

Person Centered Information

Person's legal name: Gloria Louise Amsterdam

Date of last update: 01/24/2017

What name does this person prefer to be called? Glo

Ask Glo and those close to her what her current priorities are. What are the things happening right now that Glo wants to strengthen or maintain? Are there issues of concern that need to be addressed?

Seek to understand more about the current priorities by asking follow-up questions when needed.

Record what you learn on this form. The amount of information you record in each topic area will vary depending on Glo's priorities and how well you know her.

If you don't have information about a particular topic area because it is not a current priority or Glo doesn't want to discuss it, note that on this form.

Communication

How Glo communicates wants/needs/pain, assistive devices used for communication, accommodations needed, receptive and expressive communication skills, reading/writing skills, opportunities to gain or maintain skills, etc.

Person's perspective:

Gloria does not speak words, though she has a lot to say. It is important to Glo that anyone communicating with her listens well and does not assume they know what she wants to communicate - Gloria will let you know exactly what is on her mind. She has a communication book, and using that she can communicate whatever she wants. Glo can read as well.

She is excited about her new computerized communication board that she is working with her Services Coordinator to purchase. She says the first thing she would like to say is "I love you" to her brother Reggie and she also has a good joke to tell him.

Gloria makes phone calls to her friends and family every night.

Additional input:

Gloria uses her eyes to communicate. Although Gloria does not SAY words, she has an extensive vocabulary. It is important not to underestimate her and to communicate with her--don't assume you know what she wants to say, always let her finish her thought.

She raises her eyes (looks upwards) for "yes" and away or at you for "no."

Gloria has a communication notebook that she uses with others to communicate. With the book, Gloria can tell staff word for word what she wants to. All staff who support Gloria must be trained and able to communicate with her. Staff should also watch her facial expressions --she will smile if she agrees with you, something is funny, she is excited about something, etc.

She will have a more stern face and have a worried look in her eyes if she feels like you are not understanding her, or if she feels ill, disagrees, or is saying no. See her communication chart for

more details. Learning Gloria's communication is vital to supporting her.

At this time, Gloria is waiting for a computer communication board to arrive, that will track her eye movements and that she can use to verbalize her thoughts more independently. Once it arrives, Glo and staff will receive training to help Gloria learn how to use it.

Sometimes, Gloria and her housemate disagree or have an argument. Or, Gloria will become upset with something that staff does. It can be challenging for Glo to move past the argument and needs some help to process her feelings. She has a tendency to want to call several people to tell them about the issue, rather than confronting the person who she is upset with. Others have said before that she “triangulates,” meaning that she when she is upset she will call management to report that staff is neglecting her. Gloria needs support to communicate her feelings so they are not bottled up, and help her work out what she wants to say or how she wants to resolve the conflict at hand.

When Gloria feels that there is a conflict, she typically wants to ask Stacy, one of the managers at Blue Skies to come over to her apartment right away to talk about it. If Stacy is unable to come right away, Gloria will get more upset and tell others that Stacy doesn't care about her. Staff should reassure Glo that Stacy does care and she will come over when she can. At these times, Gloria usually does not want to talk about the problem with the staff who is there (especially if she is upset with something staff did) but would prefer to talk to one of the managers. Staff should offer their help but not pressure me.

Life in current living arrangements

Where and with whom Glo lives, where Glo wants to live, options for where Glo can live (including non-disability specific options), planning to live more independently or on her own, looking for a new home or moving out of family home, rents or owns, private room, contribution to household, daily routine, activities at home, hobbies, pets, family, roommates, accessibility throughout home, meal planning, shopping, preparing meals and cooking, cleaning, skills for maintaining own household, modifications in home, safety.

Person's perspective:

Gloria says she “loves her apartment.” She shares it with one woman, who “is ok.” Gloria would prefer to have her own place, but says “this is ok for now.”

Gloria likes her bedroom to be neat, tidy, and decorated to her liking with pictures of friends and family as well as quilts, angel figurines, and knick-knacks she has collected over the years.

Gloria's bedroom is currently decorated mostly with black, white, and shades of purple and pink. She has a hospital bed (to keep her in a reclined position at a certain angle due to a rod in her back), but she does not want it to look like a hospital room.

Additional input:

Gloria shares an apartment with another woman, and they get along well for the most part. Gloria receives supported living supports from Blue Skies. There are two staff on duty at all times, to help support the two ladies, including overnight shifts when one staff is awake and the other is asleep. Gloria needs to have two staff to lift or transfer her. During the day, one of the staff is dedicated to Gloria at all times, and she also has 1:1 supports in the community. When Gloria wants to relax in her room without staff, staff should check on her every 15 minutes by gently tapping on the door and peeking in. During overnight hours, Gloria should be checked on by the awake staff every 2 hours. Gloria receives physical assistance with all tasks. Staff must always be respectful and gentle with her

care, and let her know what they are going to do before they do it. All staff needs to be trained on all supporting documents and specific protocols for Gloria's care.

Pre-employment and/or work

Career goals, developing job skills, interests, job exploration, financial concerns, social security benefits concerns, job development for self-employment or paid work, current job, job satisfaction, workplace safety, childcare needs, co-workers, work routine, work environment, planning for retirement, etc.

Person's perspective:

"I want a job" so I can have more money. Gloria is interested in having a job where she can advocate for others or help others advocate for themselves. So "people with disabilities are not underestimated" She is not sure what she would like to do for work other than working with people and helping people, so she would like some help figuring out what that looks like; what opportunities are out there, what her options are, and how her skills can match up to a good job (Gloria would like to use the Discovery service she talked about with her SC to learn about her job interests and what kinds of jobs are out there in the community). Once Gloria gets a job, she wants to work about 20 hour per week.

Additional input:

Gloria went to Advocacy Day at the state capital last year and enjoyed visiting with legislators and getting to see the House Floor. In the past, she has been a focus person to help train SCs and PAs on Person Centered Planning, and she is also a part of a women's group (Let's Be Healthy) that focuses on advocating for themselves in particular around their health care.

Gloria is passionate about helping others and is good at socializing with others in the community, as long as she is supported. Having a new communication board will hopefully give her greater independence so she doesn't always need staff support to communicate with others who don't know her yet.

Gloria has a lot of health and safety supports and needs to be with a support staff at all times. She would need a job that can accommodate this. Will need to figure out how she could be supported in a community job setting.

Employment-related skills

Interests, hobbies, talents, strengths, prior work experience, education, reading and writing skills, communication skills, computer skills, organization, timeliness, reliability, areas of focus if still in school, etc.

Gloria is organized and follows through with commitments, except when circumstances are beyond her control. She is very social and loves to interact with others. She has an eye for detail and a very good memory. She needs physical support with tasks at this time, and she is willing to explore assistive devices or technology to help her be more independent.

Employment-related preferences

Hours, time of day, days of week, mornings, evenings, pay, location, environment, people and coworkers, noise level, distance from home, type of job, type of tasks, pace, etc.

Gloria will need to work out transportation to and from work. She would like to work part time, up to 3 days a week for no more than 4 hours a day. A salary rate or hourly are both ok.

School and life-long learning

Things Glo would like to learn, classes interested in taking, continuing education, personal or professional development, accessing school options, graduation preferences and diploma options, transition, etc.

Person's perspective:
Not interested in school or taking classes at this time.
Additional input:
N/A

Community and social life

Recreation or leisure activities, community activities, concerts, festivals, churches, accessing community locations, shopping, visiting friends and family, social networking, clubs, social events, volunteer work, safety, opportunities to develop social skills, opportunities to contribute to the community, transportation, etc.

Person's perspective:
Gloria receives attendant care during the day from Pathways and Partnerships, and she has made some friends there. She enjoys participating in Meals on Wheels and visiting with the ladies at Lewis and Clark Senior Center near her home.
Gloria loves to go out shopping, to church, and out with friends. She would rather not have staff with her but is ok with having a staff for safety. She also enjoys walks in her neighborhood as long as the weather is nice. She would like to “go out more.”
Additional input:
Gloria attends Pathways and Partnerships and says she enjoys the time she spends there. However, staff feels that she is sometimes bored there and just takes naps throughout the day. Gloria seems to enjoy days when there are activities planned, but she also needs down time to relax. Gloria seems to prefer spending time interacting with staff, rather than others who attend.
Staff at Rise Above also help her do some of her email correspondence as well as setting up her Facebook page. Gloria loves looking at pictures of friends and family, as well as funny memes and videos. Gloria likes to watch comedies in her spare time.
Gloria is close with her family and friends and is supported in emailing, making phone calls, and helping to arrange visits with them. Gloria would prefer to be dropped off at places such as church, so she can just be with her friends. This is challenging because at this time Gloria has 1:1 staff supports in the community due to her medical needs. Therefore, it is important that staff who are accompanying Gloria are sensitive to this and are able to “lay low.” Members of her church (First Baptist) help her participate in the services.
Gloria needs support to remain safe and healthy in the community.

Relationship map

	People who are important to Glo:	Others in Glo's life:
Family	Family - big brothers: Reggie, William, and Ty (lives in Denver), Aunt Aubrey, nieces Natalie, Jasmine, and Serena, nephews Aiden and Dax. Brother Lawrence and his wife Stephanie live in Chicago with their dog Bella.	
Friends	Vivian (best friend for many years)	Miss Pearl, Jennifer, and Sue (friends at church)
People at work, school or in the community	At church: Mother Winnie, Edina, Pastor Sam, Michael and Greg; friends at Let's Be Healthy group: Miss Kate, and Amanda	Members of the community at First Baptist Church
People paid to provide support	Staff at home, especially Miss Tanya, Evelyn, and Carrie; Stacy at Blue Skies; Rebeca (Services Coordinator) Jake and Cindy at Pathways and Partnerships	Dr. Valeb at Providence Medical Center

Relationships

Anything about current relationships Glo would like to change, making friends, opportunities to make choices about who is involved in planning at home and at school, connections with distant friends and family, personality traits of favorite people, traits or people to avoid, etc.

Person's perspective: <p>Glo would like to have more time with people she loves. She would also like to be able to visit with friends and relatives who live far away.</p> <p>Glo wants to meet new friends and a good man. She wants to have a boyfriend as well as more friends to go out with or have over.</p>
Additional input: <p>Gloria has a large group of people who love and care about her. She communicates with them regularly over the phone and emails. She would also like to and would benefit from having more face-to-face time with her loved ones, social interactions, having guests over, go out for activities, etc. Gloria would like to make more friends in her community, and find a good man to date.</p> <p>Staff helps her make the calls and relays to the person on the phone what Gloria is saying (using the communication book.)</p>

She also has some email correspondence that she needs supports with --staff to read her the emails and she will communicate using the communication book and her eye movements what she wants staff to type.

Gloria is interested in trying out video calling but at this time does not have wi-fi at her home.

Characteristics of people who best support this person

Personality characteristics, any personality traits to avoid, specific skills, education or training needed, gender, physical attributes, strengths, interests and hobbies, specific people already identified.

Person's perspective:

- Reliable (follow through with commitments and punctual)
- Respectful and honest (Gloria will remember the details)
- Able to "lay low" when out in the community with Gloria
- Upbeat, sense of humor, lots of smiles
- Sense of style is a plus, be ready to talk about fashion and help Gloria look her best at all times
- Cleanliness is a must
- Take the time to build trust with Gloria, encourage her to share her feelings instead of bottling them up
- Respect her intelligence and independence
- Follow Gloria's lead, offer suggestions
- Good observation skills, to notice when Gloria may not be feeling well
- Able to physically support and lift Gloria, so she feels safe
- Able to follow nursing protocols and provide G-tube care
- Able to drive a van or other larger vehicle

Supporters should be aware (but not discuss with Gloria unless she brings up the topic) that when she was a child, Gloria was able to walk, speak, and eat foods. Due to the progression of her Cerebral Palsy, she can no longer physically do any of these things. Staff need to respect her abilities and never make her feel unable, as this is extremely stressful for Glo.

Additional input:

Health and wellness

Relationships with medical professionals, developing skills for taking care of herself, medical equipment, things that make medical appointments successful, skills for making and keeping medical appointments, physical fitness, sports, preventative care, health screenings, nutrition, nursing services, occupational therapy, dental care, planning for end of life care, advance directive, etc.

Person's perspective:

Staff take Gloria to her doctor appointments, help her at home and out and about. It's important to stay healthy and take all of her medications. Gloria doesn't like Thick-it but she puts up with it. Gloria's brother Reggie is also her Health Care Representative, in case it is needed.

Additional input:

If staff observe Gloria becoming depressed, very tired, less responsive or communicative, they should ask her if she is feeling ok, anything hurts, or if she feels sick. If she answers that she feels ill or bad, she needs to go to the doctor or urgent care. It is important for staff to remain observant of her signs as she is not always able to tell others if she feels ill. Infections can quickly become an emergency for Gloria.

Gloria needs physical assistance with all tasks. She receives her meals through her G-tube, as well as medications and liquids. On special occasions, Gloria enjoys having a very small taste of cake (chocolate is a favorite) that has been wetted with a small amount of water. You can dip a Q-tip into the mixture and dab just a taste onto her tongue. Be extremely careful that she does not aspirate. She also enjoys an occasional sip of Coca Cola (classic, no off-brands) that has been thickened. Use Thick-it with all liquids she receives by mouth. Keeping Gloria's G-tube clean and free of infection is a top priority. Know and follow all protocols. Take care with all personal tasks, as Gloria's skin is very delicate. Use lotion so her skin doesn't get too dry and crack or develop sores. Use chap stick or lip gloss to keep her lips from drying out (and looking good). Ask her what she would prefer and use that.

Financial life

Budgeting, managing money, using cash, counting change, planning for the future, special needs trust, benefits, risk of exceeding resources, managing credit, education, controlling money, etc.

Person's perspective:
Gloria has a safe in her home that she keeps her spending cash in. Staff helps to count it for her and helps her with shopping. At this time, Gloria is not doing online banking, but she is interested in exploring this so she can keep track of her money on the computer. She would like a debit card and maybe a credit card.
Gloria makes all of her own financial decisions. She has a will that is kept with her friend and trusted advisor, Darla Werner.
Additional input:
Gloria's benefits are deposited into her checking account, which staff helps her keep balanced. Staff takes her to the bank when needed. Staff keep a ledger that is balanced and signed off on every day, and is also monitored by management and Gloria's SC. Gloria goes to the bank with staff when she needs to.

Protection and advocacy

Self advocacy skills, skills for saying “no” to things that are unwanted, making choices and decisions, opportunities to gain or practice skills, protection from exploitation, participating in self-advocacy groups or activities, personal privacy, any supports that interfere with privacy, identity protection, etc.

Person's perspective:
Gloria feels that she is a good advocate for herself.
Additional input:
Gloria is able to make all of her own decisions and does not need a legal guardian.
Due to her communication needs, others feel that she benefits from supports to ensure that she remains the decision-maker in her own life. Gloria is supported to communicate her needs and wants, but if she did not have this support she would not be able to make her own choices happen. She receives supports to keep from being abused or exploited as well --Gloria is fully aware but would not be able to protect herself if she was in a harmful situation.
Gloria is interested in and would benefit from being active in advocacy groups, as well as helping others advocate for themselves.

Cultural considerations

Family, traditions, stories, faith, heritage, rituals, celebrations, holidays, food, clothing, books or literature, items, planning for end of life, etc.

Person's perspective:

"I love the holidays!" Gloria loves to decorate for holidays, especially Christmas and Easter. She counts down to major holidays and really gets into it.

Gloria's birthday is very important! It is on July 5th, so she usually wants to have a 4th of July and birthday party combined. She usually invites her friends and family. Her 35th birthday is coming up in a few years, so she wants to do something big to celebrate but not sure what yet.

Additional input:

Looking forward to holidays and her birthday are very important to Gloria. She will plan for a long time in advance. Gloria needs support to make her plans a reality, staff help with organizing, advising her on her budget, shop, decorate, making calls/emailing her friends and family, etc.

Sexuality and/or intimate relationships

Education, family planning, privacy, anything that interferes with privacy, opportunities to express sexuality, dating, places and events to meet potential partners, online dating, safety considerations, etc.

Person's perspective:

Gloria would like a boyfriend, who is "good looking," "funny," and "can please me."

She does not want to discuss this with her brothers or any male staff, however. She is open to sexual health education as well as exploring relationships with the help of her home staff Miss Tanya, Evelyn, and Carrie.

Additional input:

Gloria does not have a boyfriend at this time. She is interested in meeting a man and dating. She likes to watch comedies with stars like Marlon Wayans, Michael Ealy, and Will Smith --she will smile really big and say that they are "handsome" and "good looking."

Gloria has had a boyfriend in the past, but it has been many years since she has dated. It is not known what her experiences have been like before, but she may benefit from some education and opportunities to meet others. Gloria will need supports to ensure her safety, and she is open to her team discussing this.

Mental health

Concerns about mental health; relationship with any mental health professionals; availability of helpline or other resources for Glo, family or supporters; things or people that make appointments better; effective strategies; accommodations needed; skills for making health care decisions; support to make informed health care decisions, etc.

Person's perspective:

At times, Gloria reports feeling depressed and hopeless about life. She used to see a therapist to talk about things that are bothering her. The woman she was seeing no longer works at the clinic, and Gloria has not met a new therapist yet. It has been over a year. She says that she is ready to find a new therapist to talk to from time to time.

Additional input:

Gloria is prescribed medication to help with depression and anxiety.

She currently is not seeing a counselor but it is believed that it would be helpful to have someone she could talk to about the things that are bothering her. Sometimes, she becomes very withdrawn and depressed, and loses interest in activities or calling friends. This can also be a warning sign that she is ill or has an infection and needs to see the doctor, so any time this happens needs to be followed up.

Gloria is very social and loves interaction. However, at times she becomes overwhelmed and needs staff to observe her facial expressions to notice she needs a break or to take a rest. She typically needs a rest after a few hours of activity. Gloria enjoys relaxing in a quiet room with the shades drawn. Quiet music is helpful, especially older Christmas and holiday songs.

Behavioral health

Concerns about behavioral health, relationship with any behavior professionals, availability of helpline or other resources for family or supporters, effective strategies, etc.

Person's perspective:

N/A

Additional input:

No specific behavioral supports are needed at this time.

Transportation

To/from work, school, activities, learning how to get around independently, learning the bus routes, getting a driver license, vehicle with lift, safety concerns, etc.

Person's perspective:

Gloria would like to have a van of her own so she doesn't have to take cabs or wait for rides.

Additional input:

Gloria is not able to use public transportation, due to the fact that she must always be in a reclining position in her wheelchair and it is too bulky for most buses. Blue Skies has a van that can be used by Gloria but it is also used by others, so it is not always available to Gloria when she wants it. They are working on having a dedicated vehicle at the apartment complex where Gloria lives. Gloria can take a cab service, and she receives a discounted fare. Weekend service is more expensive and Gloria must reserve it at least 24 hours prior to her trip, so last minute excursions can be challenging. She would prefer to have her own van.

Assistive devices (AD) or technology (AT) needed to increase independence, reach personal goals or lessen the need for other paid support.

An assistive technology discussion guide is available to help research options, explore funding, acquire devices or technology, and establish monitoring and maintenance for AD/AT already in place.

Wheelchair, scooter, walker, cane, crutches, prosthetic device, and orthotic device, helmet, emergency alert devices (LifeAlert, MedicAlert), alternative or augmentative communication (AAC) device, iPad/tablet, phone, GPS-enabled device, communication chart, audio reader, alternate keyboards, talking photo album, screen reader, screen magnifier.

Person's perspective:
<p>Gloria is looking forward to having a computerized communication board that she will be able to use with her eyes.</p> <p>Gloria uses her eyes to communicate. She raises her eyes (looks upwards) for “yes” and away or at you for “no.” Gloria has a communication notebook that she uses with others to communicate and all staff that work with Gloria must understand her communication style and know her communication notebook.</p> <p>Gloria wants to find assistive technology that would provide her with increased ability to communicate with people other than those who are familiar with her communication style and communication book. She would have increased flexibility in her life and so she can communicate more easily within her community.</p> <p>She would be able to say “I love you” to her brother, which is something she really wants.</p> <p>Gloria, her Services Coordinator and Staff went online and looked at different options. They found a device called a computerized communication that tracks her eye movements and then synthesizes speech for her. They looked at the prices for each device that met her needs and found one that is most cost effective.</p> <p>Gloria wants to purchase a computerized communication board.</p> <p>If Gloria is able to purchase this device, she will have increased independence. She would rely less on staff to communicate for her in the community and over the telephone.</p> <p>Gloria wants to get some help learning how to use her communication device once she gets it. She hopes to use it on the job so that she will be able to communicate effectively and interact with employers and others at work as well as in other part of her life.</p>
Additional input:
<p>We are also looking forward to looking into options for Gloria's new device, as it will hopefully enable her to communicate more easily with others, not just trained staff or others who know her well. We hope this device will help her make more connections in the community and meet new people.</p> <p>Open to any other options or devices that can help Gloria be more independent.</p>

Environmental modifications needed to increase independence, reach personal goals, or lessen the need for other paid support.

Research options, explore funding, acquiring modification, establish monitoring and maintenance for

modifications already in place.

Padded corners and edges, widened doors and hallways, smooth floors (no carpets), roll-in showers, lowered or raised sinks, counters and cabinets, ramps, lifts (hydraulic, manual or electric), hand rails and grab bars, automatic or manual door openers, doorbells, specialized electrical or plumbing systems, heating and cooling adaptations, emergency indicators such as strobe-light fire or carbon monoxide detectors, bed shakers, etc.

Person's perspective:
Gloria would love to have an apartment or at least a bedroom where she could control everything with a remote using her eyes...
Additional input:
Gloria's bathroom has been modified and has had a Hoyer lift installed. Two staff are needed any time she needs to be lifted or transferred --one staff on each side of her. When using the lift, staff must take care to go slow and reassure Gloria that she is safe. She is anxious about using the lift, because she is afraid that she will be dropped. It is not known if she has ever been dropped before.
Gloria uses a wheelchair that is reclined at an angle at all times. This is not a motorized wheelchair, so she needs a staff person to push her. She used to have a motorized wheelchair in the past, but she is no longer able to maneuver the controls independently.

Hopes and dreams

Personal goals, career goals, education goals, vacations to take, purchases to make, things to achieve now or in the future, things to do or try, experiences to explore, marriage and children, long- and short-term.

Person's perspective:
Gloria wants to get a job "helping people advocate for themselves." She is very passionate about not letting disability control you. Gloria wants to be connected to her friends and family as much as possible. She is the only daughter of a Baptist minister (this fact makes her smile really big), and her big brothers are very important to her. She loves to go to church every week, as well as Bible study on Wednesday nights.
Gloria is very independent and does not have a guardian--this is important to her. She makes her own decisions and would like to live in her own apartment. She would also like her own van.
Gloria is interested in having a ladies group, to go out with, shop, and travel. She loves to shop for stylish clothes and accessories--Gloria would like to never leave her home or receive visitors without looking good. This means all things must match!
Additional input:
Gloria is very driven and has a lot of abilities. She would like to be more involved in activities than she is now, but finances for transportation are sometimes an issue, as well as having staff to go with her to the activities. She doesn't always have money for a cab and staff is not always able to use the van that belongs to Blue Skies.
We would love to see Gloria have a job that involves advocating for others or educating others. She would do great! Her supports would need to be included somehow, so that she can remain healthy.

Other individualized planning documents

Are there others to partner with for services coordination? Check with the family/guardian for other assessments/ service plans the person may have to help the DD system better coordinate/maximize supports and services for the person and family/guardian. Examples include Essential Lifestyle Plan (ELP), Personal Futures Plan, and

also documents from school such as Summary of Performance, Individual Education Plan (IEP), Individualized Family Service Plan (IFSP), Individualized Learning Plan (ILP) or a 504 plan.

List other available documents that can be referenced for more information:

None

Contributors to person's perspective

Name	Relationship
Gloria Louise Amsterdam	Self

Did anyone else contribute their perspective on behalf of Glo?

☒ Yes ☐ No

Rebeca Norris	Services Coordinator
Stacy Blonde	Residential services manager

Contributors to additional input

Name	Relationship
Reggie Amsterdam	brother
Tanya Greer	Direct Support Professional, one on one with Gloria
Evelyn Baker	Direct Support Professional with Gloria

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You can get this document in other languages, large print, braille or a format you prefer. Contact the Office of Developmental Disabilities Services (ODDS) at 503-945-5600. We accept all relay calls or you can dial 711.

Risk Identification Tool

Person's legal name: Gloria Louise Amsterdam

Date of last update: 12/30/2016

HEALTH AND MEDICAL

1. Aspiration (*check all that apply*):

Risk present? ☒ Yes ☐ No ☐ History ☐ SC/PA follow-up

- ☐ a. Diagnosis of dysphagia, or has been identified to be at risk for aspiration by a qualified medical professional
- ☐ b. Ingests non-edible objects, places non-edible objects in mouth, or has a diagnosis of pica
- ☒ c. Has a feeding tube
- ☐ d. Diagnosed with gastroesophageal reflux (GER) and the physician has identified the person at risk of Aspiration
- ☐ e. Complains of chest pain, heartburn, or have small, frequent vomiting (*especially after meals*) or unusual burping (*happens frequently or sounds wet*) and the physician has identified the person at risk of Aspiration
- ☒ f. Someone else puts food, fluids, or medications into this person's mouth

If the person experiences any of the following symptoms, a current evaluation by a qualified professional is expected to determine if the person is at risk of aspiration. (Check all that apply)

- ☐ g. Food or fluid regularly falls out of this person's mouth
- ☐ h. Coughs or chokes while eating or drinking (*more than occasionally*)
- ☐ i. Drools excessively
- ☐ j. Chronic chest congestion, pneumonia in the last year, rattling when breathing, and persistent cough or frequent use of cough/asthma medication
- ☐ k. Regularly refuses food or liquid (*or refuses certain food/liquid textures*)
- ☐ l. Needs his/her fluids thickened and/or food texture modified
- ☐ m. Eats or drinks too rapidly

Evaluation results: ☐ Risk present ☐ No risk ☐ Other (*see comments*)

Comments:

2. Dehydration (*check all that apply*):

Risk present? ☒ Yes ☐ No ☐ History ☐ SC/PA follow-up

- ☐ a. Asks for or routinely requires assistance to get something to drink
- ☒ b. Receives fluids through a tube
- ☐ c. Required intravenous (IV) fluids due to dehydration in the past year

If the person experiences any of the following symptoms, a current evaluation by a qualified professional is expected to determine if the person is at risk of dehydration. (Check all that apply)

- ☐ d. Takes medication known to cause dehydration and this person would not recognize or communicate if he/she were dehydrated
- ☐ e. Coughs or chokes while eating or drinking (*more than occasionally*)
- ☐ f. Drools excessively
- ☐ g. Chronic chest congestion, pneumonia in the last year, rattling when breathing, and persistent cough or frequent use of cough/asthma medication
- ☐ h. Regularly refuses food or liquid (*or refuses certain food/liquid textures*)
- ☐ i. Needs his/her fluids thickened and/or food texture modified

Evaluation results: ☐ Risk present ☐ No risk ☐ Other (*see comments*)

Comments:

3. Choking (*check all that apply*):

Risk present? ☐ Yes ☒ No ☐ History ☐ SC/PA follow-up

- ☐ a. Ingests non-edible objects, places non-edible objects in mouth, or has a diagnosis of pica

If the person experiences any of the following symptoms, a current evaluation by a qualified professional is expected to determine if the person is at risk of choking. (Check all that apply)

- ☐ b. Eats or drinks too rapidly

☐ c. Stuffs food into his/her mouth

☐ d. Coughs or chokes while eating or drinking (*more than occasionally*)

Evaluation results: ☐ Risk present ☐ No risk ☐ Other (*see comments*)

Comments:

4. Constipation (*check all that apply*):

Risk present? ☐ Yes ☒ No ☐ History ☐ SC/PA follow-up

☐ a. Takes routine bowel medications for constipation or has taken "as needed" (prn) medications for constipation more than two times a month within the past year (*do not include fiber*)

☐ b. Required a suppository or enema for constipation within the past year

If the person experiences any of the following symptoms, a current evaluation by a qualified professional is expected to determine if the person is at risk of constipation. (Check all that apply)

☐ c. Has had more than one episode in the past year of complaining of pain when moving his/her bowels

☐ d. Has had more than one known episode of hard stool in the past year

☐ e. Takes a medication that causes constipation and this person would not recognize or communicate if he/she were constipated

Evaluation results: ☐ Risk present ☐ No risk ☐ Other (*see comments*)

Comments:

5. Seizures (*check all that apply*):

Risk present? ☒ Yes ☐ No ☐ History ☐ SC/PA follow-up

☐ a. Has a diagnosis of seizures or epilepsy and/or had a seizure within the past five (5) years

☒ b. Takes medication to control seizures and/or has taken medication to control seizures within the past five (5) years

☐ c. Has had a seizure in the past year. Address safety precautions e.g. driving, water safety, bicycle use, safety equipment, etc.

Comments:

Other health risks	Yes / No / History	SC/PA follow-up
6. Unsafe medication management: At risk of serious harm as a result of misuse of medication, medication overdose, frequently missing a medication dose, or lifestyle choices that conflict with medications (<i>diet, supplements, alcohol, other drugs or medications, etc.</i>)	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
7. Complications of diabetes: Has a diagnosis of pre-diabetes or diabetes	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
8. Complications associated with (<i>list type of tube or ostomy</i>): Feeding tube, needs support to keep area clean and free from infection Has an ostomy or tube, such as a urinary catheter, colostomy, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
9. Unreported pain or illness: Does not report or is unable to describe pain, signs of illness, or where it is located	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
10. Lack of access to medical care: Transportation, geographical, financial, cultural, or other (<i>non-behavioral</i>) reasons exist that prevent medical care	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
11. Injury due to falling: Needs support to avoid an injury due to falling. Consider risk due to mobility or transfer support needs	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
12. Other serious health or medical issues: Consider any other important, serious health or medical issues. List specific additional risk(s):	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>

Comments: The team suspects that Gloria may not be able to report pain at times - watch for other signs of pain, such as grimacing while she is receiving care with her feeding tube and trouble sleeping.

SAFETY

Risk	Yes / No / History	SC/PA follow-up
13. Water temperature safety: Needs any support to adjust water temperature to avoid scalding	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>

Risk	Yes / No / History	SC/PA follow-up
14. Fire evacuation safety: Needs any assistance to evacuate when a fire or smoke alarm sounds	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
15. Household chemical safety: Needs any support to avoid serious injury from household chemicals	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
16. Vehicle safety: Needs any assistance to remain safe around traffic, while getting in or out of a vehicle or while riding in vehicles	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
17. Court-mandated protection: <i>Someone else</i> has a court-mandated condition or restriction against them to address this person's safety (<i>e.g. protective orders or restraining orders to keep this person safe</i>). If yes , list court order and date:	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
18. Significant risk of exploitation: Evidence, signs, or circumstances of significant increased risk of abuse or exploitation	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
19. Enters into contracts that he/she may not be able to complete: Consider the person's capacity to make an informed decision about contracts or agreements he/she enters into.	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
20. Safety and cleanliness of the residence: Conditions within the residence may lead to injury, illness, eviction, or significant loss of property.	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
21. Other safety issues: Consider any other important, serious safety issues at home or in any other setting (<i>e.g. workplace equipment, bullying, harassment</i>). List specific additional safety risk(s):	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
Comments:		

FINANCIAL

Risk	Yes / No / History	SC/PA follow-up
22. Potential for financial abuse: Complaints or evidence of significant increased risk of financial exploitation (e.g. <i>provider organization staff or Foster provider handle the person's money, frequently loans money or property to others, bills are unpaid, etc.</i>)	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
Comments: Gloria receives support with her money. She is able to make all financial decisions but requires support to arrange and handle her finances.		

MENTAL HEALTH

Risk	Yes / No / History	SC/PA follow-up
23. Mental health: Needs support managing or coping with mental health	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
24. Suicide: Engages in suicidal ideation, attempts, gestures, or threats <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> A current evaluation by a qualified professional is expected to determine if the person is at risk of suicide. Evaluation results: <input type="radio"/> Risk present <input type="radio"/> No risk <input type="radio"/> Other (see comments) </div>	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
25. Other mental health issues: Consider any other important, serious mental health issues, such as past trauma, addiction, etc. List additional mental health risk(s):	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> History	<input type="checkbox"/>
Comments:		

BEHAVIOR

☒ No risk identified in this section (*skip to next section*)

EVALUATIONS

Risk(s)	Type of evaluation	Evaluation date	Has condition changed since evaluation?	Where evaluation is kept
Aspiration	Choking Evaluation	12/13/2016	No, evaluation is current.	Book in Gloria's home

Dehydration, complications associated with G tube	Physical exam	9/28/2016	No, evaluation is current.	Book in Gloria's home
Seizures	Neurology exam and labs - med levels	4/2/2016	No, evaluation is current.	Book in Gloria's home

CONTRIBUTORS

Name	Title/relationship
Gloria Louise Amsterdam	Person receiving services
Stacy Blonde	Manager, Blue Skies
Dr. Nicholas Riviera	Primary care physician
Marvin Monroe	Neurologist

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ISP Meeting Agenda

Person's legal name: Gloria Louise Amsterdam

ISP meeting date: 05/02/2017

Preferred name: Glo

Based on conversation with the person supported, the team, and/or information gathered in the Person Centered Information Form ([SDS 4115](#)) and the needs assessment, record what Glo and/or team members want to talk about and note the action taken.

Consider the following:

- Celebrations and achievements from the previous year
- Review One Page Profile(s)
- Anything Glo wants to talk about at the meeting
- Assessed needs and how Glo wants to be supported
- Any supports Glo needs to more fully participate in planning his/her life, to understand his/her rights or to understand his/her ISP
- Anything that Glo wants support to work toward, change and/or learn
- What others believe is important for Glo to work toward, change and/or learn
- Any items from previous agendas that need to be discussed again
- Briefly review goals from the previous ISP. Were there any barriers that need to be addressed?
- Other items not yet addressed that the team needs to discuss

Discussion topic	Action taken/outcome, e.g., desired outcome, issue resolved (<i>note how it was resolved</i>), added to Safety Plan, etc.
Job - Gloria is interested in finding a job. She is interested in working with people, something that she can do that would entail helping others and preferable something in terms of advocacy or empowerment. Gloria wants to work in the community and make a good wage. Gloria has a lot of health and safety supports and needs to be with a support staff at all times. She would need a job that can accommodate this. Will need to figure out how she could be supported in a community job setting.	The team developed a Desired Employment Outcome with Gloria. Gloria is very interested in exploring her options for employment. She is only interested in a community job. She want to have a Discovery Profile created for her She will be referred to VR for job development
Gloria would like to be more socially active and find a group of ladies to spend time with. She is interested in going out shopping, hanging out, seeing movies, and attending events in the community.	The team developed a Desired Outcome with Gloria, to extend her social circles.
She has a lot of family and friends, but most of them live far away and she only has email/phone contact. Find ways for Gloria to be more connected to her loved ones.	The team developed a Desired Outcome to support Gloria in creating a Facebook page and use it to connect with friends and family.

Would like to find more options for transportation, or what options may exist for Gloria to own a van.	The team had a discussion about this. Reggie will look into what funds Gloria may have available from her family, to see if she could possibly purchase a vehicle. If she did, it can be modified with funds to meet her needs. He will also look into what sort of insurance would be able to cover Gloria's drivers (support staff) and if special licenses are needed.
Gloria wants to meet a man and start dating.	The team had a discussion about this with Gloria. She is interested in getting out there and meeting people, but she is not sure where to start as far as meeting a man. She reports feeling scared, as she is not sure how dating might go. Gloria is open to exploring options for education about developing safe and healthy intimate relationships, and meeting people with the support of others she trusts. She is also interested in exploring options for sexual health education, as she would like to be physically intimate and satisfied once she does meet a man she likes and is dating him.
Develop Gloria's One Page Profile as a team.	One page profile was developed.
Review health and safety protocols.	Health and safety protocols were reviewed.
Gloria wants to have an awesome party for her next birthday --she is turning 35 and wants it to be really special.	Team developed a Desired Outcome to support Gloria in planning an awesome birthday bash.

At the end of the meeting, the SC/PA leads the team to review the finished ISP and support documents.

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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) (<i>PSW, non-PSW independent provider, provider organization, general business, etc.</i>): 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) (<i>PSW, non-PSW independent provider, provider organization, general business, etc.</i>): 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

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.
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.
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.

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> <input checked="" type="radio"/> Self-appointed <input type="radio"/> ISP Team appointed	<u>Reggie Amsterdam</u>

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"/>			

This form may contain your personal information. There is some risk someone could steal the information from you when you send this form by email. You may want to mail or fax it if you do not want to take the risk.

You can get this document in other languages, large print, braille or a format you prefer. Contact the Office of Developmental Disabilities Services (ODDS) at 503-945-5600. We accept all relay calls or you can dial 711.