

**Department of Developmental Services
Massachusetts Rehabilitation Commission**



Individual Support Plan (ISP) Module Training

Release 7.7 – DDS Staff



**THE COMPUTERWORLD
HONORS PROGRAM**

Chapter 7: Additional Functionality and Conclusion





Chapter 7 Overview

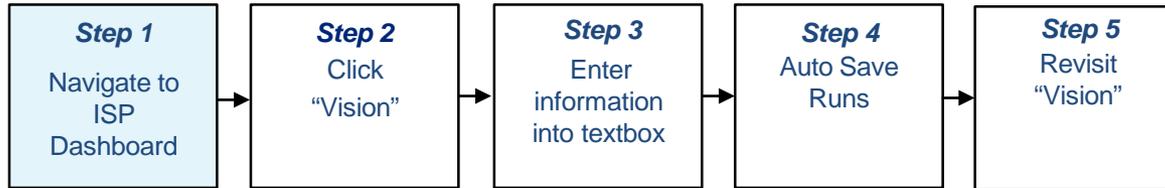
This Chapter will cover:

- Scenario: Auto Save Functionality
- Additional Enhancements
- Training Summary and Conclusion

Scenario: Auto Save Functionality



Scenario: Auto Save Functionality



Step 1: Navigate to ISP Dashboard

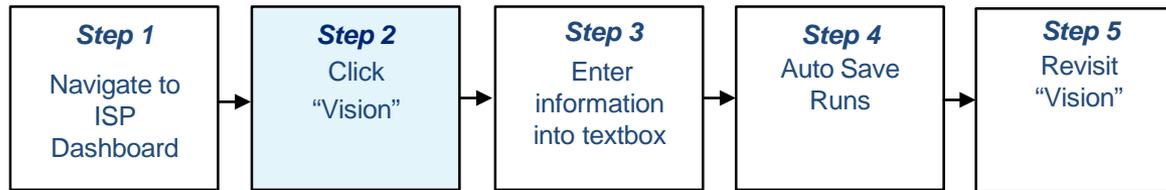
Auto Save Functionality is enabled for Service Coordinators, Service Coordinator Supervisors and Area Office Director roles on the Vision page and the Other ISP Components pages (Current Supports, Safety/Risk, Legal/Financial, Successes/Challenges). In this scenario, we'll demonstrate the functionality in Vision.

Navigate to the ISP Dashboard.

The screenshot shows the ISP Dashboard interface. At the top, there are navigation tabs: **ISP Dashboard**, **ISP Meeting Details**, **Vision**, **Request Assessments**, **Review Assessments**, **Current Supports**, **Safety/Risk**, **Legal/Financial**, **Successes/Challenges**, **Goals**, **Objectives**, **Modifications**, and **View/Print ISP**. Below the tabs, there is a section for **Expand this section to see ISP timeline**. The main content area displays user information for **Test, Bruce** (Service Coordinator: Coordinator, Service) and **ISP Meeting Details** (Planned Meeting Date: 12/07/2015, Meeting Time: 10:00 AM, Meeting Location: [redacted]). Below this, there is a **Full Year ISP** section with six cards: **Vision** (Status: Shared, Due Date: 11/07/2015), **Goals** (Status: Created, Due Date: N/A), **Request Assessments** (Status: Sent, Due Date: 11/07/2015), **Objectives & Support Strategies** (Status: Awaiting Submission, Due Date: 11/22/2015), **Review Assessments** (Status: Awaiting Submission, Due Date: 11/22/2015), and **Other ISP Components** (Status: Started, Due Date: 01/21/2016). A legend at the bottom indicates: ● No action needed, ● Action needed, ● Section complete, ● Section overdue.



Scenario: Auto Save Functionality



Step 2: Click on the “Vision” Tab

Click on the “Vision” tab.

Vision

ISP Dashboard | **ISP Meeting Details** | **Vision** | Request Assessments | Review Assessments | Current Supports | Safety/Risk | Legal/Financial | Successes/Challenges | Goals | Objectives | Modifications | View/Print ISP

Expand this section to see ISP timeline

Region/Area Office: Metro/Greater Boston

Test, Bruce
View/Print ISP Document

Service Coordinator: Coordinator, Service

Demographic Information
SSN: [redacted]
Eligibility: [redacted]

ISP Meeting Details
Planned Meeting Date: 12/07/2015
Meeting Time: 10:00 AM
Meeting Location: [redacted]

ISP Deadlines
Meeting Deadline: 12/07/2015
Semi Annual Review Date: 06/04/2016
Next ISP Meeting Deadline: 12/06/2016

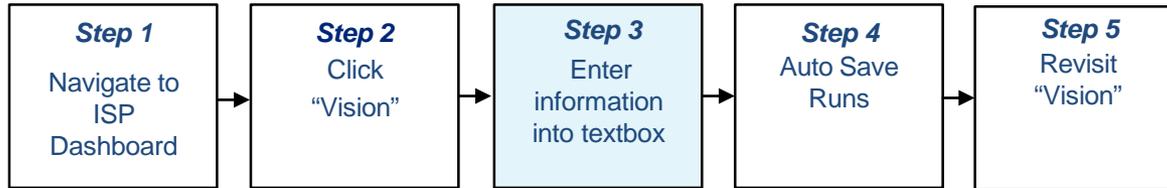
Full Year ISP

Vision Status: Shared Due Date: 11/07/2015 Last Updated On: 09/22/2015 Last Shared On: 09/22/2015	Goals Status: Created Due Date: N/A Last Updated On: 10/21/2015	Request Assessments Status: Sent Due Date: 11/07/2015 Notification Last Sent On: 09/24/2015 Last Updated On: 09/24/2015
Objectives & Support Strategies Status: Awaiting Submission Due Date: 11/22/2015 Pending Provider Submission: 3/3 Pending DDS Review: 0/3	Review Assessments Status: Awaiting Submission Due Date: 11/22/2015 Pending Provider Submission: 5/5 Pending DDS Review: 0/5	Other ISP Components Status: Started Due Date: 01/21/2016 Current Support Last Updated On: 09/24/2015 Safety & Risk Last Updated On: 06/24/2015 Legal Status Last Updated On: 02/20/2015 Successes & Challenges Last Updated On: 06/24/2015

● No action needed ● Action needed ● Section complete ● Section overdue



Scenario: Auto Save Functionality



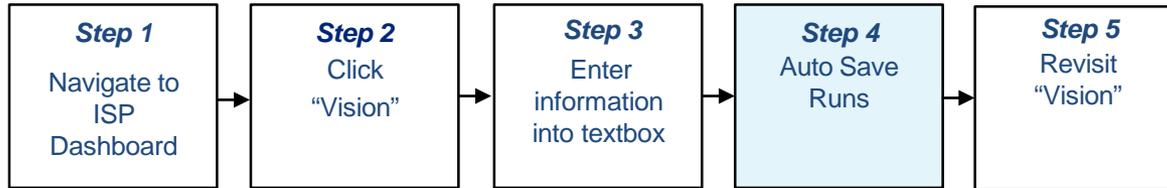
Step 3: Enter Information Into Textbox

Enter relevant information into the textbox. Auto Save will be initiated if you do not perform any action on the screen for 15 minutes.

Individual Test, Bruce	Eligibility # - SSN # -	Planned Meeting Date 12/07/2015	ISP Meeting Deadline 12/07/2015	Region - Metro Area Office - Greater Boston	Service Coordinator Coordinator, Service							
ISP Dashboard	ISP Meeting Details	Vision	Request Assessments	Review Assessments	Current Supports	Safety/Risk	Legal/Financial	Successes/Challenges	Goals	Objectives	Modifications	View/Print ISP
Vision Full Year ISP												
1. What does (s)he identify as important activities and relationships to continue to be involved in? What other things would (s)he like to explore?												
<p>Bruce stated that he is an artist of sorts. He loves to paint pottery and to paint other things like pictures. Bruce responded that he would like to explore other forms of artwork and making different jewelry. He would also like to make things out of wood like he used to when he was younger. He said he would like to make money working as an artist selling his artwork. Bruce shared that he has lots of friends who are special to him like the ones that live at his place; he then mentioned each of his four housemates by name. He stated that they are all like a family together. Bruce went on to say that _____ is his best friend and the two of them are going on a cruise someday soon.</p>												



Scenario: Auto Save Functionality



Step 4: Auto Save Runs

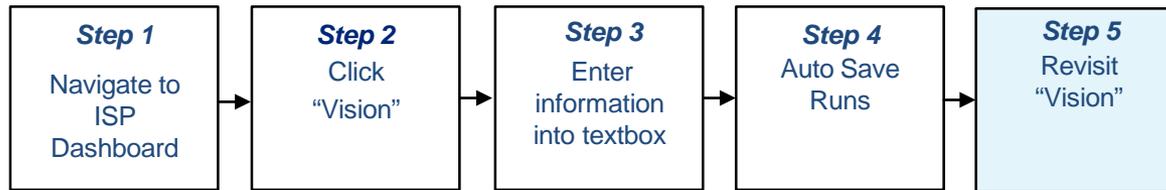
After remaining idle for 15 minutes, the system will automatically save the contents of the textbox. The system will also indicate that this action has occurred by displaying the following message on the screen:

Information present on the screen has been auto saved on 10/27/2015 06:28:13 EST

The screenshot shows a web application interface with a top navigation bar containing fields for 'Individual Test, Bruce', 'Eligibility # - SSN # -', 'Planned Meeting Date 12/07/2015', 'ISP Meeting Deadline 12/07/2015', 'Region - Metro Area Office - Greater Boston', and 'Service Coordinator Coordinator, Service'. Below this is a secondary navigation bar with tabs: 'ISP Dashboard', 'ISP Meeting Details', 'Vision', 'Request Assessments', 'Review Assessments', 'Current Supports', 'Safety/Risk', 'Legal/Financial', 'Successes/Challenges', 'Goals', 'Objectives', 'Modifications', and 'View/Print ISP'. The main content area is titled 'Vision' and contains a question: '1. What does (s)he identify as important activities and relationships to continue to be involved in? What other things would (s)he like to explore?'. A text box below the question contains the following text: 'Bruce stated that he is an artist of sorts. He loves to paint pottery and to paint other things like pictures. Bruce responded that he would like to explore other forms of artwork and making different jewelry. He would also like to make things out of wood like he used to when he was younger. He said he would like to make money working as an artist selling his artwork. Bruce shared that he has lots of friends who are special to him like the ones that live at his place; he then mentioned each of his four housemates by name. He stated that they are all like a family together. Bruce went on to say that (er) is his best friend and the two of them are going on a cruise someday soon.' A blue arrow points from the confirmation message box above to the message box in the screenshot.



Scenario: Auto Save Functionality



Step 5: Revisit Vision Page

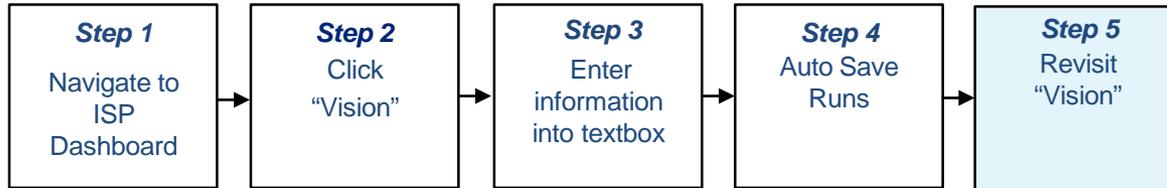
If you are logged out of the system due to inactivity or if you navigate to a different section of HCSIS, the system automatically retains the AutoSaved information. At a later time, to view the automatically saved information, navigate back to the Vision tab. The screen will display the message below.

Information was Auto Saved on 10/27/2015 06:28:13 EST and is displayed on the screen. Click Reset to remove the auto saved information or click on Save to retain the auto saved information.

The screenshot shows the HCSIS interface. At the top, there is a header with fields for Individual (Test, Bruce), Eligibility # - (SSN # -), Planned Meeting Date (12/07/2015), ISP Meeting Deadline (12/07/2015), Region - Metro Area Office - Greater Boston, and Service Coordinator (Coordinator, Service). Below the header is a navigation bar with tabs: ISP Dashboard, ISP Meeting Details, Vision, Request Assessments, Review Assessments, Current Supports, Safety/Risk, Legal/Financial, Successes/Challenges, Goals, Objectives, Modifications, and View/Print ISP. The main content area is titled "Vision" and "Full Year ISP". A message box is displayed, stating: "Information was Auto Saved on 10/27/2015 06:28:13 EST and is displayed on the screen. Click Reset to remove the auto saved information or click on Save to retain the auto saved information." Below the message is a text area containing the following text: "1. What does (s)he identify as important activities and relationships to continue to be involved in? What other things would (s)he like to explore? Bruce stated that he is an artist of sorts. He loves to paint pottery and to paint other things like pictures. Bruce responded that he would like to explore other forms of artwork and making different jewelry. He would also like to make things out of wood like he used to when he was younger. He said he would like to make money working as an artist selling his artwork. Bruce shared that he has lots of friends who are special to him like the ones that live at his place; he then mentioned each of his four housemates by name. He stated that they are all like a family together. Bruce went on to say that () is his best friend and the two of them are going on a cruise someday soon."



Scenario: Auto Save Functionality



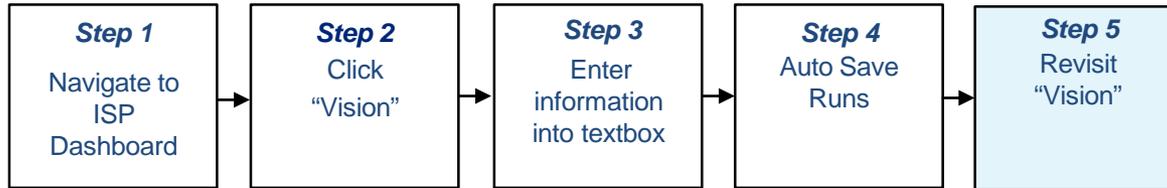
Step 5: Revisit Other ISP Components page

As the message indicates, the text that has been auto-saved loads on the screen and is displayed in the text boxes.

Individual Test, Bruce	Eligibility # - SSN # - >	Planned Meeting Date 12/07/2015	ISP Meeting Deadline 12/07/2015	Region - Metro Area Office - Greater Boston	Service Coordinator Coordinator, Service							
Information was Auto Saved on 10/27/2015 06:28:13 EST and is displayed on the screen. Click Reset to remove the auto saved information or click on Save to retain the auto saved information.												
ISP Dashboard	ISP Meeting Details	Vision	Request Assessments	Review Assessments	Current Supports	Safety/Risk	Legal/Financial	Successes/Challenges	Goals	Objectives	Modifications	View/Print ISP
Vision Full Year ISP												
1.What does (s)he identify as important activities and relationships to continue to be involved in? What other things would (s)he like to explore?												
<div style="border: 1px solid blue; padding: 5px;"><p>Bruce stated that he is an artist of sorts. He loves to paint pottery and to paint other things like pictures. Bruce responded that he would like to explore other forms of artwork and making different jewelry. He would also like to make things out of wood like he used to when he was younger. He said he would like to make money working as an artist selling his artwork. Bruce shared that he has lots of friends who are special to him like the ones that live at his place; he then mentioned each of his four housemates by name. He stated that they are all like a family together. Bruce went on to say that ger) is his best friend and the two of them are going on a cruise someday soon.</p></div>												



Scenario: Auto Save Functionality



Step 5: Revisit Other ISP Components page

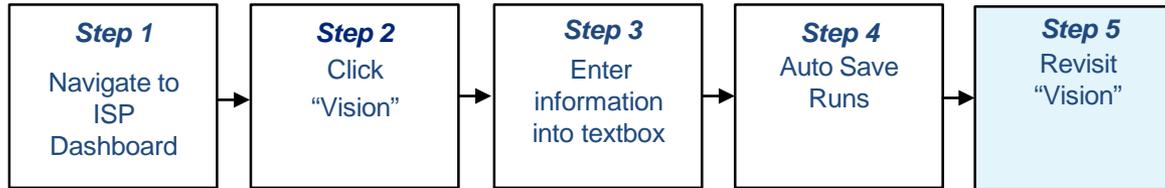
An icon displays next to the text box. If you hover over the icon, the text that was last manually saved by the user will display.



Individual Test, Bruce	Eligibility # - SSN # -	Planned Meeting Date 12/07/2015	ISP Meeting Deadline 12/07/2015	Region - Metro Area Office - Greater Boston	Service Coordinator Coordinator, Service
Information was Auto Saved on 10/27/2015 06:28:13 EST and is displayed on the screen. Click Reset to remove the auto saved information or click on Save to retain the auto saved information.					
ISP Dashboard ISP Meeting Details Vision Request Assessments Review Assessments Current Supports Safety/Risk Legal/Financial Successes/Challenges Goals Objectives Modifications View/Print ISP					
Vision ⓘ					
1.What does (s)he identify as important activities and relationships to continue to be involved in?					
<p>Bruce stated that he is an artist of sorts. He loves to paint pottery and to paint other things like pictures. Bruce responded that he would like to explore other forms of artwork and making different jewelry. He would also like to make things out of wood like he used to when he was younger. He said he would like to make money working as an artist selling his artwork. Bruce shared that he has lots of friends who are special to him like the ones that live at his place; he then mentioned each of his four housemates by name. He stated that they are all like a family together. Bruce went on to say that () is his best friend and the two of them are going on a cruise someday soon.</p>					
<p>Last Saved By Coordinator, Service On 10/27/2015 6:22:57 PM</p> <p>Bruce stated that he is an artist. He loves to paint pottery and to paint other things like pictures. Bruce responded that he would like to explore other forms of artwork and making different jewelry. He would also like to make things out of wood like he used to when he was younger. He said he would like to make money working as an artist selling his artwork. Bruce shared that he has lots of friends who are special to him like the ones that live at his place; he then mentioned each of his four housemates by name. He stated that they are all like a family together. Bruce went on to say that Chuck (ATI Program Manager) is his best friend and the two of them are going on a cruise someday soon.</p>					



Scenario: Auto Save Functionality



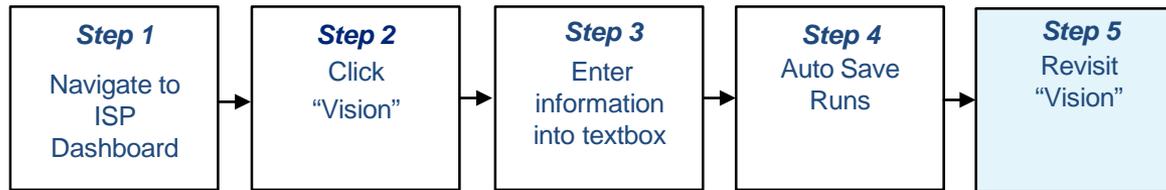
Step 5: Revisit Other ISP Components page

Compare the auto-saved text with the manually saved text and determine which text to retain.

Individual Test, Bruce	Eligibility # - SSN # -	Planned Meeting Date 12/07/2015	ISP Meeting Deadline 12/07/2015	Region - Metro Area Office - Greater Boston	Service Coordinator Coordinator, Service
Information was Auto Saved on 10/27/2015 06:28:13 EST and is displayed on the screen. Click Reset to remove the auto saved information or click on Save to retain the auto saved information.					
ISP Dashboard ISP Meeting Details Vision Request Assessments Review Assessments Current Supports Safety/Risk Legal/Financial Successes/Challenges Goals Objectives Modifications View/Print ISP					
Vision ⓘ					
1.What does (s)he identify as important activities and relationships to continue to be involved in?					
<p>Bruce stated that he is an artist of sorts. He loves to paint pottery and to paint other things like pictures. Bruce responded that he would like to explore other forms of artwork and making different jewelry. He would also like to make things out of wood like he used to when he was younger. He said he would like to make money working as an artist selling his artwork. Bruce shared that he has lots of friends who are special to him like the ones that live at his place; he then mentioned each of his four housemates by name. He stated that they are all like a family together. Bruce went on to say that () is his best friend and the two of them are going on a cruise someday soon.</p>					
<p>Last Saved By Coordinator, Service On 10/27/2015 6:22:57 PM</p> <p>Bruce stated that he is an artist. He loves to paint pottery and to paint other things like pictures. Bruce responded that he would like to explore other forms of artwork and making different jewelry. He would also like to make things out of wood like he used to when he was younger. He said he would like to make money working as an artist selling his artwork. Bruce shared that he has lots of friends who are special to him like the ones that live at his place; he then mentioned each of his four housemates by name. He stated that they are all like a family together. Bruce went on to say that () is his best friend and the two of them are going on a cruise someday soon.</p>					



Scenario: Auto Save Functionality



Step 5: Revisit Other ISP Components page

If you would like to remove the auto saved information, click “Reset.” If you would like to retain the auto saved information, click “Save.”

Reset **Save**

4. What would (s)he like to see happen in his/her life over the next two years? ⓘ

Bruce stated that he might move out to a place that is quieter. He said he only thinks about moving when some people that live with him get too loud or angry. He said in two years he hopes to be happy and to have lots of friends. Bruce wants to still be an artist making artwork. He wants to see his mother stating he hasn't seen her in a while.

Persons contributed to create Vision: Bruce Test (Self)

Spell Check **Reset** **Save** Share with Providers Save & Continue



Notes and Next Steps

- **NOTE:** Auto Save functionality is operational in the Vision and Other ISP Components. This functionality has been added to these sections of the ISP document because these sections require a large amount of text. Auto Save is not enabled for other components of the ISP document, such as Goals and Objectives & Support Strategies.

Additional Enhancements



Other Enhancements

Health Care Record and Health & Dental Assessment – Date Format

Previous Functionality

Providers can only enter the year – “yyyy” format – for dates for physical and medical examination dates in the Health Care Record and, after the record has been refreshed, the dates populate in the Health and Dental Assessment.

New Functionality

The Health Care Record has been enhanced to now allow the provider to enter physical and medical examination dates in “mm/dd/yyyy” format. Once the Provider has entered the date in the new format in the HCR and clicked the “Refresh from HCR” button on the Assessments Review Switchboard, the new date format for physical and medical examinations will appear on the H&D assessment.

Provider View of Assessments Review Switchboard

ISP Dashboard | ISP Meeting Details | Vision | Assessments | Goals | Objectives | Modifications | View/Print ISP

Assessments Review Switchboard Month Year ISP

Expand All | Collapse All

Standardized Assessments

Assessment	Service	Category	Provider	Status	Document History
Financial	3153 - Residential Habilitation	N/A		Not Started	View Document History
Health and Dental	3153 - Residential Habilitation	N/A		Submitted For Internal Review	View Document History
Safety	3153 - Residential Habilitation	N/A		Refresh from HCS	View Document History
Update HCR	N/A	N/A		Access HCR	N/A

Additional Assessments

Assessment	Service	Category	Provider	Status	Document History
No assessments have been requested.					

Comments

Please complete the assessments.



Other Enhancements

Below is a list that briefly describes how the new, smaller enhancements will affect HCSIS:

Topic	Previous Functionality	New Functionality
RICCI Class Member ISP Submission	The ISP process for RICCI class members had been a paper process	It is now possible to complete the ISP Process for all RICCI class members on HCSIS
Ticket Response Time	Response time to complete requests for data fixes may require one to two weeks.	HCSIS Business Analysts now have a utility that enables them to have a faster response time when responding to requests related to data fixes, such as deleting mandatory assessments when a service has ended prior to an ISP.



Other Enhancements

Below is a list that briefly describes how the new, smaller enhancements will affect HCSIS:

Topic	Previous Functionality	New Functionality
Access After Caseload Change	If there is a change in caseload assignment in MEDITECH, the Service Coordinator who has been reassigned no longer has access to the ISP documents for the individuals previously on his/her caseload.	Under the new functionality, if there is a change in caseload assignment, the Service Coordinator who has been reassigned retains access to the latest approved ISP document of the individual.
Provider Access to Plans	When a Provider agency stops providing services to an individual, they would no longer have access to the individual in HCSIS. They would be unable to access the individuals current or previous plan.	If and when a Provider agency stops providing services to an individual, the agency will retain read-only access to the latest ISP document which the Provider had been involved in.
Vision Page Character Limits	The “Persons contributed to create Vision” text box on the Vision page currently has a 50 character limit.	Under the new functionality, the text box will be changed to accept up to 200 characters.



Future Enhancements

Below is a list that briefly describes requests for enhancements that will be deployed in a future release:

- **Access to Historical ISP Documents**
 - This enhancement will enable Providers, Area Directors, and Service Coordinators to access historical sections of the ISP document regardless of whether the year selection status has been made by the Service Coordinator
- **Document Upload to HCSIS**
 - Additional Assessments
 - Supporting Documentation



Chapter 7 Summary

This Chapter covered:

- Scenario: Auto Save Functionality for Other ISP Components
- Other Enhancements

Training Conclusion and Next Steps



Training Summary

- **Chapter 1: Overview of the ISP Module**
- **Chapter 2: Year Selection**
- **Chapter 3: Progress Summaries**
- **Chapter 4: Progress Summary Report**
- **Chapter 5: Area Director Approval of the ISP**
- **Chapter 6: Modifications**
- **Chapter 7: Additional Functionality and Conclusion**



Additional References

Additional references are accessible on the ISP Assessments References page. To access the page, click the second level menu tab.

References

A screenshot of the website's navigation menu. At the top left, it says "Health and Human Services". On the right, there is a "Mass.gov" logo with a small image of the state capitol building. Below the main header is a horizontal menu bar with several tabs: "HOME", "QM", "PAM", "ISP", "ADMIN", and "TOOLS". Below this bar is a second level of navigation with links: "Individual Search", "Review Process Management", "Reports", "References", "Search Results", "ISP Dashboard", and "Progress Summary". The "References" link is highlighted with a blue box, and a blue arrow points from this box up to the "References" text in the diagram above. At the bottom left, there is a breadcrumb trail: "ISP > Individual Search > ISP Dashboard". At the bottom right, there are links for "Mass.Gov Home" and "Help".



Additional References

The References page provides links to FAQs, ISP User Guide, Quick Guides, information on relationship between HealthCare Record / Health & Health and Dental Assessments, and additional references relating to the ISP Module. This is the expanded view of the ISP Module references. This shows the various Quick Guides for DDS Staff.

Health and Human Services

HOME | QM | PAM | ISP | ADMIN | TOOLS

Individual Search | Review Process Management | Reports | References

ISP > References

ISP Assessments References

ISP User Guide & FAQs:

- ▣ [Frequently Asked Questions \(FAQs\)](#)
- ▣ [ISP User Guide](#)

Quick Guides:

- ▣ Quick Guides for DDS Staff
 - ▣ [Autosave for ISP Components](#)
 - ▣ [Clipboard](#)
 - ▣ [Completing and Revising Modifications](#)
 - ▣ [Document History](#)
 - ▣ [Goals](#)
 - ▣ [ISP Dashboard](#)
 - ▣ [ISP Summary Report](#)
 - ▣ [Other ISP Components](#)
 - ▣ [Post ISP Meeting Activities](#)
 - ▣ [Requesting Assessments](#)
 - ▣ [Review Process Management Screen](#)
 - ▣ [Reviewing, Approving or Disapproving Modifications by an Area Office Director](#)
 - ▣ [Reviewing, Approving or Disapproving Modifications by a Service Coordinator](#)
 - ▣ [Reviewing, Requesting Revision or Approving Assessments](#)
 - ▣ [Reviewing, Requesting Revision or Approving Objectives and Support Strategies](#)
 - ▣ [Reviewing, Requesting Revision or Approving Progress Summaries](#)
 - ▣ [Selecting an ISP Year](#)
 - ▣ [Viewing and Printing ISP Materials](#)
 - ▣ [Viewing and Printing Historical Materials](#)
 - ▣ [Vision](#)
- ▣ Quick Guides for Providers

Miscellaneous

Healthcare Record(HCR)/Health & Dental Assessment:

- ▣ [HCR Instructions](#)
- ▣ [HCR Paper Form](#)
- ▣ [HCR Quick Guide](#)
- ▣ [Refresh HCR Data in Health & Dental Assessment](#)
- ▣ [Services Requiring a HCR Update](#)

Additional References:

- ▣ [ISP Assessments Roles and Responsibilities](#)
- ▣ [ISP Timeline and Alerts](#)
- ▣ [ISP Two-Year Policy Document](#)
- ▣ [Services and Assessments Matrix](#)
- ▣ [SMARTER Objectives](#)
- ▣ [MEDITECH ISP Dates Information](#)
- ▣ [MEDITECH HCSIS ISP Workflow](#)
- ▣ [Unlocking an ISP by Area Office Director](#)

Please contact the DDS Help Desk at dds.customerservices@state.ma.us or [\(617\) 994-5050](tel:(617)994-5050) with comments or questions



Additional References

Quick Guides on the new enhancements are available to you on the reference page.

Health and Human Services Mass.gov

HOME | QM | PAM | ISP | ADMIN | TOOLS Mass.Gov Home | Help

Individual Search | Review Process Management | Reports | References
ISP > References

ISP Assessments References

ISP User Guide & FAQs:

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 - ▣ [Viewing and Printing Historical Materials](#)
 - ▣ [Vision](#)
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Miscellaneous

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- ▣ [Refresh HCR Data in Health & Dental Assessment](#)
- ▣ [Services Requiring a HCR Update](#)

- ▣ [ISP Two-Year Policy Document](#)
- ▣ [Services and Assessments Matrix](#)
- ▣ [SMARTER Objectives](#)
- ▣ [MEDITECH ISP Dates Information](#)
- ▣ [MEDITECH HCSIS ISP Workflow](#)
- ▣ [Unlocking an ISP by Area Office Director](#)

[Completing and Revising Modifications](#)

[Reviewing, Requesting Revision or Approving Progress Summaries](#)

Please contact the DDS Help Desk at dds.customerservices@state.ma.us or [\(617\) 994-5050](tel:(617)994-5050) with comments or questions



Additional References

One reference is the ISP Timeline and Alerts document which identifies all of the alerts that the system generates.

The screenshot displays the HCSIS web application interface. At the top, there is a navigation bar with the following links: HOME, QM, PAM, ISP, ADMIN, and TOOLS. Below this, there is a secondary navigation bar with links for Individual Search, Review Process Management, Reports, and References. The main content area is divided into two panels. The left panel, titled "ISP Assessments References", contains a section for "ISP User Guide & FAQs" with links to "Frequently Asked Questions (FAQs)" and "ISP User Guide". Below this is a "Quick Guides" section with a list of links including "Quick Guides for DDS Staff", "Autosave for ISP Components", "Clipboard", "Completing and Revising Modifications", "Document History", "Goals", "ISP Dashboard", "ISP Summary Report", "Other ISP Components", "Post ISP Meeting Activities", "Requesting Assessments", "Review Process Management Screen", "Reviewing, Approving or Disapproving Modifications by an Area Office Director", "Reviewing, Approving or Disapproving Modifications by a Service Coordinator", "Reviewing, Requesting Revision or Approving Assessments", "Reviewing, Requesting Revision or Approving Objectives and Support Strategies", "Reviewing, Requesting Revision or Approving Progress Summaries", "Selecting an ISP Year", "Viewing and Printing ISP Materials", "Viewing and Printing Historical Materials", and "Vision". The right panel, titled "Miscellaneous", contains a section for "Healthcare Record(HCR)/Health & Dental Assessment:" with a link to "ISP Timeline and Alerts" highlighted by a blue box. Below this is a section for "Additional References:" with a list of links including "ISP Assessments Roles and Responsibilities", "ISP Timeline and Alerts" (also highlighted by a blue box), "ISP Two-Year Policy Document", "Services and Assessments Matrix", "SMARTER Objectives", "MEDITECH ISP Dates Information", "MEDITECH HCSIS ISP Workflow", and "Unlocking an ISP by Area Office Director". At the bottom of the page, there is a footer with the text: "Please contact the DDS Help Desk at dds.customerservices@state.ma.us or [\(617\) 994-5050](tel:617-994-5050) with comments or questions".



Additional References

Additional training content is available to you on DDSLearning.com. The content on the website includes video reference material. Be sure to use Google Chrome when accessing this website.

1. Click "Training and Development Opportunities"

2. Click "HCSIS Online Training"

Commonwealth of Massachusetts
Department of
Developmental Services

Home

ISP Manual

Training and Development Opportunities

Learning Calendars

DDS Speaker's Series

SCI Learning Events

Direct Support Certificate Program

Substance Abuse

HCSIS DDS Only

HCSIS Online Training

MassPBS Online Learning

Abuse Training DPPC

Crossing Cultures

Health and Safety

Welcome to the Commonwealth of Massachusetts
Department of Developmental Services
DDS Learning Website

Valarie Whiting, PhD

Welcome to DDS Learning - This free website is for staff, provider employees, families, and people receiving services from the Massachusetts Department of Developmental Services (DDS). DDS supports individuals who have ASD, ABI, PWS, SMS, ID or DD and others. Our goal is to build a central, accessible, and useful tool that can assist people to locate and participate in learning opportunities throughout the Commonwealth. Should you wish to contact me directly please email me at: valarie.oresto@state.ma.us

AANE JANUARY 2016 WORKSHOPS

YOU MAY ENROLL IN EITHER OR BOTH DATES, HOWEVER; *YOU MUST ENROLL IN BOTH IF YOU PLAN TO ATTEND BOTH* ~ PLEASE ENROLL WITH THE APPROPRIATE LINK FOR YOUR DEPARTMENT

How to support adults with ASD Living & Working in the Community (full description on enrollment)

JAN 28, 2016 >>>[DMH click here to enroll](#)

JAN 28, 2016 >>>[DDS click here here to enroll](#)



Key Considerations

- The ISP module enhancements will be accessible starting February 8th, 2016.
- Post go-live webinars and Area Office visits will be conducted in the few months following the go-live date to address outstanding questions related to the changes.
- Training materials will be available to you on the DDS website at mass.gov/dds and also at DDSLearning.com. A recording of this training session will be posted on DDSLearning.com as well.
- **IMPORTANT NOTE:** On February 8th, the Progress Summary process will be activated. If a Progress Summary is due on or after March 9th – which is 30 days after the go-live – Providers will be required to complete the Progress Summary in the system and will receive alerts associated with the Progress Summary.

February 8 th	PS due < 30 days after go-live	PS due >= 30 days after go-live
Go-live	Complete Paper Form	Complete form in HCSIS



Next Steps

- DDS is currently working on additional video training materials. To access existing video references, please visit DDSLearning.com. Be sure to use Google Chrome when accessing this website.
- If you have any additional questions, feel free to contact the DDS Help Desk:
 - 617-994-5050**
 - dds.customerservices@state.ma.us
 - Hours of operation: 7AM – 7PM M-F

**Please note that, as of 6/1/2015, the help desk phone number was changed to the above.