

Individual Support Plan (ISP)

Person's legal name: John Smith

Preferred name: John

Plan effective dates: 08/01/2017 – 07/31/2018

One page profile for: Home

What people like and admire about John:

- * John is very social and likes parties.
- * He is very helpful.
- * John enjoys joking around.
- * He's up early and ready to have a great day--always a smile on his face!
- * Everyone admires that John has great teeth--he has no cavities!
- * John is just plain fun to be around and chat about anything.
- * John knows what he wants and isn't afraid to ask!



What is important to John:

WWE! Hulk Hogan!
I love talking with Papa (dad) on the phone. I do this a lot.
I really like spending time my family.
I enjoy going to the movies with my mom.
Kevin and Pea (nephews) - like playing games (video)
I like Christmas, and dress up like Santa.
Eating corn dogs and hot dogs.
Not to be rushed by "those people."
Not being around people who are loud and sarcastic
Having people around who listen to him and like to chat
John likes people with a good sense of humor.

How to best support John:

John talks in either single words or simple sentences.
When he's scared, he may yell or scream.
He dislikes chicken. It's really hard for him to chew.
He likes holding hands to cross the street and around vehicles because he does not like using his walking stick. When there are yellow lines, he thinks they might be a black hole. Let him know how he needs to walk near them.
Be aware of Johns health and safety needs

Desired outcomes

Desired outcome: John maintains his robust social life, doing the things he enjoys with people he has fun with and cares about, and increasing his independence with arranging activities because he has asked for this support.

What supports this outcome? Residential Services and Informal Supports

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 John continues to get support from staff to contact friends, especially Phil, and family as he requests.	John, PDQ Res. Svs. staff, Friends and Family	Currently taking place and expected to continue throughout the ISP period	PDQ Activity Tracking Sheet	PDQ Action Plan in place
2 Staff will also support John with rides as needed, and help him arrange LIFT ride for certain activities.	John, PDQ Res. Svs. staff	Currently taking place and expected to continue throughout the ISP period	PDQ Activity Tracking Sheet	PDQ Action Plan in place
3 John will work on being more proactive with requesting rides and the supports he needs to maintain his relationships and doing his favorite activities.	John	Currently taking place and expected to continue throughout the ISP period	PDQ Activity Tracking Sheet	PDQ Action Plan in place
4 John will work with staff on his calendar of activities with friends, especially Phil, and family. He will add when transportation is needed to his calendar, using a picture that works for him.	John, PDQ Res. Svs. staff	Just beginning and expected to continue throughout the ISP period	PDQ Learning Log	PDQ Action Plan developed by 8/10/17

Desired outcome: John takes a trip to Hawaii.

What supports this outcome? Residential Services, Informal Supports

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 John continues to save money for his trip, by going to the bank to make deposits into his "vacation" savings account.	John, PDQ Residential Services staff, and Family	At least once a month until June 2017	PDQ Activity Tracking Sheet	PDQ Action Plan to be developed by 08/10/2017
2 John spends time with his mom and staff on budgeting for his Hawaii trip.	John, PDQ Residential Services staff, and Family	One time per months with staff and mom, separately	Financial document with review comments	PDQ Action Plan to be developed by 08/10/2017
3 Once John has a different job, he will find out if payroll deductions to savings is possible.	John, PDQ Residential and Employment provider	Once in job, within first month of hire	Pay stubs	None at the moment

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: John was referred by VR to the Oregon Commission for the Blind

Describe John’s current employment status and what he 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 25 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.
Transportation not able to take him to/from work at scheduled times (work schedule).	John suggested working close to home so that he can get to work on time. Services Coordinator and providers will support John to look into alternative forms of transportation, including the local bus and other natural resources (e.g. John's neighbors, Luke and Mara, are a potential natural support for rides to work intermittently. John and his residential providers will talk with them and see if they are willing and able to give John rides to work now and again.)

Desired employment outcomes

Desired employment outcome: John works at a job he thoroughly enjoys; where he is making good money and can pay for a larger portion of his trip to Hawaii on his own.				
What supports this outcome? Community Resources, Residential Services, and Employment Services				
Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 John likes Susan Deal with Q services and would like her to be his job developer. She will work with John to develop supports that will allow him to be as independent as possible at work. The CDP will be updated when John gets a job. Job Developer from Q Services will look for a job that John can get to by using the local bus.	John, Employment Coordinator (with Q Services Inc.) and VR Job Developer (Susan Deal)	SC will work with Comm for Blind to make sure timelines work. Once John has a job, Job Developer will support John to find a job and monitor timelines	Job Placement and Training Record (JPTR), SC Progress Notes	Follow Comm. for Blind Individual Plan for Employment (IPE)

<p>2 Initial job coaching: John said he will wait until he almost has a job to see who may help him best on the job. He hopes the same person can do short-term and long-term job coaching.</p>	<p>John, Employment Coordinator and VR Job Developer</p>	<p>Discussions to occur weekly and decision made prior to starting job. (John's hope is to have a job by January 2018)</p>	<p>Job Placement and Training Record (JPTR)</p>	<p>An action plan for job coaching will be created once an integrated office job is found and John hires a job coach.</p>
<p>3 Ongoing job coaching: John wants to work with Q Services Inc. once he is stable in a job.</p>	<p>John, Services Coordinator, Long Term Job Coach (TBD)</p>	<p>SC will support John to find a Long Term Job Coach that he likes, so that he has a Job Coach ready to work once stable in his job.</p>	<p>Job Placement and Training Record (JPTR), SC Progress Notes</p>	<p>An action plan for job coaching will be created once an integrated office job is found and John hires a job coach.</p>

Desired employment outcome: John will increase his ability to contact his transportation to and from work so that he knows he is on time to work and gets home safely and become knowledgeable about clerical related jobs in the community.

What supports this outcome? Community Resources, Employment Services

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
<p>1 Q Services will arrange 3 tours of community businesses per quarter for John. During these tours, staff will have John call for transportation to and from the locations, when possible, and they will help John to observe clerical-related jobs as well as other jobs he may be interested in.</p>	<p>John and Q Services Inc.</p>	<p>John will have had one scheduled tour by 09/17 and then 3 each quarter thereafter.</p>	<p>Learning Log with information about experiences in Springfield.</p>	<p>Action Plan has been developed by Q Services for Employment Path Service outlining steps for gaining office job related skills along with transportation.</p>

Chosen case management services

Chosen case management provider: Sweet Home County CDDP	
Authorized dates: <input checked="" type="checkbox"/> Same as plan effective dates	
Required frequency of case management contact: Quarterly	Prime number: 12131415
Case management will monitor the effectiveness of services and supports being provided, John's satisfaction and well-being, and progress toward identified desired outcomes throughout the year.	
Other anticipated case management services during the year include: SC will ensure that John's next meeting is scheduled far in advance so that it can be at his mom's house as he prefers, SC will coordinate planning and monitor that the supports in place are meeting his needs. SC will monitor desired outcomes and support provider to adjust action plans as necessary. SC will provide John with resources about activities he might like to try and will encourage John to let her know when he thinks of things he might like to try so she can update his Person Centered Information and inform him about things that meet his preferences as she hears about them. SC will check in on how protocols and other support documents are working or not working to keep him safe and healthy. SC will communicate regularly with Commission for the Blind Counselor to ensure that John's services are meeting his needs and to help him advocate for his needs whenever he requests. SC will help John hire a job coach as soon as Commission for the Blind helps him find a job.	
John's preference on how case management is provided: John likes to have meetings at his mom's house or the CDDP; he likes the smaller conference room. He likes the people he trusts and who know him best to be at his meetings. He especially likes for his mom to be involved. He wants enough time set aside so that he has enough time to talk about current issues and ask questions.	

Informal supports, community resources and other voluntary services and supports

Describe supports	Provided by
Employment Supports (Job Development): John needs support finding a job he likes and is good at. He needs support finding a job that matches his skills and interests (office work). John needs support from a low vision specialist to make needed changes to his workplace.	Future Job Development funded by OCB (since referred by VR)
Going to church. John needs support getting to and from church on time and support to socialize and include himself in church activities while at church.	Friends—either Ester or Diane pick him up to go to church and help him, along with many other church member, while at Church

When John is home with his mom on weekends, she provides all his support needs naturally. She does not get paid.	Mom (Nancy)
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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: OR401-Individual Supported Employment - W5, Initial Job Coaching support

Number of units: 40	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 (\$45.88/hr)

List needs identified by the needs assessment that this service will address:
 John needs initial support to train for job tasks above the typical responsibility of an employee's supervisor. John needs ongoing job support in order to maintain employment, including training for new job tasks as they arise, sharpening skills for tasks he has already learned, and communicating effectively with supervisors and coworkers when he is scared at the office. Regular check-ins about his adaptive equipment and work fixtures are needed to assure they always meet his needs.

John's preference on how this service is delivered:
 John prefers to work with his job coach and/or job developer to figure out the best fixtures to use on the job.
 John needs schedules that have contrasting colors to assist with his low vision.
(This service will begin when initial support from OCB ends and will continue for about 90 days thereafter.)

Service element: SE54 Employment/Day Services for Adults

Service code: OR401-Individual Supported Employment - W6, Ongoing/Follow-along support

Number of units: 40	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) (<i>PSW, non-PSW independent provider, provider organization, general business, etc.</i>): Provider Organization (\$40.15/hr)		
List needs identified by the needs assessment that this service will address: John needs ongoing job support in order to maintain employment, including training for new job tasks as they arise, sharpening skills for tasks he has already learned, and communicating when something has scared him in the work environment. Regular check-ins about his adaptive equipment and work fixtures are needed to assure they always meet his needs.		
John's preference on how this service is delivered: (This service will begin upon completion of initial job coaching.) John is very social, and likes to talk about how things are going on his job in a comfortable environment. John prefers to process problems out loud, and talk with someone, who will listen first, and then assist him in making recommendations for change, if he is unable to come up with an idea himself.		
Service element: SE54 Employment/Day Services for Adults		
Service code: OR541-Employment Path Services - W1, Facility		
Number of units: 15	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) (<i>PSW, non-PSW independent provider, provider organization, general business, etc.</i>): Provider Organization (\$11.45/hr)		
List needs identified by the needs assessment that this service will address: John needs support to gain skills toward his goal of integrated employment. Currently, he needs contrasting colors at his workstation. With his low vision (legally blind), it is best when a product is white, for example, John works on a table that is black, and vice versa. John asks for help when he needs it.		

John's preference on how this service is delivered:

- John is very social, and likes to talk about how things are going on his job in a comfortable environment. John prefers to process problems out loud, and talk with someone, who will listen first, and then assist him in making recommendations for change.
- John really likes to stay busy.
- He does say “scared” and “hurt” when talking about very busy work environments.
- He doesn't like people not rushing around, and this is serious to him.
- He is afraid to be hit in his chest (blow to his chest, even if an accident) as this would cause a health emergency for him.
- John tells you “no like” or “not well” when he doesn't like a job or is not feeling well.
- John communicates great about all aspects of work and what he needs. John is very social and needs a job where he can interact with people some while working but definitely at breaks and lunch; he loves chatting with people. He knows the boundaries of breaks verses needing to work. He doesn't have any issues if told to re-focus back on the job.

Service element: SE54 Employment/Day Services for Adults

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

Number of units: 10

Unit type: Hour(s)

Per (frequency): Week

Authorized dates: 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 (\$19.77/hr)

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

John needs support to gain skills toward his goal of integrated employment. John asks for help when he needs it, and may ask for help if people are scaring him.

John's preference on how this service is delivered:

- When John gets a job, he would prefer to end this service before his facility-based service.
- John likes to have a plan and know what is happening; he can manage immediate changes when needed.
- He does best with photos on a large calendar rather than stick figures as they are hard for him to see.
- John is very social, and likes to talk about how things are going on his job in a comfortable environment. John prefers to process problems out loud, and talk with someone, who will listen first, and then assist him in making recommendations for change.
- John really likes to stay busy.
- He does say “scared” and “hurt” when talking about very busy work environments.
- He doesn't like people not rushing around.
- He is afraid to be hit in his chest (blow to his chest, even if an accident) as this would cause a health emergency for him.
- John tells you “no like” or “not well” when he doesn't like a job or is not feeling well.
- John communicates great about all aspects of work and what he needs. John is very social and needs a job where he can interact with people some while working but definitely at breaks and lunch; he loves chatting with people.

Chosen K plan residential services

Complete the following only if the person chooses RESIDENTIAL services.

Service setting: 24-hour Residential - Adult DD 50

Chosen provider: PDQ Residential Services (Lynn Street group home)

Authorized dates: Same as plan effective dates

John chooses: Private bedroom 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:

- Assistance with medication management (reminders to take medication on time and in the correct amount)
- Assistance with complex health management supports (setting appointment, following through with appointments, and understanding his medical needs as well as communicating his health needs (e.g. expressing where/when he is feeling ill))
- Full physical assistance with shaving (he does prefer a man to help him), assistance with expressive and receptive communication and telephone use (dialing the phone and communicating clearly), assistance with safety and fire evacuation (verbal cue to leave premises safely, quickly, and cues to evacuate to a safe location)
- Full assistance with transportation (setting up rides, riding safely, and finding all the locations he needs to get to and from)
- Assistance with meal prep (preparing ingredients properly, using the stove and oven safely, turning the oven and stove on to the right temp, setting and listening for timer, using sharp items safely)
- Partial assist with laundry and housekeeping (sorting laundry, putting clothes into the washer, using the proper temp and correct amount of soap, cues to listen for timer, and physical support for folding)
- Assistance with shopping and money management (paying bills on time, budgeting for needed items and bills, making monetary exchanges)
- Assistance with coordinating social activities (encouragement to schedule activities ahead of time, support to find activities of interest, and support to follow through with activities with reminders about time and day, as well as support with transportation to and from all activities)
- Partial assistance with social interaction (reminders to talk with someone when someone scares him).

John's preference on how this service is delivered:

John can let you know what he likes and doesn't like. He wants to direct his supports as they are being delivered. He would like people to refer to his One Page Profile to know what is important to him and how to best support him. He wants anyone who is working with him to be willing to learn his communication style and listen to him (really listen). He wants people to ask before helping him.

Chosen K plan transportation service

Transportation type: Van transportation

Authorized dates: Same as plan effective dates

Chosen provider type or description of service:

PDQ Residential Services

Additional chosen services

None selected

Risk management plan

Emergency preparedness (*natural disasters, power outages, community disasters, etc.*):

John's home and work providers have Emergency Preparedness Plans.

Preventing abuse (*physical, emotional, financial, sexual, neglect*):

John is around someone at all times who can help him protect himself. He advocates for himself and has trusted people around him at home, work, and with friends who he feels comfortable expressing concerns to, when necessary. John has reported in the past when someone has tried to take money from him.

What happens if John can't be reached (*timelines for notifying others, who to contact, etc.*)?

John has a missing person's plan located both at home and at work.

Known risks

Risk	High risk [ⓘ]	Describe the issue and how it is addressed or note where other information can be found. [ⓘ]
Dehydration	<input type="checkbox"/>	Protocol at PDQ & Q Services
Injury Due to Falling Safety: New tool use	<input type="checkbox"/>	Safety Plan at PDQ & Q Services, John's safety plan includes recommendations provided by his doctor. The information from John's doctor is dated 8/15/2003. M. Manor stated on 7/17/17 that at each doctor appointment this is reviewed and no changes in his recommendations have occurred to date. The "New tool use" is only in the work Safety Plan.
Other Medical Risks: Congestive Heart Failure Injury Due to Blow to Chest	<input checked="" type="checkbox"/>	Health/Medical Problem List at PDQ and at Q Services (for CHF), John's CHF may cause hospitalization especially when he gets sick. This has happened each year for the past five year, which is an increase from previous years. (This is a high risk due the increase in hospitalizations.) Injury due to blow to chest (in John's Safety Plan) is considered life-threatening. The frequency of this happening is very low. His current supports are working; however, due to the severity of this and despite those support, others in the community are unpredictable and this may happen, most likely as an accident, with the supports in place.
Fire Evacuation Safety	<input type="checkbox"/>	Safety Plan at PDQ & Q Services
Household Chemical Safety	<input type="checkbox"/>	Safety Plan at PDQ & Q Services: all chemicals are locked up and John is supervised when he uses harmful chemicals

Vehicle Safety	<input type="checkbox"/>	Safety Plan at PDQ & Q Services: John is supported by staff when around vehicles. He will hold staff's hand and stay close.
Potential for Financial Abuse	<input type="checkbox"/>	Financial Plan (PDQ), John also has a Rep Payee

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

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

Does John'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.

Are any individually-based limitations on HCBS residential setting protections **accepted**?

- No Yes, attach a completed IBL form.

Are any individually-based limitations on HCBS residential setting protections **proposed** but not accepted?

- No Yes, attach a completed IBL form.

Does John 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: Call mom (Nancy) anytime John's primary support provider is unavailable short or long term. Nancy's number is 541-555-1592. If something happened and the provider that supports John with residential services is no longer able to do business, John's mom would provide support to him until another group home can be found.

Work/school/day supports: Call group home, 541-555-9907, if home unavailable, call Nancy (mom)

Other: If Nancy or group home are unavailable (after 15 minutes unless emergency), Fran (family friend) can be called at 541-555-1593

Differences

Note any differences between the contents of this plan and what John wants:

No known differences

Note any differences between the contents of this plan and what any other ISP contributor wants:

John wishes one of his roommates would move out. He likes where he lives but not living with this person. John's Person Centered

information explains this issue in a little more depth. John has been given opportunities to move, but he doesn't want to move. He wants the other person to move. At this time, that is not an option. John did not want to talk about this at his ISP meeting, so it was not added to the agenda, but the people working with John will continue to provide him with opportunities to effectively communicate his feelings, socialize in the home as comfortably as possible with this person, give him information about his rights, and look for opportunities to resolve this disagreement. Until then, it remains unresolved.

Legal relationships

Type of legal relationship	Name(s)
Health Care Representative: Appointment date: <u>Feb 9, 2017</u>	<u>Nancy Smith</u> <input checked="" type="radio"/> Self-appointed <input type="radio"/> ISP Team appointed
Representative Payee:	<u>Nancy Smith</u>

Acknowledgments

The person John 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 John needs to understand his rights or to understand this plan, if any:

John's providers and his mom (and dad, too) will help him understand his plan and support him to advocate for what he wants and needs in his life to be happy and healthy.

Did the SC/PA offer options about available case management providers?

Yes No

Describe the options offered about settings where John can live and receive supports. This must include non-disability specific options.

Services Coordinator told John that he has the right to receive services in the available setting of his choosing. SC gave John a list of all the support settings available in Oregon, including Foster, a different 24-Residential group-home, Supported Living (both provider owned and own home options), and the option to live in an In-Home setting. SC explained what each of these setting were so that John could make an informed choice. SC told John that she can help them look into specific homes within each setting option if/when they want additional information.

Describe the options offered about settings where John can receive employment or day services. This must include non-disability specific, community-based options. John Employment Path--Facility to meet him employment desired outcomes. After talking with his SC he decided to also use Employment Path—Community to get more community based employment experiences. SC added this to his ISP. See ISP employment desired outcomes and chosen services section for more details.	<input type="checkbox"/> Not applicable
Did the SC/PA review the services available to John?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Does this ISP reflect the services John chooses and the outcomes John 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 John'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 John 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 John given the opportunity to choose the location of his ISP meeting?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Was John given the opportunity to choose who participated in his ISP development?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Did John receive notification of his 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 John's strengths and preferences, support needs as identified by an assessment, and the services and supports that will assist John to achieve his identified desired outcomes.

- **Services coordinator/personal agent/ODDS residential specialist:** Ensure the plan meets John'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 John	Present at meeting?	Signature	Date	Comments
John Smith	Person receiving services	<input checked="" type="checkbox"/>			
Carrie Jones	Services Coordinator	<input checked="" type="checkbox"/>			
Michelle Manor	House Manager	<input checked="" type="checkbox"/>			
Nancy Smith	Mom	<input checked="" type="checkbox"/>			
Mark Smith	Dad	<input type="checkbox"/>			provided info over phone
Ingrid Moore	Employment Coordinator	<input type="checkbox"/>			provided info over phone

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