

## **Rights, Roles and Responsibilities**

### **Purpose of the ISP**

- The ISP provides a personalized and detailed description of you, who you are and what you want in life. The ISP includes goals you have set and includes the help you need to accomplish those goals.
- It includes guidance for achieving the life and unique outcomes that are important to you.
- Person-centered planning and the resulting ISP are “owned” by you. If you have any questions or do not understand something in the ISP, you should call your ISC so these can be answered.
- The ISP is used to request needed services and to share information with those who support you, so that you can be healthy and safe while achieving the things that are important to you while living in the community. Copies of the draft ISP, annual ISP and any amendments are sent to you, your legal representative and all other members of the circle of support, unless you or your legal representative have told the ISC not to send it to someone.

### **The Planning Process**

- The planning process is person centered. Person Centered planning is a way of helping you think about what you want your life to look like now and in the future. It is about working together to help you plan your life, work towards your goals, get the right support to reach your goals and include all of this information in your Individual Support Plan (ISP). The planning process helps plan for expected needs.
- You and your legal representative, if applicable, direct the circle of support (COS.) You and/or your legal representative determine who participates in the COS. Because the mission of the COS is to support you in developing an ISP that will guide the achievement of your outcomes, you may change the membership of the group at any time. For example, the COS includes you, your legal representative, your family member(s), ISC, and any providers of supports and services you receive. Friends, advocates, and all other non-paid supports are included if you want them to be.
- You should direct the planning process as much as possible (or as much as you would like to.) This includes selecting service providers, deciding how and when to receive services, providing consent, making informed decisions / choices and requesting changes.
- Your plan should be unique and help you reach your goals and have a good quality of life in the community.
- Step 1 - Assessments
  - The process begins with assessments which are used to identify your needs related to health and safety; ways to promote personal growth; skills you want to learn; and ways to overcome barriers.

- Step 2 – Preplanning – The following things happen during preplanning:
  - You decide who will be invited (or not invited) to help develop the ISP and help decide when and where the planning meeting will be held. You should let your ISC know right away if the time or location of the meeting needs to be changed.
  - Assessment information and last year’s ISP are reviewed
  - Risks are identified
  - You and / or your legal representative are made aware of your rights and responsibilities
  - You identify things you want to happen in your life, choose service providers and make your ISC aware of any cultural considerations or changes that are needed in the plan.
  - The Independent Support Coordinator (ISC) creates a draft ISP and sends it to you, your legal representative, family (if appropriate) and agencies who provide services to you.
- Step 3 – the Planning Meeting
  - The COS includes you, your legal representative, your family member(s), ISC, and any providers of supports and services you receive. Friends, advocates, and all other non-paid supports are included at your invitation.
  - At the meeting, the people who attend will make sure the ISP includes:
    - All of the supports you need during daily activities
    - Personal outcomes (things you want to accomplish) and action steps (the steps to take to help you accomplish your outcomes.)  
The plan is based on your strengths, preferences, cultural considerations and personally identified outcomes and action steps.
    - Plans for managing risks
  - After the meeting, the ISP is sent to you, your legal representative, family (if appropriate) and agencies who provide services to you, unless you or your legal representative say they don’t want it shared with someone.
  - Provider agencies are responsible for carrying out the plan.
  - The ISP should be updated any time there is a significant change in your life or when the services or how they are delivered need to be changed.
  - The ISC makes every effort to write the plan in a respectful way but still provide the information that the staff working with you will need to know to keep you safe and help you live the life you want to live. Sometimes your plan may stop you from doing something you want to do but that should not happen without talking with you and your circle of support about ways to minimize risks and plan to remove the restrictions as soon as possible. Everyone is responsible for talking with the ISC if things are not working or changes need to be made to the ISP. The plan of care should respect your wishes about how care is delivered. You or your legal representative can ask for changes in the ISP at any time. You or your

legal representative can ask for meetings to discuss any concerns, things that are not working in your life, ask that cultural considerations (such as preferences related to religion, diet, clothing, holiday observances) be included, etc. To request changes in the ISP at any time, you or your legal representative should contact your ISC.

### **Role of the Independent Support Coordinator**

- The ISC provides you and / or your legal representative with the information necessary for you to make informed decisions. It is not the role of the ISC to give permission for people to do specific things, make purchases, etc.
- ISCs use person centered practices and tools to help you and your circle of support work through barriers and creatively problem solve.
- ISCs make visits with you monthly. If you receive waiver services at home, the ISC visits you at home every three months.
- The ISC facilitates the planning process, coordinates activities along with you and encourages you to direct the process to the maximum extent possible.
- The ISC helps you access necessary, appropriate services, educates you on the services for which they are eligible, and helps the COS ensure the services are provided in a cost effective manner.
- The ISC monitors the implementation of the ISP, the person's satisfaction with services and supports, and provides help when services are inadequate or are denied.
- The ISC regularly reviews and updates the ISP and assists with rearranging service options as needed.
- The ISC is not allowed to provide transportation or direct care to you.
- Negotiating for better staff schedules or salaries is not the ISC's role.

### **Rights and Responsibilities**

- You have the same rights as other people unless your rights have been limited by court order or law. You do not give up your rights when you accept services from the Department of Intellectual and Developmental Disabilities (DIDD) or other state programs.
- You have the right to change current services and/or the providers of those services, including ISC, at any time. If you wish to change providers contact your ISC who will help you at that time. Note DIDD's encourages you, your family, and circles of support to work through barriers and issues with current providers when possible. More information can be found here.  
[http://www.tn.gov/didd/provider\\_agencies/policies/Community%20Transition%20Policy%2005%2031%202012%20changes%20accepted.pdf](http://www.tn.gov/didd/provider_agencies/policies/Community%20Transition%20Policy%2005%2031%202012%20changes%20accepted.pdf)
- You have the right to appeal services that are denied or not fully approved. The appeal process is available through the TennCare Bureau. Any service provider or person can file an appeal. The ISC can help you with filing an appeal if needed.

- If you have a complaint about your ISC, please contact a supervisor at The Arc Davidson County and Greater Nashville. They can be reached at 615-321-5699 Ext 215, Ext 238, or Ext 225. If you have a complaint about your services or provider, you can contact the provider. The ISC can help you resolve complaints about supports, but cannot help with complaints about staff salaries, etc. If your complaint can't be resolved by going through the provider or ISC, or if you do not feel comfortable talking with the provider or ISC agency, you can contact complaints resolution at DIDD by calling 615-231-5492. Complaints may be made without giving your name.
- State and Federal Medicaid Law specifies that a physical exam must be completed every 1-3 years as recommended by your doctor. Your ISC must have a copy of the physical.
- If services are provided in your home, then ISC, State, and Federal staff must be allowed to come into your home. The purpose is to talk with you, your staff, and assess the quality and safety of services being delivered.
- More information about rights and responsibilities under DIDD can be found at [http://www.tn.gov/didd/provider\\_agencies/ProviderManual/TOC2.pdf](http://www.tn.gov/didd/provider_agencies/ProviderManual/TOC2.pdf)
- Request a copy of the family handbook from DIDD at any time by contacting:
  - Susan Moss, Director of Constituent Services  
615-253-4632 (Phone)  
615-532-9940 (Fax)  
[susan.moss@tn.gov](mailto:susan.moss@tn.gov)

### **Preventing Abuse, Neglect and Exploitation**

- If you believe someone has tried to hurt you (abuse), isn't taking care of you (neglect) or has tried to take advantage of you (exploitation), you should notify someone you trust right away, such as a family member, the staff who works with you or your ISC. You or the person you trust should call the DIDD Investigators (1-888-633-1313) and let them know you believe that you have been abused, neglected or exploited. You do not have to tell them your name. If you or your family member do not feel safe calling the Investigator yourself, contact your ISC or a trusted staff who works with you right away and ask them to report the information to the Investigator. DIDD requires anyone who provides services to you to quickly report allegations of abuse, neglect and exploitation. When a person has been harmed or abused, State law requires reporting to Child Protective Services if the person is a child (1-877-237-0004) or Adult Protective Services if the person is an adult (1-888-277-8366.) Preventing and reporting abuse, neglect and exploitation is everyone's job.

<b>Available DIDD Medicaid Waiver Services</b>	
<b>Service</b>	<b>Description of Service</b>
Personal Assistant	A service that helps people with everyday activities and skills in the home or community.
Facility Based Day	A day service that helps people learn daily living, social, communication & other skills; in a congregate setting.
Community Based Day	A day service to help people be a part of their communities.
Supported Employment	A service to help people find and keep a job.
Respite	Service for people living at home, allowing the family to take a break or to meet emergency needs.
Behavioral Respite	Services for when a behavioral crisis necessitates removal from the current home to resolve the crisis
Individual Transportation	Public or private transportation to and from services – availability of this service dependent on type of waiver and other services
Environmental Accessibility Modifications	Minor changes to a home to create easier access & use of the home
Specialized Medical Equipment and Supplies	Equipment and supplies associated with that equipment which increases the ability to perform activities of daily living etc.
Personal Emergency Response System	A way for people who live alone, to call for emergency assistance
Residential Services	Services to help the person live in a home other than with their family
Health Care Supplies	Supplies are needed due to the person's disability or health status not covered by other insurance or programs
Orientation & Mobility Training	Services to help someone with blindness access their home & community independently
Nutrition	Services to assist the person in developing & maintaining good nutritional health
Speech, Language and Hearing	Services to assist the person in expanding communication skills and address swallowing concerns. Must be prescribed by a physician
Occupational Therapy	Services to assist a person in functioning across settings. Fine Motor Skills. Must be prescribed by a physician
Physical Therapy	Services to assist the person in moving around in various settings. Gross Motor Skills. Must be prescribed by a physician.
Adult Dental Services	Dental procedures as specified in a plan of care not covered through other insurance.
Behavior Services	Services to help the person live and interact within their community more positively.
Nursing	Skilled nursing services in the home. Must be prescribed by physician.