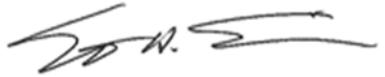


ISSUE DATE May 15, 2015	EFFECTIVE DATE May 15, 2015	NUMBER 00-15-01
SUBJECT Individual Support Plans (ISPs)	BY  Stephen H. Suroviec, Deputy Secretary for Developmental Programs	

SCOPE:

Administrative Entity (AE) Administrators and Directors for Medicaid Waiver Participants
County Mental Health/Intellectual Disability (MH/ID) Programs
Non-State Intermediate Care Facilities for Persons with Intellectual Disabilities (ICFs/ID) Directors
State Center Directors
Supports Coordination Organizations (SCO)
Providers of Intellectual Disability Services
Individuals and Families, Relatives, or Surrogates

PURPOSE:

The purpose of this bulletin is to establish the Office of Developmental Programs' (ODP) requirements for Individual Support Plans (ISP) which are outlined in the ISP manual. The manual identifies services and definitions and the standardized processes for preparing, completing, documenting, implementing, and monitoring ISPs to ensure they are:

- Developed to meet the needs of an individual.
- Developed and implemented using the core values of Everyday Lives, Positive Approaches and Practices and Self Determination to result in an enhanced quality of life for every individual who receives intellectual disability services and supports in Pennsylvania.
- Coordinated with the approved Consolidated and Person/Family Directed Support (P/FDS) Waivers and 55 Pa. Code Chapter 51 "Office of Developmental Program's Home and Community Based Services" regulations.

COMMENTS AND QUESTIONS REGARDING THIS BULLETIN SHOULD BE DIRECTED TO:

The Appropriate Developmental Programs Regional Office

Visit the Office of Developmental Programs Web site at
<http://www.dhs.state.pa.us/dhsorganization/officeofdevelopmentalprograms/index.htm>

BACKGROUND:

The Mental Health and Intellectual Disability Act of 1966 (MH/ID Act) provides the statutory basis for the development of community-based services for individuals with an intellectual disability. Section 301(d) of the MH/ID Act (50 P. S. § 4301 (d)) requires County MH/ID Programs to provide access to base-funded services (up to the availability of State allocated funding). The County Intellectual Disabilities regulations, 55 Pa. Code Chapter 6201, were issued under Section 201(2) of the MH/ID Act. The 6201 regulations require the assessment of individual and family needs, and the development of a life management plan for individuals and their families. Furthermore, 55 Pa. Code Chapter 51 Office of Developmental Program's Home and Community Based Services, federal regulations for Medicaid services, the "Administrative Entity Operating Agreement" for the Consolidated and P/FDS Waivers, and the Office of Developmental Programs (ODP) "Provider Agreement for Participation in Pennsylvania's Consolidated and P/FDS Waivers" also outlines requirements for the development and implementation of an ISP.

Everyday Lives was published in 2002 as *Everyday Lives: Making It Happen*. *Everyday Lives* includes the core values of Choice, Control, Quality, Community Inclusion, Stability, Accountability, Safety, Individuality, Relationships, Freedom, Success, Contributing to the Community, Collaboration, and Mentoring. These values exemplify the attributes that every individual with or without disabilities should have in their lives.

Since its publication, the values and vision expressed in *Everyday Lives* have provided the framework for planning, policy development, service design, and all related activities in the Intellectual Disability (ID) service system. Some of the improvements to the ID system that have been made to align with the *Everyday Lives* philosophy include:

- Person-Centered Planning, which focuses on the individual's strengths, choices, and preferences.
- Positive Approaches, which defines the context in which we provide needed clinical and behavioral interventions to teach individuals the skills they need to, make safe and appropriate choices.
- Self Determination, which gives individuals who receive services more control and responsibility in choosing how to live their lives.

Individual Support Planning is based on the very same concepts as Person-Centered Planning, Positive Approaches and Self Determination. Individual Support Planning also captures the true meaning of working with individuals and team members to create a shared commitment for an individual's future.

The ISP Manual for Individuals with an Intellectual Disability (Attachment 1) is being revised to add information regarding the Enhanced Communication Service for individuals who are deaf. Other updates and clarifications were made to align the manual with CMS guidance as well as ODP regulations, approved waivers and policies. A list of substantive changes made to the manual is included in Attachment 7, Revisions Made to the ISP Manual. Another new attachment in this bulletin is Attachment 8, Comparison of Home and Community Habilitation (Unlicensed) and Companion for ISP Teams. This attachment should be utilized as a resource for ISP teams to use in preparation of or development of an ISP.

DISCUSSION:

Anyone who has been found eligible for intellectual disability services must have an ISP completed. A full ISP must be completed for any individual who:

- Is not eligible for Medical Assistance and receives \$2,000 or more in non-waiver services in a Fiscal Year.
- Receives Targeted Service Management. ODP allowed abbreviated plans to be completed in the past for individuals receiving Targeted Service Management. To comply with federal requirements, a full ISP must be completed for any new individual who begins to receive Targeted Service Management on or after July 1, 2015. For individuals currently receiving Targeted Service Management, a full ISP must be completed at the next annual meeting. Full ISPs must be completed and approved no later than April 30, 2016.
- Is enrolled in the Consolidated or P/FDS Waiver.

Or

- Is eligible for Medical Assistance and is in reserved capacity for waiver enrollment.

An abbreviated ISP may be completed for any individual who is not eligible for Medical Assistance and receives under \$2,000 in non-waiver services in a Fiscal Year. Base-funded Case Management services are not included in the \$2,000 limit. AEs or SCOs still have the option of doing a more detailed ISP and are encouraged to do so.

All ISPs, including abbreviated ISPs, must meet the following requirements:

- Be completed using the standardized format in the Home and Community Service Information System (HCSIS).
- Be based on assessed needs.
- Be developed using a person-centered planning process to capture information including health and welfare information and the individual's preferences and desires, all of which ensures that appropriate services and supports are identified and implemented.

- ISPs are updated, approved, and services authorized at least annually (every 365 calendar days) and when warranted by changes in the individual's needs.
- Once the ISP is approved and authorized, the Supports Coordinator will ensure that a completed copy of the signature form will be provided to all team members.
- The Supports Coordinator will ensure that all approved ISPs will be distributed to all appropriate team members unless otherwise requested.
- Providers having access to the approved ISP in HCSIS will be responsible for distribution to all appropriate staff within their agency.

In addition to the requirements listed above, the following are ODP requirements related to ISPs based on the approved Consolidated and P/FDS Waivers:

- ISPs must list all unpaid natural supports and funded supports to meet assessed needs. The ISP shall include documentation of services provided through other agencies (for example, Insurance, Office of Vocational Rehabilitation, Aging, Drug and Alcohol, School).
- The ISP must include the frequency, amount, type and duration of each service.
- Supports Coordination Organizations must ensure that ISPs are thoroughly reviewed to assure services accurately reflect an individual's needs prior to submission to the Administrative Entity for approval and authorization.
- The Administrative Entity is responsible for:
 - Ensuring that all needed services both paid for by ODP and not paid for by ODP are included on the ISP prior to approving.
 - Ensuring that the services accurately reflect an individual's needs are eligible for reimbursement prior to approval and making a service authorization decision.

ISPs are not required, but are encouraged, for individuals residing in an Intermediate Care Facility for Persons with an Intellectual Disability (ICF/ID). For individuals residing in an ICF/ID, the ICF/ID is responsible for developing the individual plan (outside of HCSIS) in accordance with ICF/ID regulations. This includes ensuring that services in the plan meet the individual's needs. Although Supports Coordinators need not develop an ISP for individuals residing in State Centers or a private ICF/ID, they are responsible for maintaining regular contact with the ICF/ID facility, evaluating the individual, and participating in plan development as required in the County Mental Retardation Service Regulations, 55 Pa. Code §6201.14, Aftercare services. For individuals residing in State Centers and private ICFs/ID, the County Program is not responsible to authorize the plan.

The standardized forms attached to this bulletin must be used as follows:

- Attachment 3 - Individual Support Plan Signature Form (DP#1032): Utilized to validate individual and team member participation and the development of the ISP. It also validates that critical information was reviewed and discussed at the ISP meeting. This document must be maintained in the individual's file at the SCO for five calendar years after the case is closed.
- Attachment 6 - Office of Developmental Programs Waiver Service Request Form (DP #1022): Utilized when the following requests did not result in team concurrence: a change to an existing waiver service or a new service request.

ATTACHMENTS:

Attachment 1: ISP Manual for Individuals with an Intellectual Disability

Attachment 2: ODP Role Expectations and Required Timeline for ISP Activities

Attachment 3: DP 1032 Individual Support Plan Signature Form

Attachment 4: Annotated Individual Support Plan

Attachment 5: Questions to Help Facilitate the Development of the ISP

Attachment 6: DP #1022 Waiver Service Request Form

Attachment 7: Revisions Made to the ISP Manual

Attachment 8: Comparison of Home and Community Habilitation (Unlicensed) and Companion for ISP Teams

OBSOLETE DOCUMENTS:

Bulletin 00-12-05, Individual Support Plans (ISPs)

Informational Packet 074-10, Regional ISP Review Process and Form Effective June 1, 2010

Informational Memo 121-10, Policy Change on the Office of Developmental Programs' Travel Policy

Informational Memo 022-11, Individual Support Plan Signature Page (DP 1032)

Informational Memo 051-11, Annual Review Update Date For the Individual Support Plan (ISP)

Informational Memo 056-12, ISP Development Process – Highlighted Changes

Informational Packet 099-12, ISP Manual Replacement Page

Informational Memo 005-13, ISP Manual Replacement Page