

**GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES**



PROCEDURE	
Subject: Individual Support Plan Distribution	Procedure No.: 2012-DDA-SPCD –PR010
Responsible Program or Office: Developmental Disabilities Administration	Effective Date: January 31, 2013
	Number of Pages: 3
Cross References, Related Policies and Procedures, and Related Documents: Individual Support Plan Policy and Procedures, Sample ISP Meeting Sign-In Sheet	

I. PURPOSE

The purpose of this procedure is to delineate Department on Disability Services (“DDS”) division responsibilities for distribution of a person’s Individual Support Plan (“ISP”) to the person and his or her support team, following a planning meeting.

II. APPLICABILITY

This procedure applies to the Developmental Disabilities Administration (“DDA”), Service Planning and Coordination Division (“SPCD”) and Records Management Unit (“RMU”); and the provider agencies who support people with intellectual and developmental disabilities through the DDA service delivery system, funded by DDA and/ or the Department of Health Care Finance (“DHCF”).

III. PROCEDURES

The ISP is the guiding document for person-centered supports and services, developed through a planning process with a person and his or her support team. The ISP is not intended to be static, but rather to be amended, as needed, so that it reflects the person’s changing goals and needs. As such, it is important that members of the person’s support team have access to the person’s current ISP. This procedure sets out protocols for distribution of the ISP, balancing the importance of sharing information with the person’s right to privacy, as well as supporting DDS’ initiative to be more environmentally friendly.

A. Sharing the ISP with the Person’s Support Team Following an ISP Meeting

1. The service coordinator is responsible for having a sign-in sheet at the ISP meeting and ensuring that all support team members sign and include their contact

information (mailing address, phone number and e-mail address) and relationship to the person.

2. The person or his or her substitute decision-maker, the person's provider(s), and court appointed attorney, if applicable, shall automatically receive a copy of the person's annual ISP. Other support team members shall receive a copy, if they indicate that they would like one and the person does not object. Provision of the ISP does not include copies of medical assessments or any other supporting documentation.
3. Records Management Unit ("RMU") shall provide a copy of the ISP to those individuals designated on the ISP meeting sign in sheet or who are otherwise approved through the person's service coordinator.
4. ISPs shall generally be sent by e-mail to a confirmed e-mail address. To ensure confidentiality for ISPs that are sent via e-mail, the RMU shall first send a test e-mail to confirm that it is the correct e-mail address. Upon confirmation from the recipient, the RMU shall send the ISP as an e-mail attachment.
5. Providers who have access to DDA's information system, MCIS, are responsible for reviewing and printing the ISP through MCIS and shall not be mailed or e-mailed a separate copy of the ISP.
6. RMU shall deliver the ISP to the Court, as applicable, within two (2) business days of notification from MCIS and approval from the Office of the Attorney General.

B. Responding to Requests for the Copies of an ISP

1. A copy of an ISP and/or an ISP amendment may be requested in writing or through the DDS website. All requests shall be reviewed by a staff member designated by the DDS Deputy Director for DDA, who shall determine whether to authorize the release of information. If approved, the staff member shall coordinate with RMU to send the requestor a copy of the ISP. If not approved, the staff member shall follow-up with the requestor in writing, explaining the reason for the denial.
2. RMU is responsible for sending copies of the ISP only to those individuals that are authorized by the service coordinator based on the determination and requests of the person receiving DDA services and his or her substitute decision-maker.

C. RMU shall maintain a log of all ISP's sent through US Mail or electronically.

D. Updating Contact Information in MCIS

1. The service coordinator is responsible for making any required updates to the contact information for each support team member in MCIS, in accordance with the MCIS Utilization policy and procedure.

2. RMU shall create a regular “ISP Returned to DDS” report, listing all ISPs that are returned and the incorrect address or e-mail address, and send this to the Director, SPCD, or his or her designee.