


ISP MONITORING GUIDE

The Standardized ISP, ISP Monitoring, and guide materials have been developed by the Division of Developmental Disabilities in partnership with the Conflict Free Case Management subcommittee of the Financial Workgroup and Therap Services. The guide is intended to provide information for completion of the Personal Focus Worksheet, the ISP Agenda, and the Individual Support Plan within Therap.

December 22, 2016



Observation and Participant Involvement:

Date Observation Completed:	<input type="text"/>			
Location Observation Occurred:	<input type="text"/>			
Supports Observed:	<input type="text"/>			
	3000 characters left			
Describe Participant Involvement in Monitoring (Include requests for changes to goals, restrictions, supports, requests for team meeting, etc.):	<input type="text"/>			
	3000 characters left			
What Is Working This Quarter:				
Person Supported	CM	Provider	Family/Guardian	
Person Supported	<input type="text"/>			<input type="button" value="Add"/>
CM	<input type="text"/>			
Provider	<input type="text"/>			

Include observation and documentation of the services provided and any necessary intervention to ensure the appropriate delivery of ISP services. More than one observation can be completed, but at LEAST once per quarter-current form has an “add” button in order to document additional observations/settings/notes. **The “Add” button must be clicked in order to save the information already entered.**

- A variety of services should be observed but primarily those the participant is receiving the most supports from (residential, for example).
- If a participant is struggling in an setting or timeframe (mornings after transitioning to work, for example) then observation should likely occur at that setting/timeframe.
- It may not be appropriate to observe a person in all settings (for example, in competitive employment at local business where observation might be disruptive to the person and/or others in the area).

- Observation and Participant Involvement are distinct from one another- observation is the act of the CM observing staff interact and support the person.
- Participant Involvement:
 - Summarize conversations you had with the person on the phone or in person. Determine if there is anything that needs to be followed up on with the person while on the visit, such as a GER that occurred, or a trend you've noticed that you are concerned with or pleased with.
 - If the ISP was occurred during this quarter, you may also provide information related to their role in preparations or participation in the meeting (i.e. decide who to invite, when and where to have it, do they want to review anything in their file in preparation or do anything to facilitate the meeting)
 - Was there anything that you were concerned with regarding the environment while doing the observation, note and document how you addressed or followed up;
 - Prompting questions may include:
 - Proudest accomplishments
 - Biggest disappointments
 - Significant moments of joy
 - Significant changes in relationships
 - Significant changes in job/residence/day activities
 - Things the Person tried
 - Include in this section any discussions or additional information provided by the family/guardian/advocate.
 - Working/Not Working is an overall feedback, from several perspectives, of what's going well or not-to capture the feedback from several perspectives during the observation.

Implementation of Supports and progress towards ISP Goals:

Are Supports Being Provided and implemented as required by the ISP? Yes No

If no, describe what needs to change, what follow up needs to happen with Community Support Provider, Participant, Family/Guardian.

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ISP Goals

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Related Objectives/Supports:

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Progress Towards Goals

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Are Revisions or Interventions Needed? Yes No

Describe

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What changes need to be made/ Action Steps **By Who** **By When**

What changes need to be made/ Action Steps

3000 characters left

By Who


Documentation of supports provided-this reflects that direct staff are implementing the supports included in the plan and implementing correctly-if supports are either not being implemented or not implemented correctly, the CM should describe the follow up that occurred with the team or CSP contact to ensure the issue is resolved.

ISP Goals-there is a button to “add” for each goal/outcome statement. **The “Add” button must be clicked in order to save the information already entered and include additional goals/outcome statements and related supports.** These should each be listed separately in order to

distinguish and measure progress toward each goal and evaluate whether changes are needed to specific action steps being taken to achieve the outcome or the outcome statement overall.

Describing action steps and what changes need to be made builds accountability for the entire team into the monitoring process. CM should evaluate progress and intervene to revise action plans/supports as necessary to promote the best outcome for the person.

Progress/Updates on Behavior Support Plan and/or Rights Restrictions:

Describe Behavior Support Plan and Rights Restrictions	Plan Progress	What is working?	What is not working?	Describe any due process that occurred during the quarter.
Describe Behavior Support Plan and Rights Restrictions				<input type="text"/> <input type="button" value="Add"/>
Plan Progress				<input type="text"/>
What is working?				<input type="text"/>
What is not working?				<input type="text"/>
Describe any due process that occurred during the quarter.				<input type="text"/>
What changes need to be made/ Action Steps				By Who By When
What changes need to be made/ Action Steps				<input type="text"/> <input type="button" value="Add"/>
By Who				<input type="text"/>
By When				<input type="text"/> 
What follow up was completed since the last quarterly review?				<input type="text"/>

Provide a summary of any Behavior Support Plan and/or Rights Restrictions implemented as part of the person’s plan, if applicable. Include progress as documented by the CSP and an evaluation of what is working or not working to include the person’s perspective, family/guardian as applicable, Case Manager and direct support staff. Describe the most recent review and/or recommendations made by physicians, psychiatrists, team members, or HRC/BIC committees and any revisions necessary. **The “Add” button must be clicked in order to save the information already entered and insert information related to additional rights restrictions or behavior support plan elements.**

Incident Analysis and Follow Up:

What follow up was completed since the last quarterly review?	<input type="text"/>		
	3000 characters left		
Summary and Analysis of Incidents that occurred during the quarter.			
<input type="text"/>			
	3000 characters left		
What changes need to be made/ Action Steps	By Who	By When	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>
	3000 characters left		
By Who	<input type="text"/>		
By When	<input type="text"/>	<input type="button" value="📅"/>	

Note any follow up/actions taken since last quarter (could be related to action plans established per the previous quarterly monitoring) or other team meetings, etc. that have taken place. **The “Add” button must be clicked in order to save the information already entered and enter additional action steps for follow up.**

Incident analysis-ARSD requires that all ANE allegations be reviewed each quarter and follow be documented. In addition, analysis of incident trends should be completed.

Discovery Tool Updates and Significant Events:

Do Discovery Tools Need Updates?	<input type="radio"/> Yes <input type="radio"/> No
Describe:	<div style="border: 1px solid gray; height: 40px; width: 100%;"></div> <p>3000 characters left</p>
Identify and Explain any Changes/ Significant Events:	<div style="border: 1px solid gray; height: 40px; width: 100%;"></div> <p>3000 characters left</p>

The team/CM should document whether a PCT tool or other assessment should be completed and/or updated. Consider planning a continual process throughout the year rather than a one-time event.

This would be an appropriate place to document any life changes that occurred during the last quarter. This should include any changes to services (anything that an SCR was completed for), major life events (i.e. deaths, health issues, change in guardianship, relationships, moving, changing job, etc.)

Medical Appointments/Healthcare and Related Follow Up:

Medical Appointments	Who was the appointment with?	Results of the appointment	Follow up appointments
Medical Appointments	<input type="text"/>	<input type="text"/>	<input type="text"/>
Who was the appointment with?	<input type="text"/>	<input type="text"/>	<input type="text"/>
Results of the appointment	<input type="text"/>	<input type="text"/>	<input type="text"/>
Follow up appointments	<input type="text"/>	<input type="text"/>	<input type="text"/>
Describe If And How Supports Meet Health Needs:			
<input type="text"/>			
3000 characters left			
What changes need to be made/ Action Steps		By Who	By When
What changes need to be made/ Action Steps		<input type="text"/>	<input type="text"/>
3000 characters left			
By Who		<input type="text"/>	
By When		<input type="text"/>	



Medical appointments that are similar in nature (PT, counseling, dental, etc.) that occur within the quarter for the same purpose could be grouped together to reduce the number of appointment entries and follow up to document.

There is an “add” button in this section as well to record more than one appointment and the associated results/follow up. **The “Add” button must be clicked in order to save the information already entered.**

The “Describe if and how supports meet health needs” is where the CM would document any current supports in place to promote participant health in that specific area (assistance with brushing teeth, for example) or whether any new supports will be added to the ISP, which relates to the action steps section directly below.

Signatures and Distribution to Team Members:

Case Manager Completing Quarterly Monitoring:	Date	Time
<input type="text"/>		<input type="text"/>

<input type="text"/>	
Describe how quarterly monitoring was shared with the ISP team:	<input type="text"/> 3000 characters left
Information sent to:	<input type="text"/>
Date information sent:	<input type="text"/> 

CM should enter name, date and time of completion. Also, describe how the monitoring was shared with team members-via Therap s-comm, pdf scanned and emailed, shared via Therap secondary account, etc. as well as who received it and the date it was shared.

When Quarterly Monitoring is complete and “Approved”, the document can be re-opened and a “Copy as Draft” button will be available at the bottom of the document. When selected, a new document will open, and dates can be changed for the next quarterly time frame. CM should delete information specific to previous quarterly monitoring, i.e, progress towards goals, restoration plans, medical appointments, observation, etc. Goals, Behavior Support Plans, Rights Restrictions, etc. may be left in the draft as standard elements of quarterly monitoring. CM will select “save in a draft”. CM will then be able to add information as it occurs throughout the quarter such as doctor appointments, team meetings, observations, etc. At the end of the quarter CM should review and edit as needed, ensuring participant, guardian, and team member input regarding what’s working and what’s not working.