



New Jersey Department of Human Services  
Division of Developmental Disabilities  
[www.nj.gov/humanservices/ddd](http://www.nj.gov/humanservices/ddd)

# Individualized Service Plan Submission Criteria

October 6, 2017

## ISP Review Criteria

This document provides standardized criteria for plan approval. “Unacceptable,” “Needs Improvement”, and “Meets All Expectations” are defined for various elements of the ISP. Each element represents a component of the ISP that is being evaluated to review the quality of the submitted plan for approval.

The intent is for each plan to meet the expectations outlined under the “Meets All Expectations” category in each section. If a plan meets the criteria in the “Needs Improvement” category in any of the sections, feedback will be provided and the plan may or may not be approved.

The Non-Negotiables in each area are noted in the corresponding section, and will result in plan kickback for revision if they are not met.

Category	Unacceptable	Needs Improvement	Meets All Expectations
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Unclear as to what is being pursued</li> <li>• Not individualized</li> <li>• Disability-based (would only apply to an individual with a disability)</li> <li>• Refers to a program or service</li> <li>• Not connected to key strengths, interests, hopes, and dreams identified by the person in the PCPT</li> <li>• Does not demonstrate critical thinking about individual's life, hopes, and dreams</li> <li>• Not clearly differentiated by life aspects and areas of interest</li> </ul>	<ul style="list-style-type: none"> <li>• Clear, but not always individualized</li> <li>• Connection to areas identified in PCPT present but may be missing some interests, strengths and needs</li> <li>• At times refers to a program or service</li> </ul>	<ul style="list-style-type: none"> <li>• Clearly written</li> <li>• Individualized</li> <li>• Not disability based (would apply equally to an individual without a disability)</li> <li>• Never refers to a program or service</li> <li>• Connected to key strengths, interests, hopes, and dreams identified by the person in the PCPT</li> <li>• Demonstrates critical thinking about individual's life, hopes, and dreams</li> <li>• Clearly delineated/differentiated by areas of interest</li> <li>• Written in future tense</li> </ul>

***Non-Negotiables: Please confirm that all are present; any absent items will require plan revision.***

Identified need not supported with an outcome (e.g. employment, support level, voting, housing instability for SHC voucher,etc. )

Category	Unacceptable	Needs Improvement	Meets All Expectations
<b>Employment Outcomes</b>	<ul style="list-style-type: none"> <li>No outcome related to employment</li> <li>Does not demonstrate an understanding of definition and role of competitive, integrated employment</li> <li>Pathways to Employment section is blank</li> <li>Barriers to employment are not addressed (e.g. behavioral, medical)</li> <li>Employment outcomes do not move individual towards goals, dreams, meaningful community participation, and individual choice</li> <li>Conflicting information or no connection between the PCPT and ISP related to employment</li> <li>Plan inaccurately indicates pursuit of employment related to their Pathway options</li> <li>Outcome is not individualized</li> <li>Outcome is not appropriate to the individual based on the PCPT</li> <li>F3, F6, or DVRS referral not appropriate for the individuals needs</li> </ul>	<ul style="list-style-type: none"> <li>At least one outcome is related to employment, but is not always individualized</li> <li>At times, the employment outcome is not clearly identified</li> <li>Employment outcome is not clearly connected to information gathered in the PCPT</li> <li>Incorrect pathway selected/completed</li> </ul>	<ul style="list-style-type: none"> <li>At least one outcome is related to employment even if the person is not currently pursuing employment</li> <li>Demonstrates an understanding of definition and role of competitive, integrated employment</li> <li>Shows advocacy, with barriers to employment addressed (e.g. behavioral, medical)</li> <li>Employment outcomes move individual towards goals, dreams, meaningful community participation, and individual choice</li> <li>Individualized/unique to the individual—clearly related to strengths, skills, preferences, and interests</li> <li>Effectively addresses individual/family fears and concerns about employment</li> <li>Creative use of other resources outside DDD</li> <li>Plan accurately indicates pursuit of employment related to their Pathway options</li> <li>Clearly links to information gathered through the PCPT and Pathways to Employment section, Employment History, career planning, unpaid experiences, and other related information through the planning process</li> <li>F3, F6, or DVRS referral appropriate for the individual’s needs</li> </ul>
<p align="center"><b><i>Non-Negotiables: Please confirm that all are present; any absent items will require plan revision.</i></b></p> <p align="center"> <input type="checkbox"/> Inconsistent F3/F6 or DVRS referral  <input type="checkbox"/> F3/F6 or DVRS referral missing </p>			

Category	Unacceptable	Needs Improvement	Meets All Expectations
<p><b>Services</b></p>	<ul style="list-style-type: none"> <li>• Needed services missing</li> <li>• Obstacles to receiving appropriate services not addressed</li> <li>• Services not appropriate to individualized needs and goals identified in PCPT and/or NJCAT</li> <li>• Does not demonstrate knowledge of services and how they can be uniquely applied to the individual</li> <li>• Services do not reflect individual goals, dreams, strengths, and choice, and move the individual towards meaningful community participation</li> <li>• Services inconsistent with PCPT and/or NJCAT</li> </ul>	<ul style="list-style-type: none"> <li>• Services not always individualized or clearly linked to NJCAT and/or PCPT</li> <li>• Some key individual needs and goals identified in NJCAT and/or PCPT are not met by services</li> </ul>	<ul style="list-style-type: none"> <li>• Services clearly linked to individualized needs and goals identified in PCPT and/or NJCAT</li> <li>• Known obstacles identified and included in plan, with preliminary plan to overcome</li> <li>• Identifies resources in the community to improve individual's quality of life</li> <li>• Demonstrates knowledge of services and how they can be uniquely applied to the individual</li> <li>• Services are thorough and complete</li> <li>• Services reflect individual goals, dreams, strengths, and choice, and move the individual towards meaningful community participation</li> <li>• Creative use of other resources outside DDD</li> </ul>

Category	Unacceptable	Needs Improvement	Meets All Expectations
<b>Health and Nutrition</b>	<ul style="list-style-type: none"> <li>• Health and nutrition needs/concerns not identified</li> <li>• Information lacks detail for proper care by service provider</li> <li>• Needs/concerns in service plan inconsistent with PCPT and/or NJCAT</li> <li>• Life threatening health, self-care, medical and nutrition issues identified in PCPT and/or NJCAT not included/fully addressed in ISP</li> <li>• Does not address medical needs identified in the PCPT/NJCAT</li> </ul>	<ul style="list-style-type: none"> <li>• Care needs/concerns are partially identified</li> <li>• Information for important care needed in relation to diet, seizure management, self-care, medication, and/or supervision not fully detailed</li> </ul>	<ul style="list-style-type: none"> <li>• Care needs/concerns identified in PCPT and/or NJCAT are included ISP as applicable</li> <li>• Details for special dietary needs, seizure management, self-care, medication, and/or supervision requirements are identified for providers on service plan when necessary</li> <li>• Life threatening health, self-care, medical, and nutrition issues identified in PCPT and/or NJCAT included and fully addressed in ISP</li> <li>• Addresses medical needs identified in the PCPT/NJCAT</li> </ul>

Category	Unacceptable	Needs Improvement	Meets All Expectations
<b>Safety and Supports</b>	<ul style="list-style-type: none"> <li>• Safety needs/concerns not identified</li> <li>• Information lacks detail for proper care by service provider</li> <li>• Needs/concerns in service plan inconsistent with PCPT and/or NJCAT</li> <li>• Mental health issues identified in PCPT and/or NJCAT not addressed</li> <li>• Suicidality and harm to self or others identified in PCPT and/or NJCAT not addressed</li> <li>• Insufficient follow up planning for suicidality, harm to self or others, or mental health issues</li> <li>• Details for support settings, communication, mobility/ adaptive equipment, behavioral/ sensory needs and religious/ cultural information not identified for providers on service plan when necessary</li> </ul>	<ul style="list-style-type: none"> <li>• Care needs/concerns are partially identified</li> </ul>	<ul style="list-style-type: none"> <li>• Care needs/concerns identified in PCPT and/or NJCAT and ISP as applicable</li> <li>• Details for special dietary needs, seizure management, self-care, medication, and/or supervision requirements are identified for providers on service plan when necessary</li> <li>• Details for support settings, communication, mobility/ adaptive equipment, behavioral/ sensory needs and religious/ cultural information are identified for providers on service plan when necessary</li> <li>• Mental health issues identified in PCPT and/or NJCAT Harm to self or others fully addressed, with follow up planning</li> <li>• Suicidality and harm to self or others identified in PCPT and/or NJCAT fully addressed, with follow up planning documented in the ISP</li> </ul>

Category	Unacceptable	Needs Improvement	Meets All Expectations
<b>Person-Centeredness</b>	<ul style="list-style-type: none"> <li>Language is inappropriate, outdated, and/or deficit-based</li> <li>Insufficient use of person-first language</li> <li>Use of jargon throughout</li> <li>Not clear or understandable to individuals and families</li> <li>Lack of respectful language used</li> <li>Does not reflect the individual's hopes, dreams, and aspirations</li> </ul>	<ul style="list-style-type: none"> <li>Person-first language used, but outdated language seen in some documents</li> <li>Some jargon</li> </ul>	<ul style="list-style-type: none"> <li>Person-first current and appropriate language used throughout</li> <li>Focus is on strengths of individual</li> <li>No use of jargon</li> <li>Clear and understandable to individuals and families</li> <li>Use of respectful language throughout</li> <li>Reflects the individual's hopes, dreams, and aspirations</li> </ul>
Category	Unacceptable	Needs Improvement	Meets All Expectations
<b>Writing Quality</b>	<ul style="list-style-type: none"> <li>Excessive grammatical, spelling or punctuation errors found in PCPT and ISP documents</li> </ul>	<ul style="list-style-type: none"> <li>Some minor grammatical, spelling or punctuation errors found</li> </ul>	<ul style="list-style-type: none"> <li>No grammatical, spelling or punctuation errors found in PCPT and ISP documents</li> </ul>

Category	Unacceptable	Needs Improvement	Meets All Expectations
<b>Budget Accuracy</b>	<ul style="list-style-type: none"> <li>• Incorrect procedure/billing codes used throughout</li> <li>• Incorrect frequency, units, and/or rates used throughout</li> <li>• Cost of Medical Day Program (5 full days) or BH program not deducted prior to accessing other service; adjusted amount not indicated in notes or in plan</li> <li>• Entire plan over budget</li> <li>• Incorrect claims entered (FI or Medicaid)</li> <li>• Incorrect timeframe</li> </ul>	N/A	<ul style="list-style-type: none"> <li>• Correct procedure codes used throughout</li> <li>• Correct frequency, units, and/or rates used throughout</li> <li>• Cost of Medical Day Program (5 full days) or BH program deducted prior to accessing other service; adjusted amount indicated in notes or in plan</li> <li>• Plan is within budget</li> <li>• Correct claims entered (FI or Medicaid)</li> <li>• Correct timeframe</li> </ul>



Category	Unacceptable	Needs Improvement	Meets All Expectations
<b>Plan Development, Submission, and Revisions</b>	<ul style="list-style-type: none"> <li>• Required documents and/or signatures missing</li> <li>• Multiple revisions needed</li> <li>• Revisions only partially completed when returning for additional state review</li> <li>• All documents are not dated accurately</li> <li>• 30 day submission criteria not met</li> </ul>	<ul style="list-style-type: none"> <li>• Consistently includes all required documents, but occasionally a document is not uploaded or signature is missing</li> <li>• Revisions are needed, but are all corrected and returned</li> <li>• Correct form used</li> <li>• Most documents are dated accurately</li> </ul>	<ul style="list-style-type: none"> <li>• All required documents are present, including signatures indicating individual/family reviewed information</li> <li>• Revisions not needed or are minor and are all corrected and returned promptly the first time requested</li> <li>• Correct form used</li> <li>• Dates are accurate</li> <li>• Plan submitted within the 30 day time frame</li> </ul>
<p><b><i>Non-Negotiables: Please confirm that all are present; any absent items will require plan revision.</i></b></p> <p><input type="checkbox"/> Inconsistent information between the NJCAT, PCPT, and ISP</p> <p><input type="checkbox"/> Required documents missing</p> <p><input type="checkbox"/> Required documents missing dates/signatures or are incorrect</p> <p><input type="checkbox"/> Old form used for initial submission or an anniversary plan (does not apply to revisions)</p>			