

Defining Change in Status and ISP Implemented Appropriately 6.9.20

There are two phrases that are critically important to ensuring the health wellness of people supported in Virginia's Developmental Disabilities (DD) Waivers that require clear definitions and consistent application. The phrases "**change in status**" and "**ISP implemented appropriately**" must be understood and applied consistently by support coordinators when assessing and monitoring the provision of supports and services. Definitions and a few guiding questions are offered below and will be accompanied by a training module to more fully clarify the intent of each phrase.

- "**Change in status**" refers to changes related to a person's mental, physical, or behavioral condition and/or changes in one's circumstances to include representation, financial status, living arrangements, service providers, eligibility for services, services received, and type of services or waiver.

Basic components of the phrase "change in status" can help establish a foundation through which support coordinators can assess for changes. The example questions below are designed to guide considerations.

- ✓ Do you observe **any changes** in the person's appearance, mood, speech, or environment that cause concern or appear unusual?
- ✓ Have there been any **medical changes or serious incidents** since your last visit?
- ✓ Has the person made any **significant life changes** that you are just now discovering such as guardianship changes, relocation, new services, or substantial change in income?

Examples of "change in status" include, but are not limited to:

- a period of six months has passed since the annual meeting without the individual being accepted into and receiving a needed service,
 - a person's income changed and they no longer meet eligibility,
 - since the annual ISP meeting, a person has been being discharged from, or otherwise removed, and is no longer receiving a needed service,
 - discovery of an unreported medical/behavioral emergency or newly diagnosed condition,
 - a period of six months has passed since the annual ISP meeting and the individual has declined a needed service and that was included in the ISP to address an essential and or high risk need, or
 - an individual has been receiving a service for more than six-months without making expected progress toward achieving an outcome.
- "**ISP implemented appropriately**" means that services identified in the ISP are delivered consistent within generally accepted practices and have demonstrated progress toward expected outcomes, and if not, have been reviewed and modified.

Basic components of the phrase "ISP implemented appropriately" can help establish a foundation through which support coordinators can monitor the services provided. The example questions below are designed to guide considerations.

- ✓ Based on your knowledge of the person, does **the support** you see and what is reported to you reflect the **service definition** and the **needs and desires of the person** as described in the ISP?

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- ✓ Are the services being provided by **qualified staff** such as RNs or LPNs for nursing services, qualified behavioral interventionists, and DSPs who have met competency requirements as confirmed through discussion with the provider?
- ✓ Are the services being provided at the agreed upon **frequency and duration** by the provider?
- ✓ Does **provider documentation** confirm that the supports provided relate to the outcomes included in the ISP?

Generally accepted practice includes:

- activities that are allowable under the service description
- include skill-building as required
- are delivered by qualified providers
- are consistently provided in accordance with the person's plan
- provider-specific plans are overseen by qualified supervisors to ensure preferences and health-related needs are addressed
- routine documentation in notes and reviews correspond with the person's desired outcomes and describe progress and/or methods related to increasing a person's independence, integration, and/or quality of life
- results of the support coordinator's assessment of whether a service is being implemented, that is, consistent with generally accepted practices and if no progress is evident after six months of implementation then further review is required