



PALCO PROVIDES PERSONALIZED SUPPORTS BROKERAGE SERVICES

Palco takes a custom and skilled approach to support brokerage. With Palco, services are tailored to the goals and needs of the person self-directing. Support brokers give hands-on assistance and guidance on a long-term or short-term basis.

WHAT IS A SUPPORT BROKER?

A support broker helps people manage their own care by giving them the help and advice they need. They learn about each person's specific needs and show them how to find the right resources. A support broker might give a quick training when you first start on a program. They might visit you often to offer support.

Support brokers can have different names. They may be called support coordinators, brokers, support planners, or consultants. Their main job is to help people get the most out of managing their own care.

Remember, a support broker doesn't replace your case manager. Your case manager will still help you make a care plan and organize your services. The support broker's role is to make sure you get everything you need and want from managing your own care.



A SUPPORT BROKER'S RESPONSIBILITIES INCLUDE:

- Finding services to meet the participants' needs and using their budget effectively.
- Helping recruit and enroll caregivers and vendors.
- Aiding in developing backup and emergency plans.
- Giving guidance to solve problems, such as addressing caregiver performance issues.
- Explaining program rules.
- Finding community resources and opportunities beyond what is available through the waiver.
- Making sure spending is within the budget.



WHAT ELSE SHOULD I KNOW ABOUT SUPPORT BROKERS?

- The support broker is an advisor or coach. They are there to help you if you aren't sure how to do something or feel stuck.
- The support broker will never make decisions for the participant. They help the participant make their own decisions.
- Some people rely on their support brokers more than others, and that's ok.
- Some people may need more help with they first start self-directing. As they become more comfortable, they may not need as much support.
- If you don't feel comfortable completing employer tasks, you can also appoint a representative. This person can give extra help beyond what your support broker provides.



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