

## Personal Plan Guidelines

The Personal Plan is a single, comprehensive document that summarizes the preferences, supports, risk factors and other important information related to key life areas. It is developed through a person centered process and serves as a mechanism for sharing this information with others who are or will be involved in supporting the person to achieve his/her desired life. The Personal Plan provides the basis for receiving services, service monitoring and quality evaluation.

The Personal Plan should be developed only after the Discovery process (initial or updated) is complete, except situations when a Ligas Transition Service Plan (LTSP) is required. Prior to the initiation of services or the expiration of the current Plan, the ISC should complete Personal Plan form based on what was learned during the Discovery or LTSP process.

### The Personal Plan

- The ISC is responsible for developing the outcomes and ensuring the completion of the Plan.
- The process should occur at a place and time convenient for the person.
- The individual/guardian and others chosen by the person, such as the current service provider, shall all be invited to participate in the process. Direct service providers do not play a direct role in the development of the plan, nor do they attend any planning meetings, unless the participant or his or her legal representative requests their participation. ISCs can use progress notes and other documentation from current providers to develop the Plan.
- The ISC must develop the Personal Plan for:
  - Children and adults currently enrolled in a DD Waiver. This should be done as a part of Individual Service and Support Advocacy (ISSA).
  - Children and adults newly transitioning to a DD Waiver. This must be completed prior to initiating DD Waiver services, with the exception of Crisis cases.
- For individuals who are considered to be in Crisis (homeless, abuse, or neglect), the ISC must complete the Crisis Transition Plan and Funding Request form. The ISC then has 30 calendar days after the date the person begins DD Waiver services to conduct the Discovery process and develop the Personal Plan.
- The ISC will use the Personal Plan form as the official Plan. Alternative formats of the Plan may be generated and distributed to the individual/guardian as needed.
- The contents of the Plan must reflect the key aspects of a person's life as outlined on the form. If there is no outcome listed in a section, the ISC should still complete the remaining statements/questions of that particular section as appropriate.
- It should be recognized that some individuals will have multiple desired outcomes, all of which may not be addressed at this time. In such cases, the ISC should assist the person to prioritize outcomes and select providers that meet the "top" priorities. The ISC should document the outcome(s) that are currently on hold and the reason why.

- The ISC must ensure the Plan accurately reflects the outcomes, preferences, strengths and support needs of the individual.
- The Plan must also discuss risk and strategies to minimize these risks.
- The current Plan must be completed within 365 days of the previous Plan.
- The Personal Plan is considered complete when the individual/guardian agrees with the identified outcomes and supporting information in the Plan. The individual, guardian (if applicable) and ISC must sign the Personal Plan. The last signature date of these three parties becomes the annual renewal date for the Personal Plan.
- If the individual is unable or unwilling to participate in the Personal Plan process, the ISC must document the reason why and the date the ISC reviewed the Plan with the person.
- If the guardian is unable to participate in the process the ISC must obtain verbal or written approval from the guardian and document the method and date the approval was received. If the guardian is unwilling to participate in or is unresponsive to the process, the ISC must document the reasonable measures taken to obtain this approval and that the participant's guardian has failed to respond.
- The completed Plan shall become a part of the individual's record.
- The ISC will update the Plan at least annually to ensure it continues to reflect the person's preferences. The Plan can be updated more often if the person's desires or needs change.
- Individuals, guardians, families or service providers who are aware of the need to change the Plan should notify the ISC.

#### **Dissemination of the Plan and Provider Selection**

- The individual/guardian directs the ISC to disseminate the Personal Plan to provider organizations that he/she is considering as a possible service provider for the purpose of determining organizations' ability to meet the desired outcomes identified in the Plan.
- Organizations that believe they can meet outcomes identified in the Plan can request additional information from the ISC (i.e. Discovery Tool, medical and social histories, psychological evaluation(s), etc.) and work with the ISC who will facilitate the provider selection process.
- In cases where a current provider is unable or unwilling to assist the person to work towards any desired outcome:
  - This provider should not sign a *Provider Signature Page*.
  - The ISC should assist the individual to locate other qualified and willing providers. Until a qualified and willing provider(s) is located, the ISC should document the outcome(s) that is currently on hold and the reason(s) why.

## Additional Guidance on the Personal Plan

### Outcomes

When developing outcomes in the Personal Plan, remember that outcomes:

- ✓ Can only be developed after identifying what is important to the person
- ✓ Should include what is important for the person. The outcome statement should reflect “in order to” or “so that”. See examples below.
- ✓ May reflect something the individual desires/prefers that is not currently present or it may reflect something that is already present and they want to maintain.
- ✓ May have to be prioritized.
- ✓ Are not services and supports; see below for examples.
- ✓ Should make sense for a person without an intellectual/developmental disability.
- ✓ Must be written in present tense and plain language.
- ✓ Do not have to be present in each section of the Plan. Outcomes should only be identified for sections that the individual expressed a desire or preference.

Examples of Outcomes Statements:

- Mary volunteers at a day care center so that she gets to spend time with children and knows that she is needed.
- Bernice sings with the choir on Sundays so that she stays active.
- Ron enjoys rock music while bathing so that he can relax and feel refreshed.
- Bree watches Animal Planet when she is assisted to stretch so that she feels safe and relaxed during her exercise time.
- John delivers mail at the hospital in order to gain job skills.

### Risk

When documenting risk in the Personal Plan:

- ✓ Provide narrative information (including brief overview of current skills as well as potential and known risks) sufficient to guide a provider.
- ✓ Consideration should be given to both the risks associated with current activities of the individual as well as potential risks which inhibit the individual from pursuing his/her goals and fully participating in integrated settings.
- ✓ All safeguards, supports, education and training necessary to mitigate identified risks should be included.
- ✓ Discuss with the individual/guardian, if applicable, if they are willing to accept some situations with risks to facilitate choice, independence, and community integration.
- ✓ Identify safeguards that are already in place to minimize identified risks and outline additional needed actions to reduce other risks which pose a real or potential threat to the individual's health, safety and/or welfare.
- ✓ Identify who will be responsible for each of the needed safeguards and actions.

**Conflict**

If conflict arises during Personal Plan development, the ISC should:

- ✓ Determine what needs to change, what needs to remain the same for the person.
- ✓ Consider what makes sense, what is working in the individual's life?
- ✓ Consider what doesn't make sense, is not working in the individual's life?
- ✓ Allow each person to contribute his/her perspective.
- ✓ Use the information gathered as the basis of thought for the development of an outcome.