

**Individual Service Plan (ISP)
Review and Approval**
What New Providers Need to Know

Illinois Department of Human Services
Division of Developmental Disabilities

Training presented February 4, 2015

Two Types of Approval for New Providers

- Approval of initial ISP
 - Completed by Bureau of Quality Management
 - Required prior to release of funding for by the Division of Developmental Disabilities
- Approval of every ISP
 - Completed by the Individual Service and Support Advocate (ISSA), QIDP, and Guardian
 - Required for every ISP (including the initial ISP)
 - Required prior to implementation of the plan

BQM Approval of Initial ISP

- Prompted by letter from BQM
- Sent after award letter is issued
- Due after the initial ISP meeting is held and ISP is approved by all required parties
- Letter requesting letter may arrive prior to individual receiving services
- Checklist

The ISP... (Items 11-15)

- 11. ...includes frequency and duration of all services, supports and training (without regard to funding source).
- 12. ...identifies staff assigned to provide services, supports and training.
- 13. ...documents medical prescriptions.
- 14. ...documents self-medication training.
- 15. ...documents medication administration and oversight.

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The ISP... (Items 16-20)

- 16. ...documents efforts to reduce reliance on psychotropic medications.
- 17. ...identifies all persons (staff and otherwise) who contributed to the development of the plan including relationship to the individual, title and agency affiliation, if applicable.
- 18. ...includes team consensus concerning the balance between the individual's rights and the individual's abilities to make informed decisions concerning privacy and access to the community.
- 19. ...identifies those community and home situations when the individual may be away from the direct supervision of provider staff during those hours when staff are responsible for the individual.
- 20. ...documents ongoing efforts by the service provider to inform the individual and guardian of the potential harm, to suggest alternatives and to minimize the potential harm when the individual's choices may result in potential harm to the individual.

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The ISP... (Items 21-25)

- 21. ...includes safeguards, supports, education and training necessary to mitigate risks identified by the risk assessment.
- 22. ...documents reasons the individual's choices are not honored, when applicable.
- 23. ...identifies activities to ensure continuity of care during planned therapeutic absences (such as home visits or vacations), if residential services are part of the plan.
- 24. ... (if absences are regular or known well in advance), includes a goal of maintaining/increasing social contacts with family or friends (inclusive of describing staff responsibilities for sharing information before and after the absences and for being available for consultation/assistance during the absences).
- 25. ...has been approved by the person receiving services (if no guardian has been appointed) or the guardian (if applicable).

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Guardian Approval (Item #25)

25. The ISP has been approved by the person receiving services (if no guardian has been appointed) or the guardian (if applicable).

Date of approval by person served/guardian
 Method of approval
 verbal consent to ISSA
 written consent (copy provided to ISSA)

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Approval

- This ISP meets requirements and is considered approved.
 - All 25 items on the checklist must be marked “yes” or “not applicable” for the plan to meet requirements.
- This ISP does not meet requirements and requires revision.
 - Plan does not meet requirements if any item is marked “no”.

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Time Line

- Initial ISP must be based on a meeting held no later than 30 days following initiation of services
- Annual ISPs must be based on meeting held no later than 365 days following the previous meeting
- Additional time allowed for “write up” of the ISP and needed approvals

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Time Line

- ISP must be approved by all parties no later than 21 calendar days following the planning meeting.
- Provider QIDP (in charge of the ISP) must supply final written ISP to the ISSA within 14 calendar days of the meeting.
- ISSA has 7 calendar days to review, secure approval from person served/guardian, and approve the plan.

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Problem Resolution

- Disagreements
- Delays
- ISSA Guidelines: Problem and Conflict Resolution (Information Bulletin DD.11.010)
<http://www.dhs.state.il.us/page.aspx?item=56642>
- Expedite the process to avoid further delays with the development and approval of the ISP

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Questions?

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