



# FACILITATION GUIDE





**The purpose of this guide is to serve as a tool. SCDD encourages self-advocates who are involved in any group, network, board or committee to use this guide.**



The California State Council on Developmental Disabilities (SCDD) thanks the many self-advocates and facilitators who have provided feedback and direction regarding facilitation; especially the members of the State Council on Developmental Disabilities Self Advocates Advisory Committee (SAAC) and the Statewide Self Advocacy Network (SSAN).

For more information please visit our website at [www.scdd.ca.gov](http://www.scdd.ca.gov)  
©2016 State Council on Developmental Disabilities



# The Self Advocate Advisory Committee Members (SAAC) and facilitators



Front Row- David Forderer and Rebecca Donabed  
Back Row- Left to Right- Wayne Glusker, Kerstin Williams, Robert Taylor, Sandra Aldana, Charles Nutt, and Angela Lewis.





# Words from Statewide Self Advocacy Network Members (SSAN)



**Cheryl Hewitt**- Former SSAN chairperson-

“Having a facilitator allows me to present professional material and get my thoughts on paper.”

“Having a facilitator helps my self-esteem and self-worth because I don’t have to work so hard to get information out.”

Cheryl explained further that "My brain goes faster than my hand does so it allows me to get full information out. Without the facilitator I may leave a sentence out." Facilitation is not "The facilitator should not take over; their role is to make sure the voice of the person they are helping is heard clearly."



**Ramon Hernandez** – “Due to my disability, having a facilitator allows me to complete the tasks that are assigned to me without the worry of not being able to finish them because I am tired.”



**Julie Gaona** – “People who provide facilitation give me freedom to do the things that I am not physically able to do.” “If it wasn’t for the supports I wouldn’t be able to do the advocacy work that I do” “It helps to have someone explain things to us”



**Desiree Boykin** - “I think facilitation role is to empower the self-advocates to use their voice to speak up for their rights”.

# How to Use This Guide



This guide is a toolkit to help you find out what facilitation is, how it works and how to get it!

If you are new to a self-advocacy group, network, board or committee and would like support to help you be an active member, facilitation can be a tool you use. This guide will give you information to decide if this is support you would like to have.



GO through all the pages of this guide. (if you need help to read it or have questions- ask someone to help you!)



There is information about Attendant Services- this is not facilitation services but if you need both- say so!



There is a facilitation worksheet at the end of this guide- this worksheet can be helpful for you to decide what you would like help on.



Remember- you can always ask a member of the self-advocacy group, board or committee for help to participate!



# Table of Contents



|                                          |              |
|------------------------------------------|--------------|
| <b>What is Facilitation? .....</b>       | <b>7</b>     |
| <b>What are Attendant Services?.....</b> | <b>8</b>     |
| <b>Facilitation 1, 2, 3.....</b>         | <b>9</b>     |
| <b>Hiring a Facilitator TIPS .....</b>   | <b>10</b>    |
| <b>Facilitator Do's and Don'ts .....</b> | <b>11</b>    |
| <b>Resources .....</b>                   | <b>12-13</b> |



# What Is Facilitation?



**Facilitation** is a tool – think about these tools... use a pen to write, use glasses to see or use a wheelchair to get around! A facilitator is also a tool used to help people be active, contributing members of a group, network, board, or committee!

A **Facilitator** helps you understand information from a group, network, board, or committee.

A **Facilitator** can breakdown important issues without taking sides.

A **Facilitator** can help you find the knowledge you need to make informed decisions and to vote on issues. Can help you problem solve issues that come up!

A **Facilitator** can help you get your thoughts together to speak up or ask questions on an issue before, during or after a meeting.

A **Facilitator** can support you to take care of other tasks like making travel arrangements, schedule other meetings, write a report and keep a calendar to stay on track.

**Remember- it is your decision to have facilitation services and work with a facilitator!**



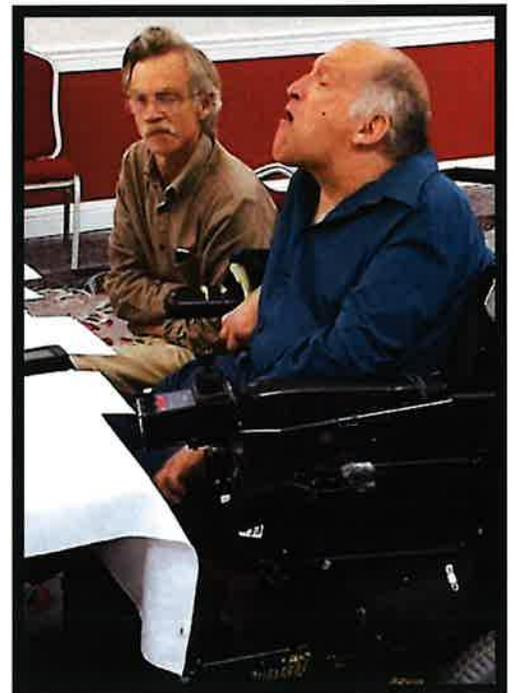
# What Is Attendant Services?



Attendant service is help from others to perform activities of daily living. Services *may* include assistance with care and hygiene, mobility and escort responsibilities.

If you need this type of service to participate in a group, network, board, or committee, be sure to talk to the organization to find out how to get this service.

Some people may need both facilitation & attendant services. Some people have different people for each service and some people have one person doing both jobs.



# Facilitation

## 1, 2, 3



### **1** Getting ready BEFORE the Meeting:

- Go over the handouts, packets, and presentations. Ask questions of the materials that are given.
- Your facilitator can help you review materials and can help you understand your questions.
- Be sure to write down any questions you have to ask at the meeting.
- Your facilitator can help explain the materials and help you to be ready for the meeting.

### **2** Getting help DURING the meeting:

- Your facilitator can remind you to ask the questions of the materials that you have written down.
- Your facilitator can explain information in a better way if needed.
- The facilitator explains information in a way that does not give an opinion.

### **3** Getting organized AFTER the meeting:

- Go over any notes from the meeting with your facilitator.
- Make a plan to follow up on anything from the meeting.
- Schedule time to meet for the next meeting with your facilitator.

# Hiring a Facilitator- TIPS

**YOU**

YOU are the employer of the FACILITATOR helping you

**FACILITATOR**

|                                                                                                                                                                               |                                                                                                                                                                    |                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Interview the person to find out if they can do the job.</p> <p>Tell the person what support you will need.</p> <p>If you think the person can do the job...HIRE them!</p> | <h2>Hire</h2>                                                                                                                                                      | <p>Be interviewed by the person.</p> <p>Make sure you can do the job and understand the role.</p> <p>Provide information to be hired. (Can differ depending on the organization).</p> |
| <p>You decide if your facilitator is helping you the way you want and need. Talk to each other!</p> <p>It is a team effort and may take some time to get it right!</p>        | <h2>Supervise</h2>                                                                                                                                                 | <p>The person you are supporting directs the support that is needed.</p> <p>You and the person may want to talk regularly about how things are going and if it is working.</p>        |
| <p>Find out how the facilitator is to be paid, what paperwork is needed to be paid and who gets the paperwork.</p>                                                            | <h2>Pay**</h2> <p>**each organization is different on their requirements for payment to a facilitator, it is best to know ahead of time what needs to be done.</p> | <p>Understand how you will be paid, when you will be paid, what paperwork is needed and who gets the paperwork.</p>                                                                   |
| <p>You need to make sure you are clear about your support needs.</p>                                                                                                          | <h2>Train</h2>                                                                                                                                                     | <p>You want to make sure you understand your role and have the information of the support needed.</p>                                                                                 |
| <p>You have the right to terminate (end) working with a facilitator.</p>                                                                                                      | <h2>Terminate</h2>                                                                                                                                                 | <p>You understand that the person supported can end this working relationship.</p>                                                                                                    |



# Facilitator Do's and Don'ts

**DO** help the person **FIND** their **POWER**...

- Encourage problem solving skills
- Encourage self advocacy skills
- Encourage engaged participation
- Support person respectfully
- Honor confidentiality
- **LISTEN** to the person on how they want to be supported
- Meet the person where he/she is at and not push them to where you think he/she should be



**DON'T** TAKE the person's **POWER** away by ...

- **NOT** listening to the person or act on what they tell you....or act in a way that isn't respectful!
- **NOT** thinking the person is not **ABLE** enough to participate in a meeting!
- **NOT** valuing such participation!
- **NOT** doing everything for the person instead of encouraging/teaching/guiding the person!
- Deciding "I know best" and speak for the person or for yourself!
- Deciding "I have the power" and disregard the person's role in a meeting
- Say or act one way **BUT** then say or act in another way!
- **NOT** maintaining confidentiality!

# Resources

These resources can help YOU and your facilitator make difficult or complex material easier to understand.



**Facilitator and Attendant Selection Training (September 2016).** California State Council on Developmental Disabilities. Prepared by Sherry Beamer and Renee Gonzales, [www.capcinc.org](http://www.capcinc.org) for the California Statewide Self-Advocacy Network.

## **Fantastic Facilitation**

<http://pacific-alliance.org/wp-content/uploads/2014/04/FantasticFacilitation.pdf>

## **Owning Your Organization**

<http://pacific-alliance.org/wp-content/uploads/2016/04/PADSA-owning-your-organization.pdf>

## **Facilitation: Purpose – Planning – Practice**

A guide to provide background and planning tools that lead to more effective participation. (2011)

[http://brcenter.org/lib/lib\\_pdf/CN\\_FacilitationGuide.pdf](http://brcenter.org/lib/lib_pdf/CN_FacilitationGuide.pdf)

**The Guide: NASDDDS Handbook on Inclusive Meetings and Presentations (2006).** National Association of State Directors of Developmental Disabilities Services. 113 Oronoco Street Alexandria, VA 22314 (703) 683-4202.

<https://www.nasddds.org/resource-library/self-advocacy/the-guide>

## **Center for Plain Language**

Nonprofit organization promoting the use of plain language in the public and private sectors.

<http://www.centerforplainlanguage.org>

## **Plain Language Action & Information Network**

Promotes plain language for all government communications. Strategies to improve communication from the federal government to the public.

<http://www.plainlanguage.gov>

## **Disability Rights California (DRC) “Tips Towards Plain Language”**

DRC is a nonprofit agency. They are the largest disability rights group in the nation. They are a leader in producing plain language.

<https://www.disabilityrightscalifornia.org/system/files/file-attachments/CM0101.pdf>

## **Inclusive and Accessible Boardsmanship**

The California Department of Developmental Services (DDS) has an online data base called “Consumer Corner” that produces many helpful resources in plain language. Their Resource on Boardsmanship is very helpful.

[https://www.dds.ca.gov/ConsumerCorner/docs/Boardsmanship\\_Eng.pdf](https://www.dds.ca.gov/ConsumerCorner/docs/Boardsmanship_Eng.pdf)

**Get on Board and Make a Difference: Effective Practices for Including People with Developmental Disabilities and New Members on Boards and Committees.** Green Mountain Self-Advocates and the Arc of Vermont

<http://www.ddas.vermont.gov/ddas-publications/publications-dds/publications-dds-documents/ddas-publications-advocacy/ddas-advocacy-get-on-board>

## **Acronyms List**



A list of terms used in the field of Intellectual/Developmental Disabilities can be found under Quick Links at [www.scdd.ca.gov](http://www.scdd.ca.gov)