

Individual Support Plan (ISP)

Person's legal name: Gloria Louise Amsterdam

Preferred name: Glo

Plan effective dates: 06/01/2017 – 05/31/2018

One page profile for: My life

What people like and admire about Glo:

- Great sense of humor, able to find the humor in just about any situation
- Caring friend and devoted family member, she is always there for them when they need her
- She knows what she wants and how to get it - she inspires us by her determination and inner strength
- Very smart and intelligent
- Her passion for justice, awesome advocate for others
- Eye for style! She has great fashion sense and puts together stylish outfits
- She is very sensitive and has a big heart, she always knows when someone is not feeling well and tries to cheer them up. Gloria loves to see others happy



What is important to Glo:

- Her family is number 1!
- Spending time and regularly checking in with friends and people she feels close to
- Not being underestimated by others and being independent
- Being able to communicate with others, being seen as an equal, being respected
- Having staff who can do her hair and help her pick matching outfits - Glo has to look good!
- Feeling safe with staff, being able to trust them
- Pictures of family and friends, especially old photos (and looking at them when she is feeling sad or down)
- Celebrating holidays and her birthday
- Having money and transportation so she can do things
- Staying active so she doesn't get bored or depressed

How to best support Glo:

- Know and follow Gloria's plan and nursing protocols.
- Take it seriously ANY TIME Gloria indicates she feels ill or something hurts.
 - Always treat her with respect, especially with privacy
 - Use her communication book -- don't assume what she might say, ALWAYS ask her.
 - Be aware that she is afraid of being dropped and gets nervous when she is being transferred in the Hoyer Lift.
 - When Gloria seems depressed, listen without pressure
 - In general, offer her options and leave the decision-making up to her.

Desired outcomes

Desired outcome: Gloria has a group of friends (ladies) that she regularly spends time with in her community.

What supports this outcome? Attendant Care, Community Resources

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 Explore/research options for social activities and meeting others who share Gloria's interests.	Blue Skies, Pathways and Partnerships support staff, SC, Gloria	By 7/01/2017, ongoing	Progress notes at Gloria's home, Day supports, SC progress notes	Action Plan (Blue Skies)
2 Participate in events and activities, meet others.	Blue Skies, Pathways and Partnerships support staff, Gloria	At least twice a month, as long as Gloria is not feeling ill or too tired (ask her).	Progress notes at Gloria's home, Day supports, SC progress notes	Action Plan (Blue Skies)
3 Develop relationships and maintain them.	Blue Skies, Pathways and Partnerships support staff, Gloria	Ongoing	Progress notes at Gloria's home, Day supports, SC progress notes	Action Plan (Blue Skies)

Desired outcome: Gloria consistently sees a therapist she likes, to process her thoughts and feelings.

What supports this outcome? Attendant Care, Services Coordination

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 Find a therapist that works with Gloria's insurance	Blue Skies management, SC, Gloria	Identify therapist options in next 90 days.	Progress notes at Gloria's home, Day supports, SC progress notes	Action Plan (Blue Skies)
2 Meet the therapist and if Gloria chooses attend sessions.	Blue Skies support staff, Gloria	Make appointment as it is available. Make subsequent appointments as agreed on by Gloria's therapist and Gloria	Progress notes at Gloria's home, Day supports, SC progress notes	Action Plan (Blue Skies)
3 If Gloria becomes unhappy with her therapist, support her to first problem solve and if she would like, find a new therapist and start over.	Blue Skies management and support staff, SC, Gloria	Ongoing, once therapy sessions begin	Progress notes at Gloria's home, Day supports, SC progress notes	Action Plan (Blue Skies)

Desired outcome: Gloria has a Facebook page and uses it to connect with friends and family.

What supports this outcome? Attendant Care, Assistive Technology, Community Resources

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 Set up a Facebook profile	Blue Skies, Pathways and Partnerships support staff, Gloria	By 8/01/2017	Progress notes at Gloria's home	Action Plan (Blue Skies)

2 Upload photos and messages of Gloria's choosing, and communicate with others as she likes.	Blue Skies, Pathways and Partnerships support staff, Gloria	At least once a week.	Progress notes at Gloria's home	Action Plan (Blue Skies)
3 As long as Gloria would like, keep up her Facebook profile and activities.	Blue Skies, Pathways and Partnerships support staff, Gloria	At least once a week.	Progress notes at Gloria's home, SC progress notes	Action Plan (Blue Skies)

Desired outcome: Gloria plans an awesome birthday party for herself.

What supports this outcome? Attendant Care, Informal Supports

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 Explore options and plan out her party (budget, guests, theme, location, etc.)	Blue Skies, support staff, Gloria, Reggie Amsterdam	By Gloria's Birthday: 2/25/18	Progress notes at Gloria's home	Action Plan (Blue Skies)

Desired outcome: Gloria is in a healthy and happy relationship with a boyfriend.

What supports this outcome? Attendant Care, Community Resources, Informal Supports

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 Continue to attend Let's Be Healthy group to learn more about sexual health and intimate relationships, so she feels ready and confident to meet a man to date	Blue Skies, support staff, Gloria,	Ongoing, twice a month	Progress notes at Gloria's home	Action Plan (Blue Skies)

2 Consult with Gloria's doctor to find out about safety and sexual health	Blue Skies (Stacey Blonde), Gloria, Reggie Amsterdam	By 9/1/2017	Progress notes at Gloria's home	Action Plan (Blue Skies)
3 Explore ways to meet men safely	Blue Skies, support staff, Gloria,	After doctor's consult, ongoing	Progress notes at Gloria's home	Action Plan (Blue Skies)

Career Development Plan (CDP)

Oregon is an “Employment First” state: Oregon believes with the right supports, everyone can work and there is a job for everyone. Everyone has the right to work in the community. See the “[Employment Discussion Guide](#)” for ideas about the employment conversation, which must occur at least annually.

Employment services are not tests people have to pass but resources people can choose. **To receive an employment service, a person must have a goal of at least exploring competitive integrated employment, also known as individual, integrated employment.**

Working-age adults

Highest education level completed to date: High school - modified or alternate certificate

Status with VR: Currently receiving VR services Wants a referral to VR Other/not applicable

Notes:

Describe Glo’s current employment status and what she wants to do now by selecting A or B:

B. Currently **not working** in competitive, integrated employment or small group employment and chooses to (*check all that apply*):

- Get competitive, integrated employment for at least 20 hours per week
- Get small group employment for _____ hours per week
- Explore interests in individual, integrated employment through an employment path, discovery or other time-limited service.
- Retire — is at least 60 years old or will be this ISP year.

- Not explore integrated employment at this time. *Complete "Decision not to explore employment" section.*

Known/current barriers to working in an individualized, integrated job	How will barriers be addressed? If the person has a desired employment outcome, include strategies to address known barriers within the outcome.
Gloria has a lot of health support needs, as well as a specialized communication system.	She will need supports to stay healthy and for mobility if needed at a job. Others (supervisor, coworkers) will need to learn Gloria's communication in order to be able to understand her and communicate with her.

Desired employment outcomes

Desired employment outcome: Gloria will know what types of community jobs match her skills and interests.				
What supports this outcome? Employment Services				
Employment services: Discovery				
Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 Gloria and her SC will discuss the Discovery provider options in Gloria's community.	SC, Gloria,	By 7/1/2017	SC progress notes	no
2 Gloria will select a Discovery provider	SC, Gloria	By 8/1/17	SC progress notes	no
3 The Discovery Provider, Gloria and her team will develop and agree on a plan for the service.	Discovery Provider, Gloria, SC	Thirty days after service begins	SC progress notes, Discovery documents and provider progress notes	Implementation strategies will be in the plan that is developed for the service
4 Gloria will be referred to VR	SC, Gloria	When Gloria and her team finalize plans for Discovery	SC progress notes	no

5 Gloria will participate in Discovery	Gloria, Discovery profile	90 days after service begins	Service progress notes, SC progress notes	no
6 Apply for job	Gloria, and employment provider, support staff if needed	Ongoing for each job opportunity found	Service and home progress notes, SC progress notes	
7 Hire a job coach	SC, Gloria, employment provider/support staff if needed	Once Gloria finds a job she likes and her support needs at that job are assessed	SC progress notes, service progress notes if applicable	

Desired employment outcome: Gloria will learn to use her new electronic communication board. She currently uses a communication book, but she feels she'll be able to communicate better and faster with the new board.

What supports this outcome? Employment Services

Employment services: Employment Path — Community

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 Gloria's speech pathologist will provide training to Gloria and her support staff, including employment staff.	Gloria, Employment Staff, Speech Pathologist	6/20/17-9/1/17	service progress notes	no
2 Gloria will work with staff to practice the electronic communication board until Gloria is independent using it. This will occur 5 times a week.	Gloria, Employment Staff	6/21/17-9/1/17	service progress notes	yes

3 Gloria will practice using her device to communicate on business tours and visits to the career center. This will happen at least once a week.	Gloria, Employment Staff	6/21/17-5/31/17	service progress notes	yes
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Desired employment outcome: Gloria will be successfully employed for at least 20 hours a week.

What supports this outcome? Employment Services

Employment services: Individual Supported Employment — Job Coaching

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 After receiving job coaching through VR, if needed, Glo will receive ODDS-funded job coaching.	Job Coaching provider, SC, VR	After VR job coaching is received	Service progress notes and SC progress notes	Yes, provider will develop an action plan for job coaching.

Chosen case management services

Chosen case management provider: CDDP - Multnomah County	
Authorized dates: <input checked="" type="checkbox"/> Same as plan effective dates	
Required frequency of case management contact: Monthly	Prime number: 11001010
Case management will monitor the effectiveness of services and supports being provided, Glo's satisfaction and well-being, and progress toward identified desired outcomes throughout the year.	
Other anticipated case management services during the year include:	
Glo has a lot of risks in her life, and even though they are not "high risks," it is the Services Coordinator's professional judgment that she needs to receive monthly monitoring. SC will also monitor the possible risk of unreported pain to see if anything has changed. SC will monitor the desired outcomes that Glo has and see how they are working or not working and what supports could be put in place to help Glo achieve her desired outcomes. This will include revising the plan as needed. SC will coordinate the development of Glo's plan each year and support Glo to advocate for her preference and choices. SC will also support Glo to request funding for assistive technology and follow through with any tasks needed to insure this process is completed. SC will also provide Glo with resources and information about activities in Glo's community that might help her achieve her desired outcome to have a group of friends.	
Glo's preference on how case management is provided:	
Gloria prefers to know in advance when her SC will come visit, that way she can plan ahead. Gloria prefers her SC to be available for her to discuss any issues that have come up for Gloria privately during SC's visits.	

Informal supports, community resources and other voluntary services and supports

Describe supports	Provided by
Help Gloria research transportation and banking options	Reggie Amsterdam (brother), other family members
Help Gloria plan and throw her birthday party	Reggie Amsterdam (brother)
Help Gloria participate in church services Members of First Baptist Church	Members of First Baptist Church
Community participation, socializing	Lewis and Clark Senior Center
Personal and sexual health education, advocacy	Let's Be Healthy social group

Support for looking for and obtaining a job she will enjoy and where she can give back to her community.

Support for looking for and obtaining a job she will enjoy and where she can give back to her community.

Chosen State Plan Personal Care (SPPC) services

None selected

Chosen family support services

None selected

Chosen K plan services

None selected

Chosen waiver services

Service element: SE54 Employment/Day Services for Adults

Service code: OR539-Discovery/Career Exploration Services, DD - WA, Employment Profile Outcome

Number of units: 1	Unit type: Event(s)	Per (frequency): Plan year
Authorized dates: <input checked="" type="checkbox"/> Same as plan effective dates		

Chosen provider type(s) and current rate(s) (*PSW, non-PSW independent provider, provider organization, general business, etc.*):
Independent Contractor (\$1,680/outcome)

List needs identified by the needs assessment that this service will address:

Gloria needs to explore her job interests, skills, and options in her community. She has medical needs that must be taken into account for the support she will need on the job as well as mobility support on the job.

Glo's preference on how this service is delivered:

Gloria is open to working with any provider as long as they learn her support needs.

Service element: SE54 Employment/Day Services for Adults

Service code: OR541-Employment Path Services - W2, Community

Number of units: 25	Unit type: Hour(s)	Per (frequency): Week
Authorized dates: <input checked="" type="checkbox"/> Same as plan effective dates		

Chosen provider type(s) and current rate(s) (*PSW, non-PSW independent provider, provider organization, general business, etc.*):
 Provider Organization (\$21.18/hr)

List needs identified by the needs assessment that this service will address:
 Gloria will learn how to use her communication device.

Glo's preference on how this service is delivered:
 Gloria would like to learn how to use her communication device and also become familiar with community businesses and her local Center.

Service element: SE54 Employment/Day Services for Adults

Service code: OR401-Individual Supported Employment - W5, Initial Job Coaching support

Number of units: 25	Unit type: Hour(s)	Per (frequency): Week
Authorized dates: <input checked="" type="checkbox"/> Same as plan effective dates		

Chosen provider type(s) and current rate(s) (*PSW, non-PSW independent provider, provider organization, general business, etc.*):
 TBD

List needs identified by the needs assessment that this service will address:
 Gloria will receive support to be successful at her job.

Glo's preference on how this service is delivered:
 She is fiercely independent and would like job coaching to be provided in as non-obtrusive manner as possible - allowing her to learn the job and become

Chosen K plan residential services

Complete the following only if the person chooses RESIDENTIAL services.

Service setting: Supported Living - DD 51 (own home)	Chosen provider: Blue Skies
Authorized dates: <input checked="" type="checkbox"/> Same as plan effective dates	
Glo chooses: <input checked="" type="radio"/> Private bedroom <input type="radio"/> Shared bedroom	

The K plan services already included in residential services: Attendant care - ADL/IADL Skill training Community transportation

Additional K plan services included in residential services: Behavior supports Nursing supports

List needs identified by the needs assessment that this service will address:

- Gloria needs 1:1 physical assistance with all tasks and 2:1 assistance for all transferring
- Physical support for bathing/hygiene, personal care, meals (G-tube), medications and following protocols, mobility, transportation, and accessing the community.
- She needs support with both expressive and receptive communication (see communication chart and support her to use communication board).
- She needs emotional support for maintaining personal and professional relationships.
- She needs physical support for managing finances.
- She needs support with legal/personal affairs to understand this complicated info.
- She needs physical support with all household tasks, shopping and preparing all meals, and purchasing medical supplies (gloves, Thick-It).
- She needs nighttime support (check on her every 2 hours).
- See support documents: Protocols, Financial Plan, and Nursing Plan.

Glo's preference on how this service is delivered:

See Gloria's person centered plan (in SC file and also in book at her home)

Chosen K plan transportation service

Transportation type: Van transportation

Authorized dates: Same as plan effective dates

Chosen provider type or description of service:

Blue Skies

Additional chosen services

Describe service setting, service code, number of units, frequency, authorized dates and chosen provider type as applicable:	List identified needs that this service will address:	Glo's preference on how this service is delivered:
DD57-Special Purchases-Assistive Technology Purchase and Hardware 1 time each per year (waiting on approval from ODDS for this purchase over \$500, Request for Approval sent to ODDS on 3/21/17) General Business	Gloria does not use spoken words to communicate. She uses her eyes. She needs support to communicate her wants, needs and desires more easily.	Gloria is open to any other options or devices that can help Gloria be more independent.

Risk management plan

<p>Emergency preparedness (<i>natural disasters, power outages, community disasters, etc.</i>): Gloria has developed and emergency protocols and an emergency plan with her Supported Living provider: See emergency protocols and Gloria's emergency plan.</p>
<p>Preventing abuse (<i>physical, emotional, financial, sexual, neglect</i>): Gloria receives 1:1 support 24 hours a day by trusted support staff. Gloria is encouraged to contact or ask for a visit by her Services Coordinator, as well as to let Blue Skies management know if she has any concerns or if anything has happened.</p>
<p>What happens if Glo can't be reached (<i>timelines for notifying others, who to contact, etc.</i>)? Someone is with Gloria 24 hours a day. If Gloria cannot be reached, call her brother and see if he has spoken to her. If Gloria cannot be found and her staff and brother are concerned about her, call 911 immediately.</p>

Known risks

Risk	High risk ^①	Describe the issue and how it is addressed or note where other information can be found. ^①
Aspiration	<input type="checkbox"/>	Aspiration protocol
Dehydration	<input type="checkbox"/>	Nursing care protocol
Seizures	<input type="checkbox"/>	Seizure protocol
Safety (environmental)	<input type="checkbox"/>	Safety plan

Potential for financial abuse	<input type="checkbox"/>	Financial plan
Mental health	<input type="checkbox"/>	See Desired Outcome for mental health supports

Does Glo's plan include the use of safeguarding interventions?

- No Yes, attach a completed IBL form authorizing the use of safeguarding intervention(s).

Does Glo's plan include the use of safeguarding equipment that meet the threshold of restraints?

- No Yes, attach a completed IBL form authorizing the use of safeguarding equipment.

Does Glo have a nursing care plan?

- No Needed Yes, it is found at:

Home: Work:

Back-up plans (*in the event that primary support is not available*):

Home: Follow Blue Skies emergency protocol and Gloria's emergency plan.

Work/school/day supports: Follow emergency protocol. If support is unavailable, contact Stacy Blonde (Blue Skies) (555-566-9980).

Other: Contact Gloria's brother Reggie Amsterdam (555-555-5555).

Differences

Note any differences between the contents of this plan and what Glo wants:	<input checked="" type="checkbox"/> No known differences
Note any differences between the contents of this plan and what any other ISP contributor wants:	<input checked="" type="checkbox"/> No known differences

Legal relationships

Type of legal relationship	Name(s)
Health Care Representative: Appointment date: <u>1/14/2006</u>	<u>Reggie Amsterdam</u> <input checked="" type="radio"/> Self-appointed <input type="radio"/> ISP Team appointed

Acknowledgments

Glo has the right to make an informed choice about where to live and receive services, to choose which services to use, and to select from available providers to deliver those services in a non-disability specific and community-based service setting.

Describe the supports Glo needs to understand her rights or to understand this plan, if any:	<input checked="" type="checkbox"/> No support is needed
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Did the SC/PA offer options about available case management providers?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Describe the options offered about settings where Glo can live and receive supports. This must include non-disability specific options.	

Describe the options offered about settings where Glo can receive employment or day services. This must include non-disability specific, community-based options. Gloria receives services from Blue Skies and would like to continue doing so. Other options discussed and considered include other providers in her area (she has interviewed several prior to choosing Blue Skies). When the time comes for her to choose an employment provider, Gloria and her SC plan to get together and discuss her options using a list of available providers in her area. Gloria would like to use VR for her Discovery service then discuss her options once that has been completed. Gloria wants to eventually have a job in the community and only use job coaching while she is new on the job.	<input type="checkbox"/> Not applicable
Did the SC/PA review the services available to Glo?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Does this ISP reflect the services Glo chooses and the outcomes Glo wants to work toward?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Did the SC/PA offer options about available providers to deliver chosen services?	<input checked="" type="radio"/> Yes <input type="radio"/> No
If Glo's family provides supports, does this ISP reflect what is needed for the family to effectively provide supports?	<input type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> N/A
Has Glo been provided information about the planning process and how to request changes and updates to the ISP?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Was Glo given the opportunity to choose the location of her ISP meeting?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Was Glo given the opportunity to choose who participated in her ISP development?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Did Glo receive notification of her DHS rights?	<input checked="" type="radio"/> Yes <input type="radio"/> No

ISP team — does this ISP reflect...	
Independence: Having control and choice over one's own life.	<input checked="" type="radio"/> Yes <input type="radio"/> No
Integration: Living near and using the same community resources and participating in the same activities as, and together with, people without disabilities.	<input checked="" type="radio"/> Yes <input type="radio"/> No
Productivity: Engaging in contributions to a household or community; or engaging in income-producing work that is measured through improvements in income level, employment status, or job advancement.	<input checked="" type="radio"/> Yes <input type="radio"/> No

Agreement to this plan

These people agree to this plan and associated documents as reflecting Glo's strengths and preferences, support needs as identified by an assessment, and the services and supports that will assist Glo to achieve her identified desired outcomes.

- **Services coordinator/personal agent/ODDS residential specialist:** Ensure the plan meets Glo's current service needs and complies with requirements for the chosen service setting(s) and associated funding.
- **Providers:** Agree to implement and provide the supports that have been designated as their responsibility in this ISP. A signed Provider Service Agreement may be used instead of a signature on this page.

Name	Relationship to Glo	Present at meeting?	Signature	Date	Comments
Gloria Louise Amsterda	Person receiving services	<input checked="" type="checkbox"/>			
Rebeca Norris	Services Coordinator	<input checked="" type="checkbox"/>			
Reggie Amsterdam		<input type="checkbox"/>			Reggie was unable to make it to Glo's meeting, but contributed information by phone - it is very important to Glo that he is on her team and is part of the agreement to her plan.
Stacy Blonde	Blue Skies Supported Living Manager	<input checked="" type="checkbox"/>			

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