Next Steps After an Individual Service Plan (ISP) Meeting

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Agenda

01 Reviewing the Fundamentals of Individual Service Plan (ISP) Development: Mandatory Elements of the ISP Specifically Described by CMS

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Chapter 01

Reviewing the Fundamentals of ISP Development: Mandatory Elements of the ISP Specifically Described by Center for Medicaid Services (CMS)*


In accordance with 42 CFR §441.301 (b)(1)(i)
Fundamental Requirements of ISP Development

1. The individual has the opportunity to **engage** and direct the process.
2. The individual wishes to **attend** and **participate** in the ISP and get adequate notice.
3. **Meaningful information** and **supports** are available to support the individual’s engagement.
4. The planning process is **timely**.
5. Needs are assessed and services identified to **meet the person’s needs**.
6. **Responsibilities** are identified.
Guidance: Avoidance of Conflict of Interest*

• Providers of Home Community Based Services (HCBS) for the individual, or those who have an interest in or are employed by a provider of HCBS for the individual must not provide case management or develop the person-centered service plan.

• [When] the only willing and qualified entity to provide case management and/or develop person-centered service plans in a geographic area also provides HCBS
  o The State must devise conflict of interest protections
  o Plan for protection must be approved by CMS
  o Individuals must be provided with a clear and accessible alternative dispute resolution process.

*42 CFR 441.301(c)(1)(vi)
Choice of Available Providers

**Information about qualified providers**

- Individuals are...
  - Helped to get information about providers
  - Given information on the choices of providers
  - Provided information in a format accessible to them

**Selecting a provider**

- Individuals are supported in selecting provider

**Back-up plans**

- The ISP includes a back-up plan when services are not available
- The back-up plan describes necessary arrangements for the back-up plan
Frequency of ISP Review and Update

- The service plan is the **fundamental tool** for assuring the individual's health and welfare **must be reviewed and updated no less than annually**
  - The ISP must be subject to periodic review and update
  - Reviews determine the ongoing appropriateness and adequacy of the services and supports identified in the plan
  - Continue to be responsive to the individual's needs
Chapter 02

Best Practices:
Ensuring regular review and updates to ISP
Monitor changing needs

• CMS Waiver Assurances require that the Individual Service Plan needs to be revisited when needs of the participants change (health status, ambulation, etc.)
• Important to monitor that supports identified in the plan are in fact available and implemented
• Review goals to ensure they are still relevant
Oversee the availability and functionality of technology

- Many service plans include assistive technology and augmentative communication devices.
- When technology is provided, it is important to determine whether the participant, as well as, the direct support staff understand how to use it.
- Technology is only as good as the way in which it is maintained – support staff should know how to maintain the equipment and who to call if there are problems.
Make sure participants recognize possible abuse and know their rights

• Individuals need to understand how to recognize potential abuse, neglect and exploitation
• Individuals need to know how to report abuse or any other concerns
• Individuals need to understand their rights (privacy, have visitors, access to communication, etc.)
• Educating individuals on these issues should be ongoing not a one time conversation
Data and Insights: What We Learned From NCI Last Year (FY 2019)
What is National Core Indicators (NCI)?

- NCI is a voluntary effort by public developmental disabilities agencies to measure and track their own performance
- Collaboration began in 1997
- Currently 46 states and Washington D.C. represented plus 22 non-profit regional centers in California
- Coordinated by Human Services Research Institute and the National Association of State Directors of Developmental Disabilities Services
NCI Tools and the In-Person Survey

• In-Person Survey
  o Individuals who receive at least one service in addition to case management from the IDD agency
  o Face-to-face survey with the individual receiving services
  o Survey includes three main parts:
    — Background information – largely collected from state records
    — Section I – Subjective questions only the person can answer
    — Section II – Objective questions can be answered by a proxy when needed
Case Management (Support Coordinator)

96%
• Have met or spoken with their case manager

87%
• Can contact their case manager when they want

86%
• The case manager asks what the individual wants
Almost Everyone Took Part in Last Planning Meeting!

- All *but two* individuals surveyed said they *took part in their last ISP meeting*
  - One individual said they did not take part in their meeting
  - One individual said they had the opportunity, but chose not to attend
82% reported they understood what was being talked about at the last planning meeting.
Most individuals know they have an ISP, but...

88% Remember what is in the plan

87% Know who to talk to if they want to change something in the plan
Closing the Loop:
Reviewing ISP goals in everyday context
Relationship Goal

• **54%**

have a goal in service plan to create, expand, strengthen and/or maintain friendships and relationships
Seeing Friends

85% Can see friends when they want to

82% Can go out on a date if they want to

48% Want more help to make or keep in contact with friends
Community Participation Goal

• 63%

have a goal in service plan to increase participation in activities in the community
Satisfaction With Level of Community Activity

Wants to Go Out More, Less or About the Same

- Go Out Shopping: 31% More, 3% Less, 67% The same amount as now
- Go Out for Entertainment: 50% More, 2% Less, 49% The same amount as now
- Go Out to Eat: 41% More, 3% Less, 56% The same amount as now
- Go Out to Religious Service or Spiritual Practice: 20% More, 2% Less, 79% The same amount as now
Activities of Daily Living

• 63% have a goal in service plan to increase independence or improve functional performance in activities of daily living (ADLs)

• 33% said they need at least some help with ADL
  - 73% of those who said they need help with ADLs, want to learn to do more activities on their own
Employment

11% have employment as a goal in service plan

13% have a paid community job

41% are not employed, and want a community job
What We’ve Discussed...

- Fundamentals of service planning
- Best practices in service planning
- Using data to learn and prepare
Thank You

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