



Individual Support Plan

Introduction

An Individual Support Plan (ISP) is the critical document for an Individual and his or her team. The ISP captures what is important to an Individual, expresses dreams, needs, goals, outcome statements and authorized services while remaining fluid to account for life changes.

All Support Service Professionals (SSPs) are required to thoroughly review the ISP prior to providing any support, when changes occur and, at a minimum, annually. Despite the requirement, it's best practice that the ISP is fully understood. An Individual relies on knowledgeable team members who can provide the type of support which leads to meaningful, quality days, hours, and minutes.

The definition of "meaningful" is from the perspective of the Individual. The ISP guides the team in eliciting, recording, planning and implementing what is needed for outcome achievement. The more a team is in sync, updates the ISP as changes occur, adapts and communicates when needed, opportunities for meaningful days increase.

Development/monitoring/distribution of Plan

The Supports Coordinator (separate entity from PathWays AWC) is responsible for development of the ISP, in cooperation with the Individual and his or her team. The Supports Coordinator monitors and provides the completed plan to the Individual/designee.

Plan Process

The plan process is directed by the Individual to the extent possible and as desired, including who to extend an invitation. Planning occurs timely at intervals, times and locations of choice and convenience to the individual/designee. Information is provided in clear, understandable language reflecting cultural considerations during the planning meeting. The results reflect what is important to the Individual to ensure the services and supports can be delivered in a manner reflecting individual preferences, choices and decisions while ensuring health, safety and well-being. Any disagreements are discussed with a focus on positive, creative and individualized resolution. Updates can be requested at any time by the Individual/designee.

Contents of the ISP (not all inclusive)

- ✓ Characteristics and Preferences
 - Strengths, abilities, and need for services and supports
 - Preferences related to relationships, community living, communication, community participation, employment, income and savings, health care, wellness and education
- ✓ Communication Methods
 - Unique verbal, gestural or physical expression
 - Augmentative communication tools (picture boards, tech devices, etc.)
 - Sign Language
- ✓ Behavior Support Plan (with or without Restrictive Procedure Plan)
- ✓ Special Health Care Needs
- ✓ Nutrition/Diet
- ✓ Accessibility
- ✓ Risk and Risk Mitigation Strategies
 - Risks to the individual's health, safety or well-being, behaviors likely to result in immediate physical harm to the individual or others and risk mitigation strategies, if applicable

- Modification of individual rights as necessary to mitigate a significant health and safety risk to the individual or others, if applicable
- A plan to identify needed services or support as identified by the individual plan team if the absence of staffing would place the individual at a health or safety risk

✓ Desired Outcomes

✓ Services and Supports to achieve desired outcomes

- Competitive integrated employment as a first priority (for individuals of employment age)
- The amount, duration and frequency for the service specified in a manner that reflects the needs and preferences of the individual
- A service delivery schedule determined by individual and plan team with sufficient flexibility to provide for individual's choice
- The identified provider of choice authorized for each service

Implementation

When PathWays Agency With Choice is chosen as a provider, a Regional Manager facilitates the Intake process to educate and enroll an Individual and the chosen Managing Employer into the program. A Regional Manager and New Hire Liaison collaboratively process Support Service Professionals for new hires to enable service implementation.

Each SSP completes training prior to first day of working with the individual (and annually thereafter). The Individual Support Plan is one of the most, if not the most, critical document. The Individual/Managing Employer has a copy of the current plan (provided by the Supports Coordinator) at all times.

The Office of Developmental Programs offers different services, which have different unit costs, definitions and purposes. The service determined at the plan meeting

addresses both needs and desired outcomes. The ISP provides focus for the SSP and ensures the support is consistent with the plan. When SSPs complete Service Notes at the end of each shift, this detailed description of specific activities connects to the broader desired outcomes noted in the plan.

At specified intervals, identified by PathWays, Managing Employers complete Progress Notes which provides opportunity to review progress over time towards the established outcomes.

Final Statement

The ISP contains valuable information which enables SSPs and all team members to gain the type of foundational knowledge upon which success is built.

Take the time necessary to understand the ISP and refer to it as often as needed.

NEXT STEP:

To complete this section of your training, review the ISP of the Individual that you support. A current copy should be available; contact the Managing Employer, if needed, for location of plan.

To protect the Individual's privacy, copies should not be made, left unattended or, at any time, in a location that places the information at risk. A substantial amount of sensitive information is contained in the plan. Likewise, SSPs should not share any information about the individual unless it's with PathWays staff, Managing Employer or identified team member (i.e. Supports Coordinator).

Once you've reviewed the ISP, this section of the training is complete.

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