DEPARTMENT OF HUMAN SERVICES
DIVISION OF DEVELOPMENTAL DISABILITIES
Support Coordination Unit

Individualized Service Plan Review Tool: User Guide for Support Coordination Agencies

Purpose

The Individualized Service Plan (ISP) Review Tool was designed to help guide, standardize, and make transparent the review and approval of ISPs completed by DDD SC Unit Monitors. Information from the ISP Review Tools is aggregated and used by DDD Quality Assurance Specialists to help determine Support Coordination Agency readiness for release and any additional training or Technical Assistance needs.

This version of the **Support Coordination Agency ISP Review Tool** is being provided to SCAs for use by Support Coordinator Supervisors to assist with training of Support Coordinators (SCs) and with subsequent and ongoing quality reviews. The steps below outline how to use the ISP Review Tool to consistently ensure that SCs are developing quality plans that meet the support needs and goals of the individuals they work with.

The goal of plan review is to ensure that every individual receives a quality ISP that meets DDD's mission: "DDD assures the opportunity for individuals with developmental disabilities to receive quality services and supports, participate meaningfully in their communities and exercise their right to make choices."

Instructions

Step 1.   Complete Section 1: Identifying Information.

Program Type: The only individuals in Interim, with rare exception, (such as non-DACs) are those who are still using Easter Seals New Jersey (ESNJ) as the Fiscal Intermediary (FI) for self-directed employees. If using ESNJ, and enrollment with PPL is not complete, (Welcome Packet received), DO NOT ENROLL ONTO SUPPORTS PROGRAM. For individuals enrolled onto Supports Program (SP) or the Community Care Program (CCP) the FI is PPL.   In all cases, we recommend checking Waiver and Medicaid History to see if individual is on the CCP to ensure enrollment onto the correct Waiver program.

Monthly Monitoring Tools: When reviewing an ISP, we strongly suggest reviewing at least 3 underline consecutive months of Monthly Monitoring Tools. This will assist you, as an SC Supervisor, in ensuring that any needed follow up is occurring and that the ISP is being revised when applicable.   An example of needed follow up might be an individual or a parent expressing an interest in day activities. Has the SC followed up on this?

You will also want to make sure that contact is meaningful. Is the SC merely checking off boxes or are they using the questions to generate conversations to ensure that the individual has the opportunities and experiences that they desire?

When reviewing services: The SC will want to make sure that the individual is receiving all services listed in the service plan. Does the individual seem to be happy with these services? In addition to Division services are there natural / generic services that the individual is interested in / could be explored?

Review for potential risks: Have any potential risks to the individual been noted on the MMT? Look for references that suggest the environment might be unsafe, that the individual is behaving differently than they have during other contacts, such as being unusually quiet or appears afraid of someone. Is there mention that a sole care giver is expressing complications to their health or that they are overwhelmed? Training your SCs to use the Monthly Monitoring Tool in a meaningful way may help to anticipate and avoid emergencies in the future.

Step 2.   Complete Section 2: Required Documentation Checklist. Non-Negotiables.

All required documents are necessary in order for the plan to be approved. As a Supervisor you will want to make sure that uploaded documents are exactly what they are named as by the SC when uploaded and that they are for the correct individual.

- ☐ **Mental Health Pre-Screening Checklist** is completed, signed by SC and a Supervisor and uploaded. Required for all initial and Anniversary plans and updated as applicable.
- ☐ **Rights and Responsibilities** document is completed, signed by the individual/guardian and the SC, and is uploaded. Required for all initial and Anniversary plans.
- ☐ **F3, F6 or DVRS referral** confirmation is completed and uploaded. Required for initial plans only, not Anniversary plans; update as appropriate.
- ☐ **Addressing Enhanced Needs Form** is completed for each service provider and uploaded, if the individual has an acuity factor. Required for all Initial and Anniversary plans and revised plans listing a new Service Provider.
- ☐ **Signature page** uploaded and is signed by the individual and, if applicable, legal guardian. Required for all new and Anniversary plans and those with changes to services/budget.

Step 3.   Complete Section 3: Clinical Documents Overview.

Review the following documents for key findings that you expect to see addressed in the ISP:
1. NJ CAT
2. Mental Health Pre-Screening Checklist

Use this section to document YOUR notes regarding your review of these documents. It will aid you when during your review of the ISP to ensure that necessary information is present.

Step 4.   Complete Section 4: Person Centered Planning Tool Review.

Use this section to highlight whether the information captured in the PCPT adequately reflects the individual and provides sufficient information to inform the ISP development. PCPT's are written based on the individual's expressed desires, interests, long/short Term Hopes and Dreams, and other areas of importance. This information should inform the development of outcomes. Reviewer judgements and bias should be avoided. Reminder, the Supporter Qualities Tile lists the desired characteristics of the individual's Supporters/Staff; as opposed to the individual's support/supervision needs which covered in the NJISP.

Step 5.   Complete Section 5: Discrepancies.

List major discrepancies which have potential impact on the Health, Safety, and Supervision needs of Individual. If significant support or supervision changes are noted, an NJCAT reassessment may be warranted.

Step 6. Service Review

This section is designed to help ensure that services are appropriate, entered correctly and that there are not gaps in service thereby, reducing the potential for back end change requests. Any item marked "No" should have resulted in the plan being returned to the Support Coordinator to correct prior to plan approval.

Step 7.   Complete Section 6: ISP Scorecard.

The **Individualized Service Plan Submission Criteria** is used to provide the rationale for scoring in each of the Category Areas. Use your notes to complete the rationale/examples required in this section. If Interim or Supports Program and the plan is an **exploratory plan** indicate n/a for the services score due to services not being present at this time. CCP does not allow for exploratory plans.

- • Plans with missing required documents and/or a score of "1" indicating "Unacceptable" in any of the categories should be returned to the Support Coordinator for revision.

- It is important to note that anything that puts an individual at risk would never render a score higher than "1". For example, failure to include the information that an individual requires food to be pureed should render a "1" under Health and Nutrition.

- When issuing a score of "2" indicating "Needs improvement" while the plan might be approved, it will be important to provide instruction and guidance to your Support Coordinator to assist them in improving the quality of their plan writing.

- It is just as important to give detailed information when issuing a score of "3" indicating "Meets all Expectations" so that your Support Coordinator knows what they are doing well so and can then continue to demonstrate at this level with future ISPs.

Step 8. Review the ISP Review Tool with the Support Coordinator who completed the ISP.

Review your feedback with the Support Coordinator. It is important to include positive feedback and to include specific/actual examples where improvements are needed, to help them with developing higher quality plans moving forward. We have this section broken down into two categories: **Required revisions** and **Best Practice Suggestions** to help highlight serious issues that may require immediate revisions.

An **Additional Reviewer Comments** section is included to allow the ability to give additional feedback, if desired. An example might be that a review indicates the need for a lot of improvement yet you see that the SC is making strides to improve or has developed meaningful relationships with their individuals and families, and just needs some work with writing skills.

Step 9. Signature

Have the Support Coordinator sign that the information has been reviewed with them in a manner that they understand. As a Supervisor, you will want to maintain this documentation.

This document does not get uploaded to I Record. It should be stored in adherence with your Agency's Policies and Procedures for storing personnel records.

Although not a required document, your assigned Quality Assurance Specialist may ask you to utilize this tool in their efforts to help you improve the quality of your Agency's ISPs.