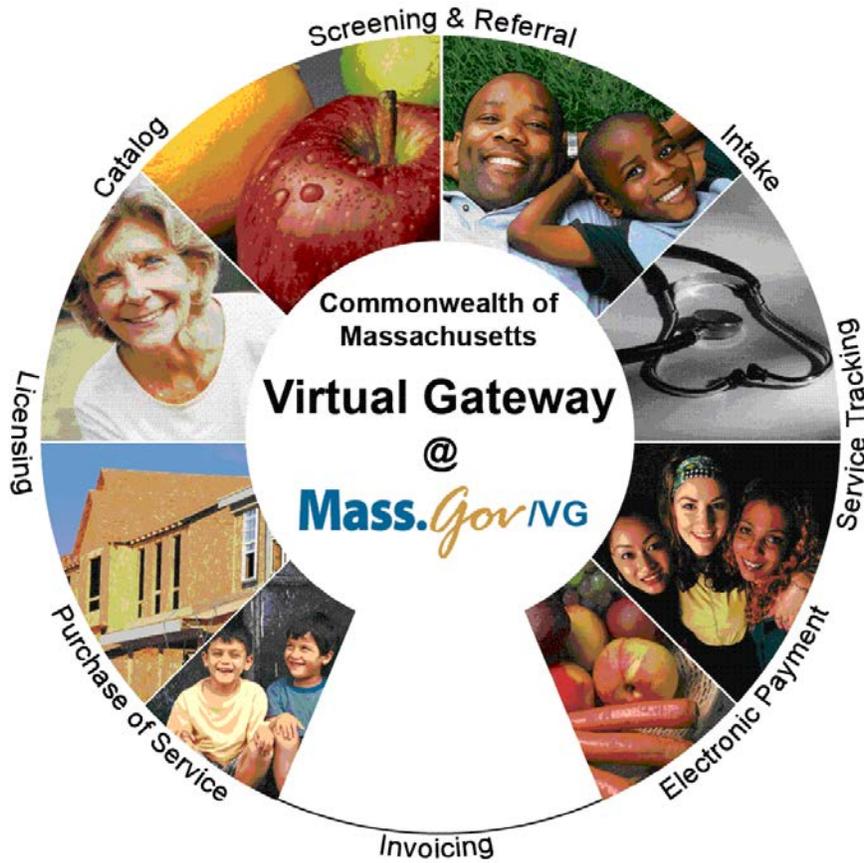


Commonwealth of Massachusetts  
Executive Office of Health and Human Services

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Virtual Gateway



ISP Assessments Module

User Guide

Lesson 3: Objectives & Support Strategies

HCSIS Release 7.7



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## Objectives and Support Strategies

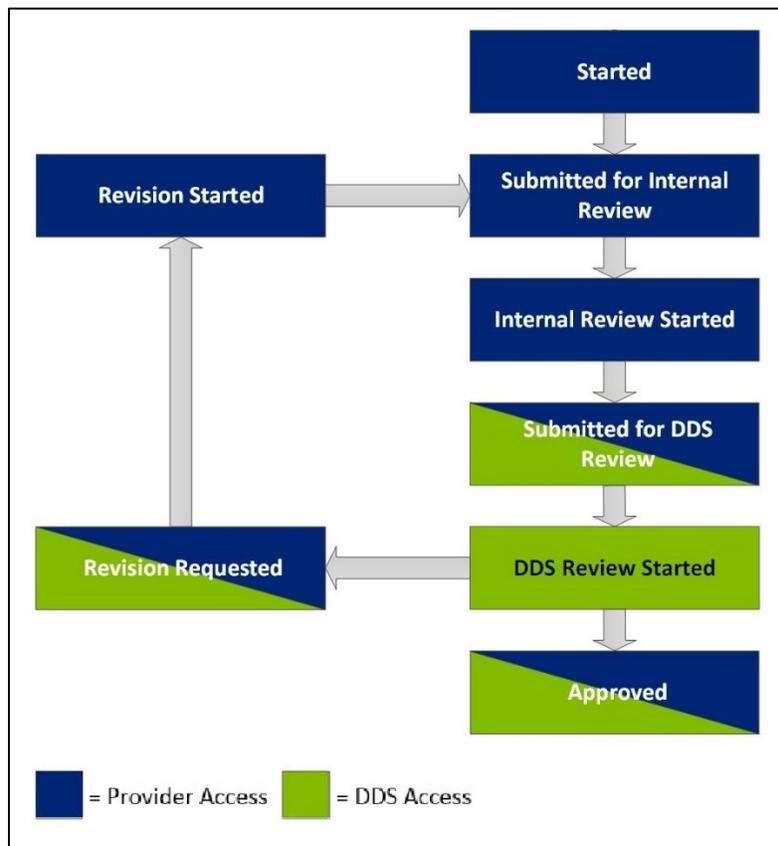
Objectives may relate to the Vision Statement and/or assessed needs to promote independence and self-reliance to the greatest degree possible and desired. Objectives are often necessary to address functional limitations in skills or adaptive behavior including but not limited to:

- **Conceptual Skills**—language; reading and writing; money, time, and number concepts.
- **Social Skills**—interpersonal skills, social responsibility, self-esteem, gullibility, naïveté (i.e., wariness), follows rules/obeys laws, avoids being victimized, and social problem solving.
- **Practical Skills**—activities of daily living (personal care), occupational skills, use of money, safety, health care, travel/transportation, schedules/routines, and use of the telephone.

Objectives should be developed based on the Vision Statement and Goals identified by the individual and/or guardian as well as assessed needs identified by Service Providers. Objectives will identify the first step(s) in the plan toward achieving the individual’s Vision and Goals. Objectives should be written in person-centered, behavioral terms, with one measurable action and specific performance criteria that will be used to determine whether or not the individual has successfully met the Objective.

### Document Statuses

Below are all the statuses an Objective and Support Strategy goes through along with which user group has access to viewing and/or editing the document:



Below table describes the Objective and Support Strategies document statuses for DDS and Providers:



Status	Definition
Started	An Objective and Support Strategy has begun to be completed/ Objective and Support Strategy is recalled from a previous ISP
Submitted for Internal Review	An Objective and Support Strategy has been submitted by a Provider to a Provider Supervisor for review and approval prior to being submitted to the Service Coordinator
Internal Review Started	The Provider Supervisor has started his/her review of the Objective and Support Strategy
Submitted for DDS Review	The Provider Supervisor has approved the Objective and Support Strategy, and has submitted the documents to the Service Coordinator for review
DDS Review Started	The Service Coordinator has started their review of Objective and Support Strategy
Revision Requested	The Service Coordinator has requested revision to an Objective and Support Strategy. The Service Coordinator will provide the reason for the request for revision
Revision Started	The Provider has started to revise the Objective and Support Strategy based on the Service Coordinator's feedback
Approved	The Service Coordinator has approved the submitted Objective and Support Strategy

**Note:**

- When a document is submitted for Internal Review to the Provider Supervisor, the Provider has read only access to it.
- When the document is submitted for DDS review, both the Provider and Provider Supervisor have read only access to it.
- When the document is approved, all users have read only access to it.

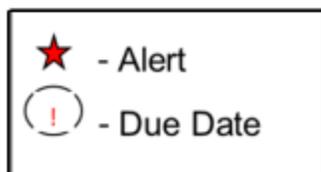
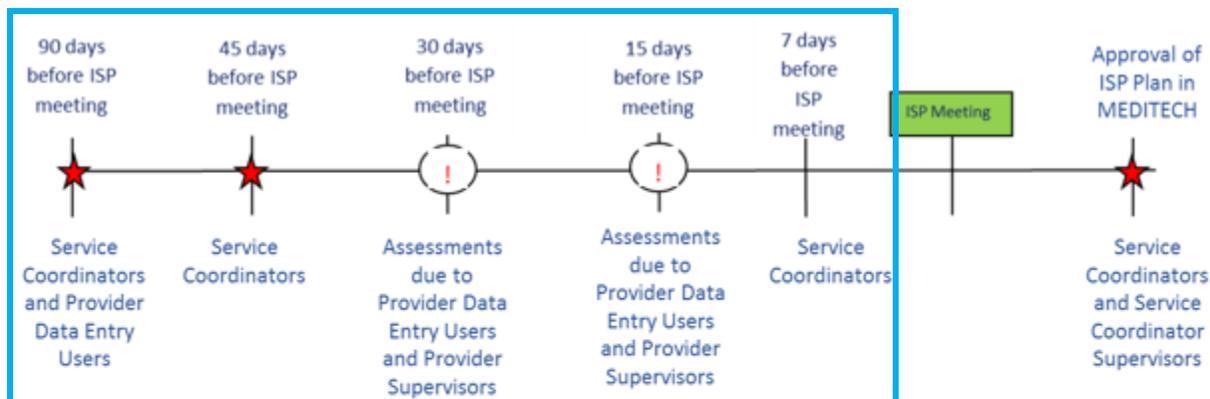


## Creating a New Objective and Support Strategy by Provider Staff in a Full or Update Year

### Scenario Description

Providers and Provider Supervisors can create an Objective and Support Strategy (OSS) once the plan selection has been made.

**Note:** For demonstration purposes, the scenario will show the OSS form in an Update Year, and any differences present in a Full Year will be noted.



### First Steps

- Search for an individual
- View the Individual Dashboard

### Roles and Responsibilities

- **Provider:** Creates and submits the Objectives and Support Strategies for internal review.
- **Provider Supervisor:** Creates, reviews and submits the Objectives and Support Strategies for DDS review.

### Part I – Creating a New Objective and Support Strategy and Submitting for Internal Review

The following steps are completed by a Data Entry User.

- 1) Select “Objectives & Support Strategies” from the individuals’ ISP Dashboard or select the “Objectives” tab.



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

▶▶ Expand this section to see ISP timeline  
▶▶ Expand this section to see individual's demographic and ISP details

**Vision**

Status: Shared  
Due Date: 11/07/2015  
Last Updated On: 09/23/2015  
Last Shared On: 09/23/2015

**Goals**

Status: Created  
Due Date: N/A  
Last Updated On: 09/23/2015

**Objectives & Support Strategies**

Status: Action Required  
Due Date: 11/22/2015  
Pending Provider Submission: 1/1  
Pending DDS Review: 0/1

**Assessments**

Status: Awaiting Request  
Due Date: 11/22/2015  
Pending Provider Submission: 0/0  
Pending DDS Review: 0/0

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

2) From the Objectives and Support Strategies Review Switchboard, click “Add Objective”.

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

**Objectives and Support Strategies Review Switchboard** Update Year ISP

Objective(s)	Created By	Status	PS Frequency	Document History	Update Year Status
<b>Personal Growth &amp; Accomplishments--</b>		Started		<a href="#">View Document History</a>	Current

[Add Objective](#)

3) Select a Goal to associate the OSS.

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

[Back to Objectives and Support Strategies Review Switchboard](#) Update Year ISP

Select Goal: Community Involvement  
Community Membership  
Money Management  
Personal Growth & Accomplishments--  
Add/Edit Goals

User ID: \_\_\_\_\_

**Note:** Providers and Provider Supervisors will have the option to add a new Goal if the Goal they are looking for has not been created yet, as well as the option to edit an existing Goal that has been created by their agency. Clicking “Add/Edit Goals” will redirect the user to the Goals page where the Provider or Provider Supervisor can make changes.

4) Complete the required sections of the OSS form.



ISP Dashboard | ISP Meeting Details | Views | Assessments | Goals | Objectives | Notifications | View/Print ISP

Back to Objectives and Support Strategies Review Dashboard Update Year ISP

Select Goal: Personal Growth & Accomplishments

Objective(s)	Created By	Status	Update Year Status
<input type="checkbox"/> Bruce will increase his rate of pay by 30%, for the next 12 months.		Started	Current

View/ID | Delete

**Objective and Support Strategy Form**

Essential | Collins, J.B.

**Objective**

**Measurable Objective:**

By November 2015, Bruce will participate in 10 job exploration activities.

**Setting and Learning Environment:**

Transitional Program which may include community employment settings. Bruce is apprehensive about the impending changes. He does good work but lacks confidence and will need a great deal of support and encouragement through the process.

**Responsible Party:** J.B. Coach, Eric Feil  
(Title, Provider Name)

**Update Year Status:** New

**Support Strategy**

**Teaching Method and Skills to be Developed:**

The overall goal is to support Bruce to make the transition from sheltered and supported employment to competitive employment. The job exploration activities will include but are not limited to career related investigations, career development activities, situational assessments, or internships. A specific employment specialist will be identified to work with Bruce.

**Criteria for Evaluating Success:**

Success will be measured by completion of 10 qualifying activities.

**Data Collection Method and Report Frequency:**

The employment specialist will keep a detailed record of Bruce's activity.

**Provider Supervisor Comments**

Comments:

**Acceptance Criteria**

**Objectives**

Individualized: -

Measurable: -

Includes Methods for Evaluating Progress: -

Relates to Vision and/or Assessed Needs: -

**Support Strategy**

Individualized: -

Specific: -

Measurable: -

Relevant to and integrates individual skills, abilities and needs: -

Time Limited: -

Effective: -

Regularly reviewed and reported: -

Comments:

Spell Check | Reset | Save Submit for Internal Review

The Provider defines the objective based on the Goal and DDS standards. Information about creating SMART objectives is available on the References page.

- Verify and/or change the "Update Year Status" for the OSS. This will be defaulted to "New" and will be editable.

**Note:** This step is applicable to **Update Year only**. There will be no "Update Year Status" when creating an OSS in a Full Year.



**Note:** Please see the table below for more information on Update Year Status.

Update Year Status	Description
Met	Used to describe a Goal or objective that has been achieved by the individual and no longer remains a Goal or objective for the Update Year ISP.
Discontinued	Used to identify a Goal or objective that is no longer relevant for the individual or has ended.
Current	Used to identify a Goal or objective from the previous year's ISP that has not changed and continues into the update year ISP. <i>*All recalled Goals and objectives will be defaulted to current. *If a current Goal or objective is updated, the status should be changed to updated.</i>
Updated	Used to identify a Goal or objective from the previous year's ISP that has been changed for the update year ISP.
New	Used to identify a newly added Goal or objective. <i>*Newly added Goals and objectives will be defaulted to "new".</i>

6) Click the "Submit for Internal Review" button.

The status for the Objective and Support Strategy will read "Submitted for Internal Review" on the Objectives and Support Strategies Review Switchboard.

## Part II – Reviewing a New Objective and Support Strategy Submitted for Internal Review and Requesting Internal Revision

The following steps are completed by a Provider Supervisor.

The Provider Supervisor will receive an alert notifying them that an Objective and Support Strategy has been submitted for internal review.



- 1) Click on the link within the alert in order to access the individual's Objective and Support Strategy Review Switchboard and review the assessment submitted by the Provider.

Health and Human Services

Alert Search Criteria

Module: [Dropdown] Recipient User: [Dropdown]

Subject: [Text: Click to select items from list]

Search [Button] Reset [Button]

Your search found multiple matches. Please select the desired Alert.

Select	Date of Alert	Alert Subject	Alert Message
<input checked="" type="checkbox"/>	09/23/2015	Objective(s) & Support Strategy(s) Submitted for Internal Review	Objectives & Support Strategies Submitted for Internal Review: Name: Test,Bruce; Deadline to Submit Objective & Support Strategy to DOS: 11/23/2015; ISP Meeting Date: 11/02/2015
<input type="checkbox"/>	09/23/2015	Request to complete individual's assessments	ISP Assessments due: ISP Assessments due by: 08/01/2015; Name: ; ISP Meeting Date: 08/16/2015
<input type="checkbox"/>	09/23/2015	Service Coordinator has requested revision of proposed Progress Summaries	Revisions requested for proposed Progress Summaries: Name: ; ISP Meeting Date: 09/19/2015
<input type="checkbox"/>	09/23/2015	Service Coordinator has approved submitted proposed Progress Summaries	Proposed Progress Summaries Approved: Name: ; ISP Meeting Date: 09/19/2015

- 2) Click on the status of "Submitted for Internal Review" to open and review the OSS

Objectives and Support Strategies Review Switchboard

Objective(s)	Created By	Status	PS Frequency	Document History	Update Year Status
Personal Growth & Accomplishments					
Bruce will increase his rate of pay by 30%, for the next 12 months.		Started	-	<a href="#">View Document History</a>	Current
By November 2015, Bruce will participate in 10 job exploration activities.		Submitted for Internal Review	-	<a href="#">View Document History</a>	New

[Add Objective](#)

- 3) Review and make changes to the content of the OSS if necessary.

Objective and Support Strategy Form

Select Goal: Personal Growth & Accomplishments

Objective(s)	Created By	Status	Update Year Status
Bruce will increase his rate of pay by 30%, for the next 12 months.		Started	Current
By November 2015, Bruce will participate in 10 job exploration activities.		Submitted For Internal Review	New

[View/Edit](#) [Delete](#)

Measurable Objective:

By November 2015, Bruce will participate in 10 job exploration activities.

Setting and Learning Environment:

Vocational Program which may include community employment settings. Bruce is apprehensive about the impending changes. He does good work but lacks confidence and will need a great deal of support and encouragement through this process.

Responsible Party: Job Coach, Eric Test

- 4) Insert text in to the "Provider Supervisor Comments" textbox.



Update Year Status:

**Support Strategy**

**Teaching Method and Skills to be Developed:**  
 The overall goal is to support Bruce to make the transition from sheltered and supported employment to competitive employment. The job exploration activities will include but are not limited to career interest inventories, career development activities, situational assessments, or internships. A specific employment specialist will be identified to work with Bruce.

**Criteria for Evaluating Success:**  
 Success will be measured by completion of 10 qualifying activities.

**Data Collection Method and Report Frequency:**  
 The employment specialist will keep a detailed record of Bruce's activity.

**Provider Supervisor Comments**

Comments:

**Acceptance Criteria**

Objectives

5) Click “Request for Internal Revision Review.”

Individualized: -

Measurable: -

Includes Methods for Evaluating Progress: -

Relates to Vision and/or Assessed Needs: -

**Support Strategy**

Individualized: -

Specific: -

Measurable: -

Relevant to and integrates individual skills, abilities and needs: -

Time limited: -

Effective: -

Regularly reviewed and reported: -

Comments: -

Spell Check | Reset | Save

Submit for DDS Review | **Request Internal Revision**

The Data Entry User will receive an alert indicating that the Objective has been submitted for Internal Revision.

### Part III – Revising a New Objective and Support Strategy Returned for Internal Revision and Submitting for Internal Review

The following steps are completed by a Provider Data Entry User.

The Provider Data Entry User will receive an alert notifying them that an Objective and Support Strategy has been returned for internal revision. Clicking on the alert will redirect the system to the Objectives and Support Strategies Review Switchboard. This process is identical to the steps in Part I.

### Part IV – Reviewing a New Objective and Support Strategy Submitted for Internal Review and submitting it for DDS Review

The following steps are completed by a Provider Supervisor.

The Provider Supervisor will receive an alert notifying them that an OSS has been submitted for internal review.



## ISP Assessments User Guide

- 1) Click on the link within the alert in order to access the individual's Objective and Support Strategy Review Switchboard and review the assessment submitted by the Provider.

Health and Human Services

ALERT SEARCH CRITERIA

Subject:  Recipient User:

Your search found multiple matches. Please select the desired Alert.

Select	Date of Alert	Alert Subject	Alert Message
<input checked="" type="checkbox"/>	09/23/2015	Objective(s) & Support Strategy(s) Submitted for Internal Review	Objective(s) & Support Strategies Submitted for Internal Review: Name: Test,Bruce; Deadline to Submit Objective & Support Strategy to DOS: 11/23/2015; ISP Meeting Date: 09/19/2015
<input type="checkbox"/>	09/23/2015	Request to complete individual's assessments	ISP Assessments due: ISP Assessments due by: 08/01/2015; Name: ; ISP Meeting Date: 08/16/2015
<input type="checkbox"/>	09/23/2015	Service Coordinator has requested revision of proposed Progress Summaries	Revisions requested for proposed Progress Summaries: Name: ; ISP Meeting Date: 09/19/2015
<input type="checkbox"/>	09/23/2015	Service Coordinator has approved submitted proposed Progress Summaries	Proposed Progress Summaries Approved: Name: ; ISP Meeting Date: 09/19/2015

- 2) Click on the status of "Submitted for Internal Review" to open and review the OSS.

Objectives and Support Strategies Review Switchboard

Objective(s)	Created By	Status	PO Frequency	Document History	Update Year Status
Personal Growth & Accomplishments		Started	-	<a href="#">View Document History</a>	Current
Bruce will increase his rate of pay by 30%, for the next 12 months.		Submitted for Internal Review	-	<a href="#">View Document History</a>	New
By November 2015, Bruce will participate in 10 job exploration activities.					

- 3) Review and make changes to the content of the OSS if necessary.

Objective and Support Strategy Form

Select Goal: Personal Growth & Accomplishments

Objective(s)	Created By	Status	Update Year Status
<input type="radio"/> Bruce will increase his rate of pay by 30%, for the next 12 months.		Started	Current
<input checked="" type="radio"/> By November 2015, Bruce will participate in 10 job exploration activities.		Submitted for Internal Review	New

**Measurable Objective:**

By November 2015, Bruce will participate in 10 job exploration activities.

**Setting and Learning Environment:**

Vocational Program which may include community employment settings. Bruce is apprehensive about the impending changes. He does good work but lacks confidence and will need a great deal of support and encouragement through this process.

**Responsible Party:** Job Coach, Eric Test



Update Year Status: New

**Support Strategy**

**Teaching Method and Skills to be Developed:**  
 The overall goal is to support Bruce to make the transition from sheltered and supported employment to competitive employment. The job exploration activities will include but are not limited to career interest inventories, career development activities, situational assessments, or internships. A specific employment specialist will be identified to work with Bruce.

**Criteria for Evaluating Success:**  
 Success will be measured by completion of 10 qualifying activities.

**Data Collection Method and Report Frequency:**  
 The employment specialist will keep a detailed record of Bruce's activity.

**Provider Supervisor Comments**

Comments:

**Acceptance Criteria**

**Objectives**

Individualized:	-
Measurable:	-
Includes Methods for Evaluating Progress:	-
Relates to Vision and/or Assessed Needs:	-

**Support Strategy**

Individualized:	-
Specific:	-
Measurable:	-
Relevant to and integrates individual skills, abilities and needs:	-
Time limited:	-
Effective:	-
Regularly reviewed and reported:	-

Comments:

Spell Check | Reset | Save Submit for DDS Review | Request Internal Revision

4) Submit the content to be reviewed by the Service Coordinator by clicking “Submit for DDS Review.”

Individualized: -

Measurable: -

Includes Methods for Evaluating Progress: -

Relates to Vision and/or Assessed Needs: -

**Support Strategy**

Individualized:	-
Specific:	-
Measurable:	-
Relevant to and integrates individual skills, abilities and needs:	-
Time limited:	-
Effective:	-
Regularly reviewed and reported:	-

Comments:

Spell Check | Reset | Save **Submit for DDS Review** | Request Internal Revision

**Next Steps**

- Service Coordinators will receive an alert notifying them of any Objectives and Support Strategies that have been submitted and are pending review.
- Service Coordinators are not required to approve any Objectives and Support Strategies until after the ISP Meeting has been held.
- Providers and Provider Supervisors will receive an alert once all Objectives and Support Strategies have been approved by the Service Coordinators.

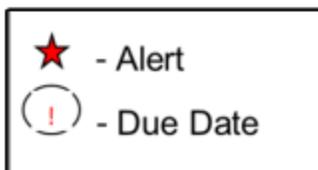
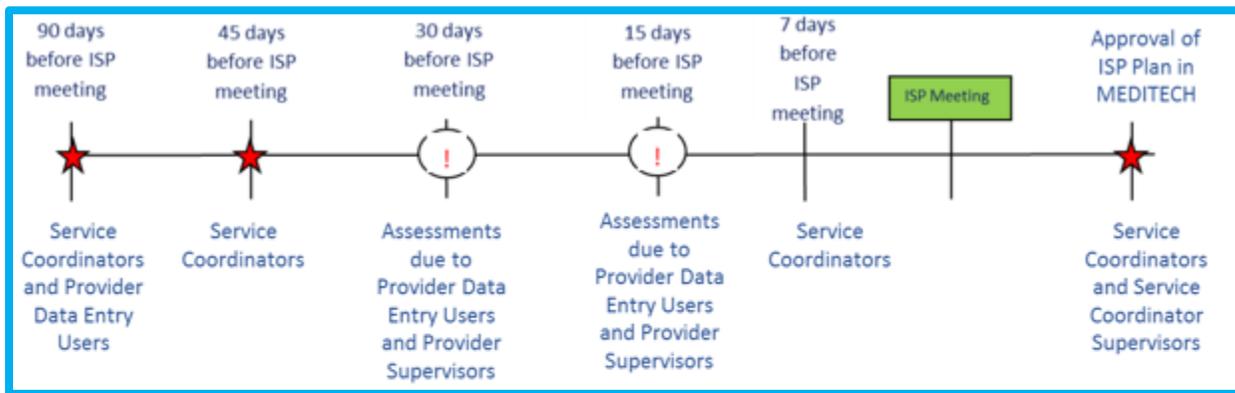


## Updating an Existing Objective and Support Strategy by Provider Staff in an Update Year

### Scenario Description

Providers and Provider Supervisors can update a recalled Objective and Support Strategy (OSS) in the module in an Update Year once the Update Year plan has been created, and if there was an OSS in the previous Full Year ISP plan that was recalled. The recalled OSS must be resubmitted for DDS review in an update year.

In an Update Year, all existing OSS will be recalled from the previous Full and/or Update Year ISP and will appear under the Objectives and Support Strategies Review Switchboard in “Started” status. Objectives and Support Strategies recalled on an Update Year will not be editable. Updated information can be added to an OSS to reflect changes, if any, prior to submitting for approval. New OSS can also be added on an update year. For more information on how to add and Objective, refer to the previous chapter.



### First Steps

- Search for an individual
- View the Individual Dashboard

### Roles and Responsibilities

- **Provider:** Updates and submits the Objectives and Support Strategies for internal review.
- **Provider Supervisor:** Updates, reviews and submits the Objectives and Support Strategies for DDS review.

### Part I – Updating an Existing Objective and Support Strategy and Submitting for Internal Review

The following steps are completed by a Data Entry User.

- 1) Select “Objectives and Support Strategies” from the individual’s ISP Dashboard or select “Objectives” tab. The system redirects the user to the individual’s Objectives and Support Strategies Review Switchboard.



Health and Human Services Mass.gov

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

Individual Search | Review Process Management | Reports | ISP Data Extracts | References  
 Search Results | ISP Dashboard | Progress Summary  
 ISP > Individual Search > ISP Dashboard

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

Expand this section to see ISP timeline

Region/Area Office: Metro/Greater Boston **Test, Bruce** 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

**Update Year ISP**

Vision

Status: Started by DDS  
 Due Date: 11/07/2015  
 Last Updated On: 06/25/2015  
 Last Shared On: -

Goals

Status: Created  
 Due Date: N/A  
 Last Updated On: 08/21/2014

**Objectives & Support Strategies**

Status: Action Required  
 Due Date: 11/22/2015  
 Pending Provider Submission: 1/1  
 Pending DDS Review: 0/1

Assessments

Status: Awaiting Request  
 Due Date: 11/22/2015  
 Pending Provider Submission: 0/0  
 Pending DDS Review: 0/0

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

2) Click on the “Started” status of a recalled OSS.

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

**Objectives and Support Strategies Review Switchboard** **Update Year ISP**

Objective(s)	Created By	Status	PS Frequency	Document History	Update Year Status
<b>Personal Growth &amp; Accomplishments--</b>					
Bruce will increase his rate of pay by 30%, for the next 12 months.	[redacted]	Started	-	<a href="#">View Document History</a>	Current

**Note:** The system returns the recalled OSS in read-only mode with “Updated Information” checkboxes for each section and an Update Year Status dropdown that are editable.

3) Select the “Update Information” checkbox for all fields that need to be updated and enter values in the updated information text box that appears for each of the selected sections.



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

Back to Objectives and Support Strategies Review Dashboard Update Year ISP

Select Goal: Personal Growth & Accomplishments

Objective(s)	Created By	Status	Update Year Status
* Bruce will increase his rate of pay by 30%, for the next 12 months.		Started	Current

View/Hide Delete

**Objective and Support Strategy Form**

Expand All | Collapse All

**Objective**

**Measurable Objective:**  
Bruce will increase his rate of pay by 30%, for the next 12 months. Update Information

**Setting and Learning Environment:**  
Setting: Workshop  
Learning Environment: Verbal cues/praise  
Modeling  
Encouragement  
Consistency Update Information

**Responsible Party:**  
(Title, Provider Name) Update Information

Update Year Status: Current Update Information

**Support Strategy**

**Teaching Method and Skills to be Developed:**  
Bruce possesses excellent work skills and is very motivated by money. He also understands the connection of earning money and saving that money to make purchases of things he wants. Although Bruce works every day, he is capable of making more money than he currently is. Over the past year, Bruce has made an average of \$9.81 per month. Staff will encourage Bruce to complete as much work as he can while he is in the workshop. As Bruce increases his production rate, he will increase his rate of pay and receive a larger pay check. As Bruce is working, staff will praise him and remind him of how much money he will make. If Bruce is unable to increase his rate, staff will encourage him to do the next day. Update Information

**Criteria for Evaluating Success:**  
Monthly data will be compiled and monthly progress notes will be written. Update Information

**Data Collection Method and Report Frequency:**  
Daily data will be collected. Progress notes semi and annuals will be written. Update Information

**Provider Supervisor Comments**

Comments:

**Acceptance Criteria**

**Objectives**

Individualized: -  
Measurable: -  
Includes Methods for Evaluating Progress: -  
Relates to Vision and/or Assessed Needs: -

**Support Strategy**

Individualized: -  
Specific: -  
Measurable: -  
Relevant to and integrates individual skills, abilities and needs: -  
Time limited: -  
Effective: -  
Regularly reviewed and reported: -  
Comments: -

Spell Check | Reset | Save Submit for Internal Review

**Note:** Each “Updated Information” text box has a 2,000 character limit.

4) Select a status for the OSS from the Update Year Status dropdown.

Responsible Party: (Title, Provider Name) Update Information

Update Year Status: Current

Support Strategy

Current

Discontinued

Met

New

Updated

**Note:** This field is mandatory for all OSS pulled forward from a past full year ISP plan. The dropdown value will have the following options: Met, Discontinued, Current, Updated, and New. The Update Year Status is pre-populated to “Current” for all recalled OSS and will be editable.

**Note:** Please see the table below for more information on Update Year Status.



Update Year Status	Description
Met	Used to describe a Goal or objective that has been achieved by the individual and no longer remains a Goal or objective for the Update Year ISP.
Discontinued	Used to identify a Goal or objective that is no longer relevant for the individual or has ended.
Current	Used to identify a Goal or objective from the previous year’s ISP that has not changed and continues into the update year ISP. <i>*All recalled Goals and objectives will be defaulted to current. *If a current Goal or objective is updated, the status should be changed to updated.</i>
Updated	Used to identify a Goal or objective from the previous year’s ISP that has been changed for the update year ISP.
New	Used to identify a newly added Goal or objective. <i>*Newly added Goals and objectives will be defaulted to “new”.</i>

- Click “Submit for Internal Review” (Provider Data Entry User) or “Submit for DDS Review” (Provider Supervisor). For more information on how to review an Objective as a Provider Supervisor and submit it to DDS, please refer to the section “Completing an Objective and Support Strategy by Providers”.

Acceptance Criteria

**Objectives**

Individualized: \* -

Measurable: \* -

Includes Methods for Evaluating Progress: \* -

Relates to Vision and/or Assessed Needs: \* -

**Support Strategy**

Individualized: \* -

Specific: \* -

Measurable: \* -

Relevant to and integrates individual skills, abilities and needs: \* -

Time limited: \* -

Effective: \* -

Regularly reviewed and reported: \* -

Comments: -

Spell Check | Reset | Save | Submit for Internal Review

**Next Steps**

- The page is refreshed; the values are saved and reflected in the Objectives Summary grid and “Operation Successful” message appears at the top of the screen. Fields are cleared to allow adding of new objective.

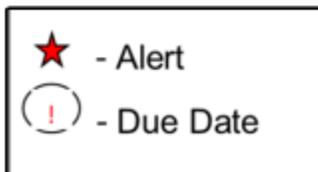
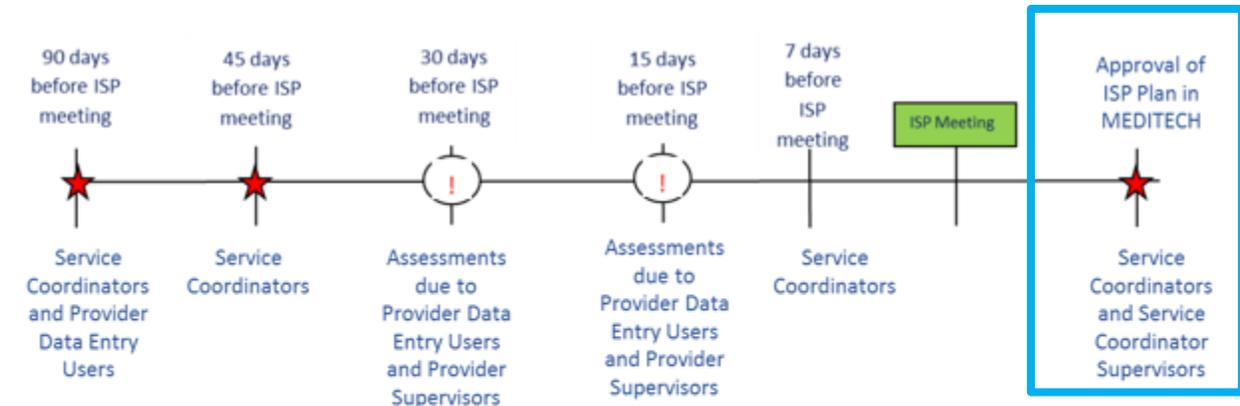


## Reviewing and Approving an Objective and Support Strategy by DDS Staff in a Full or Update Year

### Scenario Description

Service Coordinators and Service Coordinator Supervisors must review all Objective and Support Strategy (OSS) submitted by a provider agency and may either approve or request revision to each Objective. The process for reviewing OSS does not change between a Full Year and Update Year ISP.

**Note:** For demonstration purposes, the scenario will show the OSS form in an Update Year, and any differences present in a Full Year will be noted.



### First Steps

- Search for an individual
- View the Individual Dashboard

### Roles and Responsibilities

- **Service Coordinator:** Reviews, approves or requests revisions to the Objectives and Support Strategies
- **Service Coordinator Supervisor:** Reviews, approves or requests revisions to the Objectives and Support Strategies



- 1) Select “Objectives & Support Strategies” from the individual’s ISP Dashboard or select the “Objectives” tab.

**Note:** The Service Coordinator or Service Coordinator Supervisor will be able to see that at least one (1) Objective and Support Strategy is pending DDS review from the Dashboard.

- 2) Select the objective in the status of “Submitted for DDS Review”. The OSS will appear in read-only mode.

Objective(s)	Created By	Status	PS Frequency	Document History	Update Year Status
<b>Community Involvement</b> Bruce will serve meals once a week at Cor unum In Lawrence.		Started		<a href="#">View Document History</a>	Current
<b>Money Management</b> Bruce will find a big activity he would like to do at the beginning of each quarter. He will then s		Started		<a href="#">View Document History</a>	Current
<b>Personal Growth &amp; Accomplishments--</b> Bruce will increase his rate of pay by 30%, for the next 12 months.		Submitted for DDS Review		<a href="#">View Document History</a>	Current

- 3) Review the OSS.

**Note:** The Updated Information sections for each part of the OSS will appear only during an Update Year.



**Objective and Support Strategy Form**

Expand All | Collapse All

**Objective**

**Measurable Objective:**  
Bruce will increase his rate of pay by 30%, for the next 12 months.

**Updated Information:**  
No Change

**Setting and Learning Environment:**

Setting: Workshop  
Learning Environment: Verbal cues/praise  
Modeling  
Encouragement  
Consistency

**Updated Information:**  
No Change

**Responsible Party:**  
(TSA, Provider Name)

**Updated Information:**  
No Change

**Update Year Status:** Current

**Support Strategy**

**Teaching Method and Skills to be Developed:**  
Bruce possesses excellent work skills and is very motivated by money. He also understands the connection of earning money and saving that money to make purchases of things he wants. Although Bruce works every day, he is capable of making more money than he currently is. Over the past year, Bruce has made an average of \$9.81 per month. Staff will encourage Bruce to complete as much work as he can while he is in the workshop. As Bruce increases his production rate, he will increase his rate of pay and receive a larger pay check. As Bruce is working, staff will praise him and remind him of how much money he will make. If Bruce is unable to increase his rate, staff will encourage him to do so the next day.

**Updated Information:**  
No Change

**Criteria for Evaluating Success:**  
Monthly data will be compiled and monthly progress notes will be written.

**Updated Information:**  
No Change

---

**Data Collection Method and Report Frequency:**  
Daily data will be collected. Progress notes semi and annuals will be written.

**Updated Information:**  
No Change

**Acceptance Criteria**

**Objectives**

All Acceptance Criteria Met

Individualized:

Measurable:

Includes Methods for Evaluating Progress:

Relates to Vision and/or Assessed Needs:

**Support Strategy**

All Acceptance Criteria Met

Individualized:

Specific:

Measurable:

Relevant to and integrates individual skills, abilities and needs:

Time limited:

Effective:

Regularly reviewed and reported:

**Comments:**

- 4) Determine if the document meets DDS standards, and click on the “All Acceptance Criteria Met” check boxes for both the Objective and Support Strategy.

**Note:** Selecting the “All Acceptance Criteria Met” checkboxes will automatically populate the drop down menus below to read “Yes”.



☐ Acceptance Criteria

**Objectives**

All Acceptance Criteria Met	<input checked="" type="checkbox"/>
Individualized:*	Yes ▾
Measurable:*	Yes ▾
Includes Methods for Evaluating Progress:*	Yes ▾
Relates to Vision and/or Assessed Needs:*	Yes ▾

**Support Strategy**

All Acceptance Criteria Met	<input type="checkbox"/>
Individualized:*	▾
Specific:*	▾
Measurable:*	▾
Relevant to and integrates individual skills, abilities and needs:*	▾
Time limited:*	▾
Effective:*	▾
Regularly reviewed and reported:*	▾

**Comments:**

Spell Check | Reset | Save Request Revision | Approve

**Note:** The OSS cannot be approved unless all drop down boxes for the Objectives section and Support Strategy section read “Yes”.

☐ Acceptance Criteria

**Objectives**

All Acceptance Criteria Met	<input checked="" type="checkbox"/>
Individualized:*	Yes ▾
Measurable:*	Yes ▾
Includes Methods for Evaluating Progress:*	Yes ▾
Relates to Vision and/or Assessed Needs:*	Yes ▾

**Support Strategy**

All Acceptance Criteria Met	<input checked="" type="checkbox"/>
Individualized:*	Yes ▾
Specific:*	Yes ▾
Measurable:*	Yes ▾
Relevant to and integrates individual skills, abilities and needs:*	Yes ▾
Time limited:*	Yes ▾
Effective:*	Yes ▾
Regularly reviewed and reported:*	Yes ▾

**Comments:**

Spell Check | Reset | Save Request Revision | Approve

5) To approve the OSS, click “Approve”.



**Acceptance Criteria**

**Objectives**

All Acceptance Criteria Met

Individualized:\* Yes ▾

Measurable:\* Yes ▾

Includes Methods for Evaluating Progress:\* Yes ▾

Relates to Vision and/or Assessed Needs:\* Yes ▾

**Support Strategy**

All Acceptance Criteria Met

Individualized:\* Yes ▾

Specific:\* Yes ▾

Measurable:\* Yes ▾

Relevant to and integrates individual skills, abilities and needs:\* Yes ▾

Time limited:\* Yes ▾

Effective:\* Yes ▾

Regularly reviewed and reported:\* Yes ▾

**Comments:**

Spell Check Reset Save Request Revision Approve

After approving the OSS, the status of the OSS will read “Approved.” The “Operation Successful” message will be displayed.

Health and Human Services

HOME | QM | PAM | ISP | ADMIN | TOOLS

Individual Search | Review Process Management | Reports | References

Search Results | ISP Dashboard | Progress Summary

ISP - Individual Search - ISP Dashboard - Objective Review Switchboard - Objective and Support Strategy Form

Individual Test, Bruce Eligibility # - 5007 e Planned Meeting Date 12/07/2015 TSD 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

Back to Objectives and Support Strategies Review Switchboard Update Year ISP

Select Goal: Personal Growth & Accomplishments-- ▾

Objective(s)	Created By	Status	Included in ISP Doc?	Update Year Status
<input type="radio"/> Bruce will increase his rate of pay by 30%, for the next 12 months.		Approved	-	Current

View/Edit Delete

**Note:** The Service Coordinator can decide to hold off from approving an OSS until after the ISP Meeting has been held.

## Next Steps

- After all OSS submitted by a Provider Agency are approved, the **Provider and Provider Supervisor** will receive an alert informing them of the approval.
- **Service Coordinators or Service Coordinator Supervisors** can request revision to a previously approved OSS at any point in time as long as the plan remains unlocked.
- **Providers and Provider Supervisors** can also submit additional OSS at any point in time as long as the plan remains unlocked.

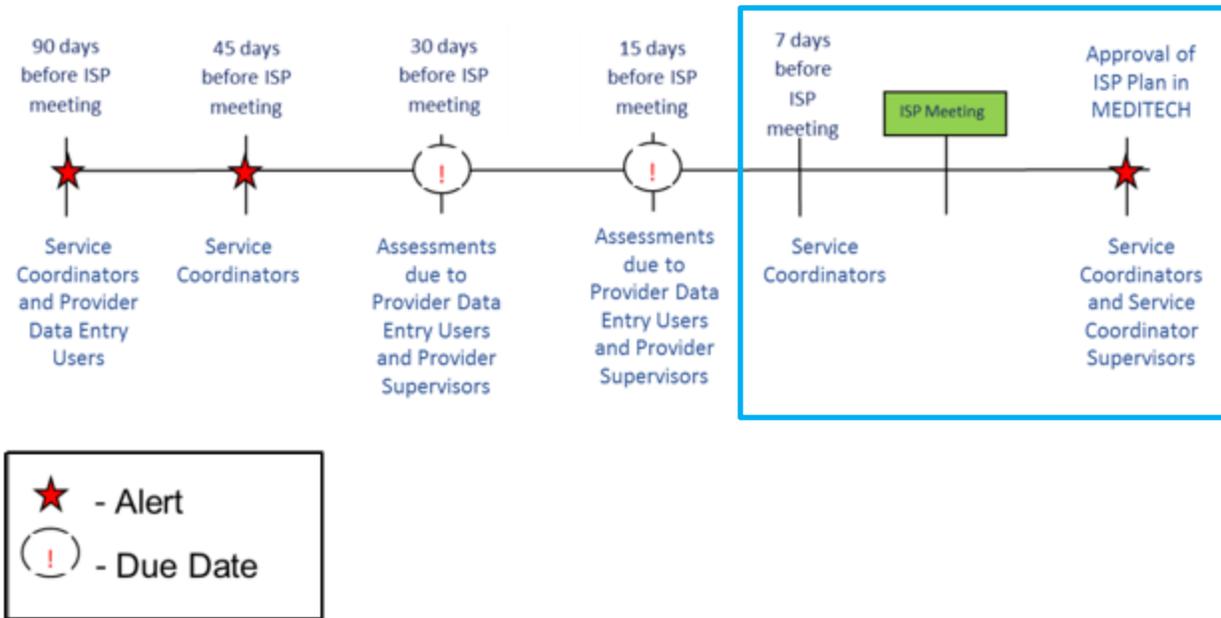


## Reviewing and Requesting Revision of an Objective and Support Strategy by DDS Staff in a Full or Update Year

### Scenario Description

Service Coordinators and Service Coordinator Supervisors must review all Objective and Support Strategy (OSS) submitted by a provider agency and may either approve or request revision to each OSS. The process for reviewing OSS does not change between a Full Year and Update Year ISP.

**Note:** For demonstration purposes, the scenario will show the OSS form in an Update Year, and any differences present in a Full Year will be noted.



### First Steps

- Search for an individual
- View the Individual Dashboard

### Roles and Responsibilities

- **Service Coordinator:** Reviews, approves or requests revisions to OSS
- **Service Coordinator Supervisor:** Reviews, approves or requests revisions to OSS

- 1) Select “Objectives & Support Strategies” from the individual’s ISP Dashboard or select the “Objectives” tab.



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]  
**Actual Meeting Date: 09/29/2015**  
Update Year ISP

**ISP Deadlines**  
Meeting Deadline: 12/07/2015  
Semi Annual Review Date: 03/27/2016  
Next ISP Meeting Deadline: 09/28/2016

**Vision**  
Status: Shared  
Due Date: 11/07/2015  
Last Updated On: 09/23/2015  
Last Shared On: 09/23/2015

**Goals**  
Status: Created  
Due Date: N/A  
Last Updated On: 09/28/2015

**Request Assessments**  
Status: Sent  
Due Date: 11/07/2015  
Notification Last Sent On: 09/23/2015  
Last Updated On: 09/25/2015

**Objectives & Support Strategies**  
Status: Action Required  
Due Date: 11/22/2015  
Pending Provider Submission: 0/5  
Pending DDS Review: 2/5

**Review Assessments**  
Status: Awaiting Submission  
Due Date: 11/22/2015  
Pending Provider Submission: 2/4  
Pending DDS Review: 0/4

**Other ISP Components**  
Status: Started  
Due Date: 11/13/2015  
Current Support Last Updated On: 06/24/2015  
Safety & Risk Last Updated On: 09/23/2015  
Legal Status Last Updated On: 09/23/2015  
Successes & Challenges Last Updated On: 06/24/2015

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

**Note:** The Service Coordinator or Service Coordinator Supervisor will be able to see that at least one (1) OSS is pending DDS review from the Dashboard.

2) Select the radio button for the objective with the status of “Submitted to DDS Review.”

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

Back to Objectives and Support Strategies Review Switchboard

**Update Year ISP**

Select Goal: Personal Growth & Accomplishments

Objective(s)	Created By	Status	Included in ISP Doc?	Update Year Status
<input type="radio"/> Bruce will increase his rate of pay by 30%, for the next 12 months.	[Redacted]	Revision Requested	-	Current
<input checked="" type="radio"/> By November 2015, Bruce will participate in 10 job exploration activities.	[Redacted]	Submitted for DDS Review	-	New

View/Edit Delete

3) Click “View / Edit.” The OSS will appear in read-only mode.

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

Back to Objectives and Support Strategies Review Switchboard

**Update Year ISP**

Select Goal: Personal Growth & Accomplishments

Objective(s)	Created By	Status	Included in ISP Doc?	Update Year Status
<input type="radio"/> Bruce will increase his rate of pay by 30%, for the next 12 months.	[Redacted]	Revision Requested	-	Current
<input checked="" type="radio"/> By November 2015, Bruce will participate in 10 job exploration activities.	[Redacted]	Submitted for DDS Review	-	New

View/Edit Delete

4) Review the Objective section and the Support Strategy section.



**Objective and Support Strategy Form**  
 Expand All | Collapse All  
 Objective ⓘ

**Measurable Objective:**\*

By November 2015, Bruce will participate in 10 Job exploration activities.

**Setting and Learning Environment:**\* ⓘ

Vocational Program which may include community employment settings. Bruce is apprehensive about the impending changes. He does good work but lacks confidence and will need a great deal of support and encouragement through this process.

**Responsible Party:**\* Job Coach, Eric Test, [Redacted]  
(Title, Provider Name)

**Update Year Status:**\* New

Support Strategy ⓘ

**Teaching Method and Skills to be Developed:**\*

The overall goal is to support Bruce to make the transition from sheltered and supported employment to competitive employment. The job exploration activities will include but are not limited to career interest inventories, career development activities, situational assessments, or internships. A specific employment specialist will be identified to work with Bruce.

**Criteria for Evaluating Success:**\*

Success will be measured by completion of 10 qualifying activities.

**Data Collection Method and Report Frequency:**\*

The employment specialist will keep a detailed record of Bruce's activity.

**Note:** The Updated Information sections for each part of the OSS, along with the Update Year Status, will appear only during an Update Year ISP.

- Determine if the document meets DDS standards, and if it does not, fill out the Acceptance criteria accordingly, selecting “No” for at least one dropdown.

Acceptance Criteria

**Objectives**

All Acceptance Criteria Met

Individualized:\* Yes ▾

Measurable:\* Yes ▾

Includes Methods for Evaluating Progress:\* No ▾

Relates to Vision and/or Assessed Needs:\* Yes ▾

**Support Strategy**

All Acceptance Criteria Met

Individualized:\* Yes ▾

Specific:\* Yes ▾

Measurable:\* Yes ▾

Relevant to and integrates individual skills, abilities and needs:\* Yes ▾

Time limited:\* Yes ▾

Effective:\* Yes ▾

Regularly reviewed and reported:\* Yes ▾

**Comments:**

[Empty text area]

Spell Check | Reset | Save | Request Revision | Approve

- Provide comments as to what revisions need to be made to the OSS that would meet the acceptance criteria.



**Acceptance Criteria**

**Objectives**

All Acceptance Criteria Met

Individualized:\*

Measurable:\*

Includes Methods for Evaluating Progress:\*

Relates to Vision and/or Assessed Needs:\*

**Support Strategy**

All Acceptance Criteria Met

Individualized:\*

Specific:\*

Measurable:\*

Relevant to and integrates individual skills, abilities and needs:\*

Time limited:\*

Effective:\*

Regularly reviewed and reported:\*

**Comments:**

[In the measurable objective section, please expand on how the objective will be evaluated.]

7) Click “Request Revision” to return the OSS to the Provider and Provider Supervisor.

**Note:** The Service Coordinator or Service Coordinator Supervisor will not be able to click “Request Revision” if comments have not been provided.

**Acceptance Criteria**

**Objectives**

All Acceptance Criteria Met

Individualized:\*

Measurable:\*

Includes Methods for Evaluating Progress:\*

Relates to Vision and/or Assessed Needs:\*

**Support Strategy**

All Acceptance Criteria Met

Individualized:\*

Specific:\*

Measurable:\*

Relevant to and integrates individual skills, abilities and needs:\*

Time limited:\*

Effective:\*

Regularly reviewed and reported:\*

**Comments:**

[In the measurable objective section, please expand on how the objective will be evaluated.]

**Next Steps**

- **Service Coordinators or Service Coordinator Supervisors** can continue reviewing other OSS.
- **Providers** will receive an alert to revise the OSS.



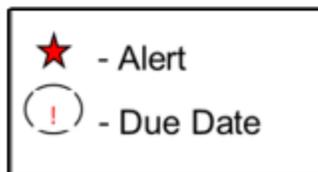
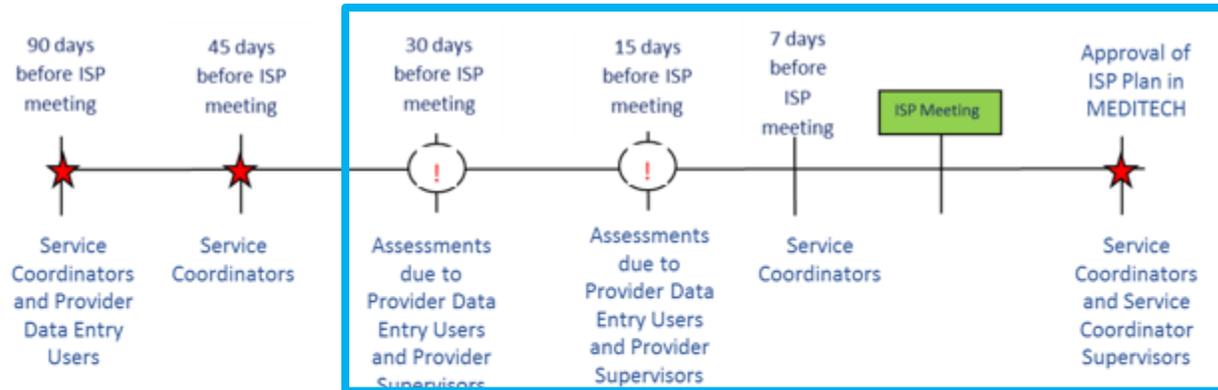
- Service Coordinators should repeat this process for any OSS that do not meet the Acceptance Review Criteria.



## Reviewing and Revising an Objective and Support Strategy by Provider Staff in a Full or Update Year

### Scenario Description

If revision is requested for an Objective and Support Strategy (OSS), the Provider user must make the necessary edits and resubmit for DDS review.



### First Steps:

- Search for an individual
- View the Individual Dashboard

### Roles and Responsibilities

- **Provider:** Address Service Coordinator feedback by revising OSS and submitting for internal review to the Provider Supervisor
- **Provider Supervisor:** Review, revise, or approves changes made to OSS by Provider staff and submits the documents for DDS review

### Part I - Submitting a Revised Objective and Support Strategy for Internal Review

The below steps are completed by a Provider Data Entry User

The Provider will receive an alert when revisions have been requested by Service Coordinators.

- 1) Click on the alert to navigate to the Objective and Support Strategy Review Switchboard.



Health and Human Services Mass.gov

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

Reports | Alerts | Misc | IM UTILITIES | DPPC | Data Extracts | DR UTILITIES | IN UTILITIES | MT UTILITIES | SC Supervisor Tool

Pending Alerts  
Tools > Alerts > Pending Alerts > Pending Alerts

**Please be aware alerts will be automatically deleted depending on the alert message (between 7 to 60 days). Consult the Process Management screens and Reports to manage all outstanding tasks.**

**ALERT SEARCH CRITERIA**

Module:  Recipient User:

Subject:  Click to select items from list

**Your search found multiple matches. Please select the desired Alert.**

Search:  Show 10 entries

Select	Date of Alert	Alert Subject	Alert Message
<input type="checkbox"/>	09/23/2015	Service Coordinator has requested revision of proposed Objectives and Support Strategies.	Revisions requested for proposed Objectives and Support Strategies: Name: Test,Bruce; ISP Meeting Date: 12/07/2015

2) Click on the status of "Revision Requested" to review the feedback from the Service Coordinator.

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

**Update Year ISP**

Objective(s)	Created By	Status	PS Frequency	Document History	Update Year Status
<b>Personal Growth &amp; Accomplishments--</b>					
Bruce will increase his rate of pay by 30%, for the next 12 months.		Submitted For Internal Review	-	<a href="#">View Document History</a>	Current
By November 2015, Bruce will participate in 10 job exploration activities.		Revision Requested	-	<a href="#">View Document History</a>	New

3) Modify the Objective and/or Support Strategy based on the feedback from the Service Coordinator. The Provider will be able to review the feedback from the Service Coordinator before modifying the OSS.

**Provider Supervisor Comments**

Comments:

**Acceptance Criteria**

**Objectives**

Individualized:*	Yes
Measurable:*	Yes
Includes Methods for Evaluating Progress:*	No
Relates to Vision and/or Assessed Needs:*	Yes

**Support Strategy**

Individualized:*	Yes
Specific:*	Yes
Measurable:*	Yes
Relevant to and integrates individual skills, abilities and needs:*	Yes
Time limited:*	Yes
Effective:*	Yes
Regularly reviewed and reported:*	Yes

**Comments:**  
In the measurable objective section, please expand on how the objective will be evaluated.

4) Click on the "Submit for Internal Review" button to submit the revised document to the Provider Supervisor.



**Provider Supervisor Comments**

Comments:

**Acceptance Criteria**

**Objectives**

Individualized:*	Yes
Measurable:*	Yes
Includes Methods for Evaluating Progress:*	No
Relates to Vision and/or Assessed Needs:*	Yes

**Support Strategy**

Individualized:*	Yes
Specific:*	Yes
Measurable:*	Yes
Relevant to and integrates individual skills, abilities and needs:*	Yes
Time limited:*	Yes
Effective:*	Yes
Regularly reviewed and reported:*	Yes

Comments:

In the measurable objective section, please expand on how the objective will be evaluated.

Spell Check | Reset | Save | **Submit for Internal Review**

## Part II – Reviewing a Revised Objective and Support Strategy Submitted for Internal Review and submitting it for DDS Review

The below steps are completed by a Provider Supervisor.

The Provider Supervisor will then receive an alert notifying them that an objective has been submitted for review.

- 1) Click on the link within the alert in order to access the individual's Objectives and Support Strategies Review Switchboard and review the assessment submitted by the Provider.

Health and Human Services

HOME | QM | PAM | ISP | ADMIN | TOOLS

Reports | Alerts | Misc | IM Utilities | DPPC | Data Extracts | DR Utilities | IN Utilities | MT Utilities | SC Supervisor Tool

Pending Alerts

Tools > Alerts > Pending Alerts > Pending Alerts

Please be aware alerts will be automatically deleted depending on the alert message (between 7 to 60 days). Consult the Process Management screens and Reports to manage all outstanding tasks.

**ALERT SEARCH CRITERIA**

Module:  Recipient User:

Subject:  Click to select items from list

Search | Reset

Your search found multiple matches. Please select the desired Alert.

Select	Date of Alert	Alert Subject	Alert Message
<input type="checkbox"/>	09/23/2015	Objective(s) & Support Strategy(s) Submitted for Internal Review	Objectives & Support Strategies Submitted for Internal Review: Name: Test,Bruce; Deadline to Submit Objective & Support Strategy to DDS: 11/22/2015; ISP Meeting Date: 12/07/2015.
<input type="checkbox"/>	09/23/2015	Objective(s) & Support Strategy(s) Submitted for Internal Review	Objectives & Support Strategies Submitted for Internal Review: Name: Test,Bruce; Deadline to Submit Objective & Support Strategy to DDS: 11/22/2015; ISP Meeting Date: 12/07/2015.
<input type="checkbox"/>	09/23/2015	Service Coordinator has requested revision of proposed Objectives and Support Strategies	Revisions requested for proposed Objectives and Support Strategies: Name: Test,Bruce; ISP Meeting Date: 12/07/2015

- 2) To open the OSS, click the status of “Submitted for Internal Review.”



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

**Objectives and Support Strategies Review Switchboard** Update Year ISP

Objective(s)	Created By	Status	PS Frequency	Document History	Update Year Status
<b>Personal Growth &amp; Accomplishments--</b>					
Bruce will increase his rate of pay by 30%, for the next 12 months.		Submitted for DDS Review	-	<a href="#">View Document History</a>	Current
By November 2015, Bruce will participate in 10 job exploration activities.		Submitted For Internal Review	-	<a href="#">View Document History</a>	New

[Add Objective](#)

3) After reviewing the document and making any necessary changes, click “Submit for DDS Review” to submit the revised document to the Service Coordinators.

☐ Provider Supervisor Comments

Comments:

☐ Acceptance Criteria

**Objectives**

Individualized:*	Yes
Measurable:*	Yes
Includes Methods for Evaluating Progress:*	No
Relates to Vision and/or Assessed Needs:*	Yes

**Support Strategy**

Individualized:*	Yes
Specific:*	Yes
Measurable:*	Yes
Relevant to and integrates individual skills, abilities and needs:*	Yes
Time limited:*	Yes
Effective:*	Yes
Regularly reviewed and reported:*	Yes

Comments:  
In the measurable objective section, please expand on how the objective will be evaluated.

[Spell Check](#) [Reset](#) [Save](#) [Submit for Internal Review](#)

The status for the OSS will change to “Submitted for DDS Review” on the Objectives and Support Strategies Review Switchboard.

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

Back to Objectives and Support Strategies Review Switchboard Update Year ISP

Select Goal: Personal Growth & Accomplishments--

Objective(s)	Created By	Status	Update Year Status
<input type="radio"/> Bruce will increase his rate of pay by 30%, for the next 12 months.		Submitted for DDS Review	Current
<input type="radio"/> By November 2015, Bruce will participate in 10 job exploration activities.		Submitted for DDS Review	New

[View/Edit](#) [Delete](#)

**Next Steps**

- If OSS have been re-submitted, the Service Coordinator and Service Coordinator Supervisor will receive an alert informing him or her to review the re-submitted documents.
- The Provider and Provider Supervisors will receive an alert once all OSS for their agency have been approved by the Service Coordinator or Service Coordinator Supervisor.