

Maria Santiago

What people like & admire about me...

- My fierce independence
- My sense of humor
- I'm always willing to help others (people and animals)
- My smile
- I'm friendly and make other people feel comfortable
- My organizing and decorating skills
- My sense of style



What is most important to me...

- Being a strong self-advocate
- My mother and friends
- Being independent
- Volunteering at the animal shelter
- Always wearing accessories that match my outfit
- Being artistic
- Being active and on the go
- Music, movies, and dancing

How to best support me...

- Give me time to understand what you are saying and to do things before repeating instructions or doing something for me.
- Give me as much notice as possible if plans are going to change.
- Give me time to communicate to others before trying to communicate/ interpret for me.
- Give me information in different ways- spoke word, sign language, visuals.
- Help me remember to have my tablet and back up batteries charged each day.
- Give me space when I'm talking to other people by not hovering over me.
- Be mindful of things around me that I could trip or hurt myself on if I had a seizure. Point these out to me, move them, or hold my arm so I don't fall as I walk around them.
- Make sure I have at least 30 minutes to eat before going somewhere. This gives me time to slow down and eat safely. If I'm really excited about what I'm going to do/ where I'm going to go, I might need reminders to eat slower.

Maria Santiago

Maria is 35 years old and lives with her mother Gloria. Maria's family was involved in a car crash when she was two years old. Maria's father died and her mother was hospitalized. Maria survived and was placed in foster care following the crash. Reports indicate that following the accident, Maria started having seizures related to an acquired brain injury. She returned to her mother after 6 months in foster care and has been living with her since.

Maria is an only child. Her mother provides her with anything she wants and does whatever she asks. She cooks meals and makes sure that Maria's bedroom is clean. Maria's mother also helps her brush her teeth, brush her hair, and makes sure she is wearing clean clothes. According to Gloria, when Maria was about 15 years old, Maria accidentally set their house on fire while cooking breakfast, and this traumatized both of them. Maria is currently receiving In-Home Support Services, and the Direct Support Professional (DSP) assists her to participate in basic activities of daily living (ADLs) and skill-building to help increase her independence. Maria receives In-home, Group Day and Community Engagement Services from the same provider.

Maria loves her mother, but sometimes wants to go out with friends and others alone. She does not communicate with words. According to a sign language interpreter who assessed her several years ago, "Maria doesn't like when her mother and others tell her what to do and what not to do in public." She likes to listen to music, dance, watch movies, decorate her home on special occasions, paint, and make beautiful cards for friends, family, and others. Maria is active in the community. She participates in activities such as volunteering at the animal shelter, going to the lake to feed animals, and going to the church on Sundays. Maria likes to dress up to participate in special occasions such as the Christmas Dance, Valentine's Dance, and the Annual Realtors' Gala in Virginia Beach, VA. Maria's friend, Barbara, who is a realtor, always invites her to the Annual Realtors' Gala and other programs. Consistency and routine are important to Maria, as changes or not knowing what to expect cause her to be anxious.

Maria is able to walk independently, but sometimes needs support to ensure that she does not fall. Maria does not communicate with words. She

uses sign language, a picture communication board, and a program on her tablet to communicate with others. All staff supporting Maria have some level of proficiency in American Sign Language (ASL) to effectively communicate with her. In conversations, staff are mindful to ask Maria simple questions and give her 5-10 seconds to process before responding.

Maria wears eyeglasses and sees an optometrist yearly and as scheduled for eye examinations. Maria's seizures are managed with medications, and she sees a neurologist for medication management. Her Primary Care Physician (PCP) is in her locality and sees him at least twice a year and as needed. She was recently connected with a podiatrist for a toe infection (diagnosed by PCP), and she's yet to keep her initial appointment. Maria focuses on things and topics and needs support and guidance to process things better. Maria is diagnosed with anxiety, depression, and borderline personality disorder. She sees a psychiatrist through Coastal Behavioral Health monthly and as needed for medication management.

Maria's mother, Gloria, is aging, and family members are worried about who will support her as her mother gets older. Maria's mother is her Authorized Representative, Payee, and Durable Power of Attorney. Maria does not want to lose her rights and currently has a Supported Decision-Making Agreement to help her make her own choices and decisions.

Virginia Waiver Management System (WaMS)

demo(On behalf of: CITY OF VA BEACH CSB MHMRSAS , SCStaff)

Person: **Maria Santiago** Age: 35 ID: 1309780AM978110 DOB: 03/10/1987

Individual Support Plan

Status: Pending Support Coordinator Input

Overview

Waiver: Community Living Status: Pending Support Coordinator Input
Create Date: 06/17/2022 Version: 3.3
Source: WaMS ISP Type:*
Enrollment - new ISP or initial
Effective Date: 07/01/2022
End Date: 06/30/2023
Comments:

Providers

Provider Name	PRSS Provider Id	Provider NPI	Provider Address	Phone	Actions
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Part I. Personal Profile

This ISP belongs to Maria

Legal Last Name*

Santiago

Legal Middle Name

Legal First Name*

Maria

Preferred Name

Maria

Maria's Meeting

How I am best supported to direct my planning process:*

I want my mother (Gloria), Mercy (SC), Barbara (Realtor friend), Mary (In-Home DSP), Kelly (Community Engagement DSP), John and James (Group Day DSPs) to be present at my meeting. I want everyone present in person at the meeting to be able to communicate with me. Whenever there is a question, I want to be asked first before directing it to other team members. I want my planning team members to acknowledge my presence when addressing my need.

My preferences for annual planning:*

I want everyone present to have something to eat and drink. "Mom and I will make cookies." I also want some balloons and few decorations.

My preferred date, time, and location for my meeting:*

My planning team can pick the date and time of my meeting, as long as it is not when I go to the animal shelter. But I prefer my meeting to be held at the park picnic table. If it rains, I'm okay meeting under the shelter at the park.

Maria's Talents & Contributions

List great things about Maria

Maria likes to be as independent as possible and advocate for herself. Maria likes to listen to music, dance, enjoys watching movies, decorating her home on special occasions, painting, and making beautiful cards for friends, family, and others. Maria is active in the community participating in activities such as volunteering in the animal shelter, going to the lake to feed animals, going to the church on Sundays, etc. She also likes to dress up to attend programs on special occasions such as the Christmas Dance, Valentine's Dance, and the Annual Realtors' Gala in Virginia Beach, VA.

Important TO/FOR Maria

Instructions: To complete this section, consider and discuss the following life areas: Employment, Meaningful Day, Community Living, Safety & Security, Healthy Living, Social & Spirituality, and Citizenship & Advocacy.

Describe what's important TO Maria *

Employment: Maria continues to volunteer at the animal shelter in her locality but she wants something she can do to help her increase her monthly income. She doesn't want anything that will keep her from volunteering with the animal shelter, but she also wants a set schedule, as Maria likes routines and consistency. Meaningful Day: Maria's daily routine consists of getting up in the morning, watching TV while exercising for about 30 mins, taking a shower, dressing, eating breakfast, getting ready for Group Day during the week, or visiting friends/family in the community on weekends. It is important to Maria to maintain structured routine to reduce anxiety and frustration. Community Living: Maria is very active in the community. She participates in several community activities such as getting together with church members, eating out, attending programs on special occasions, and several other activities in the community. She wants a boyfriend to take her on dates. She sometimes arranges transportation for family members to pick her up. She uses Modivcare to attend her Group Day program during the week. Maria has expressed interest in using the community transit bus to meet with friends/family once and while in the community. Safety & Security: Maria wants to maintain her rights and be an active participant in her daily decision making process. Healthy Living: Maria wants to continue to be active in the community. Social & Spirituality: Maria attends church weekly and also participates in several activities in the community, but she also wants to expand her social network by meeting others in the community. Citizenship & Advocacy: Maria wants to vote and volunteer during elections.

Describe what's important FOR Maria *

Employment: Effective medication and relaxation practices to reduce anxiety. Improving communication and conversational skills that would be needed for a community job. Meaningful Day: Exercise, balanced meals and snacks, structured routine. Community Living: Maria needs support to prevent financial and sexual exploitation and support to remain safe. Safety & Security: People supporting Maria need to know how best to communicate with her so that she can make informed decisions. Healthy Living: To keep all scheduled appointments, follow up with physicians, medication administration, and following protocols. It is important for Maria to reduce stressors as these triggers seizures. To have daily support with routine personal care. Yearly eye exams, annual neurology visits, semi-annual primary care, quarterly psychiatric visits, and as needed podiatry care. Having someone close when walking outdoors to offer an arm for assistance, as needed, to prevent falls. Social & Spirituality: Nothing was identified here as important for Maria but support will be provided for continued safety. Citizenship & Advocacy: Ensuring other members of the community understand Maria's decisions and choices.

The Life Maria Wants

Describe Maria's vision of the life he or she wants*

Maria would have her own house and paint her own room with colors she selects. Maria would shop with her friends for items she prefers to decorate her house. Maria would have a boyfriend she can visit, go out, and do things with him. Maria loves her mother and wants her mother to live close by so that they can continue to spend time weekly. While living independently, Maria wants a service that can offer the availability of staff 24 hours a day if needed. She reports that she doesn't want to live with her DSPs in her new house. Maria is very active in the community, and she prefers getting support to select people she wants to be friends with, places to visit and activities to participate in. She would have a part-time job to help improve her finances, so she can do more of what she enjoys.

What Maria Doesn't Want

Describe what Maria doesn't want in his/her life*

Maria doesn't like people telling her what to do and what not to do in public. She prefers staff discussing expectations and responsibilities with her at home prior to going out. Maria doesn't like when people connect her with others just because they have disabilities. She prefers to choose her own friends.

Part II Essential Information

Representation

Individual has a Supported Decision-Making Agreement? * Yes No

If yes, enter the effective date of the Agreement* 05/01/2022

Decisions that are supported under the Agreement* Check all that apply

- Medical
- Financial
- Housing
- Service Planning
- Other

Individual has the following* Authorized Representative

Are there any concerns with having or needing a substitute-decision maker? * Yes No

Decisions that the representative is authorized to make (check all that apply)

- Medical
- Housing
- Other
- Financial
- Service Planning

Individual has a power of attorney? * Yes No

Is there an advanced directive? * Yes No

If yes, provide a copy to relevant parties.

Disability Determination

SSA Disability Determination Completed? * Yes No

Health Information

All identified needs related to health, mental health, or behavioral support needs, must be addressed in outcomes in the plan. When present, this includes the eight DBHDS-identified health risks: skin breakdown, aspiration pneumonia, falls, urinary tract infections, dehydration, constipation and bowel obstruction, sepsis, and seizures.

Date the Annual Risk Assessment was completed.* 06/01/2022

Are there identified health (medical or mental health) and/or behavioral support needs to be addressed under outcomes in Part III Shared Planning?* Yes No

List the identified needs*

Fall with Injury; Lack of Safety Awareness; Indicators for Aspiration Pneumonia due to having eating habits that could lead to choking and Bowel Obstruction due to being prescribed psychiatric medications.

Do any needs listed above require a referral for Therapeutic Consultation Behavioral Services? * Yes No

Behavioral and Crisis Supports

Is there a Crisis Plan?* Yes No

Is there a formal behavior support Plan?* Yes No

Is a formal behavior support plan needed?* Yes No

Current or past substance use including alcohol, prescription and nonprescription medications, and/or illicit drugs?* Yes No

Does this person have any previously unidentified risks (medical or mental health and/or behavioral)?* Yes No

Medications

Medications Required? * Yes No

Did the SC/CM ask all providers who are administering psychotropic medications if evidence of consent for use has been obtained (according to the providers' own policies)? * Yes

Medication name	Location of side effect information
Depakote	EHR
Effexor XR	EHR

Physical and Health Conditions

Are there current Medical conditions?* Yes No

If yes, list*

Maria is diagnosed with an acquired brain injury after having multiple seizures when she was younger. Her seizures have been managed through the use of medication for many years.

Are there current Health Protocols?* Yes No

If yes, list*

Maria has a seizure protocol and receives support to prevent falls. Maria must also be watched closely when eating and prompted to slow down so that she does not choke.

Is there a history of past medical conditions?* Yes No

Is there a history of hospitalizations?* Yes No

If yes, list*

Maria was hospitalized when she was 2 years old following a car crash, which resulted in her experiencing seizures and having an acquired brain injury.

Is there a history of surgeries?* Yes No

Is there a history of mental health conditions?* Yes No

If yes, list*

Maria is diagnosed with anxiety, depression, and borderline personality disorder. She sees a psychiatrist through Mountain Behavioral Health monthly and as needed for medication management.

Is there a history of psychiatric hospitalizations?* Yes No

Communicable diseases?* Yes No

Serious illnesses and/or chronic conditions of parents, siblings, and/or significant others in the same household?* Yes No

Special diet or nutritional needs?* Yes No

Last Exam Dates

Date of my last complete physical exam* 05/02/2022

Estimated/Approximate Date Yes No

Examination Results (Physical Exam)

Maria's primary care physician reported that her lab work remains in an appropriate level. There were no concerns reported and she will see her primary care physician again in 6 months.

Date of my last complete dental exam* 03/16/2022

Estimated/Approximate Date Yes No

Examination Results (Dental Exam)

Maria had x-rays and a routine exam. There were no concerns reported and she will see her dentist again in 6 months.

Allergies

Allergies	Reactions
No known allergies.	

Social, Developmental, Behavioral and Family History

Describe my relevant social, developmental, behavioral, and family history*

Maria was born full term when her mother was 26 years old. Her mother reports receiving "some" prenatal care while pregnant. Maria's mother reports that Maria began crawling and walking by the age of one, but did not make any vocalizations until the age of one and half. Maria was diagnosed with developmental delays at the age of two, and eventually an intellectual disability at the age of six. Maria's mother reports that Maria was a happy child, but began showing signs of frustration and anger around the age of 12. Maria's mother thought Maria was being a "moody teenager" and did not seek supports until Maria accidentally caught the house on fire while cooking when she was 15. After this incident, Maria's mood worsened and she was eventually diagnosed with anxiety, depression, and borderline personality disorder. Maria sees a neurologist and psychologist on a regular basis. Maria's mother provides her with anything she wants and does whatever she asks for her. She cooks for her and makes sure that Maria's bedroom is clean. Maria's mother also helps her brush her teeth, brush her hair, and makes sure she is wearing clean clothes. Her in-home supports also help Maria with these tasks and with developing her independence, as Maria she sometimes wants to go out with friends and others without her mother. Maria is an only child and lives only with her mother since her father passed away when she was 2. Maria has a good friend, Barbara, who invites her to the Annual Realtors' Gala and other programs. Maria also has some friends from day support and community engagement, but would like to meet new people.

History of abuse, neglect, sexual or domestic violence, or trauma including psychological trauma?* Yes No

If yes, describe*

Maria was 2 years old when her father died following a car accident that the entire family was involved in. Maria's mother was hospitalized as a result of the accident and Maria had to live in a foster care home for 6 months. At the age of 15, Maria accidentally set her family's home on fire while trying to cook breakfast.

Provide a summary of my current and past living arrangements*

Maria is an only child and lived with both of her parents in Norfolk, Virginia until her father's passed away when she was 2. She lived with 1 foster family for 6 months before returning to the care of her mother. Maria and her mother moved to Virginia Beach when Maria was 3 years old. They have moved between multiple apartments and rental homes over the years, but have remained in Virginia Beach.

Communication, Assistive Technology and Modifications

Are there any needs requiring support for communication including language?*

Yes No

If yes, please describe supports needed for communication.*

Maria does not use words to communicate. She uses sign language, a picture communication board, and a program on her tablet. Maria's mother knows American Sign Language and helps interpret for Maria when others do not understand what she is trying to say.

Are any adaptive equipment or assistive technology supports used?*

Yes No

Describe any adaptive equipment or assistive technology supports used and describe who is responsible for maintaining the equipment/device.*

Maria uses a picture communication board that has multiple pictures that can be changed. She also uses Proloquo2Go on her tablet. Maria's speech therapist is always assessing to determine if there are other forms of technology that would work better for Maria. Maria also wears glasses to correct her vision.

Would a professional evaluation related to adaptive equipment, assistive technology or other modifications be beneficial?*

Yes No

Any concerns with accessing needed services or supports including transportation?*

Yes No

Education

Highest level of education completed* High School

Describe my educational history*

Maria attended school in Virginia Beach until she was 21 years old. She graduated with a certificate of completion.

Employment

Employment status* not previously employed, looking

Was there a conversation with the individual/substitute decision-maker about employment? *

Yes No

Did the employment conversation include employment interests?*

Yes No

If yes, describe*

The SC and Maria discussed Maria's interest in working. Maria reported that she would like to make more money each month, however she does not want to do anything that would interfere with her volunteering at the animal shelter. Maria like a consistent schedule, as changes make her anxious.

Did the employment conversation include available employment options?*

Yes No

If yes, describe*

The SC and Maria discussed employment supports and services offered through DARS (individual and group supported employment). Maria reported being open to the SC referring her to DARS, provided it means she is able to work and earn more money.

Did the employment conversation include satisfaction or dissatisfaction with current services?*

Yes No

If yes, describe*

Maria reported being satisfied with her supports through group day, community engagement, and in-home, however she wants to do something that earns her more money each month for shopping.

Did the employment conversation include possible barriers to employment? *

Yes No

Indicate all of the current barriers to employment*

Check all that apply

- None
- Impact to benefits
- Transportation
- Safety
- Lack of awareness
- Other - describe

If other, please specify*

Maria needs assistance with her personal care/ hygiene tasks throughout the day. She would require help with going to the bathroom if she works more than an hour at a time. Maria also requires assistance with completing specific job tasks and with communicating with her employer, as those that do not know her well can have difficulty understanding her.

Did the employment conversation include ways to resolve barriers to employment? *

Yes No

Ways to resolve barriers discussed *

Check all that apply

- Benefits Planning
- Employment and Community Transportation
- Workplace Assistance
- Therapeutic Consultation
- Community Engagement/Coaching for education
- Other

If other, please specify*

The SC and Maria discussed the possibility of referring Maria for consumer directed personal care assistance to help Maria with her personal care/hygiene needs while at work. Maria reported that if she works more than an hour at a time, she would need help and is open to exploring this service.

Did the employment conversation include a timeline for reviewing options in the future?*

Yes No

If yes, describe*

The SC and Maria discussed how they will communicate on a regular basis regarding the referrals for employment

services and Maria's satisfaction at least quarterly. SC reminded Maria that she has the option to change her mind about working and/or her service providers at any time.

Did the employment conversation include any related actions that will be taken?*

Yes No

If yes, describe*

The SC informed Maria that she would complete a referral to DARS within the next 2 weeks. SC will research work place assistance providers and service facilitators for consumer directed personal care assistance. SC will link Maria with a list of providers for these services within the next month. Once Maria selects her providers, SC will complete the necessary referrals.

Is the individual between 14 and 17 years old at the time of this discussion? *

Yes No

Volunteer status* currently volunteering

Community involvement occurring in the following ways.* Check all that apply

- Natural Supports
- Community Engagement
- Community Coaching
- Group Day
- Residentially-based services
- Other

Was there a conversation with the individual/substitute decision-maker about integrated community involvement? *

Yes No

Did the integrated community involvement conversation include community interests?*

Yes No

If yes, describe*

The SC and Maria discussed how Maria enjoys spending her time. Maria stated that she likes to go out with her friends, going to the lake to feed animals, and going to church on Sundays. Maria likes to dance and often attends special dance events that take place in her town.

Did the integrated community involvement conversation include available community options?*

Yes No

If yes, describe*

The SC and Maria discussed her current services to include group day, community engagement, and in-home. The SC also discussed the option of community coaching, however Maria stated that she was not interested in doing anything one-on-one, as she enjoys being with groups of people. Additionally, there were no barriers identified that would qualify Maria for community coaching services.

Did the integrated community involvement conversation include satisfaction or dissatisfaction with current services?*

Yes No

If yes, describe*

Maria reported being satisfied with her current services (group day, community engagement, and in-home supports). All of Maria's services are provided by Avalon and Maria stated that she likes working with them.

Did the integrated community involvement conversation include possible barriers to integrated community involvement? * Yes No

Indicate all of the current barriers to community involvement.* Check all that apply

- None
- Lack of awareness
- Medical
- Behavior
- Other - describe

Did the integrated community involvement conversation include a timeline for reviewing options in the future?* Yes No

If yes, describe*

The SC and Maria discussed how the SC will ask about Maria's satisfaction with her services at least quarterly and discuss other service options, if and when interested.

Did the integrated community involvement conversation include any related actions that will be taken?* Yes No

If yes, describe*

The SC and Maria talked about how the SC will look out for additional dances and activities of interest to link Maria to throughout the year.

Was there a conversation with the individual/substitute decision-maker about unpaid relationships? * Yes No

Summarize conversation about opportunities for relationships with people not paid to support the person and how barriers will be addressed as applicable.*

Maria and the team discussed the importance of Maria having opportunities to meet people other than those that are paid to be with with her. Maria enjoys going to special occasions with her friend Barbara, however she would like to make more friends with similar interests that she can spend time with throughout the week. Maria enjoys activities that involve animals, decorating, crafting, and her religion is important to her. Avalon staff reported that Maria's communication can be a barrier to developing new relationships, as it can take a while for people to understand her and Maria does not like for staff to always be there to interpret for her. Maria will continue to participate in speech therapy to increase her communication skills and explore new forms of assistive technology to help with this need. Maria reports being satisfied with her current services, but wants to meet people who are not receiving services. Avalon reported that they will continue to explore activities that could promote interactions with those that do not receive services when Maria is with community engagement and in-home supports.

Confirm topics included in the relationship conversation. * Check all that apply

- People to spend time with
- People who share interests and where they meet
- Satisfaction or dissatisfaction with current services
- Barriers related to developing relationships
- Addressing barriers, as applicable

- A timeline for reviewing options in the future, at least annually
- Any related actions that will be taken
- What the person is working on at home and school that will lead to more unpaid relationships
- Alternate sources for funding (such as parks & recreation, social clubs, and faith-based services)

Future Plans

Describe plan for future living arrangements*

Maria currently lives with her mother and has expressed that she does not want to live in a group home. Maria is open to having a roommate, but would like for it to be someone she gets along with and who has similar interests.

Describe supports needed to transition to more inclusive settings*

The SC and Maria discussed the option of referring for a housing voucher to help with rent, if/when Maria moves into her own place. Maria would also need to increase the hours she receives supports in her home in order to have someone help with the tasks her mother currently assists her with (cooking, cleaning, hygiene).

Review of Most Integrated Settings

Current primary living situation* Living with Family

Current primary employment or day setting* Check all that apply

- Community Coaching
- Community Engagement
- Employment Group
- Employment Individual
- Group Day Services
- Residential
- Self-Employed
- Unemployed
- Other

Has the individual and/or substitute decision maker identified an interest in pursuing one or more of these integrated housing options?*

Check all that apply

- No interest expressed after a discussion of these integrated housing options
- Housing Choice Vouchers
- Local tenant-based rent assistance
- Low Income Housing Tax Credit properties
- Private federally assisted Section 8 housing
- Project Based Vouchers
- Rental Affordable Dwelling Units
- Rural Development 515 properties

Other options

Has the individual and/or substitute decision maker identified an interest in pursuing one or more of these integrated waiver service options?*

- No interest expressed after discussion of these integrated waiver service options
- Community Coaching
- Community Engagement
- Consumer-Directed Supports
- Electronic Home-Based services
- Independent Living Supports
- In-home Support Services
- Shared Living
- Supported Employment
- Supported Living
- Workplace Assistance Services
- Other options

Additional Comments

Additional Comments

Part III. Shared Planning

No.	Life Area	Desired Outcome	Key steps and services to get there	Types of Support	Supporter Names/Providers	Other Supporters	Start date	End Date	Status
1	Integrated Community Involvement	Maria goes into the community in order to spend more time with her friends.	Learn how to use the community transit bus, research new activities and places to go, budgeting, arranges transportation, coordinate activities with friends (CE).	Community-based	Provider- Avalon		07/01/2022	06/30/2023	In Progress
2	Safety & Security	Maria votes and makes her own decisions in order to exercise her rights.	Practice communication skills (Mother, IH, GD, CE), supports make sure Maria is registered to vote (IH), research polling location (CE),	Community-based	Provider- Avalon		07/01/2022	06/30/2023	In Progress

No.	Life Area	Desired Outcome	Key steps and services to get there	Types of Support	Supporter Names/Providers	Other Supporters	Start date	End Date	Status
3	Employment	Maria works in order to make more money.	coordinate transportation to the polls (CE). Refer to DARS (SC).	Community-based	CSB Support Coordinator		07/01/2022	06/30/2023	In Progress
4	Social & Spirituality	Maria develops her personal style so that she looks nice and feels good when meeting new people.	Develop and implement a hygiene routine (IH); explore places to meet new people (CE), Maria communicates with new people (CE), express personal style through clothing, hair, and accessory options (IH).	Community-based	Provider- Avalon		07/01/2022	06/30/2023	In Progress
5	Healthy Living	Maria eats slowly in order to avoid choking.	Eats slower during meals and snacks (Mother, IH, GD, CE), link to swallowing evaluation (Support Coordinator), develop and follow choking protocol (Mother, IH, GD, CE).	Community-based	Avalon, Mother, SC		07/01/2022	06/30/2023	In Progress
6	Healthy Living	Maria exercises daily in order to reduce the chances of falling.	Follow fall risk protocol (Mother, IH, GD, CE), practice physical therapy exercises (Mother, IH).	Community-based	Avalon, Mother		07/01/2022	06/30/2023	In Progress

No.	Life Area	Desired Outcome	Key steps and services to get there	Types of Support	Supporter Names/Providers	Other Supporters	Start date	End Date	Status
7	Healthy Living	Maria is healthy, safe, and a valued member of her community.	Administer medications (Mother, IH), seizure management (Mother, IH, GD, CE), coordinate and attend all medical appointments (Mother).	Community-based	Provider- Avalon		07/01/2022	06/30/2023	In Progress
8	Citizen & Advocacy	Maria receives her supports as agreed upon in her plan.	Receives enhanced case management when needed, monitors supporters, identifies change in status, links with additional supports and services as needed, completes annual ISP (SC).	Community-based	CSB Support Coordinator		07/01/2022	06/30/2023	In Progress

Part IV. Agreements

Individual Questions

- Does this plan move me closer to the life I want? * Yes No
- Have I had the opportunity to plan for personal topics apart from the full team? * Yes No
- I was supported to direct and participate in my planning process as described in Part II: Personal Profile? * Yes No
- Have I chosen all of the providers and services I receive having been informed about the benefits and risks? * Yes No
- Have I chosen or had input into where I live? * Yes No
- Have I chosen or had input into who lives with me? * Yes No
- Do I choose or have input into my daily schedule? * Yes No

Team Questions

- Does any team member have an objection to any outcomes in my plan? * Yes No
- Are there any restrictions that require review or agreement? * Yes No
- Do I need financial planning or benefits counseling in order to maintain or maximize resources? * Yes No
- Is there any IMPORTANT TO or IMPORTANT FOR information elsewhere that is not addressed in my plan? * Yes No
- Are supports or services needed that are not available? * Yes No

Signatures

Signer Type	Provider	Signature Type	Signature	Print Name	Relationship / Service	Date Signed	Organization Unit Name
No data available							

Person-Centered Review Dates

1st Quarter Date*	10/01/2022
2nd Quarter Date*	01/01/2023
3rd Quarter Date*	04/01/2023
4th Quarter Date*	07/01/2023

Attachment

Create Date	Document Name	Category	Description	Uploaded By
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Part V. Plan for Supports

Provider: Avalon Services, LLC

<i>Describe support instructions and preferences that occur consistently across activities and settings.</i>						
<p>Maria likes to be as independent as possible and advocate for herself. She enjoys listening to music, watching movies, painting, making cards, and decorating her home. She also likes to be active in her community. Maria likes consistency and routine. Maria does not use words to communicate. She uses a combination of American Sign Language, a picture board, and an electronic communication device. Maria wears glasses to help her see and needs someone close when walking outdoors to offer an arm for assistance, as needed, to prevent falls. She also needs to be monitored for seizures and reminded to slow down when eating to prevent choking.</p>						
Outcomes and Activities						
<u>DESIRED OUTCOME</u>		Maria goes into the community in order to spend more time with her friends.				
Life Area		Choose one (must match WaMS entry for this outcome): <input type="checkbox"/> Employment <input checked="" type="checkbox"/> Integrated Community Involvement <input type="checkbox"/> Community Living <input type="checkbox"/> Safety & Security <input type="checkbox"/> Healthy Living <input type="checkbox"/> Social & Spirituality <input type="checkbox"/> Citizenship & Advocacy				
Key steps and services to get there		Learn how to use the community transit bus (Community Engagement), research new activities and places to go (Community Engagement), budgeting (Community Engagement), arranges transportation (Community Engagement), coordinate activities with friends (Community Engagement).				
Activity Statement	Service (one per row)	I no longer want/need supports when	What to record	Skill Building (Yes/No)	How Often	By When

<p>Maria takes the bus when going places.</p>	<p>Community Engagement</p>	<p>Maria uses the community transit bus independently once a week for 3 months.</p>	<p>The number of reminders needed for Maria to find the bus schedule online.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, describe specific skill: Finding the bus schedule online.</p>	<p>Weekly</p>	<p>06/30/2023</p>
<p>How to Support: Maria has a bus stop on the block she lives on. She knows how to get to this stop, but needs supports to help her through the remaining steps. Staff will assist Maria to turn on the computer. She is able to navigate to the Internet once the computer is on. Staff should sign, "Bus" and give Maria one minute to locate the "Favorites" tab and click on "Transit bus route", which has been preprogrammed to go directly to her transit bus website. If Maria is unable to locate the "Favorites" tab, staff will sign, "Bus" to her and point on the computer screen where the tab is. Maria is able to use the mouse to click on the link. Once Maria is on the local transit bus website, staff sign, "Bus" again. Maria likes to click on a number of boxes on the website and look at the graphics. After five minutes, if Maria has not located the local bus schedule, staff will guide Maria to the local transit schedule. Once on the correct webpage, staff should give Maria time to explore the website.</p>						
<p>Maria participates in community activities.</p>	<p>Community Engagement</p>	<p>Maria participates in community activities weekly.</p>	<p>Where Maria goes each week.</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If yes, describe specific skill:</p>	<p>Weekly</p>	<p>06/30/2023</p>
<p>How to Support: Maria likes music, dancing, movies, shopping, going to the animal shelter, church and go on dates with her boyfriend. She likes to talk with people in the community but it does cause her some anxiety and frustration if they don't take the time to acknowledge her or wait for her to use her tablet to communicate. Staff will assist Maria with researching new places to go in the community through online research and reaching out to her friend and boyfriend. For the computer research, staff will assist Maria to turn on the computer. She is able to navigate to the Internet once the computer is on. Staff should sign, "Activities" and give Maria one minute to begin to search for local activities and places to go. Maria is able to use the mouse to click on links. Staff may have to guide Maria to search local websites for activities she may enjoy. Staff may have to help her enter key words to find a variety of things she is interested in. Maria will add the information she wants into her tablet to save.</p>						

Maria follows her budget.	Community Engagement	Maria saves \$10 a week for 3 months.	The amount Maria deposits each week.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe specific skill: Saves money into her savings account.	Weekly	06/30/2023
How to Support: Maria has a budgeting app on her tablet she likes to use. Each week she receives \$20. She likes to take her money to the bank and put something in her savings. Staff need to get her to the bank and communicate with the teller. She has her bank account number in her tablet so staff should make sure she has her tablet. She can communicate the amount she wants to go to her savings through the tablet and likes to put the leftover money in her pocket. Maria keeps her money in her top drawer and does not like anyone touching it. Staff should make sure the teller informs Maria of her total balance before she leaves.						
DESIRED OUTCOME		Maria votes and makes her own decisions in order to exercise her rights.				
Life Area	Choose one (must match WaMS entry for this outcome): <input type="checkbox"/> Employment <input type="checkbox"/> Integrated Community Involvement <input type="checkbox"/> Community Living <input checked="" type="checkbox"/> Safety & Security <input type="checkbox"/> Healthy Living <input type="checkbox"/> Social & Spirituality <input type="checkbox"/> Citizenship & Advocacy					
Key steps and services to get there	Practice communication skills (Mother, In-Home Supports, Day Support, Community Engagement), supports make sure Maria is registered to vote (In-Home Supports), research polling location (Community Engagement), coordinate transportation to the polls (Community Engagement).					
Activity Statement	Service	I no longer want/need supports when	What to record	Skill Building (Yes/No)	How Often	By When

	(one per row)					
Maria communicates her decisions to others.	In-Home Supports	Maria is able to communicate her choices and decisions to others without the need for support from others once per day for 30 days.	Whether or not Maria communicated a choice without support.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe specific skill: Communicating choice to others so that they understand.	Daily	06/30/2023
<p>How to Support: Maria strives to be fiercely independent and strongly advocate for herself. She uses a combination of American Sign Language, a picture board, and a tablet with ProLoquo2Go to communicate. Those that know her well understand her, but often have to translate for those that do not know Maria well. Maria attends speech therapy and her therapist recommends that Maria practice using her communication device for at least 60 minutes throughout each day, as it is more universally understood than American Sign Language and provides a wider array of words than Maria's picture board. Staff need to document when Maria uses her communication device and for how long throughout the day to ensure she uses it for at least 60 minutes. Staff need to remind Maria to use her communication device if Maria is only using American Sign Language or her picture board throughout the day. Staff need to ensure that Maria's communication device and back up battery are plugged in and charging prior to leaving the shift at night. In the morning, Staff need to ensure that they are fully charged before Maria leaves her home. If Maria is planning to be gone for longer than 4 hours, Staff need to ensure that Maria has her charger and backup battery for her communication device packed.</p>						
Maria communicates her decisions to others.	Group Day	Maria is able to communicate her choices and decisions to others without the need for support from others once per day for 30 days.	Whether or not Maria communicated a choice without support.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe specific skill: Communicating choice to others so that they understand.	Daily	06/30/2023

		<p>How to Support: Maria strives to be fiercely independent and strongly advocate for herself. She uses a combination of American Sign Language, a picture board, and a tablet with ProLoquo2Go to communicate. Those that know her well understand her, but often have to translate for those that do not know Maria well. Maria attends speech therapy and her therapist recommends that Maria practice using her communication device for at least 60 minutes throughout each day, as it is more universally understood than American Sign Language and provides a wider array of words than Maria's picture board. Staff need to document when Maria uses her communication device and for how long throughout the day to ensure she uses it for at least 60 minutes. Staff need to encourage Maria to use her communication device when communicating with other Staff or peers at day support. If Maria is planning to go out for longer than 4 hours, Staff need to ensure that Maria has her communication device, charger, and backup battery in her bag.</p>				
Maria communicates her decisions to others.	Community Engagement	Maria is able to communicate her choices and decisions to others without the need for support from others once per day for 30 days.	The number of choices and/or decisions Maria makes without being asked to repeat herself.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe specific skill: Communicating choice to others so that they understand.	Daily	06/30/2023
		<p>How to Support: Maria strives to be fiercely independent and strongly advocate for herself. She uses a combination of American Sign Language, a picture board, and a tablet with ProLoquo2Go to communicate. Those that know her well understand her, but often have to translate for those that do not know Maria well. Staff must ensure that Maria has her picture board, communication device, charger, and back up battery with her, and that they are charged when Maria first arrives. Staff need to assist Maria with practicing communicating her choice/decision throughout the day. Staff need to provide Maria with 3- 4 choices of places to go and/or activities to do and then wait for Maria to communicate her choice. If Staff and/or the other group members do not clearly understand Maria's choice/decision, Staff need to ask her to repeat it. If Staff and/or the other group members do not understand for a 2nd time, then Staff needs to request that Maria use one of the other forms of communication that she has (i.e. American Sign Language, picture board, or communication device). If the other group members continue to not understand what Maria is communicating, then Staff can assist with interpreting for Maria after her 3rd try.</p>				
Maria registers to vote within her locality.	In-Home Supports	Maria registers to vote within her locality one time by 9/30/22.	The date Maria completes her voter registration form and when	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Once	09/30/2022

			she receives her voter registration card.	If yes, describe specific skill:		
<p>How to Support: Maria likes to fill out forms on her own as much as possible but prefers to have people help her write on forms that she feels are important or official. Staff will assist Maria to turn on the computer. She is able to navigate to the Internet once the computer is on. Staff should sign the letters of the Virginia elections website (www.elections.virginia.gov) so that Maria can type in the correct website. Staff should assist Maria by pointing to the links on the screen that Maria should click on in order to locate the PDF of the voter registration form, as this is a new website for her. Once located, staff should sign "print" and Maria will print the form. Staff should assist Maria with completing the form by reading aloud and signing each section. Maria will sign or use her communicate device to tell staff what to write in each section. Once staff finish all fields on the form, Maria will sign the form herself. Staff should sign "mail" and Maria will be able to locate an envelope and stamp. Staff should support Maria with writing the correct mailing address on the envelop, however Maria is able to put the form in the envelop, seal it, and stamp it on her own. If Maria does not remember to put the envelop in the mailbox after 2 minutes, staff should sign "mailbox" to reminder her.</p>						
Maria votes in the election each year.	Community Engagement	Maria locates her polling site online with only signing and gestures.	Whether or not Maria located her polling site with no more than signing and gestures.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe specific skill: Locating her assign polling site.	Annually or as desired	06/30/2023
<p>How to Support: Staff will assist Maria to turn on the computer. She is able to navigate to the Internet once the computer is on. Staff should sign the letters of the Virginia elections website (www.elections.virginia.gov) so that Maria can type in the correct website. Staff should assist Maria by pointing to the links on the screen that Maria should click on in order to locate the "Find your polling place" link, as this is a new website for her. Once located, staff should point to each text box on the screen, read aloud, and sign what needs to go in the box. Maria will type in the boxes and then staff should sign "submit" when finished in order to obtain Maria's polling site. Staff should sign "print" and Maria will print the form to keep in her records so that she knows where to go to vote this year. Staff will drive Maria to her polling site on election day.</p>						

DESIRED OUTCOME		Maria develops her personal style so that she looks nice and feels good when meeting new people.				
Life Area		Choose one (must match WaMS entry for this outcome): <input type="checkbox"/> Employment <input type="checkbox"/> Integrated Community Involvement <input type="checkbox"/> Community Living <input type="checkbox"/> Safety & Security <input type="checkbox"/> Healthy Living <input checked="" type="checkbox"/> Social & Spirituality <input type="checkbox"/> Citizenship & Advocacy				
Key steps and services to get there		Develop and implement a hygiene routine (In-Home Supports); explore places to meet new people (Community Engagement), Maria communicates with new people (Community Engagement), express personal style through clothing, hair, and accessory options (In-Home Supports).				
Activity Statement	Service (one per row)	I no longer want/need supports when	What to record	Skill Building (Yes/No)	How Often	By When
Maria completes her hygiene routine on her own.	In-Home Supports	Maria creates a hygiene routine that she likes by 8/1/22.	If Maria added, removed, or changed items for her routine.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe specific skill: Creating a daily hygiene routine.	Daily	06/30/2023
		How to Support: Maria likes to look good at all times, especially when meeting new people. She enjoys the latest fashion and expressing herself through her clothes and accessories. Currently, Maria's mother assists Maria with completing most of her personal care and hygiene tasks, however Maria would like to be more independent with these tasks. Staff will assist Maria with creating a step-by-step list of each hygiene task Maria does daily, including what time she likes to do each activity and any product preferences. Staff will communicate with Maria using a combination of sign language and spoken words to come up with the list and then write down what Maria communicates to them. Staff will discuss and explore different ways for Maria to remember to complete hygiene steps, such as a written listen, a visual chart, reminders on her tablet, etc.				

<p>Maria identifies places she can go to meet new people.</p>	<p>Community Engagement</p>	<p>Maria identifies one places to go where she might meet new people on her own each month for 6 months.</p>	<p>Whether or not Maria is able to identify a place to go.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, describe specific skill: Identifying places to go in order to meet people.</p>	<p>Monthly</p>	<p>06/30/2023</p>
<p>How to Support: Maria likes music, dancing, movies, shopping, going to the animal shelter, church and go on dates with her boyfriend. She likes to talk with people in the community, but it does cause her some anxiety and frustration if they don't take the time to acknowledge her or wait for her to use her tablet to communicate. Staff will assist Maria with researching different places to go in the community that would provide an opportunity for Maria to meet new people through online research. For the computer research, staff will assist Maria to turn on the computer. She is able to navigate to the Internet once the computer is on. Staff should sign, "Activities" and give Maria one minute to begin to search for places to go. Maria is able to use the mouse to click on links. Staff may have to guide Maria to search local websites for activities she may enjoy. Staff may have to help her enter key words to find a variety of things she is interested in. Maria will add the information she wants into her tablet to save.</p>						
<p>Maria communicates with people she does not already know.</p>	<p>Community Engagement</p>	<p>Maria is able to start and maintain a 3-minute conversation with a new person at least once per month for 3 months.</p>	<p>The number of times Maria starts a conversation with a new person on her own.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, describe specific skill: Starting a conversation with new people.</p>	<p>Monthly</p>	<p>06/30/2023</p>
<p>How to Support: Maria enjoys being social and meeting new people. However, she can be self-conscious about her communication skills when initiating conversations with new people. Staff need to support Maria with practicing how to introduce oneself and start a conversation prior to Maria trying to interact with a new person. Staff need to assist Maria with identifying possible people to talk to when out. Staff need to be close by when Maria is talking with new people in order to provide assistance with translating what Maria is saying, if needed.</p>						

Maria expresses her personal style.	In-Home Supports	Maria expresses her personal style daily.	Whether or not Maria wore a clean outfit each day.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, describe specific skill:	Daily	06/30/2023
How to Support: Maria likes to look good at all times, especially when meeting new people. She enjoys the latest fashion and expressing herself through her clothes and accessories. If Maria really likes an outfit, she will want to wear it multiple days in a row without it being washed, Staff need to remind Maria about the importance of wearing clean clothing each day and provide alternative options. Staff need to assist Maria with putting on her clothes by opening them so that Maria can slide her arms and legs through. Staff then need to close and secure any buttons or zippers on the clothing. Maria will inform Staff of her preferred hairstyle each day and Staff need to assist Maria with creating this hairstyle. Once dressed, Staff need to ask Maria which accessories she wants and assist her locating them in her room and helping her put them on, if needed.						
DESIRED OUTCOME		Maria eats slowly in order to avoid choking.				
Life Area	Choose one (must match WaMS entry for this outcome): <input type="checkbox"/> Employment <input type="checkbox"/> Integrated Community Involvement <input type="checkbox"/> Community Living <input type="checkbox"/> Safety & Security <input checked="" type="checkbox"/> Healthy Living <input type="checkbox"/> Social & Spirituality <input type="checkbox"/> Citizenship & Advocacy					
Key steps and services to get there	Eats slower during meals and snacks (Mother, In-Home Supports, Day Support, Community Engagement), link to swallowing evaluation (Support Coordinator), develop and follow choking protocol (Mother, In-Home Supports, Day Support, Community Engagement).					
Activity Statement	Service (one per row)	I no longer want/need supports when	What to record	Skill Building (Yes/No)	How Often	By When

Maria eats without choking.	In-Home Supports	Maria's specialist no longer prescribes a choking protocol.	The number of reminders needed for Maria to eat slower. Incidents of choking.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, describe specific skill:	Daily	06/30/2023
	<p>How to Support: Maria enjoys all types of food. She will eat foods she likes more quickly than those she does not like, which can cause her to choke. Maria will also eat quickly if she is excited about an upcoming activity or event. Staff need to follow Maria's choking protocol by watching her anytime she eats food, even soft foods. If Maria is observed taking another bite without chewing and swallowing what is already in her mouth staff must prompt Maria to finish chewing and swallow before taking another bite by signing "slow down". If Maria does not slow down after the first prompt, staff must verbally state "slow down" while also signing. If there is an upcoming event or activity that Maria is excited about, staff need to make sure Maria has at least 30 minutes to eat before she needs to leave for the event. Staff then need to remind Maria that she has time and does not need to rush.</p>					
Maria eats without choking.	Group Day	Maria's specialist no longer prescribes a choking protocol.	The number of reminders needed for Maria to eat slower. Incidents of choking.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, describe specific skill:	Daily	06/30/2023
	<p>How to Support: Maria enjoys all types of food. She will eat foods she likes more quickly than those she does not like, which can cause her to choke. Maria will also eat quickly if she is excited about an upcoming activity or event. Staff need to follow Maria's choking protocol by watching her anytime she eats food, even soft foods. If Maria is observed taking another bite without chewing and swallowing what is already in her mouth staff must prompt Maria to finish chewing and swallow before taking another bite by signing "slow down". If Maria does not slow down after the first prompt, staff must verbally state "slow down" while also signing. If there is an upcoming event or activity that Maria is excited about, staff need to make sure Maria has at least</p>					

		30 minutes to eat before she needs to leave for the event. Staff then need to remind Maria that she has time and does not need to rush.				
Maria eats without choking.	Community Engagement	Maria's specialist no longer prescribes a choking protocol.	The number of reminders needed for Maria to eat slower. Incidents of choking.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, describe specific skill:	Daily	06/30/2023
		How to Support: Maria enjoys all types of food. She will eat foods she likes more quickly than those she does not like, which can cause her to choke. Maria will also eat quickly if she is excited about an upcoming activity or event. Staff need to follow Maria's choking protocol by watching her anytime she eats food, even soft foods. If Maria is observed taking another bite without chewing and swallowing what is already in her mouth staff must prompt Maria to finish chewing and swallow before taking another bite by signing "slow down". If Maria does not slow down after the first prompt, staff must verbally state "slow down" while also signing. When eating outside of her home, staff need to make sure Maria has at least 30 minutes to eat before going to the next activity or location. Staff also need to remind Maria that she does not need to eat quickly, as the group will not leave without her.				
<u>DESIRED OUTCOME</u>		Maria exercises daily in order to reduce the chances of falling.				
Life Area		Choose one (must match WaMS entry for this outcome): <input type="checkbox"/> Employment <input type="checkbox"/> Integrated Community Involvement <input type="checkbox"/> Community Living <input type="checkbox"/> Safety & Security <input checked="" type="checkbox"/> Healthy Living <input type="checkbox"/> Social & Spirituality <input type="checkbox"/> Citizenship & Advocacy				

Key steps and services to get there		Follow fall risk protocol (Mother, In-Home Supports, Day Support, Community Engagement), practice physical therapy exercises (Mother, In Home Supports).				
Activity Statement	Service (one per row)	I no longer want/need supports when	What to record	Skill Building (Yes/No)	How Often	By When
Maria walks without falling.	In-home Supports	Maria's specialist no longer prescribes a fall risk protocol and physical therapy exercises.	When Maria practices her physical therapy exercises and for how long. Incidents of falls.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, describe specific skill:	Daily	06/30/2023
		How to Support: Maria prefers to be as independent as possible at all times. She wears glasses to help her see. Staff need to make sure Maria is wear her glasses when she is awake. If she is not, staff should sign "glasses", and this will remind Maria to put her glasses on. While Maria is at risk for falls due to her vision impairment and her unsteady gate, her home is laid out to reduce the chance of her falling. However, outside of the home, staff need to follow Maria's fall protocol. This includes walking closely to Maria in order to provide an arm for assistance, when needed, and physically pointing out changes in the ground's surface that might be a tripping hazard. When available, staff should prompt Maria to take ramps to access buildings or sidewalks, instead of stairs or stepping over a curb. In order to increase Maria's strength and balance, staff must prompt Maria to complete her physical therapy exercises at home each day by signing "PT". Maria's physical therapy exercises and directions are hung on the closet door in her bedroom. Maria's physical therapist lets Maria decide which exercises to complete each day, however she needs to practice for at least 20 minutes per day. Staff need to track which exercises Maria does and for how long each day. Maria's physical therapist will see this report during her therapy sessions every other week.				
Maria walks without falling.	Group Day	Maria's specialist no longer prescribes a fall risk protocol.	Incidents of falls.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Daily	06/30/2023

				If yes, describe specific skill:		
		<p>How to Support: Maria prefers to be as independent as possible at all times. She wears glasses to help her see. Staff need to make sure Maria is wear her glasses when she is awake. If she is not, staff should sign "glasses", and this will remind Maria to put her glasses on. Maria is at risk for falls due to her vision impairment and her unsteady gate and staff need to monitor Maria for falls. Staff need to follow Maria's fall protocol. This includes walking closely to Maria in order to provide an arm for assistance, when needed, and physically pointing out changes in the ground's surface that might be a tripping hazard. When available, staff should prompt Maria to take ramps to access buildings or sidewalks, instead of stairs or stepping over a curb. Staff should ensure that all walking paths at day support are at least 3 feet wide and free of any tripping hazards, such as rugs, chairs, tables, or other items.</p>				
Maria walks without falling.	Community Engagement	Maria's specialist no longer prescribes a fall risk protocol.	Incidents of falls.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, describe specific skill:	Daily	06/30/2023
		<p>How to Support: Maria prefers to be as independent as possible at all times. She wears glasses to help her see. Staff need to make sure Maria is wear her glasses when she is awake. If she is not, staff should sign "glasses", and this will remind Maria to put her glasses on. Maria is at risk for falls due to her vision impairment and her unsteady gate and staff need to monitor Maria for falls. Staff need to follow Maria's fall protocol. This includes walking closely to Maria in order to provide an arm for assistance, when needed, and physically pointing out changes in the ground's surface that might be a tripping hazard. When available, staff should prompt Maria to take ramps to access buildings or sidewalks, instead of stairs or stepping over a curb.</p>				
DESIRED OUTCOME		Maria is healthy, safe, and a valued member of her community.				

Life Area		Choose one (must match WaMS entry for this outcome): <input type="checkbox"/> Employment <input type="checkbox"/> Integrated Community Involvement <input type="checkbox"/> Community Living <input type="checkbox"/> Safety & Security <input checked="" type="checkbox"/> Healthy Living <input type="checkbox"/> Social & Spirituality <input type="checkbox"/> Citizenship & Advocacy				
Key steps and services to get there		Administer medications (Mother, In-Home Supports), seizure management (Mother, In-Home Supports, Day Support, Community Engagement), coordinate and attend all medical appointments (Mother).				
Activity Statement	Service (one per row)	I no longer want/need supports when	What to record	Skill Building (Yes/No)	How Often	By When
Maria remains free from seizures.	Group Day	Maria's seizure management plan is discontinued by a healthcare professional.	Did Maria have a seizure today? Describe observations and duration in a note.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, describe specific skill:	Daily	06/30/2023
		How to Support: While Maria has not had a seizure since she was 2 years old, when she last had a seizure, it looked similar to a grand mal seizure. Maria collapsed and began to shake uncontrollably. Staff need to monitor Maria for signs of seizures daily. Only staff who have read Maria's seizure protocol and acknowledged with a signature on her protocol can assist her. Should Maria experience a seizure, staff need to follow Maria's seizure protocol, located in the medical binder, by laying Maria on her side, placing a soft object under her head, and removing any objects that she might hurt herself on. Staff must call 911 immediately.				
Maria remains free from seizures.	In-Home Support	Maria's seizure management plan is discontinued by a healthcare professional.	Did Maria have a seizure today? Describe observations and duration in a note.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, describe specific skill:	Daily	06/30/2023

		<p>How to Support: While Maria has not had a seizure since she was 2 years old, when she last had a seizure, it looked similar to a grand mal seizure. Maria collapsed and began to shake uncontrollably. Staff need to monitor Maria for signs of seizures daily. Only staff who have read Maria's seizure protocol and acknowledged with a signature on her protocol can assist her. Should Maria experience a seizure, staff need to follow Maria's seizure protocol, located in Maria's medical binder and in her wallet, by laying Maria on her side, placing a soft object under her head, and removing any objects that she might hurt herself on. Staff must call 911 immediately.</p>				
Maria remains free from seizures.	Community Engagement	Maria's seizure management plan is discontinued by a healthcare professional.	Did Maria have a seizure today? Describe observations and duration in a note.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, describe specific skill:	Daily	06/30/2023
<p>How to Support: While Maria has not had a seizure since she was 2 years old, when she last had a seizure, it looked similar to a grand mal seizure. Maria collapsed and began to shake uncontrollably. Staff need to monitor Maria for signs of seizures daily. Only staff who have read Maria's seizure protocol and acknowledged with a signature on her protocol can assist her. Should Maria experience a seizure, staff need to follow Maria's seizure protocol, located in the medical binder, by laying Maria on her side, placing a soft object under her head, and removing any objects that she might hurt herself on. Staff must call 911 immediately. If other members of the community try to assist, ask them to step away and provide Maria with space and as much privacy as possible.</p>						
Maria takes her medication.	In-Home Support	Maria is able to take her medications on her own or she no longer takes medications.	What medication was administered and at what time? Document in Medication Administration Record.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, describe specific skill:	Daily	06/30/2023
<p>How to Support: Maria prefers to take her medicine in the morning after she eats breakfast, as it will cause her to have an upset stomach if she takes them without food (located in doctor's orders). Maria can have difficulty swallowing large pills, therefore both of her medications are in capsules that can be sprinkled on food (also located in the doctor's orders). Maria prefers cinnamon apple sauce but will eat vanilla pudding if she is out of apple sauce. Pour the entire capsule on a spoonful of apple sauce and give the spoon to Maria, as she is able to feed herself. Repeat this for each of her medications. Maria's mother sometimes gives Maria her medicine in the morning, if Maria wakes up</p>						

Individual's Name: Maria Santiago Medicaid#: 555512346789 Plan dates (start & end): 07/01/2022-06/30/2023

		early and is very hungry. Staff should check with Maria's mother when they arrive each morning to make sure Maria has not already taken her medication that day.
Back-up plan (CD companion, In-home supports, Personal Assistance (AD & CD), Respite (AD & CD), Shared Living): Should Maria's in-home supports not be available during their scheduled time Maria's mother, Gloria, and Maria's friend, Barbara, are both in agreement that they will coordinate one of them to support Maria during that time. Maria and Gloria have trained Barbara in Maria's specific needs.		

Signatures

Individual: _____ Date: _____

Substitute Decision Maker: _____ Date: _____

Service: _____ Name: _____ (print) _____ (signature) Date: _____

Service: _____ Name: _____ (print) _____ (signature) Date: _____

Service: _____ Name: _____ (print) _____ (signature) Date: _____

Blended Person-Centered Review (Sample)

(For all services provided by a single agency to one person, excluding Skilled Nursing, Private Duty Nursing, Crisis Support Services, and Therapeutic Consultation.)

DESIRED OUTCOME	
Start date: 7/1/2022 End date: 9/30/2022	Maria goes into the community in order to spend more time with her friends.
Status of outcome <i>Achieved = accomplished, removing from plan</i> <i>On track = progressing as expected, no gaps/barriers</i> <i>Limited or no progress = experiencing gaps/barriers or regress</i>	Plan updates
Service 1: Community Engagement <input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress Status description: <i>Maria takes the bus when going places.:</i> Maria continued to work on learning how to locate the bus schedule online. During the quarter Maria practiced this with staff once per week and staff provided an average of four (4) reminders per week for her to find the schedule online. <i>Maria participates in community activities.:</i> Maria went to a variety of places and events over the quarter, including an end of summer music festival at the beach, to see three (3) movies at the theater, and to a new home decorating and craft store. <i>Maria follows her budget.:</i> Maria worked on saving money this quarter. She deposited \$3 per week in her savings account in July, \$4 per week in August, and \$5 per week for three (3) weeks in September. She did not deposit any money into her savings account during the first week of September due to buying souvenirs at the music festival.	Plan change needed? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, describe:
DESIRED OUTCOME	
Start date: 7/1/2022 End date: 9/30/2022	Maria votes and makes her own decisions in order to exercise her rights.
Status of outcome <i>Achieved = accomplished, removing from plan</i> <i>On track = progressing as expected, no gaps/barriers</i> <i>Limited or no progress = experiencing gaps/barriers or regress</i>	Plan updates
Service 1: In-Home Support <input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress Status description: <i>Maria communicates her decisions to</i>	Plan change needed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe: Maria achieved the step of registering to vote within her locality and this will need to be removed as a key step in

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<p><i>others.</i>: Throughout the quarter Maria continued working on communicating her choices to others. Staff supported Maria with interpreting what she was saying regarding her choices seven (7) times this quarter. Each time was when Maria was communicating with new people who did not know her well.</p> <p><i>Maria registers to vote within her locality.</i>: Staff assisted Maria with completing her voter registration form on 8/10/22. Maria received her voter registration card on 9/12/22. This activity was achieved this quarter.</p>	<p>Part III of the ISP and as an activity statement in the provider Part V. The outcome will remain as in-home supports will continue to assist Maria with the key step of communicating her decisions to others.</p>
<p>Service 2: Group Day</p> <p> <input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress </p> <p>Status description: <i>Maria communicates her decisions to others.</i>: Staff reminded Maria to use her communication device instead of her picture board and American Sign Language (ASL) three (3) times this quarter in order for people to understand what she was trying to communicate regarding her choices. Staff did not need to interpret for her this quarter.</p>	<p>Plan change needed?</p> <p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p> <p>If yes, describe:</p>
<p>Service 3: Community Engagement</p> <p> <input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress </p> <p>Status description: <i>Maria communicates her decisions to others.</i>: Staff interpreted what Maria was saying for others regarding her choices four (4) times throughout the quarter. All times of support were when Maria was communicating with someone that did not know her and in situations where she felt rushed, which caused her to become anxious. Maria used her communication device each time.</p> <p><i>Maria votes in the election each year.</i>: Maria and staff began working on locating Maria’s polling site online in preparation for November’s election by practicing weekly. In July staff using a combination of spoken words, sign language, and gestures while navigating the website for Maria. In August and September, Maria worked on navigating the website to locate her polling place, but required spoken words, sign language, and gestures each time in order to find the location.</p>	<p>Plan change needed?</p> <p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p> <p>If yes, describe:</p>

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DESIRED OUTCOME	
Start date: 7/1/2022 End date: 9/30/2022	Maria develops her personal style so that she looks nice and feels good when meeting new people.
<p style="text-align: center;">Status of outcome</p> <p><i>Achieved = accomplished, removing from plan</i> <i>On track = progressing as expected, no gaps/barriers</i> <i>Limited or no progress = experiencing gaps/barriers or regress</i></p>	<p style="text-align: center;">Plan updates</p>
<p>Service 1: In-Home Support</p> <p> <input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress </p> <p>Status description: <i>Maria completes her hygiene routine on her own.</i>: Maria developed her hygiene routine with the help of staff throughout the month of July. Each week, Maria and staff reviewed the routine to see if there were any changes she wanted to make. Maria changed the order she completed her hygiene tasks in each week until she liked it. Maria finalized her hygiene routine on 7/31/22.</p> <p><i>Maria expresses her personal style.</i>: Maria wore clean clothes almost every day this quarter. She bought a t-shirt at the music festival and wanted to wear it on three (3) consecutive days without washing it this quarter. Staff reminded Maria of the importance wearing clean clothes and on the 3rd day Maria agreed to wash the t-shirt. She changed into another shirt but did not want to leave the house until the band t-shirt was clean and she put it back on.</p>	<p>Plan change needed?</p> <p> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>If yes, describe: Maria created her hygiene routine in July. The provider Part V will need to be updated to reflect this fact and the next steps that staff will take to support Maria with completing her hygiene routine on her own.</p>
<p>Service 2: Community Engagement</p> <p> <input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress </p> <p>Status description: <i>Maria identifies places she can go to meet new people.</i>: Maria was excited about attending the end of summer music festival in September and perseverated on this throughout the quarter. Because of this she had difficulty identifying other locations or activities she where she could meet new people. Staff provided options in July and August, however Maria said she could not make a decision and wanted staff to choose.</p> <p><i>Maria communicates with people she does not already know.</i>: Maria was able to start a conversation on her own</p>	<p>Plan change needed?</p> <p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p> <p>If yes, describe:</p>

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<p>with a new person once in July and once in September, however neither conversation lasted for three (3) minutes. Staff supported Maria with starting and maintaining conversations with new people five (5) times throughout the quarter.</p>	
DESIRED OUTCOME	
<p>Start date: 7/1/2022 End date: 9/30/2022</p>	Maria eats slowly in order to avoid choking.
<p style="text-align: center;">Status of outcome</p> <p><i>Achieved = accomplished, removing from plan</i> <i>On track = progressing as expected, no gaps/barriers</i> <i>Limited or no progress = experiencing gaps/barriers or regress</i></p>	Plan updates
<p>Service 1: In-Home Support</p> <p> <input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress </p> <p>Status description: <i>Maria eats without choking.</i>: Maria required an average of two (2) reminders each day to eat slower. The number of reminders increased on days that she was excited about leaving for a particular activity. Maria has no incidents of choking this quarter.</p>	<p>Plan change needed?</p> <p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p> <p>If yes, describe:</p>
<p>Service 2: Group Day</p> <p> <input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress </p> <p>Status description: <i>Maria eats without choking.</i>: Staff reminded Maria to slow down when eating an average of two (2) times each day and she had no incidents of choking this quarter.</p>	<p>Plan change needed?</p> <p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p> <p>If yes, describe:</p>
<p>Service 3: Community Engagement</p> <p> <input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress </p> <p>Status description: <i>Maria eats without choking.</i>: Staff reminded Maria to slow down while eating on an average of four (4) times each day during this quarter. Maria had two (2) incidents of choking (7/16/22, 9/3/22) due to eating too fast, but did not require staff intervention or medical attention either incident, as she was able to cough up the food and spit it out. Each time, Maria was eating at one of her favorite restaurants, Queso Plus. Staff provided multiple reminders to slow down before and</p>	<p>Plan change needed?</p> <p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p> <p>If yes, describe:</p>

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while Maria ate.	
DESIRED OUTCOME	
Start date: 7/1/2022 End date: 9/30/2022	Maria exercises daily in order to reduce the chances of falling.
<p style="text-align: center;">Status of outcome</p> <p><i>Achieved = accomplished, removing from plan</i> <i>On track = progressing as expected, no gaps/barriers</i> <i>Limited or no progress = experiencing gaps/barriers or regress</i></p>	Plan updates
<p>Service 1: In-Home Support</p> <p><input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress</p> <p>Status description: <i>Maria walks without falling.</i>: Maria practiced her physical therapy exercises for 20 minutes each day throughout the quarter. She had four (4) exercises and practiced each one for five (5) minutes per day. Maria had no incidents of falls throughout the quarter.</p>	<p>Plan change needed?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If yes, describe:</p>
<p>Service 2: Group Day</p> <p><input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress</p> <p>Status description: <i>Maria walks without falling.</i>: Staff continued to follow Maria's fall risk protocol. Maria had no incidents of falls throughout the quarter.</p>	<p>Plan change needed?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If yes, describe:</p>
<p>Service 3: Community Engagement</p> <p><input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress</p> <p>Status description: <i>Maria walks without falling.</i>: Staff continued to follow Maria's fall risk protocol. Maria had no incidents of falls throughout the quarter.</p>	<p>Plan change needed?</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p> <p>If yes, describe:</p>
DESIRED OUTCOME	
Start date: 7/1/2022 End date: 9/30/2022	Maria is healthy, safe, and a valued member of her community.
<p style="text-align: center;">Status of outcome</p> <p><i>Achieved = accomplished, removing from plan</i> <i>On track = progressing as expected, no gaps/barriers</i> <i>Limited or no progress = experiencing gaps/barriers or regress</i></p>	Plan updates

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<p>Service 1: Group Day</p> <p> <input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress </p> <p>Status description: <i>Maria remains free from seizures.</i>: Maria experienced no seizures this quarter.</p>	<p>Plan change needed?</p> <p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p> <p>If yes, describe:</p>
<p>Service 2: In-Home Support</p> <p> <input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress </p> <p>Status description: <i>Maria remains free from seizures.</i>: Maria experienced no seizures this quarter.</p> <p><i>Maria takes her medication.</i>: Staff administered Maria's medications on 68 days this quarter. Maria's mother administered her medications on the other days. All medications were administered as prescribed and documented in Maria's Medication Administration Record (MAR).</p>	<p>Plan change needed?</p> <p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p> <p>If yes, describe:</p>
<p>Service 3: Community Engagement</p> <p> <input type="checkbox"/> Achieved <input checked="" type="checkbox"/> On track <input type="checkbox"/> Limited or no progress </p> <p>Status description: <i>Maria remains free from seizures.</i>: Maria experienced no seizures this quarter.</p>	<p>Plan change needed?</p> <p> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No </p> <p>If yes, describe:</p>

Service	Community Engagement		
1.	For the reporting period have there been any safety risks (health or behavioral) identified?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, describe risks and how they were/will be addressed and documented in the plan: n/a
2.	Does the person or substitute decision- maker desire and/or need any changes to the plan or services and supports?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, describe plans to address: n/a
3.	Is the person and substitute decision- maker satisfied with all services and supports?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Describe how you know the response indicated and any plans to address dissatisfaction: On 8/10/22 Maria and her mother, Gloria, stated that they were satisfied with the activities and supports Maria receives through Community Engagement.

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4.	Were all Medicaid services in the plan implemented ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If no, describe plans to address: n/a
5.	Were there any significant events (health or otherwise) not reported above?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, describe: n/a

Service	Group Day		
1.	For the reporting period have there been any safety risks (health or behavioral) identified?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, describe risks and how they were/will be addressed and documented in the plan: n/a
2.	Does the person or substitute decision-maker desire and/or need any changes to the plan or services and supports?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, describe plans to address: n/a
3.	Is the person and substitute decision-maker satisfied with all services and supports?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Describe how you know the response indicated and any plans to address dissatisfaction: On 9/3/22 Maria reported that she “enjoys” her time at Avalon’s group day program.
4.	Were all Medicaid services in the plan implemented ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If no, describe plans to address: n/a
5.	Were there any significant events (health or otherwise) not reported above?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, describe: n/a

Service	In-home Support Services		
1.	For the reporting period have there been any safety risks (health or behavioral) identified?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, describe risks and how they were/will be addressed and documented in the plan: n/a
2.	Does the person or substitute decision-maker desire and/or need any changes to the plan or services and supports?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If yes, describe plans to address: Maria’s ISP needs to be updated to reflect the skills and activities that she achieved during the quarter, including registering to vote and creating her hygiene schedule. Avalon staff will meet with Maria and her Support Coordinator to update her ISP in the next month.
3.	Is the person and substitute decision-maker satisfied with all services and supports?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Describe how you know the response indicated and any plans to address dissatisfaction: On 7/28/22, 8/20/22, and 9/19/22 Maria and her mother stated that they “love working with” Maria’s in-home worker.
4.	Were all Medicaid services in the plan implemented ?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	If no, describe plans to address: n/a
5.	Were there any significant events (health or otherwise) not reported above?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, describe: n/a

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Signatures (Optional):

Individual: _____ Date: _____

Substitute Decision Maker: _____ Date: _____

Completed by:

Service: _____ Name: _____ (print) _____ (signature) Date: _____

Service: _____ Name: _____ (print) _____ (signature) Date: _____

Service: _____ Name: _____ (print) _____ (signature) Date: _____

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(Note: Status of outcome and ISP questions must be answered for each service individually. Add rows and sections as needed.)