Introduction to new ISP forms
Webinar
April 27, 2017

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Welcome!

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Getting started

- Find your webinar control panel
- Who is here?

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Why update the ISP forms?

- Meet new HCBS requirements
- Improve documentation of choices offered to the person
- Other improvements as recommended by stakeholders or required by ODDS

Marilee Bell
Operation and Policy Analyst 3
Case Management Specialist
DHS – Office of Developmental Disabilities Services

What is being updated?

New versions of the following forms are scheduled for release on 5/1/2017

- Person Centered Information
- Risk Identification Tool
- Meeting Agenda
- Individual Support Plan (ISP)
- Change form

Required timelines

- All of the forms are being provided for optional use beginning 5/1/2017
- You may begin using them as soon as you have obtained the correct software
- ODDS will announce a future date by which all new and renewing plans must use new versions of the forms

What is being provided?

- New PDF forms
  - Reader version *(for everyone)*
  - Pro version *(for case management and those who have a licensed copy of Adobe Acrobat DC)*
- Person Centered Information is available in PDF and MS Word format
  - *MS Word version is best if you like to embed photos or tables within the document*

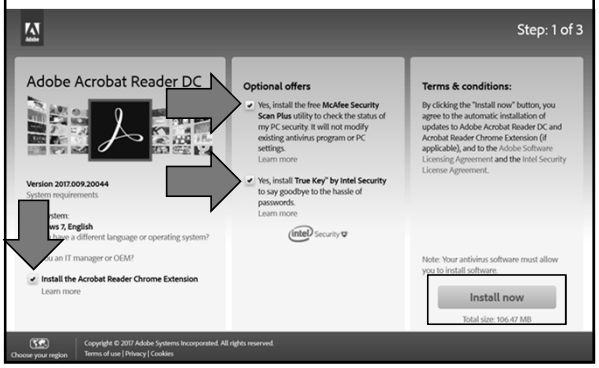
Why move to PDF format?

- Free software
- Improved accessibility
- Added features to streamline the development of the plan
- Pro features

Installing Adobe Reader DC

- Free software is available at https://get.adobe.com/reader
- CDDPs and Brokerages may obtain licensed copies of Adobe Acrobat DC through ODDS
  - This will enable use of Pro features like import and file attachments
  - Instructions for this are coming soon

Carefully review optional offers



Need help?

- Visit www.OregonISP.org/forms/adobe for more information
- You'll find an FAQ document from DHS with tips for installing software and using the new PDF forms

Let's walk through the changes…

If you'd like to follow along on your own, download the Summary of Changes handout posted in the webinar control panel

Person Centered Information

Available versions

PDF or Microsoft Word

You may also continue using the 2015 version

New features in PDF versions

- Function icons at the top
- Auto-fill information like name and gender pronouns
- Press CTRL-E to open the Text Properties toolbar
  - Longer fields allow text formatting
  - Shorter fields are plain text

Helpful tip
Fields look compact when you first start typing.
They expand when you click out of them.

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Can I embed photos or tables?

- PDF version doesn't allow embedded photos or tables.
- Use the new MS Word version if you want these features. *(to be released by 5/1/2017)*
  - Adult
  - Youth

Person Centered Information (Youth)

DHS Oregon Department of Human Services

Person's legal name

Date of last update

Ask the youth, the youth's family or guardian, and those who are close to them what their current priorities are. What are the things happening right now that the youth or the youth's family wants to strengthen or maintain? Are there issues of concern that need to be addressed?

Seek to understand more about the current priorities by asking follow-up questions when needed.

Record the information you learn on this form. The amount of information you record in each topic area will vary depending on the youth and family's priorities, how well you know them, and what they want to share.

If you don't have information about a particular topic area because it is not a current priority or the youth or family doesn't want to discuss it, note that on this form.

Communication

How the youth communicates wants/needs/pain, assistive devices used for communication, accommodations needed, receptive and expressive communication skills, reading/writing skills, opportunities to gain or maintain skills, etc.

- Is there a particular way that the youth likes best to receive or express information? Spoken? Written? Signed? In a particular language?
- How does the youth feel about their own communication? What do they see as their strengths? Where would they like to enhance or improve skills? Where would they like more support?
- What are the ways the youth is really effective in expressing thoughts and emotions? Writing? Singing? Dancing? Laughing? Crying? Silence? Movement? Stillness? How can others find ways to look and listen closely and understand what the youth is expressing?
- Does the youth feel heard? Do they feel they able to express themselves openly and safely?
- Are there things the youth wants to feel more comfortable communicating? Emotional support? Comfortable environment? Time to really think about they want to convey?
- Do they want others to communicate with them in a particular way? Calm voice? Repeating information? Using a particular language? In writing? With signs? With pictures?
- How does the youth communicate needs, wants and emotions?
- How do people know the youth is happy? What do they look like?
- When the youth gets angry or sad, how do others know?
- Is the youth able to communicate pain or tell someone when they are feeling it?

Person's name _____ Date of last update _____ Page 3 of 10 SDS 4110 (2/17)

Updates throughout

- All of the prompt text and supporting questions have been revised
- Person's preferred name
- Preferred pronoun *(he, she, they)*

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Youth version

- New version tailored to Youth
- Includes date of birth
- New questions for various ages, including very young children, early adolescents, and transition-age youth.

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Family and/or Legal Guardian perspective

- New space to record the perspective of the **youth's** family and/or guardian.
- For adults, may be **toggled** on or off
  - When might we toggle it on or off?

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Relationship map

- The relationship map has been simplified.

Characteristics of supporters

- Person's perspective
- Additional input

Contributors

Separated to clearly indicate

- who contributed to the person's perspective,
- who contributed to the family and/or guardian's perspective (if any),
- who contributed to the additional input.

Pay special attention to who contributes here!

Risk Identification Tool

Available versions

PDF or Microsoft Word

You may also continue using the 2015 version

SC/PA follow-up

- "Possible" is now "SC/PA follow-up"
- Guidance remains the same:
  - Evidence of risk is unavailable, inconclusive, or the person/family declines to discuss
  - Providers: if you feel a risk may be present but you're unsure, always discuss with SC/PA

Collapsible sections

- Entire sections may be collapsed if no risk
- Easily restored later

Logic for the first five risks

- If any of the risk factors outside of the "evaluation box" are marked as present, the risk is marked 'Yes' automatically.

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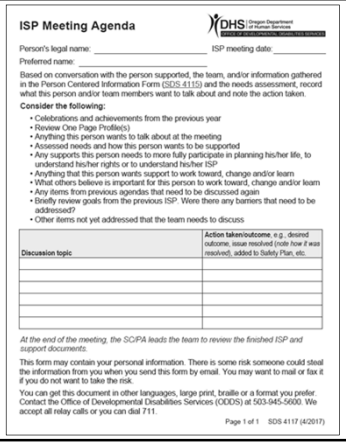
Risk Identification Tool

Final thoughts

ISP Meeting Agenda

Available versions
PDF or Microsoft Word
You may also continue using the 2015 version

The agenda is an optional tool to support planning



ISP Meeting Agenda

DHS | Oregon Department of Human Services
OFFICE OF DEVELOPMENTAL DISABILITIES SERVICES

Person's legal name: _____ ISP meeting date: _____

Preferred name: _____

Based on conversation with the person supported, the team, and/or information gathered in the Person Centered Information Form (SDS 4115) and the needs assessment, record what this person and/or team members want to talk about and note the action taken.

Consider the following:

- Celebrations and achievements from the previous year
- Review One Page Profile(s)
- Anything this person wants to talk about at the meeting
- Assessed needs and how this person wants to be supported
- Any supports this person needs to more fully participate in planning his/her life, to understand his/her rights or to understand his/her ISP
- Anything that this person wants support to work toward, change and/or learn
- What others believe is important for this person to work toward, change and/or learn
- Any items from previous agendas that need to be discussed again
- Briefly review goals from the previous ISP. Were there any barriers that need to be addressed?
- Other items not yet addressed that the team needs to discuss

Discussion topic	Action taken/outcome, e.g., desired outcome, issue resolved (*note how it was resolved*), added to Safety Plan, etc.

At the end of the meeting, the SC/PA leads the team to review the finished ISP and support documents.

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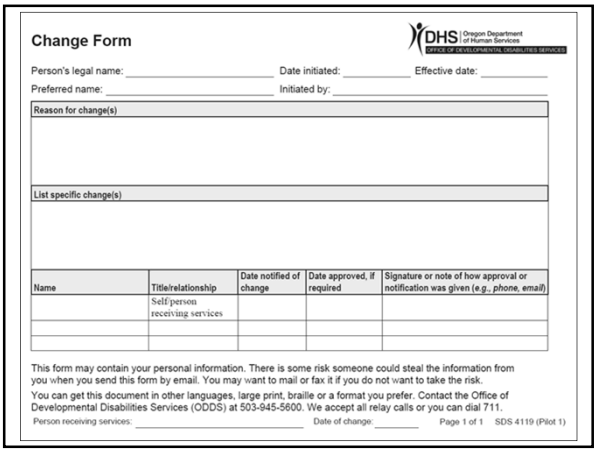
Change form

Available versions
PDF or Microsoft Word
You may also continue using the 2015 version



Change Form

DHS | Oregon Department of Human Services
OFFICE OF DEVELOPMENTAL DISABILITIES SERVICES

Person's legal name: _____ Date initiated: _____ Effective date: _____

Preferred name: _____ Initiated by: _____

Reason for change(s)

List specific change(s)

Name	Title/relationship	Date notified of change	Date approved, if required	Signature or note of how approval or notification was given (*e.g., phone, email*)
	Self/person receiving services			

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Person receiving services: _____ Date of change: _____ Page 1 of 1 SDS 4119 (Pilot 1)

Individual Support Plan (ISP)

Available in PDF version only

ODDS will announce a date by which the new PDF form must be used.

Remember

- The Services Coordinator or Personal Agent authors the ISP document
  - Providers do not create this document!

No more ISP Attachment

- After implementing the new ISP, the 2016 ISP attachment will no longer be required
- SC/PAs may continue using the 2015 ISP + 2016 Attachment until you get Adobe Reader DC software

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On-screen help text

- Extra help text throughout the document on-screen to guide you
- Purple help text can be toggled on or off
- Additional help text can be found by hovering over purple help icons ⓘ

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One-page profile

- Add a one-page profile with the click of a button
- If attaching separate one-page profiles, you can remove the built-in profile by checking a box

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Desired outcomes

- Reformatted based on feedback from the field
- Add/remove outcomes with +/- buttons
- Add/remove key steps with +/- buttons
- Reorder outcomes or steps, as needed, using the arrows

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Career Development Plan

- Restructured CDP to guide the user through the required content
- Form looks different depending on:
  - Transition-age youth
  - Working age adult
  - No CDP required
- Decision Not to Explore Employment (DNE) only appears if needed

Case Management Services

- No more waiver/non-waiver dropdown
- Names of CDDPs, Brokerages, and ODDS case management entities are all listed
- New purple text

Additional Case Management

- New option for Additional case management for kids served by CIIS or Children's Residential programs
  - Opportunity to clearly record the roles and responsibilities a local CDDP SC may have
  - Encourage ODDS staff to communicate directly with CDDP SC during development of the plan; complete this section in partnership

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Informal supports

- Natural supports has been renamed to informal supports

Remember to describe any informal supports or community resources the person uses to meet a need identified through the needs assessment.

Remove unneeded sections

- If the person doesn't need a section, remove it!
- It's easy to add sections back later, if they are needed in the future

Chosen Services

- Easier to find available services
  - Start by choosing the service element
  - Then choose from available services
- If needed, you can also type directly into this field
- Different date ranges are now possible

Family Supports Services

- Newly added to the Oregon ISP
- May opt to use this plan *instead of* the Family Support Plan

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K plan residential services

- Choice of private or shared bedroom
- New choice to indicate if a supported living setting is provider-owned or operated:
  - Supported Living (own home)
  - Supported Living (provider home)

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Risk Management Plan

- Safeguarding interventions and safeguarding equipment
- Individually-based limitations (IBL) questions appear if the person lives in a provider-owned or operated setting
  - Accepted or proposed but not accepted
  - Attach completed IBL form

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Legal relationships

- Section can be collapsed if not needed
- New and revised options in this section:
  - Parent(s) of minor child who retain parental rights
  - Legal guardian
  - Designated representative for service planning
  - Common Law Employer (formerly Employer of Record)
  - Health Care Representative
  - Representative Payee
  - Conservator
  - Power of Attorney
  - Any other legal documents on file limiting personal decision making

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Acknowledgements

- Let's walk through each new question together

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File attachments

This feature is available on the Pro PDF form only, using a licensed copy of Adobe Acrobat DC

- Optional feature
- Bundled files do not print together or merge together; it is simply a storage tool

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Wrapping up

- Forms will be published by 5/1/2017 at www.OregonISP.org/forms
- Have questions?
  - We will release new FAQ based on questions submitted today

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Verification of attendance

You'll receive a follow-up email after this webinar

That email is the only verification of attendance we are able to provide

THANK YOU!

Please complete our short evaluation in your web browser when the webinar ends!

www.OregonISP.org