

# INDIVIDUAL SERVICE AND SUPPORT PLAN

## Policy and Procedure

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### POLICY

(Ref. 10 CCR 2505-10 8.608)

An Individual Service and Support Plan (ISSP) assists an individual receiving services in attaining new skills or maintaining current abilities based on the prioritized needs for training (i.e. instruction, skill acquisition), habilitation and/or supports as developed by the Interdisciplinary Team in the Individualized Service Plan (SP). ISSP's may be developed in such areas as personal, physical, mental and social development and are established to promote self-sufficiency and community inclusion. The individual and his/her direct support shall participate in the development of the ISSP within thirty (30) days of the date given in the IP for it to be written.

ISSP's will be developed for all individuals receiving services in accordance with their Individualized Service Plan (SP) to ensure that service and supports are provided consistently and reach the intended results, and as determined by the Interdisciplinary Team. A copy of the ISSP shall be submitted to the Community Center Board (CCB), Regional Center, or Case Management Agency (as applicable). The ISSP and subsequent reviews shall be written and become part of the master record. The person receiving services, guardian and /or authorized representative shall be made aware that a copy of the ISSP will be made available to them upon request. If asked to do so, the CCB shall document the request in the SP, and the ISSP shall be provided within 30 days of the date given in the SP for it to be written.

The purposes and content of the ISSP document shall be to provide:

1. A written statement of the objective or intent that the ISSP is to accomplish;
2. A written explanation of the specific methodology, strategy or procedure that will be implemented;
3. A means for consistent implementation between the various service agencies providing services and supports provided for the individual; and,
4. Criteria against which the effectiveness of the ISSP shall be measured, the data to be collected, and timelines for reviews.

An ISSP is required whenever a restrictive procedure is to be used. Any ISSP including a restrictive procedure must meet the requirements as stated in 10 CCR 2505 8.608.2 (see Challenging Behavior Policy).

When a person needs assistance with challenging behavior, including a person whose behavior is dangerous to himself, herself, or others, or engages in behavior which results in significant property destruction, Metro Support Services in conjunction with the IDT will complete a Comprehensive Life Review including:

1. The status of friendships, community access, job or residential situation;
2. The status of family involvement, satisfaction with roommates or providers, and the level of freedom to make and carryout decisions;
3. A review of the person's sense of belonging to any groups, organizations or programs for which they may have an interest, a review of the person's sense of personal security, and a review of the person's feeling of self-respect;
4. A review of other life issues such as staff turnover, long travel times, relationship difficulties and immediate life crises, which may be negatively affecting the person;
5. A review of the person's medical situation which may be contributing to the challenging behavior; and,
6. A review of the person's **SP and** ISSPs to see if the services being provided are meeting the individual's needs and are addressing the challenging behavior using positive approaches.

If any aspect of this review suggests that the person's life situation could be or is adversely affecting his or her behavior, these circumstances shall be evaluated by the interdisciplinary team and specific actions necessary to address those issues shall be included in the **SP** and/or ISSP, prior to the use of any restrictive procedures to manage the person's behavior.

Issues identified that cannot be addressed by the Interdisciplinary Team should be documented in the **SP** or ISSP and the **Community Centered Board or applicable Case Management Agency** Administrator will be notified of these issues and the present or potential effect they will have on the person involved.

## PROCEDURE

(Ref. 10 CCR 2505-10 8.608)

**Within 30 days of the Individualized Service Plan (SP) meeting:** .....( or should it be from the SP start date??)

- **The MSS Program Manager** will consider previous programs, current level of performance and objective criteria **when initiating the development of an ISSP.**

- Program Manager will develop a draft ISSP with the individual in services and their provider/staff that is observable and measurable, as well as developing a method to track progress.
- Program Manager will ensure that the plan matches the outcome as stated in the SP.
- Program Manager will enter completed ISSP in Therap.

#### Upon implementation of ISSP:

- Program Manager will send ISSP to person being served, provider/staff, appropriate Case Management designee, and Guardian (if applicable).
- Provider/staff will run program as stated in ISSP and record results/data via Therap documentation.
- Program Manager will monitor ISSP progress and provide ongoing instruction, with review of data quarterly, or more often as needed.
- At least once annually at the Service Plan meeting, MSS will provide data to IDT determining if ISSP has been effective, whether the criteria has been met, strengths and/or limitations, and need for plan being continued, adjusted, or discontinued. MSS will provide new criteria to be documented in the new SP.
- If ISSP is discontinued within the plan year, and before the annual Service Plan meeting, the Program Manager will notify IDT of the reasons for discontinuing the plan, and criteria for new plan. The Case Management designee will make an addendum to the SP for the new goal.