

Individual Support Plan (ISP)

Person's legal name: Linh Shawna Tiem

Preferred name: Shawna

Plan effective dates: 07/01/2016 – 06/30/2017

One page profile for: Home

What people like and admire about Shawna:

Shawna is kind and considerate. She will always check in with others to make sure they are feeling well, and she loves to send thoughtful notes to those in her life.
 Shawna is a great cook. She loves to make dinner each night with her mom.
 Shawna is an immaculate housekeeper.
 Shawna has beautiful eyes.



What is important to Shawna:

Shawna likes her privacy and doesn't like people interfering with her life.
 Shawna's son, David, is her number one priority. If he is happy, she is happy.
 Her mom--she is very close to her.
 Shawna wants her son's dad to be out of her life forever.
 Shawna wants to keep getting help from her mom and not from anyone who doesn't know her.

How to best support Shawna:

Give Shawna time to respond to information. Give her one or two bits of info and let her think about it until she responds.
 She likes to have her mom with her if there will be important information that she is meant to remember or do something about.
 Quick meeting with small amounts of information work best for Shawna.

Desired outcomes

Desired outcome: Shawna lives happily and safely with her son in her own home.

What supports this outcome? Informal Supports

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 Shawna will continue to work with her mom on gaining more parenting skills.	Shawna and mom, Ahn	Now and ongoing	PA progress notes	None
2 Shawna will take a parenting class at the local hospital.	Shawna	By June 2017	PA progress notes	None
3 Shawna will tell her mom or her PA if she is feeling overwhelmed, so that others know she needs some extra support and can take action.	Shawna, mom, and PA	Now and ongoing	PA progress notes	None

Desired outcome: Shawna will be riding the bus on her own.

What supports this outcome? Informal Supports and Non-Med. Comm. Transport

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 PA will send Shawna a bus pass each month.	PA	monthly through plan year	PA progress notes	None
2 Stacy, Shawna's friend, will help Shawna practice navigating her community safely so she will not get lost.	Shawna and Stacy	weekly until Shawna feels confident	PA progress notes	None

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

A. Currently **working** in competitive, integrated employment and/or small group employment:

1. How many hours a week on average does Shawna **currently** work?

40 hours in competitive, integrated employment

0 hours in small group employment

2. How many hours a week does Shawna **want** to work in competitive, integrated employment?

40 hours

3. This ISP year, Shawna wants to (*check all that apply*):

Retain current job

Advance in current job (*get a raise/promotion, learn new skills, etc.*)

Explore interests in individual, integrated employment through an employment path, discovery or other time-limited service

Get a new job

Get an additional job

- Retire — is at least 60 years old or will be this ISP year. *Employment outcomes are not required.*
- No longer continue in individual, integrated employment and/or small group employment. *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.
Shawna has no barriers to maintaining her current integrated job. Things are working very well.	N/A

Desired employment outcomes

Desired employment outcome: Shawna will run the family house cleaning business when her mom retires (approximatel 5 years from now).

What supports this outcome? Informal Supports

Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
1 Shawna will continue to work closely with her mom to maintain the tasks she has already become skilled at.	Shawna and mom, Ahn	now and ongoing	PA Progress notes	None
2 Shawna will have new responsibilites added to her job description every year.	Shawna and mom, Ahn	now and ongoing	PA Progress notes	None
3 Shawna will be solely responsible for two client's homes by the end of 2018.	Shawna and mom, Ahn	by December 2018	PA Progress notes	Shawna and her mom, Anh, have developed a plan outlining the steps they will take to get here.
4 Shawna will find one new client by the end of 2018.	Shawna and mom, Ahn	by December 2018	PA Progress notes	Shawna and her mom, Anh, have developed a plan outlining the steps they will take to get here.

Chosen case management services

Chosen case management provider: Brokerage - TQC	
Authorized dates: <input checked="" type="checkbox"/> Same as plan effective dates	
Required frequency of case management contact: Monthly	Prime number: 0000003
Case management will monitor the effectiveness of services and supports being provided, Shawna's satisfaction and well-being, and progress toward identified desired outcomes throughout the year.	
Other anticipated case management services during the year include: PA will monitor monthly by checking in with Shawna about how she is gaining skills to respond appropriately in the event of a fire or other emergency situation. PA will also check in with Shawna to give her information about community resources that might support her to meet her Desired Outcomes, like parenting classes and children/family play groups. PA will coordinate Shawna's ISP each year and make revisions as needed based on changes in need and desired outcomes.	
Shawna's preference on how case management is provided: Shawna likes to meet at PAs office unless absolutely necessary for PA to come to the house. Shawna likes her PA to call her mom and coordinate meetings.	

Informal supports, community resources and other voluntary services and supports

Describe supports	Provided by
Shawna needs support shopping for and preparing meals. She needs support to find items in the store, purchase the most cost effective items, make healthy choices, prepare ingredients and use the stove and oven safely (e.g. setting the temp and timer correctly and remembering to turn off appliances). Shawna needs support budgeting for bills and other items she needs, paying for items (monetary exchanges), and managing her finances so she pays her bills on time and in the correct amount. Shawna needs support to communicate effectively with people in her community to conduct business (i.e. utilities companies, banks, medical professionals) and to understand complicated information she receives from day to day so that she can make informed decisions about her life. Shawna needs support for reading and writing. She can read some signs, but needs support for most information, especially if it is complicated.	(Mom) Anh Tien
Support for navigating the community while on the bus. Shawna needs support reading signs and finding her way to and from her destination. She needs support for communicating effectively with the bus driver, waiting safely at the bus stop, finding the proper bus route and knowing when to get on and off the bus.	Stacy (Shawna's friend)

Shawna needs support at work to stay on task, knowing what tasks need to be completed, and finishing a task to completion. She is very skilled at most all the tasks at work, but needs periodic redirection from her mom. She needs support to learn new tasks and support for transportation to all the places she needs to go while performing her work (i.e. she goes from home to home while performing cleaning duties).

(Mom) Anh Tien

Chosen State Plan Personal Care (SPPC) services

None selected

Chosen family support services

None selected

Chosen K plan services

Service element: SE149 Support Services for Adults

Number of units: 1	Unit type: Each	Per (frequency): Month
Authorized dates: <input checked="" type="checkbox"/> Same as plan effective dates	Start date:	End date:

Chosen provider type(s) and current rate(s) (PSW, non-PSW independent provider, provider organization, general business, etc.):
General Business (\$35/mo)

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

- Shawna needs support navigating the community; reading signs and finding her way to and from her destination.
- She might become lost or confused without support while riding the bus, so she needs someone to help her get to and from her destination safely; getting on and off at the correct spot, and waiting safely at the bus stop.

Shawna's preference on how this service is delivered:

- Shawna wants her bus pass mailed to her mom's house each month.
- Shawna has a friend, Stacy, whom she wishes to help her while navigating the community.
- Shawna trusts Stacy and Stacy is very skilled at navigating the bus routes.

Chosen waiver services

None selected

Chosen K plan residential services

None selected

Additional chosen services

None selected

Risk management plan

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

Shawna is on her county's Disaster Registry. She lives next door to her mom and would go there in case of an emergency. She has been given additional resources from her PA to respond to emergencies, including an Emergency handbook from local emergency response center and an emergency response sheet to put on her fridge to provide information to emergency responders when necessary.

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

Shawna has a rep payee for SSI. She has good skills for being safe in the community and around strangers.

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

Shawna's mom is in constant contact with Shawna. If she is unable to contact Shawna and fears Shawna is in danger, she will contact 911. PA let Shawna know that she will need to contact her monthly to check on fire safety and Shawna said she would be available. If PA cannot get a hold of Shawna, she will call Shawna's mom and see if she has heard from her.

Known risks

Risk	High risk [Ⓢ]	Describe the issue and how it is addressed or note where other information can be found. [Ⓢ]
Fire Evacuation Safety	<input type="checkbox"/>	Shawna's PA gave her a "911" emergency sticker to put on her phone so she would remember the number to call. Her PA and Mom also reminded Shawna that if she ever smells smoke in the house or sees fire, to go outside and call "911." Shawna's mom will remind Shawna of this ongoing, and PA will monitor monthly until he feels Shawna has a plan she can follow safely in case of fire.
Court Mandated Protection (against ex-boyfriend, Mike Doke)	<input type="checkbox"/>	Shawna does not call Mike or attempt to see him. If she sees him near her home, she will call 911. Everyone in her mobile home park is aware that Mike can not be there. If she sees him in the community, she will leave the area. Mike has not attempted to call or come to the mobile home park in 2 months, since the restraining order was put into place.

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

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

Does Shawna'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 Shawna 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: If something happened to Shawna's mom, who is her primary support provider, Shawna would continue to live on her own and would hire someone to help her with the things her mom helps her with. Shawna thinks this might be a PSW. Shawna's neighbor, Julie Ross has said that she would help out any time, so Julie could be support in the interim, if something happened to mom and Shawna needed immediate support, before a PSW can be hired. For now, PA provided Shawna with the PSW registry information so that Shawna can begin looking at back up options.

Work/school/day supports: Margo and Linda (employees of Anh and Shawna) help Shawna at work when mom is sick or not available. If this changed, Shawna would hire someone to help her at work. She says that she can always hire an employee to assist her and does not want to hire a PSW for this.

Other:

Differences

Note any differences between the contents of this plan and what Shawna 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)
Representative Payee:	Anh Tien (mom)

Acknowledgments

The person Shawna 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 Shawna needs to understand her rights or to understand this plan, if any:
Shawna needs help reading and writing and understanding complex information. Her mom will help her understand her plan and support her to advocate for the chosen services she wants to meet her needs.

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 Shawna can live and receive supports. This must include non-disability specific options. PA told Shawna that she has the right to have her supports provided in the following settings: In-home (which she is), 24-Hours Residential, Foster, or Supported Living. PA explained to Shawna what each of these settings were. Shawna said she likes living next door to her mom and with her son. Shawna and her PA also talked about that Shawna has lived in her mobile park for 20 years and loves it there. She has lots of close neighbors and feels safe. If Shawna ever changes her mind, she will talk to her mom, Anh about living options.	

Describe the options offered about settings where Shawna can receive employment or day services. This must include non-disability specific, community-based options.	<input checked="" type="checkbox"/> Not applicable
Did the SC/PA review the services available to Shawna?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Does this ISP reflect the services Shawna chooses and the outcomes Shawna 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 Shawna's family provides supports, does this ISP reflect what is needed for the family to effectively provide supports?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A
Has Shawna 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 Shawna given the opportunity to choose the location of her ISP meeting?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Was Shawna given the opportunity to choose who participated in her ISP development?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Did Shawna 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 Shawna's strengths and preferences, support needs as identified by an assessment, and the services and supports that will assist Shawna to achieve her identified desired outcomes.

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

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