

Individual Support Plan (ISP)

Person's legal name: Paul Kiel

Preferred name: Paul

Plan effective dates: 11/01/2016 – 10/31/2017

One page profile for: Home

What people like and admire about Paul:

Paul is an easy guy to talk to; he will listen to you and give good advice or have some interesting thing to add. He always makes me laugh.
 Paul is talented at making pottery and has two paintings that I wish I could have.
 Paul will always offer a coffee or a drink when I go to his house
 Paul is always on time. He will remind everyone how much time it will take to get someplace and get people moving so we are never late.
 Paul is really good at computers. He helps me figure out what is wrong and can usually fix it when I am having trouble with mine.
 Paul knows just about every book and if you've read it he has probably read it. It's fun to talk to him about books.



What is important to Paul:

Paul loves using his computer and must have his own computer.
 Paul has to be on time.
 Paul needs to find things out for himself.
 Paul strives to learn something new every day.
 Paul loves to be around people who love to talk a lot, as long as this isn't happening when he is trying to focus on something.
 Paul loves food but has many allergies (knowing what is in his food is very important to him).
 Paul needs to be indoors when the weather is too hot or when it is raining.

How to best support Paul:

Give Paul time to think about what you are saying or asking him to do. Try not to be too figurative with your language.
 Don't assume Paul can't do something. He often just wants to try something his own way first. Let him try it his own way if it is safe
 Provide Paul with directions in writing if he is expected to take several steps toward an action.
 Paul can sometimes have several seizures a day. He does not like a fuss made about this (read his seizure protocol)

Desired outcomes

Desired outcome: Paul will be living in his own apartment.

What supports this outcome? Informal Supports and Attendant Care

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 Paul will continue to practice and gain more skills.	Paul and his mom, Future PSW	Paul plans to be living in his own place by Sept. 2017	PA progress notes	PA will create a Service Agreement once a provider is hired
2 Paul will hire a provider once he finds a place and for when his mom is not available.	Paul and PA	Paul will hire once he's in his own apartment	PA progress notes	No

Desired outcome: Paul will be handling his own money and be responsible for his own Social Security and personal finances.

What supports this outcome? Informal Supports

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 Discontinue rep. payee at SSA office	Paul and mom	By June 2017	PA progress notes	No
2 Set up auto pay(s)	Paul and mom	By June 2017	PA progress notes	No
3 Receive budgeting guidance as needed	Paul and his mom	Ongoing	PA progress notes	No

Desired outcome: Paul will visit the Louvre in Paris with his mom.

What supports this outcome? Informal Supports

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 Paul and his mom already have all of this planned out	Paul and his mom	By Spring 2017	Paul will keep track of his own progress	No

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 - diploma or GED

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

Notes:

Describe Paul’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 40 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.
<p>Paul has some uncomfortable feelings about communicating directly with his supervisors; Paul won't work outside if the weather is bad or too hot. Paul has seizures that sometimes keep him from work; Paul can't work in an environment with many reflective surfaces because it makes him dizzy (e.g. tile floors and stainless steel). Paul will sometimes do tasks in a way that go outside of the boundaries; Paul can be distracted easily either by his own keen focus, or if taken off his focus by outside distractions.</p>	<p>Paul will work with a job developer to find a job that suits his preferences and is open to his need for flexibility when he needs to stay home because of his seizures. Paul will work with a job coach who can remind him about task boundaries, safety and help him to communicate with supervisors as needed.</p>

Desired employment outcomes

Desired employment outcome: Paul will have a job he loves and that he is really great at.				
What supports this outcome? Individual Supported Employment — Job Coaching				
Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 Work with VR to find a job that fits Paul's skills, abilities, interests, and need for flexibility when seizures keep him home from work.	Paul and VR	Currently, time lines reliant on VR services	PA progress notes	No
2 Hire a job coach from Provider Org ABC to help with initial and ongoing training	Paul and VR	By the end of the year, depending on VR close date	PA progress notes	No
3 Work with job coach as needed to maintain job requirements, understand boundaries and core responsibilities, and communicate effectively with supervisors.	ABC Provider Org	Ongoing once a job is found and VR services end	PA progress notes and Provider progress notes	Action Plan will be developed by job coach once a job is found.

Chosen case management services

Chosen case management provider: Cool Beans Brokerage	
Authorized dates: <input checked="" type="checkbox"/> Same as plan effective dates	
Required frequency of case management contact: Quarterly	Prime number: XOXOXOX
Case management will monitor the effectiveness of services and supports being provided, Paul's satisfaction and well-being, and progress toward identified desired outcomes throughout the year.	
Other anticipated case management services during the year include: Personal Agent (PA) will develop and coordinate the facilitation of Paul's ISP and any revisions Paul wants to make throughout the plan year. PA will also check in with Paul about the desired outcomes he has and how they are working or not working so that she can provide resources as needed towards reaching those outcomes. PA will send Paul resources as they become known to her about activities Paul might like to try in his community. PA will help Paul interview and hire a provider and also refer him to local cab companies so he can choose one that suits his preferences. PA will also support Paul at VR meetings when he asks to have some additional support with communicating his support needs or advocating for himself. When Paul is ready to hire a job coach, PA will coordinate this process. PA will monitor Paul's plan and respond appropriately to changes in needs and desired outcomes.	
Paul's preference on how case management is provided: Paul prefers email communication whenever possible but doesn't mind calls to his cell phone. Paul also prefers to come to his PA's office for meetings.	

Informal supports, community resources and other voluntary services and supports

Describe supports	Provided by
Finding a job Paul enjoys and that suits his preferences	VR Job Developer
Relationship class to help Paul gain skills for building safe intimate relationship	ABC Consulting (private pay)
Finding activities in the community and meeting some new people	Paul, his cousins, his PA will provide additional resources if he asks
Paul will have support as needed for all his ADL/IADL and transportation (when bus is running and family is available) needs when not with a paid provider currently and once he moves out of mom's house.	Paul, mom, Dad's company buss pass

Chosen State Plan Personal Care (SPPC) services

None selected

Person receiving services: Paul Kiel

Plan effective dates: 11/01/2016 - 10/31/2017

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Chosen family support services

None selected

Chosen K plan services

Service element: SE149 Support Services for Adults

Service code: OR101-Attendant Care, IADL

Number of units: 20

Unit type: Hour(s)

Per (frequency): Month

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.):
PSW (\$14.00hr)

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

- Paul needs support with reminders to start tasks and cueing to complete them thoroughly (vacuuming, dishes, bathroom, laundry).
- He needs cueing to notice when he has missed a spot cleaning. He needs reminders and oversight to use chemicals safely and to be safe with sharp objects and when using household appliances.
- Assistance to shop for meals

Paul's preference on how this service is delivered:

- Paul would rather have a person help him with this support who isn't "pushy"
- He only wants a provider to come one day a week and not on the weekend.
- He only wants a provider to stay as long as needed to get his house clean and then leave.
- He wants a provider who has some knowledge about interesting subjects and who likes to have conversation. He wants instruction in writing and to continue to use the task lists that currently work for him.

Service element: SE149 Support Services for Adults

Service code: OR100-Attendant Care, ADL

Number of units: 20

Unit type: Hour(s)

Per (frequency): Month

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.):
PSW (\$14.00hr)

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

When Paul's mom is not able to support him with his ADL needs, a PSW will support him with the following:

- Reminders to brush teeth well;
- Reminders to shower
- Reminders to wash hair thoroughly
- Assistance with preparing nutritious meals (find items in a store of his preference and cook safely).

Paul's preference on how this service is delivered:

Paul would like a provider who respects his privacy and who knows the stores he feels comfortable shopping at (e.g. no reflective surfaces/overly bright).

Service element: SE149 Support Services for Adults

Service code: OR003-Service Plan Related Community Transportation, Commercial

Number of units: 50	Unit type: Dollars **Only for one-tim	Per (frequency): Month
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Authorized dates: <input checked="" type="checkbox"/> Same as plan effective dates
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Chosen provider type(s) and current rate(s) (PSW, non-PSW independent provider, provider organization, general business, etc.):

General Business (\$50mo)

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

- Paul needs support to access the community when no other service, such as the bus or other natural supports are available.
- He needs support for getting to and from locations in the community without getting lost or confused.
- He also needs support for safely accessing places he cannot walk to because of seizures.
- He only needs to ride the taxi when the bus is not running in the evening and on Sunday; a cost effective measure, he will only use the taxi under these circumstances.

Paul's preference on how this service is delivered:

Paul wants a driver who knows his/her way around.

Chosen waiver services

Service element: SE149 Support 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 (\$31.02/hour)

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

- Paul needs some support with learning the new skills of the job and brushing up on skills when he hasn't used them in a while.
- He needs to have time to ask questions and process information.
- He needs support communicating his needs and concerns with supervisors, and he needs clear instruction to know the rules and boundaries of the job, as well as reminders to follow these rules.
- Initial Job support will begin after the first 90 days of initial job support in completed by VR and continue for 90 days thereafter.

Paul's preference on how this service is delivered:

- Paul wants a job coach who is knowledgeable and fun.
- He wants someone who will understand that he needs to know why things are the way they are and who doesn't mind letting him try things his own way as long as it is safe.
- He wants a job coach who respects his abilities and lets him alone unless Paul asks for help.

Service element: SE149 Support 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) (PSW, non-PSW independent provider, provider organization, general business, etc.):

Provider organization (\$25.85/hour)

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

- Paul needs some support with learning the new skills of the job, brushing up on skills when he hasn't used them in a while.
- He needs to have time to ask questions and process information.
- He needs support communicating his needs and concerns with supervisors, and he needs clear instruction to know the rules and boundaries of the job, as well as reminders to follow these rules.
- This ongoing support will begin as soon as the first 90 days of initial job support paid through support funds ends.

Paul's preference on how this service is delivered:

- Paul wants a job coach who is knowledgeable and fun.
- He wants someone who will understand that he needs to know why things are the way they are and who doesn't mind letting him try things his own way as long as it is safe.
- Paul wants a job coach who respects his abilities and leaves him alone unless Paul asks for help.

Chosen K plan residential services

None selected

Additional chosen services

None selected

Risk management plan

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

Paul and his mom are on the disaster registry with the county he lives in. He also knows to meet his mom at the park across the street if there is a fire or if the house smells like natural gas. He knows to leave the house immediately if he smells or sees smoke or flames and then call 911. Paul has emergency numbers on his phone. He does not live in a disaster zone, but if the power goes out, his mom and he will go where there is power. When Paul moves into his own home, he will create a safety plan with his provider.

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

Paul is really good with money and is not at any heightened risk for being financially exploited, he is also a good advocate for himself and is able to tell people what he does and does not like or want to do. He tells his mom when he is troubled about something and would tell her if someone hurt him or threatened to hurt him. He said he would be interested in taking a Relationship class so he can learn more about healthy intimate relationships.

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

If PA cannot reach Paul, she will call his mom and see if she has heard from him. If Paul is missing and cannot be reached by his mom, they will call 911 depending on the circumstances. Paul is very independent and will be when he moves out of his mom's house. There will be times when he cannot be reached for personal reasons. If his mom is concerned that she cannot reach him and feels he is in danger, she will contact the authorities. Paul knows that his PA will need to do quarterly monitoring and he will call her back if she tried to contact him.

Known risks

Risk	High risk ⓘ	Describe the issue and how it is addressed or note where other information can be found. ⓘ
Seizures	<input type="checkbox"/>	Paul has a seizure protocol that he and his mom created. Paul also wears a medical alert necklace so that if he falls down in the community or at home when alone, it will automatically alert emergency services. Paul's house also has some modifications (padded sharp corners and hard surfaces) to decrease his chance of hurting himself if he happens to trip or fall while having a seizure.
Unsafe use of flammable materials	<input type="checkbox"/>	Paul's mom keeps matches and lighters locked. PA will check in during monitoring to see how this support is working or not working and offer resources if necessary. PA also offered online resources to Paul showing the dangers of playing with flammable substances and gave him a fire safety and prevention tip sheet.

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

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

Does Paul'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 Paul have a nursing care plan?

- No Needed Yes, it is found at:

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

Home: Paul choses to wear a life alert necklace that will call emergency help if he needs it. Paul has all his emergency numbers in his phone. He can also go next door to the neighbors (Rita and Brad 555-555-5555).

Work/school/day supports: Once Paul has a job he wants to list his mom (Susie Kiel 577-555-5555) as his emergency back up for work and will give them her number. He wants her to be called if he needs someone to pick him up early for work and, for some reason, can't call her himself or if 911 is called.

Other:

Differences

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

No known differences

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

No known differences

Legal relationships

Type of legal relationship	Name(s)
Representative Payee:	Susie Kiel until Paul changes this at SSA

Acknowledgments

The person Paul 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 Paul needs to understand his 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 Paul can live and receive supports. This must include non-disability specific options. Paul and his PA went over Paul's right to live and receive services in residential (24-hour Res, Foster, SL) and in-home settings. Paul said he has no interest in living in a group setting or residential setting. He said he wants to live in his own apartment or with his mom.	
Describe the options offered about settings where Paul can receive employment or day services. This must include non-disability specific, community-based options. Paul and his PA discussed many job setting options, including on a crew, in a facility and talked about lots of different jobs he has done and would like to do. He said he has no interest in working in any sort of "facility" or on a crew. He wants a competitive wage job in the community doing something similar to what he discussed in his Person Centered Information. (see person centered information form.)	<input type="checkbox"/> Not applicable
Did the SC/PA review the services available to Paul?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Does this ISP reflect the services Paul chooses and the outcomes Paul 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 Paul'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 Paul 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 Paul given the opportunity to choose the location of his ISP meeting?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Was Paul given the opportunity to choose who participated in his ISP development?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Did Paul 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 Paul's strengths and preferences, support needs as identified by an assessment, and the services and supports that will assist Paul to achieve his identified desired outcomes.

- **Services coordinator/personal agent/ODDS residential specialist:** Ensure the plan meets Paul'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 Paul	Present at meeting?	Signature	Date	Comments
Paul Kiel	Person receiving services	<input checked="" type="checkbox"/>			
Kitty Fields	Personal Agent	<input checked="" type="checkbox"/>			
		<input type="checkbox"/>			

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