

Individual Support Plans and Planned Action Notices

Counties
July 2010



**Communication of
Individual's
Employment Services
Plan**

Key Elements

- ① **ISP Requirements**
- ① **PAN Requirements**
- ① **System Communication**

Individual Support Plans

Overview of DDD Assessment/ISP

- Purpose
- Support Intensity Scale
- Service Level Assessment

ISP Development

- Type of Employment Services
- Expected level of service/range of service hours

ISP Implementation

- Consent
- Distribution

Overview of DDD Assessment/ISP

Purpose

DDD Assessment is a standardized tool used to evaluate client support needs for:

- Planning
- Determining level of services
- Budgeting
- Resource Management

Overview of DDD Assessment/ISP

DDD Assessment has three modules:

1. Support Intensity Scale

- Employment activities

2. Service Level Assessment

- Assesses personal care needs
- Environment related to employment

3. Individual Support Plan

- Documents DDD paid services (individualized budget)
- Documents expected level of support (range of service hours)

SIS

Employment Activities Questions

- 1. Accessing/receiving job task accommodations**
- 2. Learning and using specific job skills**
- 3. Interacting with co-workers**
- 4. Interacting with supervisors/coaches**
- 5. Completing work related tasks with acceptable speed**
- 6. Completing work-related tasks with acceptable quality**
- 7. Changing job assignments**
- 8. Seeking information and assistance from an employer**

SLA Employment Questions

CARE Office: DDD Centralia FSO Case: Waiver, Plan O Updated By: On:

File Action Administration Help

- Online
- Waiver, Plan O
 - Client Details
 - DDD Case Management
 - Current DDD Determination
 - DDD Pending Annual 07-09-2010
 - Support Assessment
 - Service Level Assessment
 - Personal Care
 - Employment Support**
 - DDD Sleep
 - Mental Health
 - History
 - Offline SERs

Employment Support

Changes? *

Employment Goals: *

Phase of Employment:

Employment Provider Participation:

Pathway to Employment:

Time in Job Development (months):

0

Strengths:

Limitations:

Comments

Select all that apply

ISP Development

- ISP communicates to the client the services they should expect to receive and should include:
 - The planned range of hours
 - The annual employment allocation (individualized budget)
 - The specific type of service (e.g., IE, GSE, etc.)
 - The name of the service provider
- ISP identifies supports available to meet the client's health and welfare needs.
- Information in the ISP should be understandable to the client and their representative.
- ISP informs the provider of the type and amount of service they should be providing.

ISP Implementation

Consent

ISP is complete when:

1. CRM documents changes in ISP
2. CRM obtains consent from client and/or legal representative
 - ✓ CRM can receive verbal or written consent
 - ✓ Consent must be received on the ISP
 - ✓ CRM signs and dates the ISP

WAC 388-845-3060, 3061 and 3070

ISP Implementation Distribution

Distribution of ISP:

1. **Assessments** - CRM sends a copy of Assessment details and ISP to all vendors
2. **Amendments to ISP** - CRM sends a copy of amended ISP to all vendors

ISP Examples

CARE Office: DDD Region 5 FSD Case: Pierce, Hawkeye Updated By: Eliasmr On: 05/26/2009 01:01

File Action Administration Help

Finalize Plan

DDD Services * Personal Care Scheduling Other Supports * Other Plans

Service List:

#	Service	Client Declines
1	Person to Person	<input type="checkbox"/>

Service Details Requested Services

Service Detail:

Service: Client Declines

Funding Source: * If New, Start By: End Date: Frequency: *

Classification/Level: Setting:

Hours: Rate: Units: * Quantity: * Total: *

Comment sp

Mr. Pierce receives 10 to 20 hours of employment support a month not to exceed 240 hours annually.

Enter planned end date for service in mm/dd/yyyy

Planned Rates Information Matches Assessment Example

County Authorization [X]

Client Name: County of Residence: Service Type:

Provider: Unit Type: From Date: To Date:

Funding

#	Source	Date
1	State Only Client	04/22/2009

Status:

Planned Rate

Start Date	Unit Type	Min Unit Rate	Max Unit Rate	Min Units/Month	Max Units/Month
05/22/2009	Hour	28.3500	28.3500	10.00	20.00
04/22/2009	Month	300.0000	300.0000	16.00	16.00

Planned Action Notices

Overview of PANs

- Purpose

PAN Development

- Type of Employment Services
- Expected level of service/range of service hours

PAN Implementation

- Approval (initial, continuation, increase)
- Denial
- Reduction
- Termination

Planned Action Notices Purpose

PAN for Service Decisions

- Document current services and actions including:
 - Approval (initial, continuation, increase)
 - Denial
 - Reduction
 - Termination

Planned Action Notices

Purpose

WAC 388-825-103

When will I receive written notice of decisions made by DDD?

You will receive written notice from DDD of the following decisions:

- (1) The denial or termination of eligibility for services under WAC [388-825-057](#);
- (2) Denial or termination of the provider of your choice for any reason listed in WAC [388-825-375](#) through [388-825-390](#);
- (3) The authorization, denial, reduction, or termination of *SERVICES* or the payment of SSP set forth in chapter [388-827](#) WAC that are authorized by DDD;**
- (4) The admission or readmission to, or discharge from a residential habilitation center set forth in WAC [388-825-155](#); or
- (5) Disenrollment from a DDD home and community based services waiver under WAC [388-845-0060](#), including a disenrollment from a waiver and enrollment in a different waiver.

Planned Action Notices Development

WAC 388-825-104

What information will the notice include?

The notice from DDD will include:

- (1) The decision;
- (2) The reason for the decision;
- (3) The effective date of the action;
- (4) Appeal rights to the decision; and
- (5) The name and phone number of a department person you can contact for further information.

Planned Action Notices Implementation

WAC 388-825-130

How long do I have to file a request for an administrative hearing?

(1) The following rules apply to all situations except a decision to transfer you from a state residential habilitation center (RHC) to the community under RCW [71A.20.080](#). The rules for administrative hearings regarding the department's decision to transfer you from an RHC to the community are contained in WAC [388-825-155](#).

(2) You have to request an administrative hearing within ninety days of receipt of the notification of the decision you are disputing.

(3) You must request an administrative hearing within the ten-day notice period, as described in WAC [388-458-0040](#) (1), (2) and (3), if you wish to maintain current services during the appeal process.

(4) The notification sent to you will include the date that the ten-day notice period ends.

Planned Action Notices Implementation

WAC 388-825-145

Will my benefits continue if I request an administrative hearing?

(2) If you request an administrative hearing within the ten-day notice period, as described in chapter [388-458](#) WAC, unless one or more of the conditions in WAC [388-825-150](#) applies, the department will take no action until there is a final decision on your appeal of the department's decision to:

- (a) Terminate your eligibility for services;
- (b) Reduce or terminate your services;
- (c) Reduce or terminate the payment of SSP set forth in chapter [388-827](#) WAC; or
- (d) Disenroll you from a DDD home and community based services waiver under WAC [388-845-0060](#), including a disenrollment from a waiver and enrollment in a different waiver.


Planned Action Notices

Approval PAN Example

Increase2 Sample PAN Employment.pdf - Adobe Reader

File Edit View Document Tools Window Help

1 / 6 100% Find



ADSA Aging & Disability
Services Administration

Division of Developmental Disabilities (DDD)

Planned Action Notice

Date of Notice
06/23/2010

Client Name and Address
Reuben Sandwich
 123
 Kent, WA 98000

Representative Name and Address
Mister Mustard
 1234
 Kent, WA 98000

Planned Action

ADSA/DDD is taking the following action(s) regarding your services or request for services related to your 02/04/2010 CARE Assessment. The determination is based on the information contained in the attached Services Summary and CARE Results (if assessed to receive Personal Care), which are part of this notice.

The following action(s) will be effective on 06/23/2010.

	Service	Program	Action	Amount	Unit	Freq.
1	Individual Employment	County Programs	Increased	From: 6.1 - 9.0 To: 9.1 - 12.0	Hour(s)	Per Month

Action # 1

	Service	Program	Action	Amount	Unit	Freq.
	Individual Employment	County Programs	Increased	From: 6.1 - 9.0 To: 9.1 - 12.0	Hour(s)	Per Month

Reason(s) for this action:


Planned Action Notices

Denial PAN Example

Denied Example PAN employment (2).pdf - Adobe Reader

File Edit View Document Tools Window Help

1 / 4 75% Find

 Department of Social & Health Services
 ADSA Aging & Disability Services Administration

Division of Developmental Disabilities (DDD)

Date of Notice 06/14/2010

Planned Action Notice

Client Name and Address
Reuben Sandwich
 123
 Kent, WA 98000

Representative Name and Address
Mister Mustard
 1234
 Kent, WA 98000

Planned Action						
ADSA/DDD is taking the following action(s) regarding your services or request for services related to your 02/04/2010 CARE Assessment. The determination is based on the information contained in the attached Services Summary and CARE Results (if assessed to receive Personal Care), which are part of this notice.						
The following action(s) will be effective on 06/14/2010 .						
	Service	Program	Action	Amount	Unit	Freq.
1	Community Access	County Programs	Denied	From: 0 To: 0	Hour(s)	Per Month

Action # 1

	Service	Program	Action	Amount	Unit	Freq.
	Community Access	County Programs	Denied	From: 0 To: 0	Hour(s)	Per Month

Reason(s) for this action:
 You are not eligible for this service or program.

Start Microsoft Office: CARE Office: WAC 388-845: Microsoft Pow: 3 Adobe Re... 10:20 AM


Planned Action Notices

Reduction PAN Example

Reduction Example PAN employment.pdf - Adobe Reader

File Edit View Document Tools Window Help

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 Washington State
 Department of Social
 & Health Services
 ADSA Aging & Disability
 Services Administration

Division of Developmental Disabilities (DDD)
Planned Action Notice
 Date of Notice
 06/14/2010

Client Name and Address
Reuben Sandwich
 123
 Kent, WA 98000

Representative Name and Address
Mister Mustard
 1234
 Kent, WA 98000

Planned Action

ADSA/DDD is taking the following action(s) regarding your services or request for services related to your **02/04/2010** CARE Assessment. The determination is based on the information contained in the attached Services Summary and CARE Results (if assessed to receive Personal Care), which are part of this notice.

The following action(s) will be effective on **07/01/2010**.

	Service	Program	Action	Amount	Unit	Freq.
1	Individual Employment	Basic Waiver	Reduced	From: 15.1 - 18.0 To: 12.1 - 15.0	Hour(s)	Per Month

Action # 1

8.50 x 11.00 in

Start 2 Microsoft ... CARE Office... WAC 388-845... Microsoft Pow... Reduction E... 10:12 AM

System Communication

Overview AWA/CMIS

- Purpose

Referral Process

- Billing and rate information
- Expected level of service/range of service hours
- Approval process initiate CSA

County Service Authorization

- Client's annual assessment
- Changes in client services
 - Planned rates communication; or
 - New service - start new referral

System Communication

ADSA Web Access (AWA)

The ADSA (Aging & Disability Services Administration) Web Access is a system designed to support County services for the Division of Developmental Disabilities (DDD) clients.

- Offers a consistent and reliable interaction for Counties statewide.
- Provides a County connection to specific areas of CARE (Comprehensive Assessment Reporting & Evaluation) application.
- Collects more information from Providers to monitor quality.
- Automates the billing and service authorization processes.
- Sets the stage for eventual connection to Provider One.

System Communication Referral Process

- CRM generates referral information
- County confirms information and provides:
 - Service planned start date
 - Unit type used for billing
 - Unit rate
 - Range of service hours:
 - Minimum service hours per month
 - Maximum service hours per month
- CRM finalizes – pending authorization

Referral Information - Provided by County on AWA

Service County Response			
County: Thurston	Response:* Approved		
Service Type: Individual Employment	Planned Start 07/01/2009	Unit Type:* Month	
Provider:* CREATIVE EMPLOYMENT MORNINGSIDE			
Min Rate / Unit: \$450	Max Rate / 6900	Min Units / Month: 10	Max Units / Month:* 20
Comments: Client working part-time at fitness club - lots of possibility for additional duties			
Processing Status: Finalized		<input type="checkbox"/> Authorization Exists	
		<input type="button" value="Print"/>	<input type="button" value="Save"/>
		<input type="button" value="Cancel"/>	

Planned Rates Information / CSA CARE - Example

County Authorization

Client Name: County of Residence: Service Type:

Provider: Unit Type: From Date: To Date:

Funding

#	Source	Date
1	State Only Client	04/22/2009

Override

Status:

Planned Rate

Start Date	Unit Type	Min Unit Rate	Max Unit Rate	Min Units/Month	Max Units/Month
05/22/2009	Hour	28.3500	28.3500	10.00	20.00
04/22/2009	Month	300.0000	300.0000	16.00	16.00

ISP CARE - Example

CARE Office: DDD Region 5 FSD Case: Pierce, Hawkeye Updated By: Eliasmr On: 05/26/2009 01:01

File Action Administration Help

Online

- Pierce, Hawkeye
 - Client Details
 - DDD Case Management
 - Current DDD Determination
 - DDD Pending Annual 05-26-2009
 - Support Assessment
 - Service Level Assessment
 - Pending ISP
 - Summary
 - Support Needs
 - Finalize Plan**
 - Environment Plan
 - Equipment
 - DDD Referral
 - Plan Review
- DDD Current Interim 06-06-2008
- History
- Offline SERs

Finalize Plan

DDD Services ^{*} | Personal Care Scheduling | Other Supports ^{*} | Other Plans

Service List:

#	Service	Client Declines
1	Person to Person	<input type="checkbox"/>

Service Details | Requested Services

Service Detail:

Service: Client Declines

Funding Source: ^{*} If New, Start By: End Date: Frequency: ^{*}

Classification/Level: Setting:

Hours: Rate: Units: ^{*} Quantity: ^{*} Total: ^{*}

Comment

Mr. Pierce receives 10 to 20 hours of employment support a month not to exceed 240 hours annually.

Enter planned end date for service in mm/dd/yyyy

CSA AWA - Example

County Service Authorization

Planned Rate

Client Service Auth

Service Type:

Individual Employment

Provider Name:

CLARK COUNTY/DEPT OF COMM SERVICES

Provider Number:

P455229

Address:

PO BOX 5000

City:

VANCOUVER

State:

WA

Zip:

98668

Authorization Period

From Date:

12/01/2007

To Date:

10/31/2008

Funding

Source	Start Date
CP	12/01/2007

Status

Closed

Print

Cancel

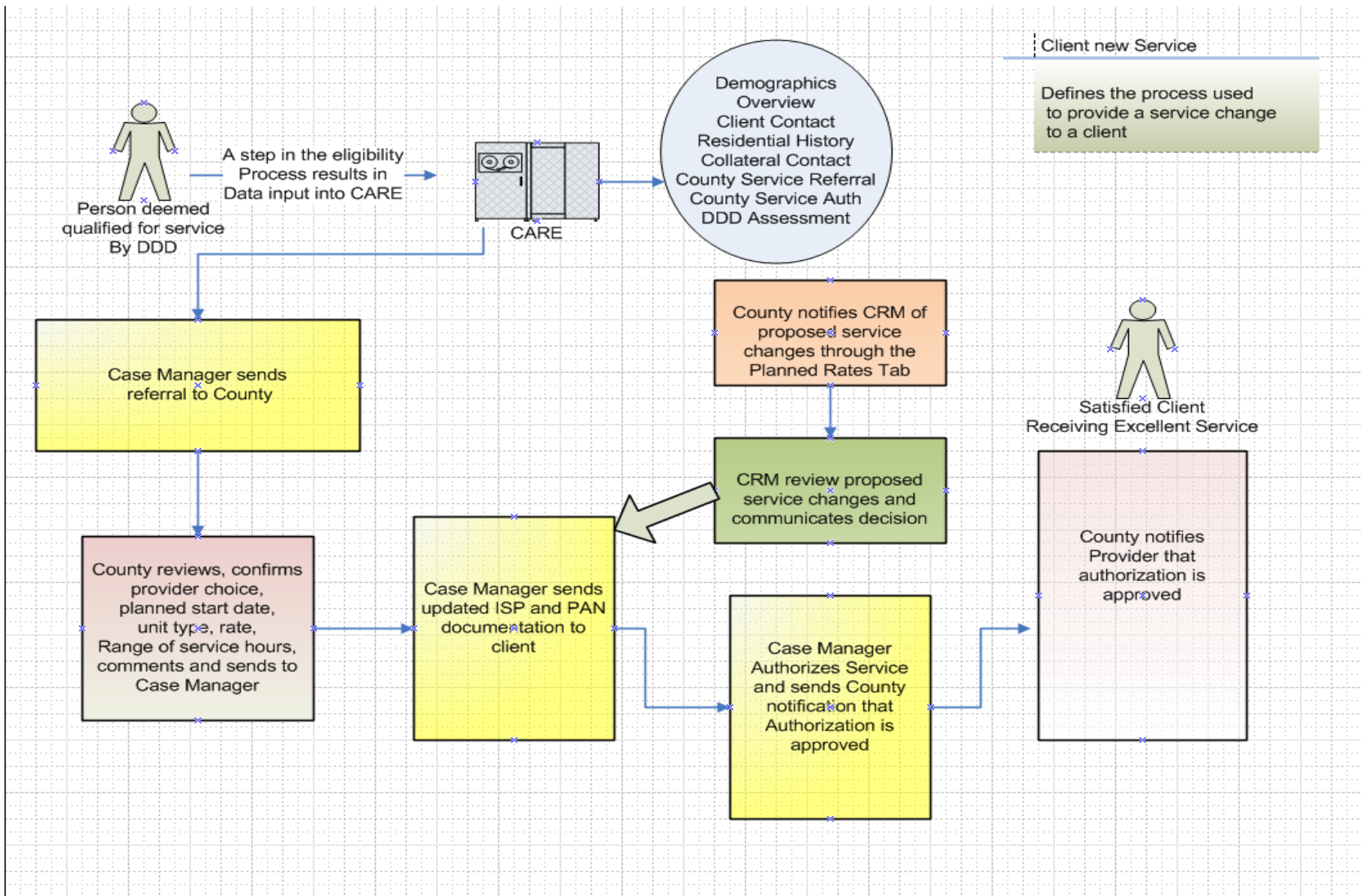
System Communication

County Service Authorization

Changes in Client service – Planned rates communication

- Expected level of service/range of service hours
 - Must be identified in ISP
 - Not exceed budget
 - Communicated via a Planned Action Notice

- Approval process
 - Service/range of service hours must be documented in the ISP prior to implementation of service or changes to current service
 - No retroactive approvals



Scenario I

George has been working at Starbucks for the last 3 years. He requires 1:1 support and works 5 hours a week. Recently his employer increased his hours. His employer has requested George work 8 hours per week starting next week.

Scenario I

- George's DDD Assessment/ISP was completed 6 months ago. His ISP includes individual employment with an annual budget of \$4,284.
 - The comment box of his ISP states he will receive 1-6 hours per month of support (not to exceed 68 hours annually).
- County Service Authorization in AWA/CMIS shows a range of 1-6 hours per month with a range of \$63 to \$378 per month.

What to do?

Scenario I

County/Vendor

- County communicates change in support needs to CRM.
- County provides information to the CRM regarding the number of support hours George will require with his increased hours at work through the planned rates tab.

What to do?

Scenario I

DDD

- CRM evaluates vocational funding available to George.
- If sufficient funding is available CRM updates the ISP to reflect new plan.
- CRM contacts George/legal representative to obtain consent to the plan.
 - Because this increase is a “positive action” CRM can implement the increased hours the date of verbal consent to the ISP.
- Once consent is obtained CRM will
 - Send the updated **ISP** and **PAN** to George and his representative
 - Notify the county
 - Send new plan to vendor

Scenario II

George has been working at Starbucks for the last 3 years. He requires 1:1 support and works 8 hours a week. Recently his employer decreased his hours. His employer requested George work 5 hours per week starting next week.

Scenario II

- George's DDD Assessment/ISP was completed 6 months ago. His ISP includes individual employment with an annual budget of \$6,048.
 - The comment box of his ISP states he will receive 1-8 hours per month of support (not to exceed 96 hours annually).
- County Service Authorization in AWA/CMIS shows a range of 1-8 hours per month with a range of \$63 to \$504 per month.

What to do?

Scenario II

County/Vendor

- No communication necessary.
- The employment support level identified in George's ISP accommodates the change in George's work schedule.

What to do?

Scenario II

DDD

- No action required. The current ISP reflects an appropriate range of hours.

Scenario III

George has been working at Starbucks for the last 3 years. He works 10 hours/week and requires approx 4 hours/week of job coaching. Recently his employer decreased his work hours. His employer has requested George work 5 hours per week starting next week.

Scenario III

- George's DDD Assessment/ISP was completed 6 months ago. His ISP includes individual employment with an annual budget of \$15,120.
 - The comment box of his ISP states he will receive 12-20 hours per month of support (not to exceed 240 hours annually).
- County Service Authorization in AWA/CMIS shows a range of 12-20 hours per month with a range of \$756 to \$1,260 per month.

What to do?

Scenario III

County/Vendor

- This is an employer generated change in hours. A PAN is not necessary until (if) a determination is made that this reduction in work hours will result in a reduction of support hours.
- Vendor/County will work with client to determine whether this change in work hours results in a reduction of support hours.
 - Will vendor be engaging in job development activities elsewhere for George?
 - Is this reduction in work hours temporary?
- If it is determined there will be a reduction in support level the County communicates change to the CRM.
- County provides information to the CRM regarding the number of support hours George will require with his decreased hours at work.

What to do?

Scenario III

DDD

- CRM updates the ISP to reflect new plan.
- CRM contacts George/legal representative to obtain consent to the plan and advise them verbally that a Planned Action Notice reflecting the reduction and an ISP will be mailed to them.
- Because this is a “negative action” the reduction in support hours cannot occur until George has had the opportunity to received the PAN and plan and determine whether he wishes to appeal. The PAN sent to George will indicate he has until the end of the month to appeal this decision if he wishes to maintain his current service level.
 - A minimum of 10 days is required for notification of a reduction in hours (e.g., if notice was sent on the 25th of the month the reduction in hours would not occur until the end of the following month.)
 - George has a total of 90 days to appeal the decision, but he must appeal by the date on the PAN (10 to the end) to maintain the current level of service during his appeal.
- Once consent is obtained CRM will:
 - Send the updated **ISP** and **PAN** to George and his representative;
 - Notify the county; and
 - Send new plan to vendor.

Scenario IV

George has been working at Starbucks for the last 3 years. He works 10 hours/week and requires approximately 4 hours/week of job coaching. George's mother recently passed away. George appears to be having a difficult time with his loss. His performance at work has deteriorated significantly and his job is at risk.

Scenario IV

- George's DDD Assessment/ISP was completed 6 months ago. His ISP includes individual employment with an annual budget of \$15,120.
 - The comment box of his ISP states he will receive hours 12-20 hours per month of support (not to exceed 240 hours annually).
- County Service Authorization in AWA/CMIS shows a range of 12-20 hours per month with a range of \$756 to \$1,260 per month.

What to do?

Scenario IV / Immediate Response

County/Vendor

- George's support needs have changed.
- County/Vendor review service hours delivered in the plan year to date to determine if there are unspent service hours from prior months.
- County/Vendor communicates immediate service needs to CRM.
 - If service hours available, existing funding can temporarily cover increased need.
 - If service hours are not available, County will request additional hours through the planned rates tab.

What to do?

Scenario IV / Immediate Response

DDD

- CRM will evaluate if a new assessment is required or new services are needed.
- If service hours are available the immediate need can be addressed within the ISP. No ISP amendment or PAN is required.
- If service hours are not available the CRM will determine whether increased hour request can be managed within existing plan or whether the plan must be amended and respond back to county.
- If plan must be amended:
 - CRM contacts George/legal representative to obtain consent to the plan.
 - Because this increase is a “positive action” CRM can implement the increased hours the date of verbal consent to the ISP.
 - Once consent is obtained CRM will:
 - Send the updated ISP and PAN to George and his representative;
 - Notify the county; and
 - Send new plan to vendor.

What to do?

Scenario IV / Long-Term

County/Vendor

- Once immediate needed hours are secured vendor will evaluate long-term needs.
- If current ISP accurately reflects the clients long-term support needs, no change required.
- If current ISP does not accurately reflect the clients long-term support needs, County communicates the requested change to the CRM.

What to do?

Scenario IV / Long-Term

DDD

- CRM will evaluate if a new assessment is required or new services are needed.
- If it is determined there will be a needed long-term increase in the support level, ISP must be amended.
 - CRM contacts George/legal representative to obtain consent to the plan.
 - Because this increase is a “positive action” CRM can implement the increased hours the date of verbal consent to the ISP.
 - Once consent is obtained CRM will:
 - Send the updated ISP and PAN to George and his representative;
 - Notify the county; and
 - Send new plan to vendor.
- If it is determined that the client’s ongoing supports require a reduction in support hours, then ISP and PAN is required.
 - Because this is a “negative action” the reduction in support hours cannot occur until George has had the opportunity to received the PAN and plan and determine whether he wishes to appeal.
 - A minimum of 10 days is required for notification of a reduction in hours (e.g. if notice was sent on the 25th of the month the reduction in hours would not occur until the end of the following month)

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