Recommendation #1

Assure Effective Communication

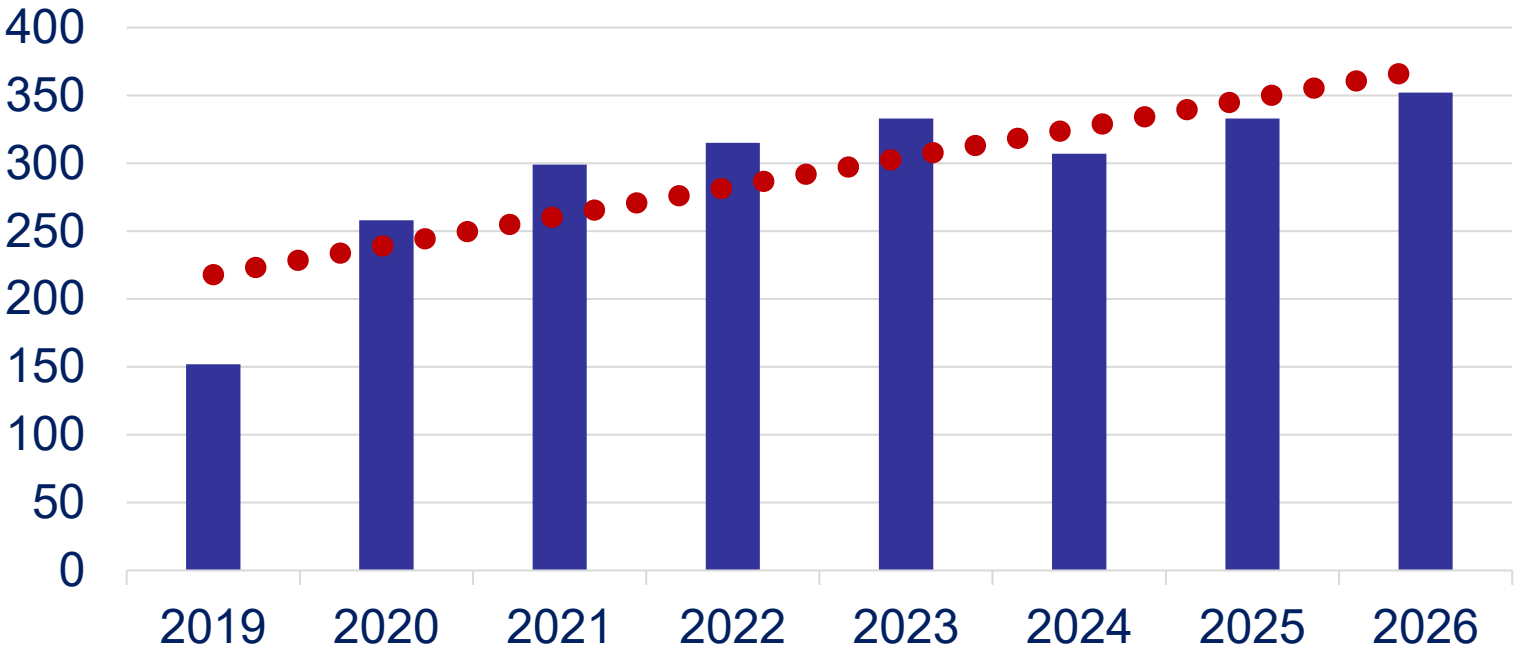
ISAC
August 2026



Pennsylvania
Department of Human Services

More People are using Communication Specialist services

People with an Approved Individual Support Plan (ISP) with Communication Specialist Services Authorized

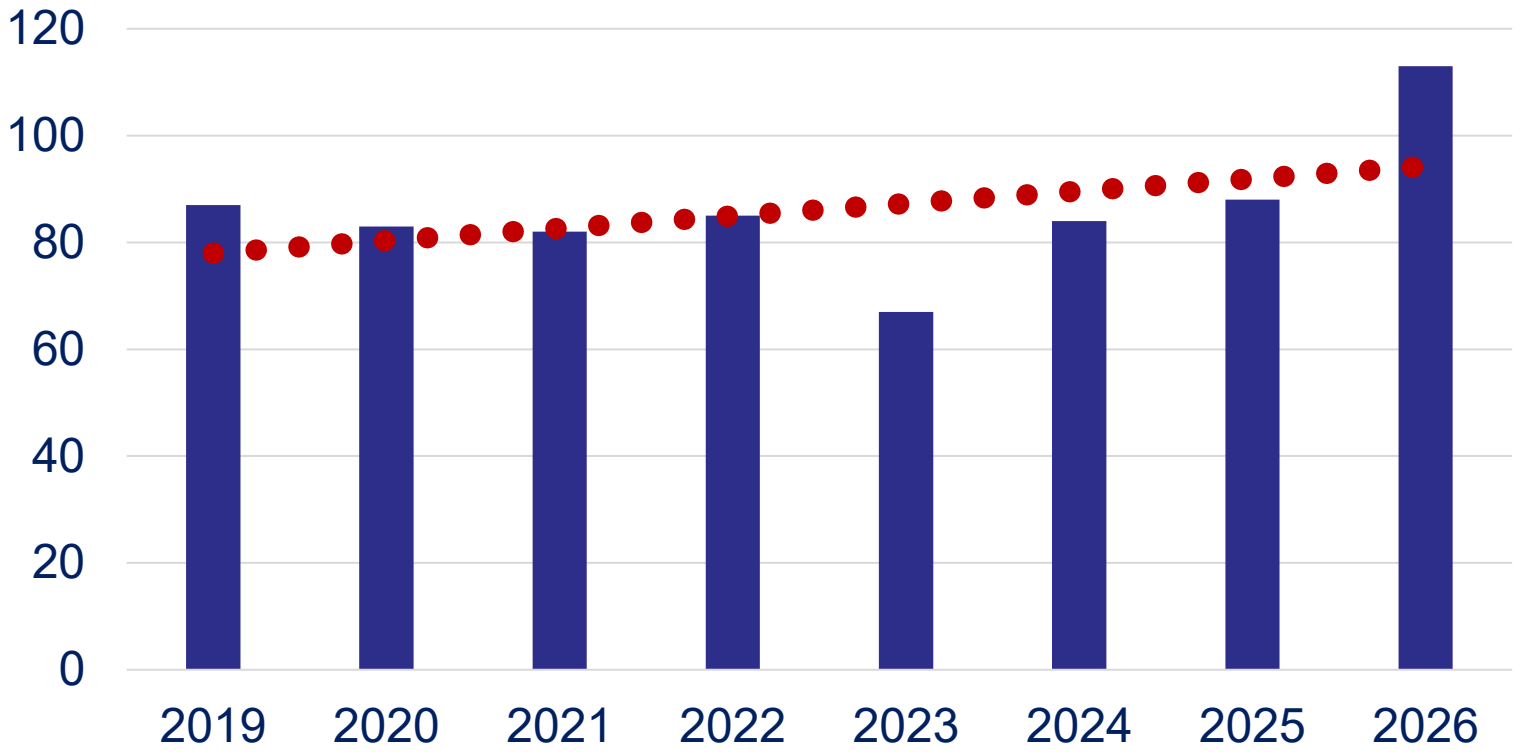


Note: This service is included in residential services, so they will only have it on their ISP if they use it during Community Participation Support (CPS)

Source: DHS EDW HCSIS, Approved ISPs with Authorized Services with data extraction dates of 6/24/2024, 6/24/2025, and 7/10/2026

Highest Number of People using Speech Therapy (Waiver)

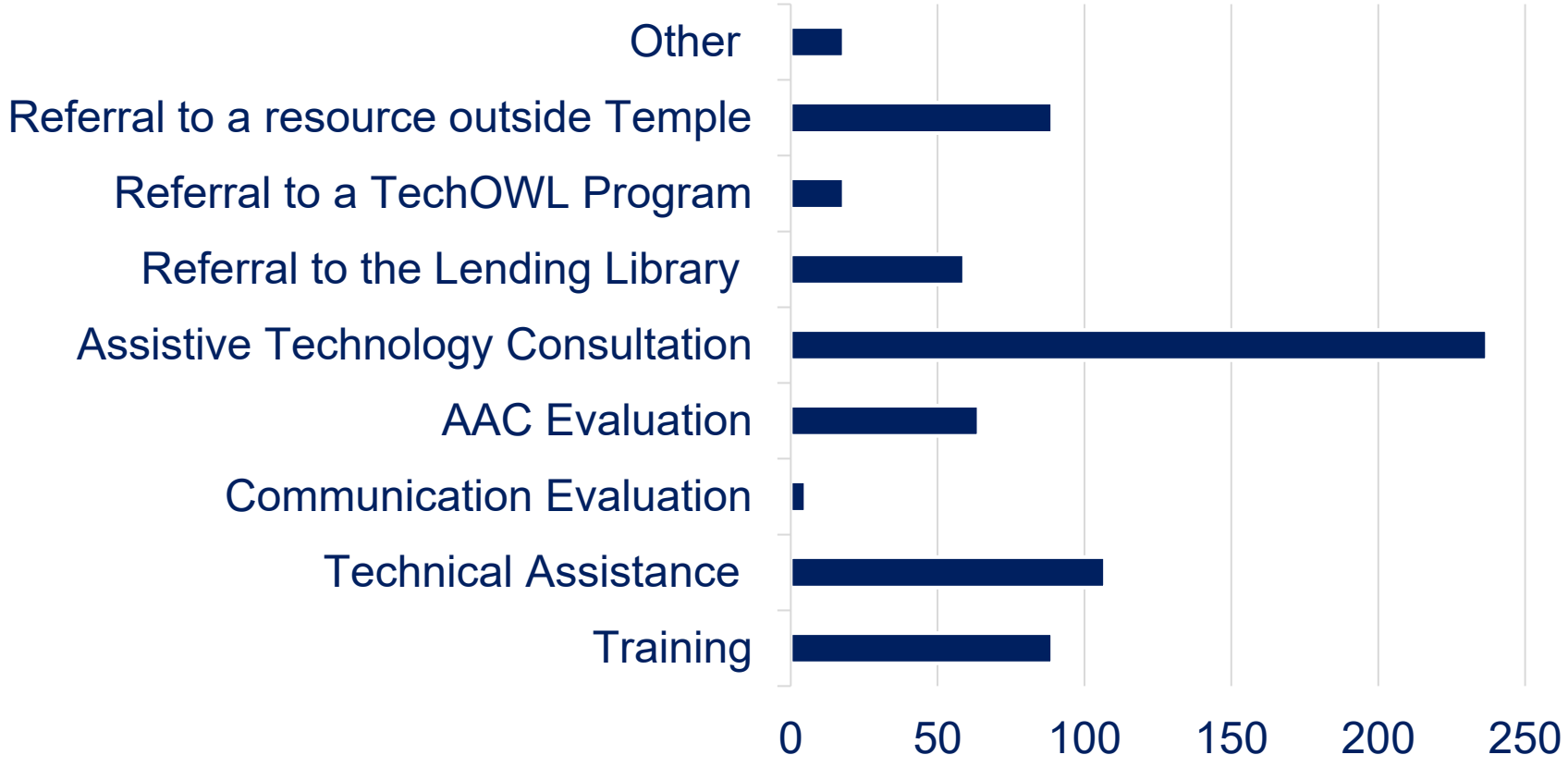
People with an Approved Individual Support Plan with Speech Therapy Authorized



Source: DHS EDW HCSIS, Approved ISPs with Authorized Services with data extraction dates at the end of each fiscal year

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Just SO Speech Services Provided to 300+ Applicants

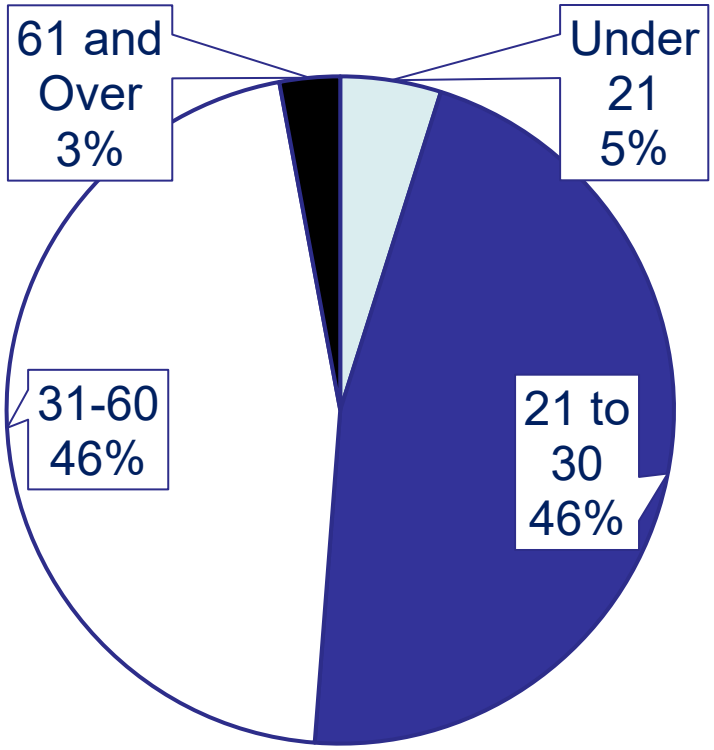


AAC = Augmentative and Alternative Communication

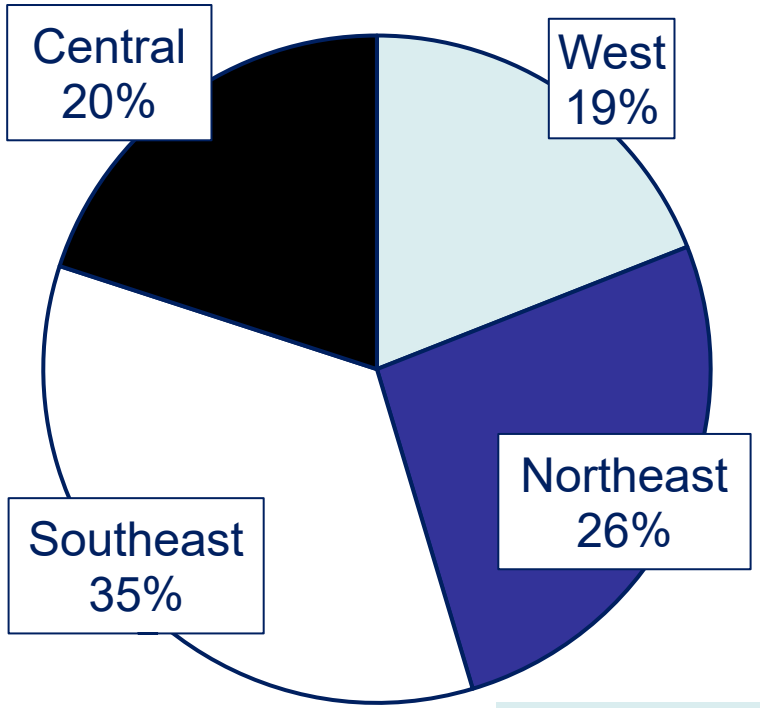
Source: Temple Bi-Weekly Reports

Just SO Speech Demographics

Age



Residential Region



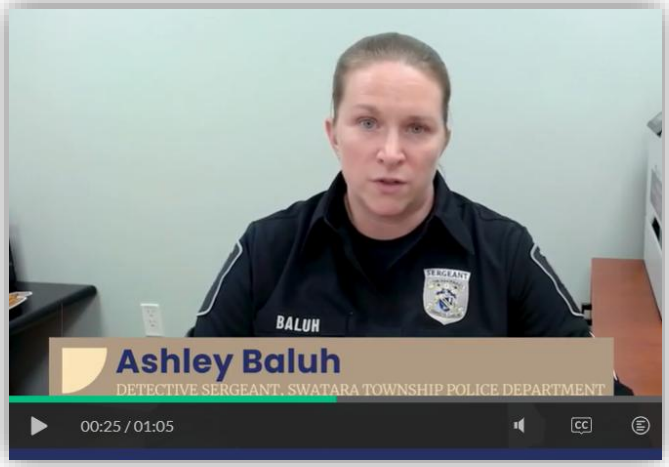
40% Rural
60% Urban

Source: Temple Communication Support Plans and Center for Rural PA, by County

Minimal Facts Interviewing

- A strategic approach to talking with a child to collect basic information about alleged abuse or neglect.
- The goal is to:
  - Collect enough information and clarify the basic details
  - Assess child safety and well-being
  - Assess the risk of imminent danger
  - Assess the need for medical care
  - Schedule Children's Advocacy Center (CAC) Forensic Interview and explain CAC process to caregivers and possibly the child
  - Reduce the number of times the child needs to repeat details





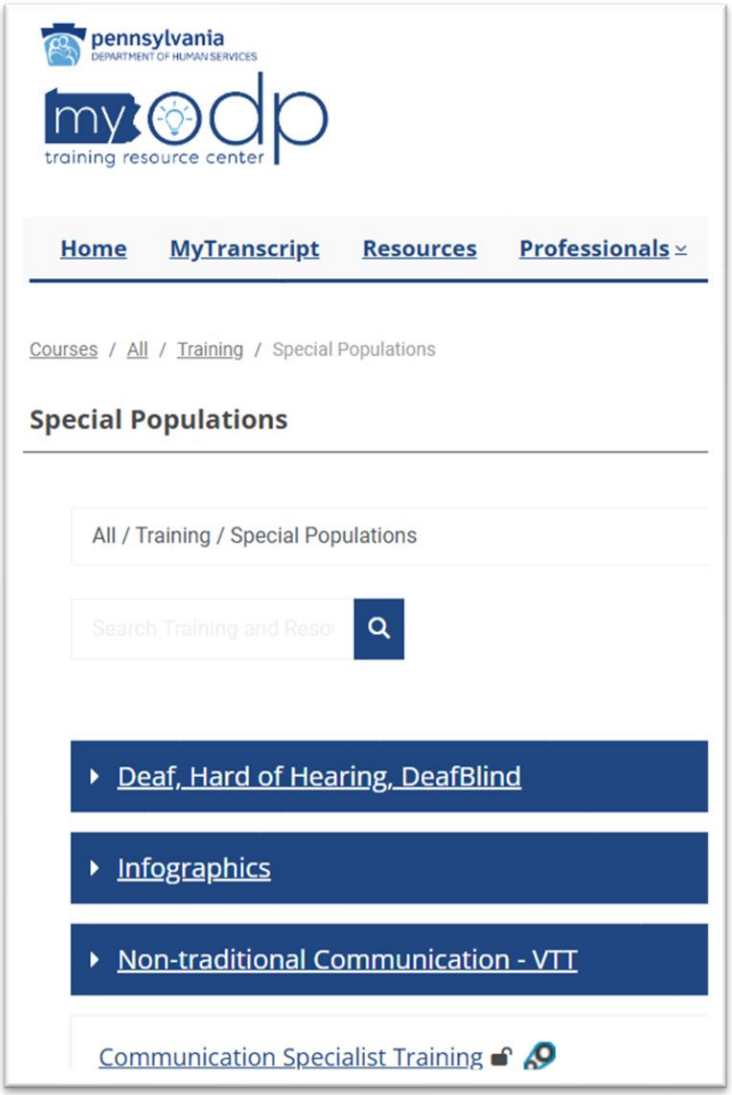
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Minimal Facts Interviewing for Children with Disabilities Training

- Collaboration with the Pennsylvania Child Advocacy Center
- Developed a free, online, self-paced training around Minimal Facts Interviewing
  - 2 Continuing Law Enforcement Education (CLEE) credits approved by the Municipal Police Officers' Education and Training Commission (MPOETC)
- Participants will learn appropriate communication strategies for interviewing children with disabilities to support accurate information gathering while prioritizing the child's well-being.



Updates to MyODP Website



- Heading change to ‘Effective Communication’
- Subheadings change to ‘Trainings’ and ‘Resources’
- All trainings and resources will have an image along side of it, for example:



Speech Banana Infographic

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Thank you!

Any Questions?

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