



Guidance on Individual Support Plan (ISP) Signature

In all cases, contact with the legal guardian is the very first contact made by the Support Coordinator once an individual is assigned to a Support Coordination Agency.

Signature Not Obtained

1. If private or public guardian(s) has given verbal agreement to ISP this can be documented in a case note identifying the date of verbal approval and ISP may be approved. The ISP Signature Page shall include the physical signature or 'mark' of the individual as well as the signature of the Support Coordinator. The Support Coordinator will clearly note on the signature page the following: *Verbal permission from GUARDIAN NAME, legal guardian, was provided to me on DATE to move forward with plan approval. Services outlined in plan are appropriate as per Planning Team.* Physical signature page from the guardian shall be obtained as soon as practicable. **NOTE:** *Verbal approval may ONLY be used in circumstances where thoughtful planning has occurred but due to unforeseen circumstances approval is needed to avoid lapse in service.*
2. If private guardian (not applicable to public guardian) is unreachable (E.g. Out of country) documentation of three separate attempts on varying dates and times over a two week period to contact them shall be made and memorialized in case note(s). In this instance, so long as there is documented approval of the planning team and individual, the individual may sign or mark the ISP for approval and the ISP can be approved. The Support Coordinator will clearly note on the signature page the following: *I have attempted to reach GUARDIAN NAME, legal guardian, on ENTER THREE DATES/TIMES and was unsuccessful. Services outlined in plan are appropriate as per Planning Team. Plan approval moving forward.* Efforts to contact guardian must continue and proper documentation to include a signature page obtained as soon as practicable. **NOTE:** *ISP approval without guardian signature may ONLY occur in unforeseen circumstances where approval is needed to avoid lapse in service.*
3. If private guardian (not applicable to public guardian) is unable to sign (E.g. medically incapacitated or deceased) this shall be documented in a case note. The Support Coordinator will also make efforts to obtain a note from the treating physician documenting this whenever possible. So long as there is documented approval of planning team, the individual may sign or mark the ISP for approval. The Support Coordinator will clearly note on the signature page the following: *GUARDIAN NAME, legal guardian, is medically incapacitated and unable to sign this ISP. Services outlined in plan are appropriate as per Planning Team. Plan approval moving forward.* If there is an existing family member who has started the legal process to become guardian, (it may be an email stating that they are interested in pursuing guardianship) that person(s) input related to the ISP may be sought and their signature added to the ISP as well. In this circumstance, a Substitute Guardianship referral must immediately be submitted. **

**All referrals come through the guardianship liaison (Lori Antonucci, Maureen Sinacore or Leslie Walsh-depending on where the consumer lives). The liaisons are familiar with the required documents and track the guardianships that are in process. In the event that a Medical emergency arises, there are statutory provisions that permit DDD to provide consent in the absence of a guardian.

Signature Page Upload

The signature page of the ISP may be uploaded as a separate document in circumstances that do not allow one complete document to be obtained, providing that the ISP signature page has the plan version and date that corresponds with ISP. All attempts to upload the ISP along with signature page should be made.