

Virginia Waiver Management System (WaMS)

demo (On behalf of: Gold, Stella)

Person: **Maria Santiago Four** Age: 38 ID: 1289681AS138110 DOB: 02/18/1986

Part V: Plan for Supports - Summary

Status: Part V Completed

Instructions

We encourage the use of the Form Notes module to communicate reasons for the requested changes to the Support Coordinator. If an Outcome is changed or added, then the Support Coordinator will have a chance to review these changes and make edits as needed, but making them aware of the changes might speed up the approval process.

Service and Outcomes

Effective Date* 09/01/2024
Provider BELLA HOME CARE SERVICE LLC
Service* Community Engagement(T2021)

Describe support instructions and preferences that occur consistently across activities and settings

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 a picture board and an electronic communication device. She expresses mild frustration and anxiety when others are unable to understand her, so it's important to use her methods to communicate and provide her up to 30 seconds as needed to respond before asking again. She likes to talk with people in the community using her communication device and ask questions however, she tends to get frustrated and anxious evidenced by Maria appearing irritated, tensed, shaking (refer to Maria's behavior plan attached to this Part V when she appears frustrated and anxious) when she feels ignored or when people don't take time to answer her questions. 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. Maria enjoys shopping with friends, dancing, going to movies and participating in church activities.

Desired Outcome*

Maria goes into the community in order to spend more time with her friends.

Life Area* Integrated Community Involvement

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 (In-home).

Start Date 09/01/2024

End Date 08/31/2025

Activities

Support Activities	I no longer want/need supports	What to record	Skill building	How often	By when
--------------------	--------------------------------	----------------	----------------	-----------	---------

when...					
Maria takes the bus when going places.	Maria uses the community transit bus independently once a week for 3 months.	The number of reminders needed for Maria to find the bus schedule online.	Yes (Finding the bus schedule online.)	Weekly	08/31/2025
How to Support	<p>Maria has a bus stop on the block she lives on. She knows how to get to this stop but needs support to help her through the remaining steps. Assist Maria to turn on the computer. She is able to navigate to the Internet once the computer is on. Point to "Bus" on her picture board and gives 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, point to "Bus" and then 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 point to "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, guide Maria to the local transit schedule. Once on the correct webpage, give Maria time to explore the website.</p>				
Maria participates in community activities.	Maria participates in community activities weekly.	Where Maria goes each week.	No	Weekly	08/31/2025
How to Support	<p>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. 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, assist Maria by pointing where to turn on the computer. She is able to navigate to the Internet once the computer is on. Point to "Activities" on her picture board 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. Guide Maria to search local websites for activities she may enjoy. You 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.	Maria saves \$10 a week for 3 months.	The amount Maria deposits each week.	Yes (Saves money into her savings account.)	Weekly	08/31/2025
How to Support	<p>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. Drive her to the bank and communicate with the teller. She has her bank account number in her tablet so 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 with a combination lock and does not like anyone touching it. Make sure the teller informs Maria of her total balance before she leaves.</p>				

Desired Outcome*

Maria votes and makes her own decisions in order to exercise her rights.

Life Area*

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)

Start Date

09/01/2024

Activities

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
Maria communicates her decisions to others.	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.	Yes (Communicating choice to others so that they understand.)	Weekly	08/31/2025
How to Support	<p>Maria strives to be fiercely independent and strongly advocate for herself. She uses a combination of a picture board and a tablet with CommuniPro to communicate. Those who know her well understand her, but often have to translate for those who do not know Maria well. 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. Assist Maria with practicing communicating her choice/decision throughout the day. 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 you and/or the other group members do not clearly understand Maria's choice/decision, ask her to repeat it after 30 seconds. If you and/or the other group members do not understand for a 2nd time, then request that Maria use one of the other forms of communication that she has (i.e. a picture board or communication device). If the other group members continue to not understand what Maria is communicating, then assist with interpreting for Maria after her 3rd try.</p>				
Maria votes in the election each year.	Maria locates her polling site online with only gestures.	Whether or not Maria located her polling site with no more than gestures.	Yes (Locating her assigned polling site.)	Annually	08/31/2025
How to Support	<p>Assist Maria to turn on the computer by pointing to the power on button. She is able to navigate to the Internet once the computer is on. Point to the written web address of the Virginia elections website (www.elections.virginia.gov) so that she can type in the correct website. 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, DSP should point to each text box on the screen, read aloud what needs to go in the box. Maria will type in the boxes and then point to "submit" when finished in order to obtain Maria's polling site. Point to "print" and Maria will print the form to keep in her records so that she knows where to go to vote this year. Drive Maria to her polling site on election day.</p>				

Desired Outcome*

Maria develops her persona style and meets new people so that she can find a job in customer service.

Life Area*

Employment

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), exploring career options (Community Engagement).

Start Date

09/01/2024

End Date

08/31/2025

Activities

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
Maria goes places in her community to meet new people.	Maria identifies one place to go where she might meet new people on her own each month for 6 months.	Whether or not Maria is able to identify a place to go.	Yes (Identifying places to go in order to meet people.)	Monthly	08/31/2025
How to Support	<p>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. 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, assist Maria to turn on the computer. She is able to navigate to the Internet once the computer is on. Point to, "Activities" on her picture board and give Maria one minute to begin to search for places to go. Maria is able to use the mouse to click on links. You may have to guide Maria to search local websites for activities she may enjoy. You 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 communicates with people she does not already know.	Maria is able to start and maintain a 3-minute conversation with a new person at least once per month for 3 months.	The number of times Maria starts a conversation with a new person on her own.	Yes (Starting a conversation with new people.)	Monthly	08/31/2025
How to Support	<p>Maria enjoys being social and meeting new people. However, she can be self-conscious about her communication skills when initiating conversations with new people. Support Maria with practicing how to introduce oneself and start a conversation prior to Maria trying to interact with a new person. Assist Maria with identifying possible people to talk to when out. Be nearby when Maria is talking with new people in order to provide assistance with translating what Maria is saying, if needed.</p>				
Maria identifies customer service roles and positions.	Maria identifies one possible role or position of interest weekly for four weeks.	Whether Maria identified at least one position of interest.	Yes (Identifying job interests.)	Weekly	08/31/2025
How to Support	<p>Maria wants to become a customer service personnel to help people and advocate for others. Maria can independently communicate with store attendants and customer service personnel when she knows the right questions to ask. Maria will connect with several personnel in customer service field such as stores, movie theaters, restaurants, bowling alleys, etc. to explore and identify an area she might be interested in developing a career. Prior to shopping, assist Maria to develop a shopping list, discuss talking to a customer representative including store attendants and greeters. Discuss interacting with store attendants about where to locate an item, prices for an item, discounted prices, where to pay for items, duties of their job, qualifications, nature of their roles, etc. before entering the store. While shopping, provide the opportunity for Maria to connect with customer service personnel to interact. When Maria express interest to go to movies, she will be supported to call a movie theater and ask questions such as movies they are showing for the day, showing times, prices of tickets, discounts available, etc. At the theater, Maria will purchase her ticket and will be supported to approach any staff available to ask about positions available, job duties, qualifications, etc. to help her make informed decision regarding her career choice. When eating out, Maria will talk to receptionists, servers, cashiers or any available staff about various</p>				

Support Activities	I no longer want/need supports when...	What to record	Skill building	How often	By when
		<p>positions, qualifications, job responsibilities, etc. Support will also be provided for Maria to explore customer service opportunities in other fields she identifies in the community. Following provision of each activity, Maria communicates at least one customer service position she might be interested in. If Maria is unable to identify one possible position, assist Maria and document in the progress note the type of assistance provided to identify at least one position to meet this activity. Document Maria's participation in this activity. If Maria is unable to identify at least one position of interest, document why Maria is unable to meet this activity.</p>			

Essential Supports

Identified Risks

Risks	How often	How to support	Begin date	End date
Fall with Injury	Weekly	<p>Maria prefers to be as independent as possible at all times. She wears glasses to help her see. Make sure Maria is wearing her glasses when she is awake. If she is not, point to "glasses" on her picture board, 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 so needs to be monitored for falls whenever she is walking. 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, prompt Maria to take ramps to access buildings or sidewalks, instead of stairs or stepping over a curb. Record any events or changes in how you support Maria in a note.</p>	09/01/2024	08/31/2025
Seizure	Emergency support only	<p>While Maria has not had a seizure since she was 2 years old, when she last had a seizure, it looked like a grand mal seizure. Maria collapsed and began to shake uncontrollably. Monitor Maria for signs of seizures daily. Ensure you have read Maria's seizure protocol and acknowledged by signing it to confirm your review and understanding. Should Maria experience a seizure, 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. 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. Record details of all seizures in a note to include the duration of the seizure and Maria's recovery time.</p>	09/01/2024	08/31/2025

Potential Risks

Risks	How often	How to support	Begin date	End date
Aspiration Pneumonia	Weekly	<p>To reduce the risk of aspiration pneumonia, follow Maria's choking protocol (attached to this plan for supports) by watching her anytime she eats food, even soft foods, or drinks liquids. Maria's protocol provides the steps needed to support Maria with eating and how to respond if she begins coughing while eating. Record Maria's meals per her protocol and choking events in a note to include your response and contact with 911 and a manager per agency policies.</p>	09/01/2024	08/31/2025
Dehydration	Weekly	Follow aspiration pneumonia instructions above.	09/01/2024	08/31/2025

Risks	How often	How to support	Begin date	End date
Bowel Obstruction	Weekly	Follow aspiration pneumonia instructions above.	09/01/2024	08/31/2025
Lack of Safety Awareness	Weekly	When in the community, banking, shopping, or completing other activities, confirm throughout the activity that Maria keeps up with her tote bag. This bag is used to carry her communication device, picture board, and her wallet. Due to her style of communication and current understanding of money, she is at risk of theft or exploitation while in the community. Should she lose or misplace her bag, reassure her that it can be replaced. If suspected as stolen, report the loss to the police according to agency policy. Record all significant events in a note.	09/01/2024	08/31/2025

Routine Supports

Supports	How often	How to support	Begin date	End date
Adaptive equipment/DME	Weekly	Maria communicates using a picture board and a tablet equipped with CommuniPro. Before assisting with the software, watch the overview video at CommuniPro.com. Familiar individuals understand her communication style and may need to interpret for others who don't know her as well. Make sure Maria has her picture board, communication device, charger, and backup battery, all fully charged upon her arrival. Record use in one of the daily notes once a week and utilize the Support Checklist every day in services. .	09/01/2024	08/31/2025
Communication support	Weekly	Maria enjoys being social and meeting new people. However, she can be self-conscious about her communication skills when initiating conversations with new people. Support Maria with practicing how to introduce oneself using her communication device and start a conversation prior to Maria trying to interact with a new person. Assist Maria with identifying possible people to talk with when out. Be nearby when Maria is talking with new people in order to provide assistance with translating what Maria is saying, if needed. Record supports and response to supports in one of the daily notes once a week and utilize the Support Checklist every day in services.	09/01/2024	08/31/2025
Restroom support	Weekly	Maria uses pictures and a special tablet to tell us when she needs to go to the bathroom. When she shows the 'restroom' picture, help her find the bathroom quietly. It's important to keep her privacy. Follow her special 'No Fall Plan' to make sure she doesn't slip or trip on the way. In the bathroom, make sure she has everything she needs before you step out. Wait outside the bathroom door. Maria will let you know when she's done or if she needs more help. Give her enough time and don't hurry her. If you must check on her, knock on the door first. Record supports and response to supports in one of the daily notes once a week and utilize the Support Checklist every day in services.	09/01/2024	08/31/2025
Meal planning/preparation /intake	Weekly	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	09/01/2024	08/31/2025

Supports	How often	How to support	Begin date	End date
		choking protocol included under her risk for aspiration pneumonia included in this plan by watching her anytime she eats food, even soft foods. Record supports and response to supports in one of the daily notes once a week and utilize the Support Checklist every day in services		
Banking/money management	Weekly	See Maria's outcome above stated as "Maria goes into the community in order to spend more time with her friends" for instructions related to banking and money management.	09/01/2024	08/31/2025
Medical appointments	Emergency support only	Maria usually doesn't get support for medical appointments during Community Engagement. However, in case of a serious event, follow the agency's procedures to contact 911, access medical care, document, and report to a supervisor.	09/01/2024	08/31/2025
Transportation	Weekly	Maria enjoys using community transportation with moderate assistance; however, she also has access to transportation through the service if she chooses. If she communicates her need to be supported with transportation by staff, support Maria by giving her a ride to planned community events and activities. Provide Maria with your arm when entering and exiting the car in the event she needs assistance with being steady. She can buckle her seat belt. She might need a spoken reminder such as "let's buckle up" if she doesn't within 30 seconds of being in the car. Follow instructions under the activity "Maria takes the bus when going places" to support her to learn bus routes and times as she would like to learn to do this independently. Record supports and response to supports in one of the daily notes once a week and utilize the Support Checklist every day in services.	09/01/2024	08/31/2025

General Schedule of Supports

The General Schedule of Supports is a general blueprint of activities and supports, based on the person's preferences and routine. The authorized support time allotted to each group of activities is included in the authorized hours and totals sections. The General Schedule of Supports can be developed in various ways, but must include: support activities and outcome numbers, time frames for activities, as well as authorized totals.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
12:00 AM							
1:00 AM							
2:00 AM							
3:00 AM							
4:00 AM							
5:00 AM							
6:00 AM							
7:00 AM							
8:00 AM							
9:00 AM		Maria takes the bus when going places.		Maria takes the bus when going places.		Maria takes the bus when going places.	
10:00 AM		Maria follows her budget. Outcomes:1		Maria follows her budget. Outcomes:1		Maria follows her budget. Outcomes:1	
11:00 AM		11:00 AM - 2:00 PM Maria participates in community activities. Outcomes:1, 2,3		11:00 AM - 2:00 PM Maria participates in community activities. Outcomes:1, 2,3		11:00 AM - 2:00 PM Maria participates in community activities. Outcomes:1, 2,3	
12:00 PM							
1:00 PM							
2:00 PM		Maria communicate s her		Maria communicate s her		Maria communicate s her	
3:00 PM							
4:00 PM							
5:00 PM							
6:00 PM							
7:00 PM							
8:00 PM							
9:00 PM							
10:00 PM							
11:00 PM							

Authorized Hours per Day

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
--------	--------	---------	-----------	----------	--------	----------

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
0	6	0	6	0	6	0

Total Authorized Hours per Week: 18

Signatures

Signatures						
Signer Type	Signature Type	Signature	Print Name	Relationship / Service	Date Signed	Organization Unit Name
Person	Written	No Signature Uploaded	Maria Santiago Four	Signature on file.	08/15/2024	BELLA HOME CARE SERVICE LLC
Substitute Decision Maker	Written	No Signature Uploaded	Gloria Santiago Four	AR/Mother, signature on file	08/15/2024	BELLA HOME CARE SERVICE LLC
Provider	Written	No Signature Uploaded	Stella Gold	CE provider, signature on file	08/15/2024	BELLA HOME CARE SERVICE LLC

Safety Restrictions

As your provider, we have identified something you want to do that might create a risk. We need your input to develop a plan that supports you to have what you want in a safe way. We have determined that this restriction is necessary to achieve a therapeutic benefit, maintain a safe and orderly environment or to intervene in an emergency and that all possible less restrictive options have been tried. [12VAC35- 115-100].

I understand that I will not

This is necessary because

The outcomes in my plan related to this restriction include

The following is to be completed by a qualified professional.

Describe your assessment, to include all possible alternatives to the proposed restriction that take into account the individual's medical and mental condition, behavior, preferences, nursing and medication needs, and ability to function independently

Describe other less restrictive, positive approaches that have been attempted to meet safety needs based on the person's medical and mental condition, behavior, preferences, nursing and medication needs, and ability to function independently

Is this proposed restriction necessary for effective treatment of the individual or to protect him or others from personal harm, injury, or death

Yes No

Describe how progress toward resolving the restriction(s) will be measured

Describe how often restriction(s) will be reviewed

Describe conditions for removal of restriction(s)

Safety Restrictions Signatures I understand that taking the actions listed can create a safety risk. I understand the reason for the restriction, the criteria for removal, and my right to a fair review of whether the restriction is permissible. When utilized, I understand that the proposed restriction will not cause harm and give my consent to participate.

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