her? If not, why not?

Contract Offer/ Contracting

Contracting a CSG is an important decision. Trust your instincts. If something doesn't feel right then keep looking. Be confident, you will find the right person to help you.

- **By entering a contract you will be committing to working with this person for a while.**
- **You spent a lot of time and energy to get to this point so stick with it and give it a good try.**
- **If you absolutely have to change something, or a CSG is not working out, you will be able to make changes, but this will take time.**
- **Let CPASS know right away if you are having any concerns or contact your case manager.**

1. Contact CPASS

Once you make your decision contact CPASS right away. You will need to send all the information you have from this person including your interview notes. CPASS will then start the contracting process.

2. Contact the CSG Applicant

You will want to contact the person you want to be your CSG and let them know of your decision right away. Let them know nothing is final until the contract is signed and completed, but let them know that you have started this process. It could take a couple of weeks for everything to be final. They should not start any work until this process is completed, or they may risk not getting paid.

If they have any questions or concerns, this is the time to discuss them. If anything needs to be negotiated or changed this is the point to do this. Again, don't change anything that is important to you.

3. Signing Agreement for Services

The Agreement for Services is the work description that you have worked so hard on. You and the CSG will sign this, agreeing to the things that the CSG will do. If you did not put something on this agreement it is not fair to ask them to do this later.

The Agreement for Services is based on your work description and will allow the CSG to get paid. This is an agreement between UH and the CSG. CPASS will write up this contract and you will get a copy of it. UH will handle the legal and documentation procedures so that you can focus on the things that are important to you.

Your CSG will not be able to start working until the Agreement for Services is completed and signed. This needs to go through the CPASS office and the University of Hawaii, and may take a couple weeks.

CPASS HAWAII EVALUATION FORM

Your comments provide us with valuable information that helps us to improve our handbook. Please provide your evaluation and send this to the CPASS project.

CHOOSING YOUR CSG

YOUR NAME: _____

DATE COMPLETED: _____

	Excellent			Poor		N/A
SUBJECT	5	4	3	2	1	
						
Did you learn anything?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was this information understandable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content good?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content useful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the information well organized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Very Ready			Not Ready		N/A
	5	4	3	2	1	
						
READINESS						
Do you feel you are ready to move past this section?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you are ready to put this to use in your life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you could do this on your own if you did it again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend this section to others in the CPASS demonstration?	<input type="checkbox"/>	YES			<input type="checkbox"/>	NO
How long did it take you complete this section? <input type="checkbox"/> 1 hour <input type="checkbox"/> 1-2 hours <input type="checkbox"/> 2-3 hours <input type="checkbox"/> 3-4 hours <input type="checkbox"/> other _____						
Was this too long? <input type="checkbox"/> YES <input type="checkbox"/> NO						
What was most helpful?						
What was not helpful?						
What could make this more helpful?						
What else do you need to know?						
Comments:						

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Helping Your CSG Help You

Once the Agreement is completed, your CSG is ready to start working. You will need to help your CSG get started. They need to understand what you want them to do, and how to best help you. All your planning work will help with this part. They will have questions for you. Try to answer them as best as you can. You may also have to follow up on steps for your goal. Do your best on this, and soon you will be accomplishing your goals.

Step 1: Schedule a planning meeting with your new CSG as soon as the contract is completed. Use your calendar to find a day and time that works for both of you. You should also find a good location where you can talk openly and meet regularly. Your home may be a good place for these meetings.

Step 2: This planning meeting is a chance for both of you to get to know each other better. Show your CSG your workbook, and what you are planning and working on. Make sure he/she listens to what you want to do, and understands what is important to you. Make sure your CSG knows what you expect them to get done and when you want it done by. Some things you may want to share with your CSG include:

- ✓ Your personal style and personal preferences
- ✓ Your schedule and when you are available to talk
- ✓ Where to deliver paperwork
- ✓ Any special support needs you have
- ✓ Your safety concerns

Step 3: Now it is your turn to listen. You selected your CSG because you think they know a lot about how to help you. Once you are sure they know what you want, listen to their ideas about how to do this. They may have more questions for you, or they may have other forms for you to fill out. They may need you to get them information, such as names of people in your circle or phone numbers so they can call people you already know. Help them out, together you will make a strong team and get a lot more done.

Step 4: Ongoing meetings and communication will help everyone get more done. Remember the CSG is not your employee, so you need to adjust to a schedule that meets both of your needs. Meeting or talking on a regular basis will help keep things moving and let you both know what has happened since the last time you talked. Again you want to make sure they are listening to you, and that you are listening to them. They may have some ideas that are different than yours. Consider their ideas, and be open to their suggestions. Let them know any concerns you have, and keep a positive attitude. Let them know if you have any serious concerns. The next section will help you address these.

Handling Difficulties/Concerns With Your CSG

Hopefully, with all your planning and preparation you will not have any difficulties, but if you do, this section will give you some strategies to keep moving forward.

YOUR STYLE & PREFERENCES:

Help your CSG to be comfortable and be clear about what you want them to do for you. Treat them respectfully and fair and let them know this is how you expect to be treated also. Let them know how to communicate with you. Do you like phone calls or email? Do you need to talk face to face? Do you need them to write up notes when you talk? The clearer you are about what you expect, the more likely they will be able to help you in a way that works for you. If you are having problems, talk to your CSG and be sure you have explained yourself clearly.

COMMUNICATING CONCERNS WITH YOUR CSG:

Communication should help you and your CSG learn about what is happening, how you both feel, and what needs to be done next. Sometimes you may have different ideas or even disagree about what needs to be done next. You should let your CSG know how you feel without being rude or shouting. They probably want to do the best work they can for you. Let them know you have different ideas. Be sure to listen to their ideas too. This may be a chance to try something new or different. After all this is a goal you have not achieved on your own.

“STICK-TO-IT” ATTITUDE:

It took a lot of work to plan and find your CSG, so stick with it. The goal you are working on may not be an easy one. Things may not go exactly as you planned. Don't give up. Keep on trying and doing your part. With persistence, good things will start to happen for you.

NEGOTIATING:

Sometimes you may need to be flexible or change things. This may be based on new information your CSG finds, or things you learn as you have new experiences. Talk with your CSG right away and let them know what is going on. Be sure your representative knows what is going on as well. Sometimes this can be hard, and people can get

upset when their life is changing. If you need help negotiating with your CSG contact CPASS. You can also contact your Case Manager at anytime.

SMALL OR PROGRESSIVE PROBLEMS:

Small problems include things like differences in personal styles or preference, poor attitude, or poor performance. You spent a lot of time in getting your CSG started so it is in your interest to try and work these problems out. Be sure to let your CSG know how you feel. Have your representative or someone you trust with you when you talk to them. Let your CSG know what you want them to do differently. Do not risk your health or safety, or get in a situation that makes you feel unsafe. Contact CPASS if you need help with this.

LARGE OR IMMEDIATE PROBLEMS:

Large or immediate problems include things that cannot be ignored or must be dealt with right away. This includes things like abuse or neglect, illegal activity, or theft. In this case do not hesitate, take care of your own health and safety first. You may need to call 911, Adult Protective Services, and/or your case manager. Contact CPASS, when you are safe, about dismissing your CSG.

DISMISSING YOUR CSG:

In an extreme case or as a last resort, you can end your contract with your CSG. You will need to contact CPASS to let them know what is happening. You should have someone you trust with you when you are telling your CSG. The CSG will need to get paid for any work they have done, and you will need to start looking for another CSG. So be sure you have tried everything possible to work things out before you take this final step.

CPASS HAWAII EVALUATION FORM

Your comments provide us with valuable information that helps us to improve our handbook. Please provide your evaluation and send this to the CPASS project.

HELPING YOUR CSG HELP YOU

YOUR NAME: _____

DATE COMPLETED: _____

	Excellent			Poor		N/A
	5	4	3	2	1	
SUBJECT						
Did you learn anything?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was this information understandable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content good?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the content useful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Was the information well organized?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Very Ready			Not Ready		N/A
	5	4	3	2	1	
READINESS						
Do you feel you are ready to move past this section?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you are ready to put this to use in your life?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel you could do this on your own if you did it again?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Would you recommend this section to others in the CPASS demonstration?	<input type="checkbox"/>	YES			<input type="checkbox"/>	NO
How long did it take you complete this section? <input type="checkbox"/> 1 hour <input type="checkbox"/> 1-2 hours <input type="checkbox"/> 2-3 hours <input type="checkbox"/> 3-4 hours <input type="checkbox"/> other _____						
Was this too long? <input type="checkbox"/> YES <input type="checkbox"/> NO						
What was most helpful?						
What was not helpful?						
What could make this more helpful?						
What else do you need to know?						
Comments:						

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