





# The Self-Advocate Guide

## to Intellectual and Developmental Disabilities (I/DD) Services

Do you have questions about your I/DD services?  
We're here to help you be the one in charge!

### This guide will help you understand:

-  What are I/DD services?
-  How do I/DD services work?
-  How can you prepare for using I/DD services?
-  Questions to ask yourself when making your plan

"It's important for you to know about the services available to you and feel confident using them."

- ODDS Leadership



# Table of Contents

What can you expect?



<b>01</b>	<b>Advocating for your Good Life</b> What does it mean to be a self-advocate?	<b>1-5</b>
<b>02</b>	<b>Introduction to I/DD Services</b> What can I/DD services do for you?	<b>6-11</b>
<b>03</b>	<b>Oregon Needs Assessments (ONA)</b> How can you get ready for your ONA?	<b>12-16</b>
<b>04</b>	<b>Individual Support Plan (ISP) Meetings</b> How can you achieve the life you want?	<b>17-21</b>
<b>05</b>	<b>Self-advocacy within I/DD Services</b> What if the support you receive does not meet your needs?	<b>22-26</b>

# Advocating for Your Good Life

01



## What does advocating for myself mean?

Everyone deserves to be treated with dignity and respect. A good self-advocate knows themselves and can communicate what their needs are.

Advocating for your needs can help you feel more confident and give you the independence that you want.

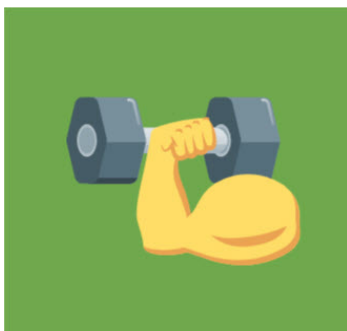


## How do I advocate for myself?

The best way to learn how to advocate for yourself is to get to know yourself and your needs. Identify the resources in your life that support you.



## What resources do I have in my life?



### Personal strengths and experiences

Your strengths can include: your skills, knowledge, or life experiences things you are good at and qualities that others appreciate in you.

## Supportive relationships

It's important to know who in your life supports you.

They can be your friends, other self-advocates and family.



## Eligibility-based Supports

These are services available to you because of your age, income, or disabilities, like:

- using SNAP (Supplemental Nutrition Assistance Program) to buy groceries
- Services from Office of Developmental Disabilities Services (ODDS)

## Communitites You Belong to

A community can be a place you visit often, like your apartment complex, school, or a place of worship.

It can also be a group, like the LGBTQIA+ community, your gym, or your art class.



## Helpful Technology

There are many different types of technologies. You may have a smartphone or tablet with apps that help you communicate or assist with your disability.

You may also have adaptive devices to help you, like a device for chopping food.



## Worksheet:

### What resources can I use in my life to advocate for myself?

When you know yourself and the resources you have in your life, you can advocate for your rights and needs.

**Map out the resources you have in your life below!**

#### Personal Strengths

What are you good at?

---

---

---

---

#### Supportive Relationships

Who in your life helps and encourages you?

---

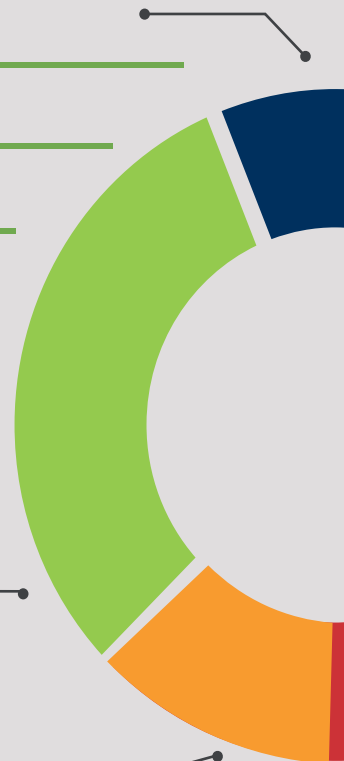
---

#### Eligibility-based Supports

What eligibility-based supports do you have or want?

---

---



## Communities You Belong to

What communities are you part of or want to join?



\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Helpful Technology

What technologies help you? Who can you ask about different technology?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_





## Additional Resources

We hope this advocating for your good life section helps you as you talk with your planning team. Please visit the resources below to learn more.



### Oregon Self Advocacy Coalition Statewide Resources

<https://www.askosac.org/statewide-resources/>



### Oregon Council on Developmental Disabilities

<https://www.ocdd.org/>



### Disability Rights Oregon

<https://www.droregon.org/>



### How to be your own self-advocate?

<https://youtu.be/QWDR1etpYI-w?si=57h8xmlWF4G-GR-C>

**Scan the QR code to visit our website and to watch this section's video.**

<https://www.oregon.gov/odhs/idd/Pages/self-advocates.aspx>



**Remember, this is your life...**

**You get to choose your own path**





# Introduction to I/DD Services

## 02



### What are intellectual and developmental disabilities (I/DD) services?

Oregon's Office of Developmental Disabilities Services (ODDS) provides services to support people with intellectual and developmental disabilities (I/DD) and their families to live the way they want in their communities.

#### **Case management entities help people access I/DD services.**

You may be able to choose who will provide your case management services, including:



a services coordinator  
at a Community  
Developmental  
Disabilities Program  
(CDDP)



a personal agent at  
a Support Services  
Brokerage



Children's Intensive  
In-home Services and  
Children's Residential  
Services



## How do I/DD services work?

You can have a conversation with your services coordinator or personal agent to talk about services that support you to live at home and access your community.

Here are some of the services that you may be eligible for depending on your support needs:



### Attendant Care

Trained, professional supporters that help people with things they do everyday, like:

- bathing
- dressing
- making meals
- managing money
- communication



### Employment Services

**Support people to:**

- explore jobs
- find a job
- and keep a job



## Home Modifications and Assistive Devices

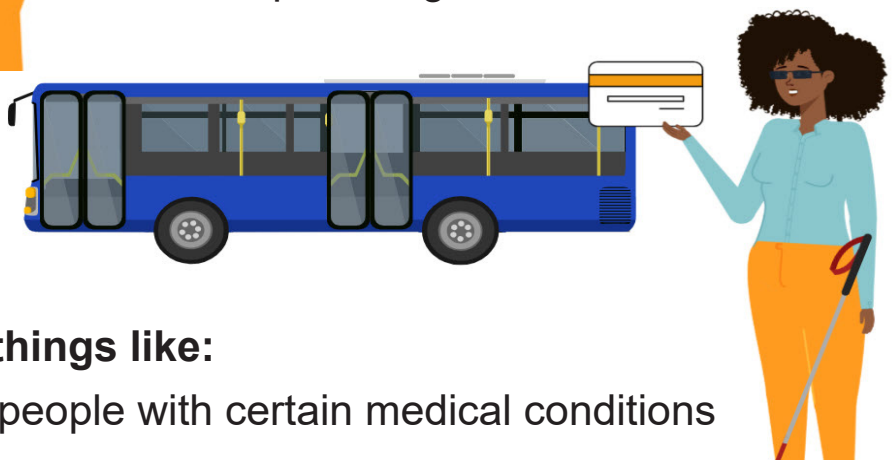
**Assistive devices, technology and home modifications help people stay independent, healthy and safe, such as:**

- alarms and reminders
- adaptive kitchen utensils
- ramp for a wheelchair
- grab bars in a bathroom



## Transportation

**Support people getting around their community, like getting a bus pass to get around town.**



## Other Services

**These could include things like:**

- nursing services for people with certain medical conditions
- behavior supports
- medical supplies



## How can you prepare to use I/DD services?

Having a vision for your future can help you stay focused and achieve your goals.

### My Vision

Path towards vision

What do you want?



What don't you want?

**Remember, this is your plan...**

Nothing about me, without me



## Worksheet: Making Your Plan about You

Questions to think about when planning for the life you want:

What do you want in your life?

---

---

---

---

What don't you want in your life?

---

---

---

---

What do people like and respect about you?

---

---

---

---



What matters most to you?

---

---

---

---

How can others best help and encourage you?

---

---

---

---



## Additional Resources

We hope this Introduction section helps you as you talk with your planning team. Please visit the resources below to learn more about I/DD services.



### Employment First

<https://www.oregon.gov/odhs/employment-first/Pages/individuals.aspx>



### Supported decision making for individuals

<https://thearcoregon.org/wp-content/uploads/2019/10/Its-Your-Decision-v5.pdf>



### List of CDDPs and brokerages

<https://www.oregon.gov/odhs/idd/Pages/cddp.aspx>  
<https://www.oregon.gov/odhs/idd/Pages/brokerage.aspx>

**Scan the QR code to visit our website and to watch this section's video.**

<https://www.oregon.gov/odhs/idd/Pages/self-advocates.aspx>



**Remember, this is your life...**

**You should have your needs met**



# Oregon Needs Assessments (ONA)

03

## ? What is the Oregon Needs Assessment (ONA)?

ODDS uses the Oregon Needs Assessment (ONA) to find out what help you need with things you do everyday.

Oregon  
Needs  
Assessment

## When do I do an ONA?

- Usually once a year
- Your services coordinator or personal agent will let you know if you need to do more than one ONA in a year

## Who does my ONA?

- An ONA assessor
- Your services coordinator or personal agent

## What questions are on the ONA?

The ONA asks you about the different parts of your life:

- How you like to communicate
- Things you do every day
- Things you do to take care of your home and money
- Your behavior supports
- Your safety and medical needs





## How does the Oregon Needs Assessment (ONA) process work?



### Before your ONA

The ONA assessor will learn more about you to get ready to ask you questions on the ONA.

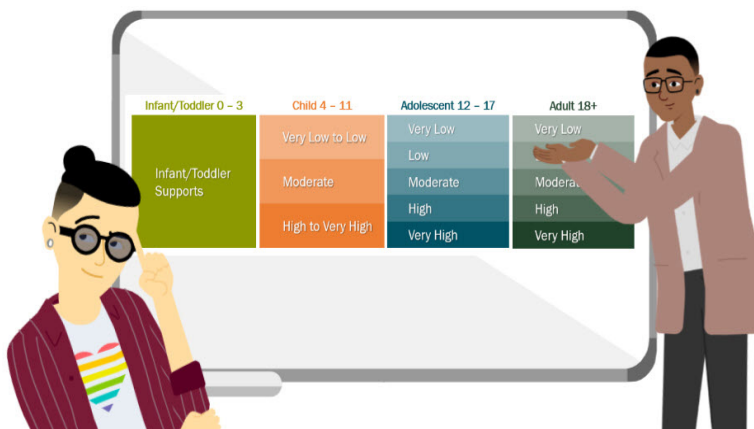
### During your ONA

- The ONA assessor will ask you questions and take notes
- You can invite people who know you best to support you
- You can ask for breaks



### After your ONA

- The results of your ONA will place you in a service group
- The service group tells you how many hours of care you may need each month and how much someone will get paid to support you for different services



Infant/Toddler 0 – 3	Child 4 – 11	Adolescent 12 – 17	Adult 18+
Infant/Toddler Supports	Very Low to Low	Very Low	Very Low
	Moderate	Low	Moderate
	High to Very High	Moderate	High
		High	Very High
		Very High	Very High

*If you have questions about your ONA, your services coordinator or personal agent can answer them!*





## How can you be prepared for your ONA?

Talking about your support needs can be hard. You may not know the assessor well.

*Is there anything or anyone that would make these conversations more comfortable for you?*

### My Vision

Path towards vision

What supports do you want and need?

What don't you want?



**Remember, this is about you...**

Your preferences should be respected



## Worksheet: Making Your Plan about You

When is your next Oregon Needs Assessment?

Where would you be most comfortable to do your ONA?

Do you want to meet with the ONA assessor alone or with others? Who do you want to be there?



## Worksheet: Making Your Plan about You

Do you want to answer the questions on the ONA yourself?  
Or do you want someone you trust to answer for you?

---

---

Are there topics you don't want to discuss? If so, who do you want to advocate for you?

---

---

---



Is there anything you want the ONA assessor to know about you?

---

---

---

---

### Thinking about your support needs:

Do you need more than one person to support you?

---

Do you need support overnight?

---



## Additional Resources

We hope this ONA section helps you as you talk with your planning team. Please visit the resources below to learn more about the Oregon Needs Assessment.



### Service Group Hours Chart

<https://www.oregon.gov/odhs/compass/Documents/service-group-hours-table-color-en.pdf>



### Oregon Needs Assessment (ODDS website)

<https://www.oregon.gov/odhs/compass/Pages/ona.aspx>

**Scan the QR code to visit our website and to watch this section's video.**

<https://www.oregon.gov/odhs/idd/Pages/self-advocates.aspx>



**Remember, this is your plan...**

**You get to choose your own path**

### Know Your Rights Checklist

- ☒ You can decide who you want or don't want at your ONA.
- ☒ You can ask for breaks during your meeting or ask to finish the ONA at a later meeting.
- ☒ If you don't agree with your ONA results, you can talk to your services coordinator or personal agent.
- ☒ You can ask to read a copy of your ONA.
- ☒ If your needs still are not being met, you can ask for an exception.



# Individual Support Plans (ISP)

04

## ? What is an Individual Support Plan?

An Individual Support Plan is called an “ISP” or “the plan.” The ISP is an important part of advocating for the services and supports you want.

An ISP helps each person plan how they want to live a good life. Each person’s ISP is different because each person is unique.



### Your ISP should be all about you!

It has information about your idea of a good life, like:



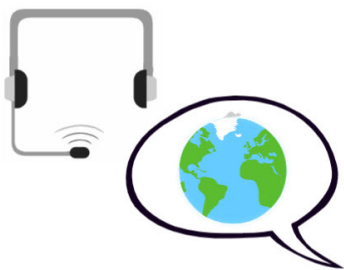
Who and what matters most to you



Your activities and communities



Your culture or religion



Your communication and language needs



Your goals you want to achieve



What supports you want and need to achieve your goals



## How does the ISP process work?

- During your ISP meeting, you will meet with your services coordinator or personal agent and people who know you best to talk about your goals
- You will also decide what services you want and need to meet those goals.



## Each year, you will create a new ISP that should:



Continue the things that are going well



Change what is not working



Support you to try new things

- You may have short-term needs or big dreams for the your future
- The ISP is your plan! The ISP can help you plan your short-term or long-term goals.





## How can you be prepared for your ISP meeting?

- Think about your goals and what kind of help you need to achieve them
- Invite friends, family and supporters to your ISP

### My Vision



**Remember, this is your plan...**

**You decide who can be involved**



### Worksheet: Making Your Plan about You

When and where would you like your ISP meeting to happen?

---

---

Who do you want to be at your ISP meeting?

---

---

What services do you need to help you achieve your good life?

---



## Worksheet: Making Your Plan about You

Is there anything that would make these conversations more comfortable for you?

---

---

---

How can your team support you to make decisions?

---

---

---

---



What are your goals for this year?

---

---

---

---

Are there things you don't want to talk about?

---

---

If so, who would you like to advocate for you?

---

## Additional Resources

We hope this ISP section helps you as you talk with your planning team. Please visit the resources below to learn more about the ISP.



### ODDS Webpage with more info on the ISP

<https://www.oregon.gov/odhs/compass/Pages/isp.aspx>



### ISP Survey to share your ideas on improving ISPs

<https://www.surveymonkey.com/r/HLFXHLH>



### Oregon's ISP Redesign Project

<https://www.oregon.gov/odhs/compass/Documents/isp-redesign-infographic-en.pdf>



### What is in your plan?

<https://oregonisp.org/module/mod1/>

Scan the QR code to visit our website and to watch this section's video.

<https://www.oregon.gov/odhs/idd/Pages/self-advocates.aspx>



**Remember, this is your plan...**

**You get to choose your own path**

## Know Your Rights Checklist

- ☒ You should always have your voice and choices respected
- ☒ You can advocate for your right to participate in planning services that meet your needs
- ☒ You can choose when and where your ISP conversations take place
- ☒ You can choose how decisions will be made





# Your Rights and Disagreements in I/DD Services

05

## ? What can I do if I disagree with what's in my plan or ONA?

Everyone deserves to be treated with dignity and respect. Knowing your rights and speaking up is one way to advocate for yourself.

## i What can I expect from my I/DD services?

Your I/DD services should meet your needs and help you reach your goals. You should always be supported to:

### Have your voice and choices respected



#### Choose who:

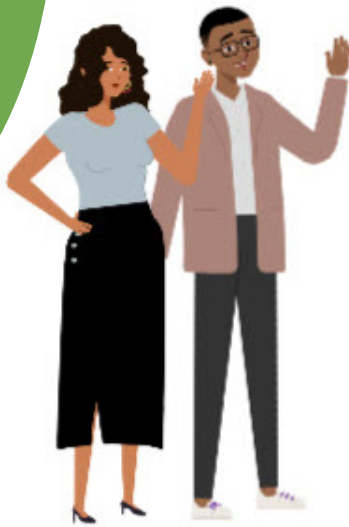
- is in your life
- provides your care
- supports your decision making



Create an Individual Support Plan (ISP) that is focused on your idea of a good life.



## What are your rights if you disagree with your I/DD services?



Talk to your services coordinator or personal agent if you disagree with your ONA results, service options, or have other concerns.

### You have the right to:



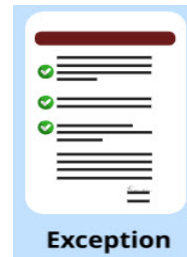
Change your Individual Support Plan (ISP)



ISP



Request more services through an exception



Exception



Ask for a new Oregon Needs Assessment (ONA)



Oregon  
Needs  
Assessment



Have advance notice if your services will be reduced, paused or ended



File a complaint and get help to resolve it



Complaint  
Form



Administrative Hearing

Final  
Order



Ask for a hearing with a judge



## How can you be prepared to advocate for yourself within I/DD services?

- Talk to your services coordinator and personal agent. They are here to help you advocate for your needs.
- You can also ask people you trust to help you when you advocate for yourself



### My Vision



What supports do you want and need?

What don't you want?

**Remember, you have rights!**

You can advocate for yourself



## Worksheet: Making Your Plan about You

What are your needs?  
Are your needs being met?

---

---

---

---

What do you want to do if your needs are not being met?

---

---

---



## Worksheet: Making Your Plan about You

What services and supports could help you meet your needs?

---

---

---

Who are you comfortable talking to about your needs with?

---

---



Do you need an exception?  
What needs are not being met?

---

---

---

---

Who do you trust to support you with through the exceptions or complaints process?

---

---



## Additional Resources

We hope this section helps you advocate to get your needs met.  
Please visit the resources below to learn more.



### ODDS Webpage with more info on exceptions

<https://www.oregon.gov/odhs/idd/Pages/exceptions.aspx>



### Complaints about I/DD services

<https://www.oregon.gov/odhs/idd/Pages/complaints.aspx>



### Know Your Rights Checklist

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/de-642931.pdf>



### Administrative hearings for I/DD services

<https://www.oregon.gov/odhs/idd/Pages/hearings.aspx>

Scan the QR code to visit our website and to watch this section's video.

<https://www.oregon.gov/odhs/idd/Pages/self-advocates.aspx>



### Know Your Rights Checklist

- ☒ You should always have your voice and choices respected.
- ☒ You can advocate for your right to participate in planning services that meet your needs.

Remember, this is your plan...

You get to choose your own path





# Are there ways this could be more helpful?

ODDS provides free help so everyone can use our services.

Some examples of this free help includes:

- Sign language and spoken language interpreters
- Written materials in other languages
- Braille or large print
- Audio and other formats

## Contact us at:

[ODDS.Questions@odhsoha.oregon.gov](mailto:ODDS.Questions@odhsoha.oregon.gov)

or call 503-945-5811. We accept all relay calls.

## Questions about your services?

Talk to your services coordinator or personal agent. They are here to support you.



Office of Developmental Disabilities Services



[www.oregon.gov/odhs/idd/](http://www.oregon.gov/odhs/idd/)



503-945-5811

