

Concerns

The Support Coordinator should be contacted by team members to discuss concerns, unmet needs, and/or potential changes to the original plan as needed. Any changes to the original plan will require the signature approval by the individual/responsible person and then must be forwarded to all team members.

1. All concerns or issues related to a provider which are not satisfactorily resolved by the provider should be raised verbally or in writing with the Support Coordinator who can then address them with the provider.
2. Any request to change a qualified vendor must be raised with the team and be addressed according to policy.
3. The consumer/responsible person is encouraged to invite the Support Coordinator to their other program meetings (Individual Education Plan, Vocational Rehabilitation, Child and Family Teams, Adult Recover/Clinical Teams, etc.).



ACRONYMS

AzEIP – Arizona Early Intervention Program
DDD – Division of Developmental Disabilities
ADES – Arizona Department of Economic Security
IFSP – Individualized Family Service Plan
ISP – Individual Support Plan
PCP – Person Centered Plan

For more information



Equal Opportunity Employer/Program • Under Titles VI and VII of the Civil Rights Act of 1964 (Title VI & VII), and the Americans with Disabilities Act of 1990 (ADA), Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975, the Department prohibits discrimination in admissions, programs, services, activities, or employment based on race, color, religion, sex, national origin, age, and disability. The Department must make a reasonable accommodation to allow a person with a disability to take part in a program, service or activity. For example, this means if necessary, the Department must provide sign language interpreters for people who are deaf, a wheelchair accessible location, or enlarged print materials. It also means that the Department will take any other reasonable action that allows you to take part in and understand a program or activity, including making reasonable changes to an activity. If you believe that you will not be able to understand or take part in a program or activity because of your disability, please let us know of your disability needs in advance if at all possible. To request this document in alternative format or for further information about this policy, contact the Division of Developmental Disabilities ADA Coordinator at 602-542-0419; TTY/TDD Services: 7-1-1. • Free language assistance for DES services is available upon request.



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

DDD-1451PAMNA (6-10)

Division of Developmental Disabilities

Team Expectations

- Person Centered Plan
- Individual Support Plan
- Individualized Family Service Plan



Before Team Meeting

Meetings shall be in the individual's home unless requested otherwise by the individual responsible person. The date and time of meetings shall be the individual/responsible person's choice.

1. The Planning Team will include at a minimum: The individual, the consumer's parent or guardian, authorized service providers, any additional person(s) approved by the consumer/responsible person, and the Support Coordinator who shall serve as plan facilitator and coordinator. The Support Coordinator may identify additional Division staff to be on the team if the need arises.
2. The Support Coordinator will ensure that all team members are invited. The Support Coordinator will send written notice to all members at least 10 days prior to the meeting (unless it is an emergency).
3. All team members are encouraged to attend the meeting and be punctual.
4. If a review/annual plan is scheduled, the Support Coordinator must ensure all team members have a copy of the current Individual Support Plan/Individualized Family Service Plan/Person Centered Plan (ISP/IFSP/PCP).
5. The Support Coordinator must bring to the meeting:
 - Required documents (see Policy and Procedures Chapter 800 for details)
 - Provider progress notes, reports, evaluations
 - Resources such as provider lists
6. Each team member is encouraged to bring issues and concerns that are important for the team to discuss. This includes documentation from providers, i.e. progress notes, assessments, medical appointment records, etc.

During Team Meeting

All team members are requested to ensure positive communication by:

- Being respectful to each other
 - Allowing fellow team members to express their ideas and opinions
 - Asking questions for more information/clarification as needed.
1. The Support Coordinator must inform the team members/individuals of their rights (Statement of Rights and/or AzEIP Procedural Safeguards for Families Booklet for Children Birth to 3).
 2. The Support Coordinator must document all necessary information at the meeting and summarize the Team Agreements/Assignments, Action Items and Outcomes for the plan, Risk Assessment, and Back-up Plan (if applicable) with the team to ensure team members are aware of their respective assignments.
 3. Assignment of responsibilities/follow-up should be shared among team members.
 4. The Support Coordinator must review processes for addressing and elevating concerns or disagreements.
 5. The team must discuss risk and back-up plans for critical services (Habilitation for a person living in an Individually Designed Living Arrangement, Respite, Attendant Care and House Keeping). The team must develop a plan to address situations in which providers are unavailable for scheduled services. The Back-up Plan Contact Sheet must be completed and address any potential gaps in service, and mechanisms for reporting service gaps (Service Report Gap form, phone, etc).
 6. Signing the cover sheet of an Individual Support Plan is an indication of participation in the development of the plan and an agreement to carry out responsibilities.

After Team Meeting

Copies of the ISP/PCP are to be sent to all team members within 15 working days following the meeting; copies of the IFSP are to be sent to all team members within 14 calendar days following the meeting. If there are any changes needed to the plan, contact the Support Coordinator.

1. A copy of the Risk Assessment and Back-up Plan Contact Sheet (if required) shall be provided for team members to follow should a service gap occur.
2. Team members are to complete all assignments/action items by the due dates and inform the Support Coordinator of completion/progress.
3. There are specific agreements and monitoring requirements that must be completed within certain timeframes if Attendant Care is provided. Contact the Support Coordinator for further details.
4. Goals/Outcomes, Strategies and Behavior Plan need to be submitted by the due dates listed in the ISP/IFSP/PCP.
5. Team member can request additional meetings any time.

See
DDD Policy and Procedure
- Chapter 800

for details of
Team
Expectations

