



*Strategies for a Successful ISP*

Webinar

June, 2018

Questions? Visit [www.OregonISP.org](http://www.OregonISP.org)

# Welcome!



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Questions? Visit [www.OregonISP.org](http://www.OregonISP.org)

# Getting started

- Find your webinar control panel
- Look for helpful links in the control panel
- Ask a question at any time during the webinar

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Who is here today?

Questions? Visit [www.OregonISP.org](http://www.OregonISP.org)



*Feeling a little stuck?*



**You are not alone!**

We have learned from your questions and feedback that there are some key areas in the ISP process that remain a little unclear...

Our continued goal is to support you with the ISP process!

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# What to expect from this webinar

## Question:

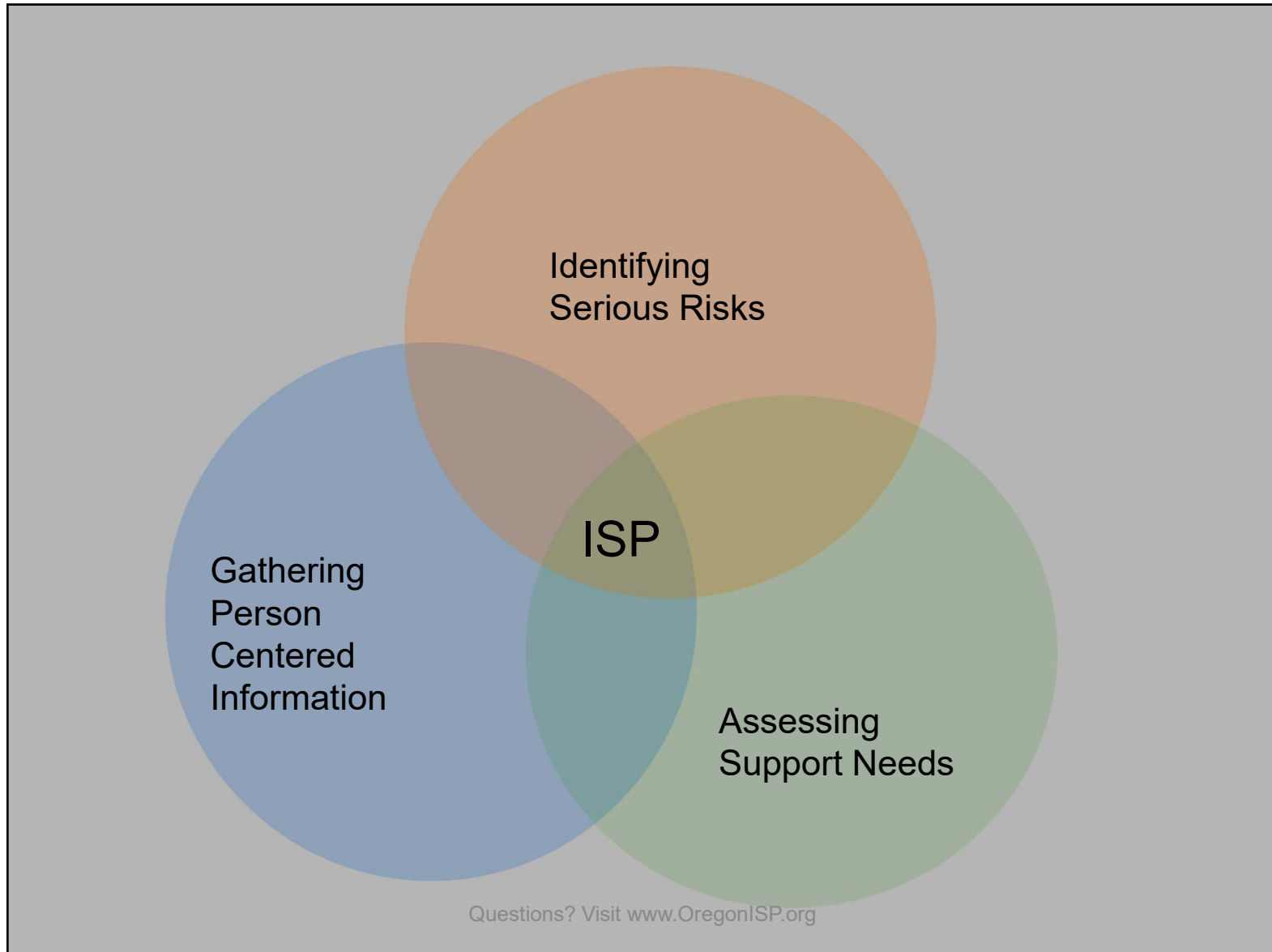
*“Who created the ISP process and will it continue to change and grow?”*

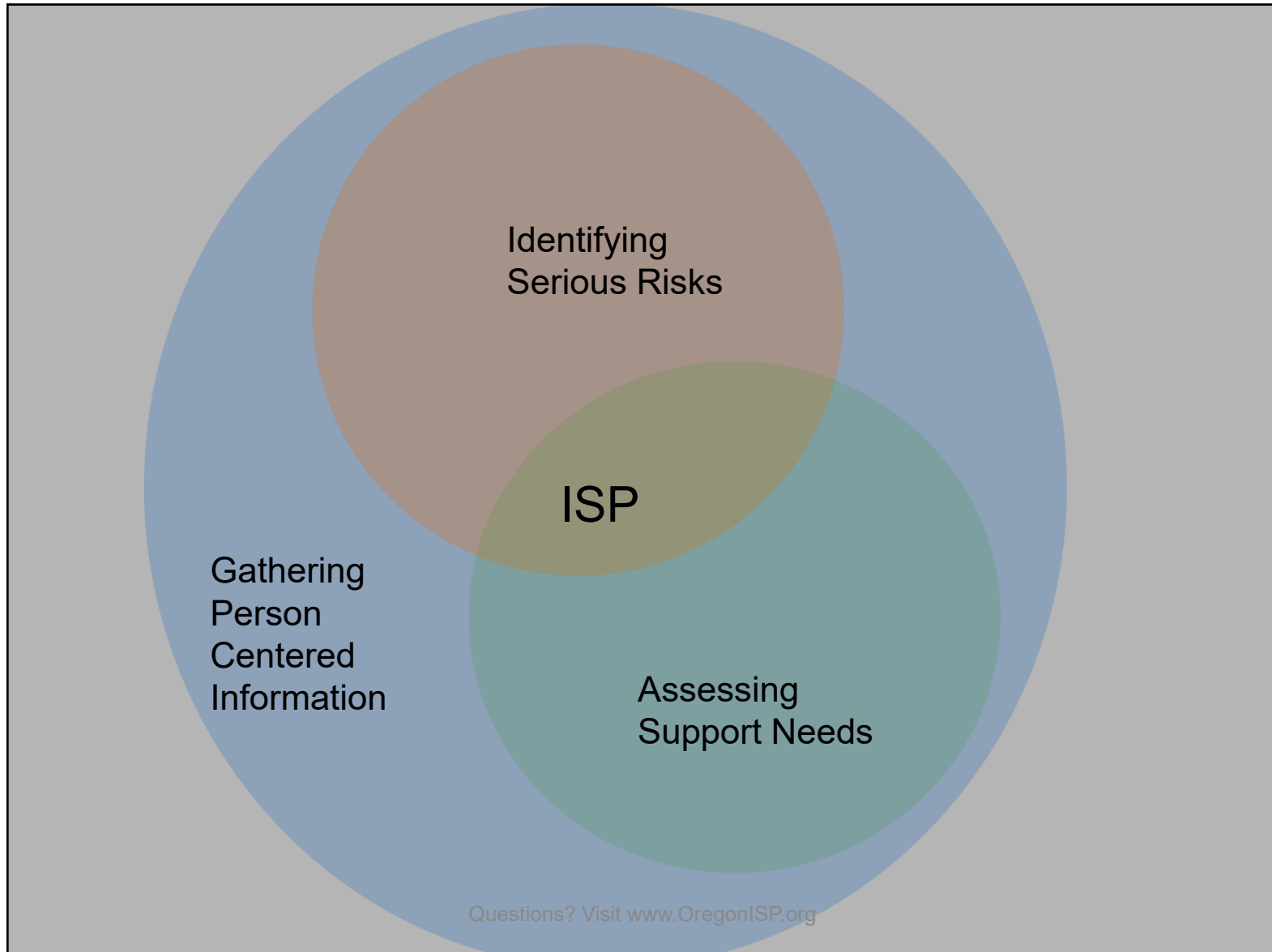
ISP stands for Individual Support Plan



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# Who makes up the ISP team?

## Question:

*“I am an employment service provider. One of the people we support recently had an ISP meeting that I was not invited to. Who makes up the team? And if we are not invited to a meeting, how can we get the information we need to support the person well?”*

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- **What is the ISP team?**

- The ISP team is the people who work together to develop and implement a person's ISP.
- It is typically made up of the person, SC/PA, family, friends, providers



**Strong teams build  
strong foundations**

**Who makes up the ISP team?**

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## Who makes up the ISP team?

- Who is responsible to help build the team
  - The person
  - Legal representative, if any
  - The SC/PA
  - Others who the person has asked for help with decision making



- **Module 2: Basic Introduction to the Oregon ISP**
- **Module 3: ISP Walk-through**

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## Poll Question

- Who chooses the people who make up the ISP team?
  - The Person with an ISP
  - The SC/PA
  - The School
  - The PSW
  - The Foster Provider

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## Gathering Person Centered Info



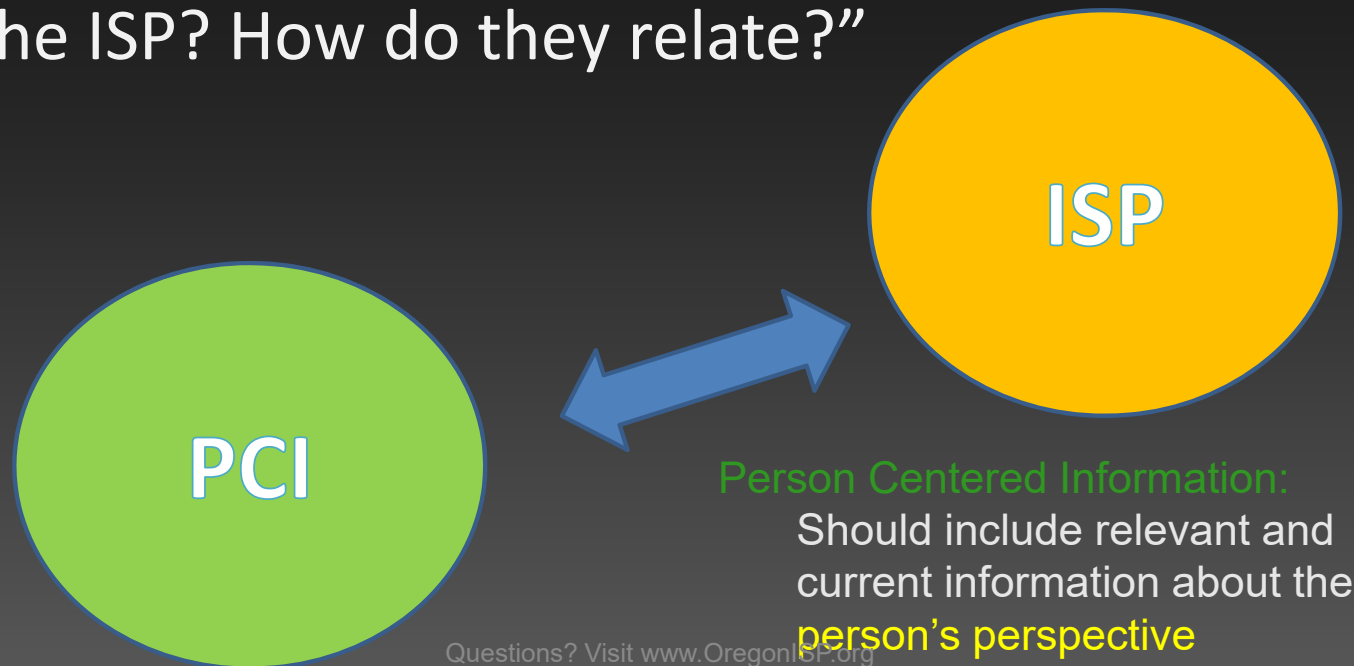
### Question:

*“I was in an ISP training today and I thought I heard that we do not need to ask questions that we know/expect to be traumatizing or irrelevant to the person/family. So how should I document this in the PCI?”*

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## Gathering Person Centered Info

**Question:** “What is the connection between the Person Centered Information form and the ISP? How do they relate?”



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## Desired Outcomes

### Question:

*“Does there need to be a Desired Outcome written for each authorized service in the Chosen Services section of the ISP?”*

**Not all authorized services must be connected to a Desired Outcome**

Each authorized **employment service must have a Desired Outcome associated with it**

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## Poll Question

- True or False, there must be a Desired Outcome written for each employment service authorized in the ISP?

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## Risks vs Support needs



### Question:

*“Do we need to mark Yes to the following risks if the person is never alone and lives in a 24-Hour residential setting?”*

- Unsafe med management*
- Significant risk of exploitation*
- Safety and cleanliness of home*

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# Risks vs Support needs



Questions? Visit [www.OregonISP.org](http://www.OregonISP.org)

## Risks vs Support needs

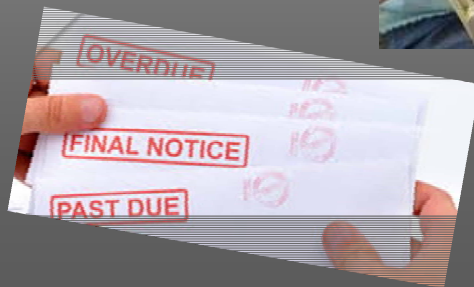
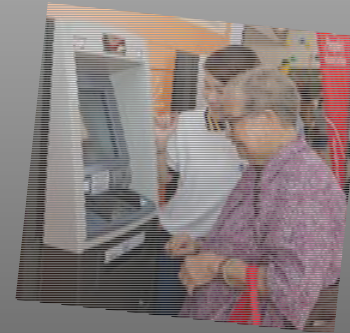


### Question:

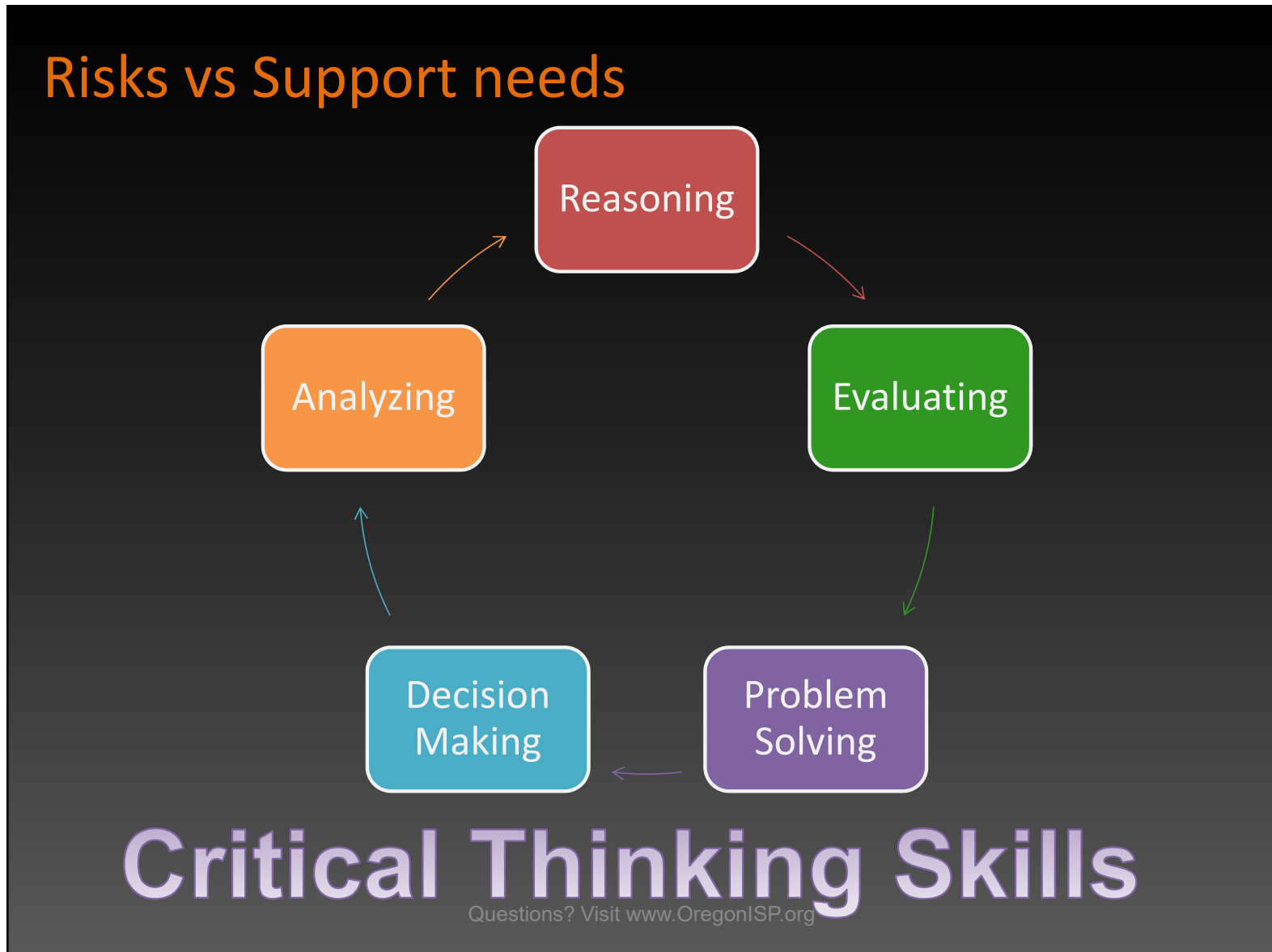
*“Do we need to mark Yes to the risk of potential for financial exploitation when a person has a rep payee?”*

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# Risks vs Support needs



Questions? Visit [www.OregonISP.org](http://www.OregonISP.org)



## Poll Question

When must you mark YES to the risk of financial exploitation?

- When the person has a rep payee
- When the person needs support with budgeting
- When the person lives in a residential setting and their provider handles their money

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## Question:

*“Licensing just told us we were missing the Provider Risk Management Strategies form (PRMS) for the person we support. What is this form and how does it relate to the Risk Identification Tool and the ISP?”*

## Provider Risk Management Strategies



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Known risks		
Risk	High risk <sup>Ⓞ</sup>	Describe the issue and how it is addressed or note where other information can be found. <sup>Ⓞ</sup>
Choking	<input type="checkbox"/>	Foster provider uses Aspiration/Choking Protocol they created/wrote.
Complications of Diabetes	<input type="checkbox"/>	Foster provider uses Hyper and Hypoglycemic Protocol they created/wrote with support from diabetes specialist.
Unreported pain or illness	<input type="checkbox"/>	Foster provider uses Safety Plan they created/wrote.
Water temperature safety	<input type="checkbox"/>	Foster Provider uses Safety Plan, including puts Safety covers on all faucets. Water temp is controlled by providers.
Fire evacuation safety	<input type="checkbox"/>	Foster Provider uses Safety Plan they created/wrote.
Vehicle safety	<input type="checkbox"/>	Foster Provider uses Safety Plan, including keeps Safety lock in vehicle and gives reminders to not take off seat belt. Foster Providers stay at arm's length and give reminders to stay close around streets and parking lots.
Refusing medical care Extreme food seeking behavior	<input type="checkbox"/>	Foster Provider uses Behavior Support Plan created by Fitz's Behavior Support Professional. <ul style="list-style-type: none"> <li>• Behavior Support Plan, includes restricted access to food (see BSP for details).</li> <li>• Fitz has an individually based limitation for Access to Food (the completed IBL form is attached to this plan)</li> </ul>
Unsafe social behavior	<input type="checkbox"/>	Foster Provider uses Behavior Support Plan created by Fitz' Behavior Professional. It includes Foster provider reminding Fitz if he gets too close to someone or pokes them. He is reminded to step back and not to poke.
Potential for financial abuse	<input type="checkbox"/>	Foster provider used Financial Plan they created/wrote with input from Rep Payee. Rep Payee (Bill Bennet).



Provider Risk Management Strategies – ODDS 1.21.2015

### Provider Risk Management Strategies

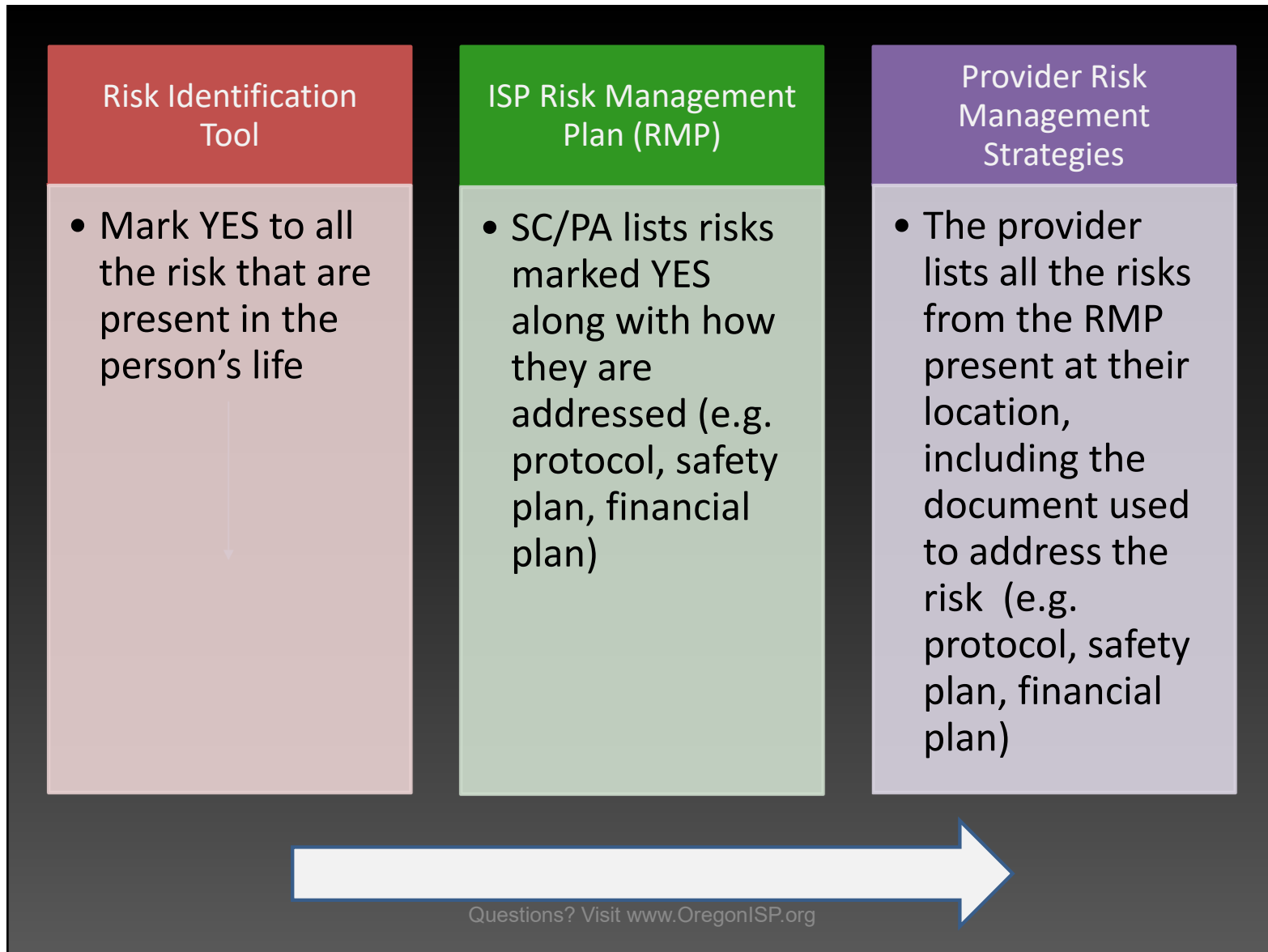
Person's name: Fitz Bennet Provider/Site Name: Home

List risks identified on the ISP Risk Management Plan or Service Agreement and what support document(s) are in place to address each risk.

Risk	Title of document	Document date	Where kept
Choking	Choking Protocol	8/5/15	"Big Book", Medical section
Complications of Diabetes	Hyper and Hypoglycemic Protocol	5/14/2016	"Big Book", Medical section
Unreported pain or illness Water temperature safety Fire evacuation safety Vehicle safety	Safety Plan	9/9/2016	"Big Book", Safety Section
Refusing medical care Extreme food seeking behavior Unsafe social behavior	Behavior Support Plan	8/4/16	"Big Book", Behavior section
Potential for financial abuse	Financial Plan	6/2/2016	"Big Book", Financial section

Does this person have a Nursing Care Plan at this location?  No  Yes, where found: "Big Book", medical section

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## Informal Supports and Community Resources

### Question:

*“Is it required that we include informal supports in the ISP? If it is not a paid service, why would we include these supports?”*

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# Informal Supports and Community Resources

- **What is an informal support?**
  - Any support or service that meets an assessed needs which is not paid for with DD service funds

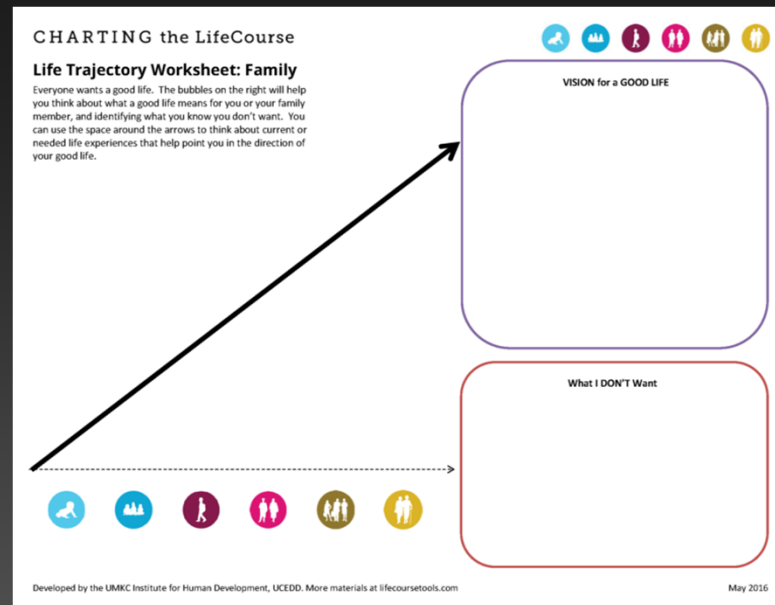
Informal supports, community resources and other voluntary services and supports	
Describe supports	Provided by

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# Informal Supports and Community Resources

- Why are informal supports important?
  - Encourages self sufficiency
  - Builds community
  - Supports life trajectory



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## Poll question

Which of the following is not an example of an informal support:

- Your neighbor who gives you rides to the grocery store just because they like you
- The elementary school speech therapist
- A DD employment service provider who is paid with Medicaid funds
- A gas station attendant who charges you \$25 to put air in your bike tire

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## Signatures –who signs and when?

- **Question:** “I just spent all day chasing down signatures from three different staff members at a provider organization. Then, I found out this wasn’t necessary. What’s the deal? Who needs to sign the ISP?”
- **Question:** “I had an ISP in August. All but one team member was there to sign off. Do I need to get this person to sign or can I just note on it that they gave verbal approval? “

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## Signatures –who signs and when?

- The Person
- The legal representative or guardian
- The SC/PA
- One rep. from the provider agency

These people sign agreeing to the plan before paid service can begin.

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## Signatures –who signs and when?

**Question:** *“I heard today that the person’s guardian doesn’t need to sign the change form when a risk is added to the ISP. Is this true?”*



### Making changes:

The only change that requires a signature is when a service is being added or removed.

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## Putting the plan into action- next steps



### Question:

*“With the new One ISP format, under the Desired Outcomes section, there is space for action steps to be written directly into the ISP. Do providers still need to do additional Action Plans for these goals or do the Action steps in the ISP suffice?”*

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# When is an Implementation Strategy required?

<b>Desired employment outcome:</b> 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.				
<b>What supports this outcome?</b> Community Services, Employment Services				
Key step/goal	Who is responsible?	Timelines	Where to record progress	Additional implementation strategies expected?
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.	John and Q Services Inc.	John will have had one scheduled tour by 09/17 and then 3 each quarter thereafter.	Learning Log with information about experiences in Springfield.	Action Plan has been developed by Q Services for Employment Path Service outlining steps for gaining office job related skills along with transportation.

1) When the ISP directs

2) When using a paid employment service

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## Poll question

When must an implementation strategy be created? Choose all that apply

- When the SC/PA writes this expectation in the ISP Desired Outcomes section of the ISP.
- For every desired outcome in the ISP.
- When the person is using a paid employment service provider (provider must create).
- Whenever the provider thinks it will be helpful

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## A walk through the Oregon ISP website

- Where can I go for more information?
- Let's walk through the ISP website
- [www.OregonISP.org](http://www.OregonISP.org)

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# Questions?

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