



OREGON ISP Frequently Asked Questions

Do you have other questions? Your Services Coordinator or Personal Agents is a great resource. You can also ask a question at OregonISP.org

What is an Individual Support Plan?

An Individual Support Plan is called an “ISP” or “the plan”. Everyone has an ISP as a part of their intellectual and developmental disabilities (I/DD) services- both kids and adults.

The purpose of an ISP is to help each person plan how they want to live a good life. Each person’s ISP is different because each person is unique.

A good plan focuses on the things that matter to you. This includes:

- What you want in your life and what you want to avoid
- Your goals, dreams, and what you want to focus on this year
- How you want to be supported and by whom. This might include paid supporters or services.

Individual Support Plan (ISP)

Person's legal name: _____ Preferred name: _____ Plan effective dates: _____ - _____

One page profile for: (Choose a location or type in)

What people like and admire about this person:	

What is important to this person:	How to best support this person:

What does the ISP planning process look like? What should I expect?

Your Service Coordinator or Personal Agent (SC/PA) helps to coordinate the planning process. They help to make sure that planning happens in a way that works for you. As such, they want to know who you want to plan with, where and when you want to meet, what you want to discuss, and what helps you plan.

Planning might take place during one meeting or several meetings. You might connect by phone, email, or video call, in addition to meeting in person.

From these conversations, your Service Coordinator or Personal Agent will put together your ISP. You will have a chance to review and approve what is in your plan before you sign it.

Does planning happen once a year?

The ISP is renewed annually. This means that ISP planning happens at least once a year.

However, the ISP should reflect you and your life. If things are changing in your life, the ISP can be updated at any time. Your plan might be updated if you have new goals and dreams, if what you want support with changes, or if how you want to be supported changes.

If you want to update or change your plan, the first step is to reach out to your Services Coordinator or Personal Agent.

Is the ISP the same thing as the ONA?

These are two separate processes. They work together, but each has its own purpose and focus.

The Oregon Needs Assessment, or ONA, is a tool that helps to understand what a person needs support with. It asks questions about support needs. The ONA does not say how a person wants to be supported, if they want support. It just tells us where support may be needed.

The ISP is the planning process that asks how someone wants to be supported toward the life that they want to live. The focus of the ISP is helping each person plan how they want to live a good life.

Some people may prefer to have their ONA and ISP meetings all at once. Other people might find this to be too much at once time. Let your Services Coordinator or Personal Agent know what works best for you.

What is the connection between the ISP and paid services/supports?

The ISP includes how someone wants to be supported.

A person may choose to be supported by friends or family, by accessing community resources, by technology, and by their own strengths and skills. A person might also choose to access “formal” or paid supports.

The ISP documents all the ways in which someone wants to be supported. When paid support is a part of how someone wants to be supported, the ISP “authorizes” these services. This is what allows these services to be paid for through Medicaid.

What’s in an ISP?

As you review your ISP, you will see that there are several sections:

- **One Page Profile**- this is a brief positive introduction to you. It includes what people like and admire about you, what is important to you, and how to best support you.
- **Desired Outcomes**- these are your personal goals- the things you want to try learning, doing or achieving. They answer the question “how is life going to look different or better because we planned together?” If someone will be supporting you with your desired outcomes, it will be written in this section.
- **Career Development Plan**- this section records your choices related to employment. It focuses on your career and employment goals and can look different based on your age and what you want.
- **Chosen Services**- this section records all the ways you choose to be supported. This might include case management service (i.e. your SC/PA), formal/paid services, and informal supports, such as friends, family or community resources.
- **Risk Management Plan**- this section records how you want to be supported in several areas of health and safety. The purpose is to make sure that the support you choose is provided consistently and effectively.
- **Differences**- if you disagree with any part of your plan, your perspective will be written here. If others on your planning team disagree, it can also be recorded in this section.
- **Legal Relationships**- this section records if you have a guardian, health care representative, or any other type of legal supporter.
- **Acknowledgements**- this section confirms that planning happened in a way that honored your rights and gave you choices.
- **Agreement to this plan**- This is the signature page. Before signing, make sure you understand what is in your plan. Your SC/PA can help to explain anything that is in your plan.

In addition, there are a few other documents that you may encounter:

- **Person Centered Information (PCI)**- the purpose of this document is to better understand you- who you are, what is important to you and what you want your life to look like. This is the foundation of planning. It helps planning to happen in a way that puts your perspective at the center.

- **Risk Identification Tool (RIT)**- this document helps to recognize things that may have significant health or safety impacts in your life. Your SC/PA can then talk with you about how you want to be supported in these areas.
- **Change Form**- the ISP can be updated at any time. The change form helps to document updates.

Who sees my ISP?

Your SC/PA has a copy of your plan. You will receive a copy. If you have a legal guardian they will receive a copy. If you are under 18, your parent (or person with parental rights) will receive a copy.

Beyond that, it is your choice who to share your ISP with. Your SC/PA will ask you who you want to share your plan with. Some people choose to share their ISP with their providers. Others choose not to.

If you do not wish to share your ISP with a paid supporter in the plan, they will receive the information that they need to support you in a Provider Service Agreement.

What if I don't agree with what is in my ISP?

The first step is to reach out to your SC/PA. Remember, your plan can be updated at any time. If there is a barrier, such as a provider not currently available in your area, your SC/PA can support. They can write your perspective directly into the plan to make sure it continues to be a central focus. They can also help you think creatively about alternatives.

If you still don't agree with your plan, or feel your perspective is not being heard, the Oregon Office of Developmental Disabilities Services (ODDS) has a process for filing complaints. Learn more at Oregon.gov/odhs/idd/pages/complaints.aspx

About Us

The Arc Oregon provides support around the Oregon ISP throughout the state. We do this through a contract with The Oregon Office of Developmental Disabilities Services (ODDS).