



ISAC Recommendation 8

Jenelle Oberholtzer
December 9, 2025





- **Objectives**

- Make system of supports and funding as straightforward and uncomplicated as possible
- Improve understanding and use of system by everyone, most importantly individuals needing and receiving supports

- **Strategies**

1. Redesign the individual support plan (ISP) process and format to:
 - ✓ Reduce the time to complete and update the ISP
 - ✓ Increase positive experience of individuals and all stakeholders
2. Provide a user-friendly useful planning tool and document that
 - ✓ Increases flexibility and ease of access to individuals, their families, and supporters
3. Design and implement an enterprise case management system with input from all stakeholders to provide direct access to the ISP for individuals, their families, and authorized providers



Reduce Time to Complete ISP

- Pre-populate data from the Person Record into their ISP:
 - Examples
 - Demographics
 - Individual’s Support Team
 - Supports Coordinator (SC)
 - SC Supervisor
 - Administrative Entity or Adult Autism Waiver (AAW) Representative
 - Auto-populate Health Risk Screening Tool (HRST) score data into Medical History and Meals and Eating sections
 - Auto-populate Supports Intensity Scale (SIS) data to inform ISP.



Individual Support Plan

Print Plan

Concept Art

Print Plan: Demographics

- ✓ Group related information
- ✓ Add visual icons
- ✓ Allow upload of my picture



Elizabeth Smith

I like to go by Lisa

she/her

25 years old

My birthday is 1/20/2000

MCI 123456789

I love Harry Potter and Taylor Swift. I am 25 and live in an apartment with my friend Sarah. I work at Starbucks and I love coffee. I would like to own my own coffee shop someday.



I live at 123 First St, Harrisburg PA 17111 in Dauphin County.

I receive mail at 123 First St, Harrisburg PA 17111.



I prefer to use English.

I prefer to receive information by text.

My phone number is 123-456-7890 and I do use text messaging.

My email is coffeelove@gmail.com.



My sex is female.

My race is white and I am non-hispanic.

I am single.



My Individual Support Plan Information

I am in the Community Living waiver and I am registered in Dauphin County.

My eligibility diagnosis is mild intellectual disability.

My original registration date is 5/6/2022.

My Annual Review Update date is 01/28/2026.

BSU 1234567890



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Demographics

Adam's plan shows how ISP content may appear for an individual with more support needs.



Adam Williams

I like to go by Adam

he/him

40 years old

My birthday is 06/02/1985

MCI 123456987

I am a huge Philadelphia Eagles fan and I like to have fun. I am 40 years old and live in a community living arrangement. I have Cerebral Palsy and use a wheelchair that I drive. I used to work at a workshop, but I have had some medical issues over the past year and decided to stop working for now. I would like to be the water boy for the Eagles someday - Go Birds!



I live at 100 Water St Philadelphia PA 12345 in Philadelphia County.

I receive mail at 250 East Lane Philadelphia PA 12345.



I prefer to use English.

I prefer to receive information by phone.

My phone number is 215-123-4567 and I don't use text messaging.



My sex is male.

My race is black and I am non-hispanic.

I am single.



My Individual Support Plan Information

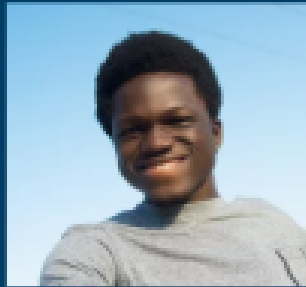
I am in the Consolidated waiver and I am registered in Philadelphia County.

My eligibility diagnosis is mild intellectual disability.

My original registration date is 7/12/1995.

My Annual Review Update date is 7/26/2026.

BSU 456789123



Adam Williams

I like to go by Adam

he/him

40 years old

My birthday is 06/02/1985

MCI 123456987

I am a huge Philadelphia Eagles fan and I like to have fun. I am 40 years old and live in a community living arrangement. I have Cerebral Palsy and use a wheelchair that I drive. I used to work at a workshop, but I have had some medical issues over the past year and decided to stop working for now. I would like to be the water boy for the Eagles someday - Go Birds!



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BSU 456789123

Lisa's and Adam's Team



Elizabeth Smith

My Insurance Information

Company	ID	Policy Holder
ABC Insurance	ABCD1523456	Elizabeth Smith

People who are important to me

Name	Relationship	Phone Number	Address	Email	Needs Accommodations?
Sam Smith	Father	123-456-7890	456 Park St Harrisburg PA 17111	ssmith@gmail.com	No
Sarah Martin	Roommate	123-456-1990	123 First St Harrisburg PA 17111		Yes ASL

I am supported by

Role	Agency	Name	Phone	Email
Supports Coordinator	Supports Coordination Agency	Mike Thomas	789-456-1230	mthomas@sca.org
Supports Coordinator Supervisor	Supports Coordination Agency	Carole Smart	789-456-5369	csmart@sca.org
Administrative Entity	Dauphin County		789-456-8521	



Adam Williams

My Insurance Information

Company	ID	Policy Holder
ABC Insurance	ABCD1523457	Adam Williams

People who are important to me

Name	Relationship	Phone Number	Address	Email	Needs Accommodations?
Linda Williams	Mother, Guardian	215-456-7894	250 East Lane Philadelphia PA 12345	Lwilliams@gmail.com	No
Sam Ash	House Manager	215-123-4567 work 215-123-4858 mobile	100 Water St Philadelphia PA 12345	Sashh@provideragency.org	No
Wilma Burns	Program Specialist	215-123-4867 work 215-123-4458 mobile	150 Water St Philadelphia PA 12345	Wburns@provideragency.org	No

I am supported by

Role	Agency	Name	Phone	Email
Supports Coordinator	Supports Coordination Agency	Kayla Brown 	215-586-9532	Kbrown@sca.org
Supports Coordinator Supervisor	Supports Coordination Agency	Bob Wade	215-854-7258	Bwade@sca.org
Administrative Entity	Philadelphia County		215-852-9856	13

Lisa's Important People



People who are important to me

Name	Relationship	Phone Number	Address	Email	Needs Accommodations?
Sam Smith	Father	123-456-7890	456 Park St Harrisburg PA 17111	ssmith@gmail.com	No
Sarah Martin	Roommate	123-456-1990	123 First St Harrisburg PA 17111		Yes ASL

Lisa's Support Team



I am supported by

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Supports Coordinator	Supports Coordination Agency	Mike Thomas	789-456-1230	mthomas@sca.org
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Administrative Entity	Dauphin County		789-456-8521	

Print Plan: Communication



Elizabeth Smith



Communication

How I Share Information (Expressive Communication)	How I Take <u>In</u> Information (Receptive Communication)
<p>Primary, Preferred Mode</p> <ul style="list-style-type: none"> Speech 	<p>Primary, Preferred Mode</p> <ul style="list-style-type: none"> Speech
<p>Additional Modes</p> <ul style="list-style-type: none"> Aided Forms of Augmentative and Alternative Communication (AAC) Sign Language Visual Gestural Communication 	<p>Additional Modes</p> <ul style="list-style-type: none"> Aided Forms of Augmentative and Alternative Communication (AAC) Artifacts, Tactile Cues, and/or Objects Visual Gestural Communication
<p>Strengths and Needs Description</p> <p>I can use speech for communication.</p> <p>I can text my friends and family. I like using emojis.</p> <p>I know some sign language to talk to my roommate. I also use some signs when I am upset.</p> <p>If I get overwhelmed, I may not be able to tell you what I need.</p>	<p>Strengths and Needs Description</p> <p>I am good at reading other people's facial expressions.</p> <p>I have a mild hearing loss that can affect how I hear people talking to me.</p> <p>Sometimes, a slight tactile cue can help me understand something better.</p> <p>Seeing objects or a visual of what you mean, can help me to understand what you are telling me.</p> <p>When my roommate signs to me, I don't understand most of what she is saying. I need her to use speech.</p>

How to Best Support My Communication:

Say my name when talking to me. I have a slight hearing loss in my right ear, so I may not hear you or I may not know you are talking to me.

Give me time to answer you, sometimes I need a moment to think. If I am taking a long time, ask me if you can help me find what I want to say. Sometimes I want help, but not always.

Look at me when you are talking to me.

When in a crowded or loud place, make sure I can hear you when you talk to me.


I can get overwhelmed sometimes in crowds or loud places, I may not be able to always tell you when I need a break.


Things that May Interfere with My Communication:

- Hard of Hearing
- Other: Loud environments, crowded areas

Communication Descriptions:

- A Communication Dictionary is available

When this is happening	The environment is loud or the area around me is crowded
When I do this	I squeeze my hands together (no matter my facial expression) 
My team thinks it means	I may be feeling overwhelmed
My team should	Ask me if I want to take a break from the activity or leave

When this is happening	Anytime
When I do this	Close my one eye and make a grimace 
My team thinks it means	I am thinking and may have something I want to say but am struggling to find the right words.
My team should	Ask me if they can help.



Elizabeth Smith



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Strengths and Needs Description

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I know some sign language to talk to my roommate. I also use some signs when I am upset.

If I get overwhelmed, I may not be able to tell you what I need.

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I have a mild hearing loss that can affect how I hear people talking to me.

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When my roommate signs to me, I don't understand most of what she is saying. I need her to use speech.



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Elizabeth's Sign Language Dictionary

Everyday Communication:

Good		
Stop		
More		Tap fingers together

Want



Pull hands in to body

Wait



Wiggle fingers

Toilet





Adam Williams



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<p>Strengths and Needs Description</p> <p>I have strong language skills.</p>	<p>Strengths and Needs Description</p> <p>I am a good listener.</p>

How to Best Support My Communication:

Give me time to answer you, sometimes I need a moment to think. I don't want you to ask me if I need help because I don't need help.

I don't have a strong upper body so if I am struggling to sit upright, it can affect my communication.

Things that May Interfere with My Communication:

- Other: Pain, loud noises

Communication Descriptions:

When this is happening	Someone is yelling
When I do this	Cover my ears
My team thinks it means	I am uncomfortable with the yelling
My team should	Help me to move to another area so I can avoid the yelling



Adam Williams



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Elizabeth Smith



Meals and Eating

Diet:

- Regular diet, no restrictions
- Specialty diet: Vegetarian

Other Needs during Meals/Eating:

- Adaptive Equipment (select all that apply)
 - Adaptive silverware: weighted spoon

Level of Support During Meals:

- Other: None needed but may need a reminder to bring her weighted spoon when going out to eat

Adam's Meals and Eating Section



Adam Williams



Meals and Eating

Diet:

- Prescribed Specialty Diet: High protein to aide in healing
- Prescribed Food Texture Modification: IDDSI: Level 5 minced and moist
- Prescribed Liquid Consistency: IDDSI: Level 3 moderately thick (honey like)

Other Needs during Meals/Eating:

- Difficulty swallowing with coughing or gagging
- Dysphagia diagnosis
- History of choking

Level of Support During Meals:

- Supervision
- Position during eating: Upright position with appropriate supports during meals and 30 minutes afterwards

Health Risk Screening Tool Information for Meals and Eating:

HRST Rating Item	Score	Scoring Definition	Specific Notes
B. Ambulation	3	The person required mechanical assistance to maintain an upright, seated position in a wheelchair. Needed assistance to change positions or shift weight within the past 12 months.	Depends on a wheelchair for ambulation. Adam does not have the upper body strength to adequately maintain his position while in his wheelchair.
E. Clinical Issues Affecting Daily Life	2	The person had 24 to 48 days (full or partial) that affected their typical daily activities for at least 30 minutes within the past 12 months due to health or behavioral issues.	Adam had 40 affected days for non-routine/non-preventative care.
N. Skin Integrity	4	The person's skin condition required recurrent healthcare provider treatment or hospitalization within the past 12 months.	Adam currently receives in home care services for wound care and has a wound care vac.
P. Nutrition	3	The person has demonstrated weight instability OR had an identified nutritional risk that required nutrition status monitoring within the past 12 months.	Adam has a pressure injury on his left hip.



Adam Williams



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Any Questions?



Thank You!