



Your Plan

Building Your Individual Program
Plan Using Person-Centered Tools



Acknowledgements

The material in this guide is based on **It's My Choice (Minnesota Governor's Council on Developmental Disabilities)** and **More Than A Meeting (California Department of Developmental Services - DDS)**

Special thanks to Colleen Wieck and the Minnesota Governor's Council on Developmental Disabilities for permission to adapt some of the content and format of *It's My Choice* for this California guide.

Thanks also to William Allen of Allen, Shea & Associates and Mary Lou Bourne of Person Centered Consulting for their work on this guide.

Image license:
Artist Tracey Mensch, "Flower" (2008)



WHAT'S INSIDE

About This Guide page 2

Part 1: Building Your Individual
Program Plan page 6

- **ABOUT YOU!** page 8

Part 2: Before Your Planning Meeting
page 24

Part 3: During Your Planning Meeting
page 32

Part 4: After Your Planning Meeting
page 40

Notes page 45





About This Guide

This four-part guide was designed to help individuals build a person-centered individual program plan (IPP). It makes a point of how important it is for you to make your own decisions about your IPP goals. The guide will help you identify your preferences, strengths, and goals. You will also find tips for before, during and after your planning meeting. It is best to use all four parts of this guide to be successful, but you might want to start with just a few sections.



EASY TO UNDERSTAND

This guide is written using plain language. Writing in plain language uses common words to explain things. Plain language means it is easy to understand. Writing this way shows respect for everyone. **People with developmental disabilities and their families, friends and advocates should have the same ACCESS to information as others.** Access mean having information when you need it, and understanding what is written so that:

- People with developmental disabilities who read, can read it and use it
- Families and friends who advocate for those who cannot read, can easily explain it
- It can be easily translated into other languages and keep the same meaning
- We can all understand the information in the same way

A NOTE ABOUT CULTURE

Throughout the guide, you will see this symbol.  It shows you questions that may help you share things that are important to you about your culture, your background, or your heritage.

A NOTE ABOUT LANGUAGE

While this guide uses person-first language, we recognize that others prefer identity-first language. Whatever your language preference, we can all agree that people with disabilities should drive the service planning process as much as they want.

**The activities and checklists contained in this guide have been used in a variety of ways.
Any of the materials can be copied or changed to meet your needs.**



Some words and terms before you start planning

WORD OR TERM	WHAT IT MEANS
LIFE AREA	An area of your life where you might have goals like <i>employment, relationships, or community participation</i> .
NEED	This tells what a person needs to reach a goal.
OUTCOME	This is what actually happens with a goal, like <i>Monique lives in her own apartment</i> .
SHORT AND LONG-TERM VISION	Short-term means something you want to happen soon, like in a year or less. Long-term means something in the future, like two years from now or twenty years from now.
SELF-DETERMINATION PROGRAM	Provides you and your family with more freedom, control, and responsibility in choosing services and supports.
SERVICE COORDINATOR	The service coordinator is the person from the regional center that helps you figure out the services and supports you need to live your life the way you want. You may have heard this person called a case manager.
SUCCESSIONS/STRENGTHS	This tells what a person is good at or likes to do, like <i>go out with friends or employee of the month or takes the bus to the library</i> .

If there are other words you want to know, write them down here and ask your service coordinator.



Support from Family Members or Friends: How Other People Can Help You Use this Guide

There are different ways to use this guide:

- You can complete the planning activities on your own
- You can ask others who know you well to help you complete the planning activities
- Someone can act as your advocate to complete the planning activities with you

You might ask people for help in:

- Describing what matters most
- Talking about private issues like your health and safety
- Describing the areas where you need support
- Explaining what you want life to look like in the future
- Planning for goals and helpful services
- Making things more understandable
- Supporting the choices you want to make

The most important thing for family and friends to do is to follow your lead. And listen to you. Support from people can make it easier for you to lead the life that you want and:

- Do as much as you can for yourself
- Be an active member of a group or community that is important to you
- Make sure your culture and heritage is respected in your IPP



Part 1: Building Your Individual Program Plan



What is Person-Centered Planning?

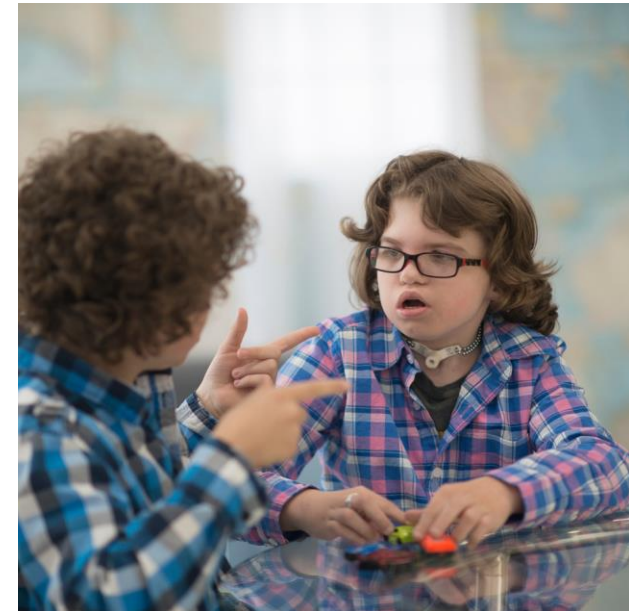
Person-Centered Planning is a way for you to tell other people what kind of support you need, how you want to get that support, and what's most important to you. It's about figuring out your life goals and what you need to achieve them. It starts with a shared conversation between you and people who care about you, like family and friends. It is a way to talk so that everyone respects your ideas and listens to you. The conversation helps figure out what you enjoy and what gets in the way of living the life you want.

The most important things to remember about person-centered planning are:

- You are the expert in your own life
- You are in the driver's seat
- It is about supporting the different ways that you choose to live

Your regional center service coordinator will be using person-centered practices to work with you on your next individual program plan (IPP). Your new IPP will talk about:

- Important things **about you** and **information about your IPP meeting**
- How you **communicate** and your **vision for the future**
- How you **make decisions** and the **life areas** important to you
- What to do in an **emergency**





What is this about?

In this workbook, you will have a chance to think about your life and the kinds of things that are important to you. When you're done, the information can be used to help build your person-centered IPP. On each page you will find a question and some words about what it means. It's best to use this workbook while you talk with people who know and care about you. Remember, this is just one way to start your person-centered IPP process.

Look at the Notes (page 43) at the end of this guide for a list of other ways to start planning or ask your service coordinator about local resources for developing your own plan.

About You!

Information that will help you write
your Individual Program Plan

This workbook is about:

You may notice orange text or words at the bottom of the following pages. This will help you understand where the information might fit in your IPP.

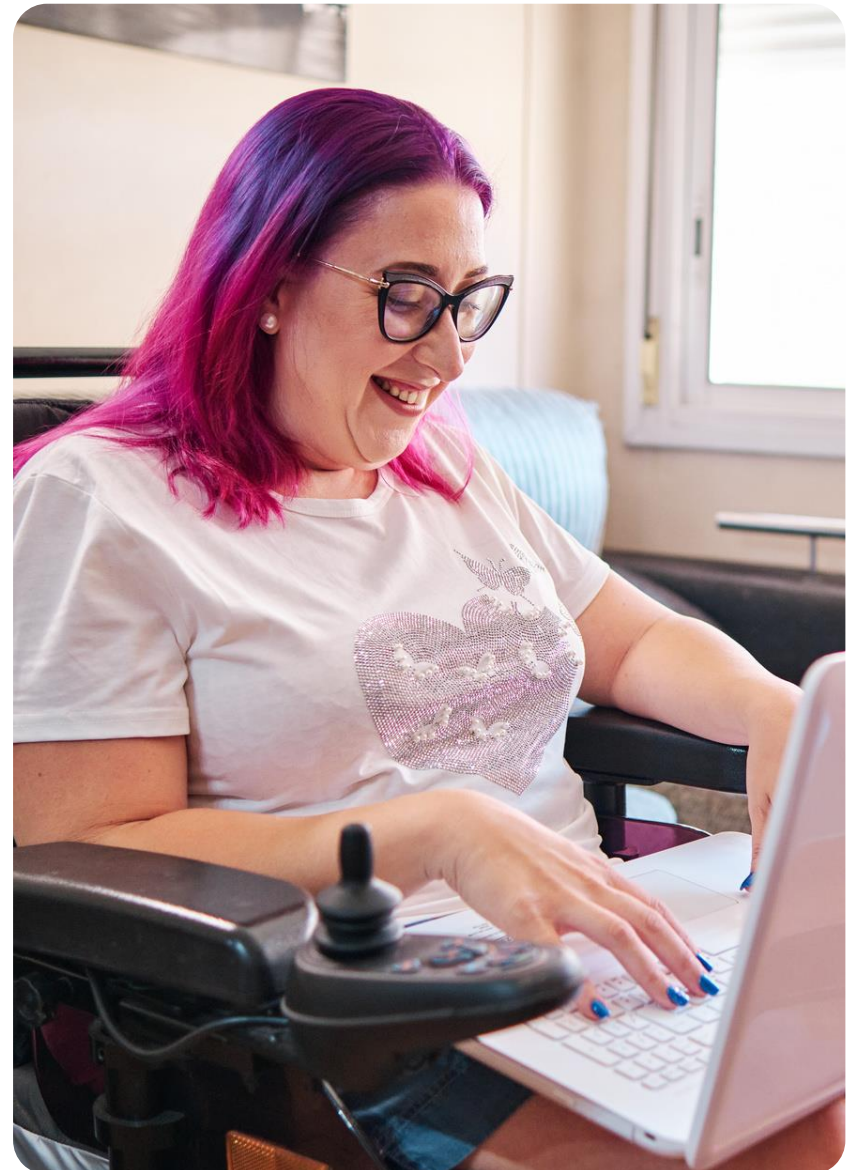


Tips and Ideas for Working on *About You!*

The questions in this guide are sometimes hard to answer on your own. It is helpful to ask people who have known you a long time to support you in completing the planning activities. Here are some ideas that will help you before and during your conversation.

Before Your Conversation

- Pick a place where you are comfortable and can talk out loud
- Decide whose ideas you want for your plan, invite them to talk with you
- You might want to include people who know you really well
- Think about including people who you trust, and you can rely on
- Ask people to help you talk about the questions in this guide
- Make notes about your answers
- **Put a check mark beside the things you REALLY want included in your plan**
- Decide if you want to lead your own meeting, or if you want someone else to lead it
- Think about the private things that you do not want to talk about in front of others
- Make a list of those private things





Tips and Ideas for Working on *About You!*

During Your Conversation

Set some rules for everyone to follow like:

- Keep things positive
- Take turns talking
- Start with things you are proud of, or happy about
- Respect everyone's right to choose not to talk
- Listen to one another
- Ask questions when you do not understand someone
- Be respectful of each other's ideas and information
- Support each other
- If a topic makes you uncomfortable or upset, stop talking about it
- End with a positive summary of what you talked about
- Bring this guide with you to your IPP meeting



ABOUT YOU!



Who is Part of Your Life?

Who are the people you feel close to? They might be people in your family, people at work or school, or neighbors and friends.

Who are the people you do things with?

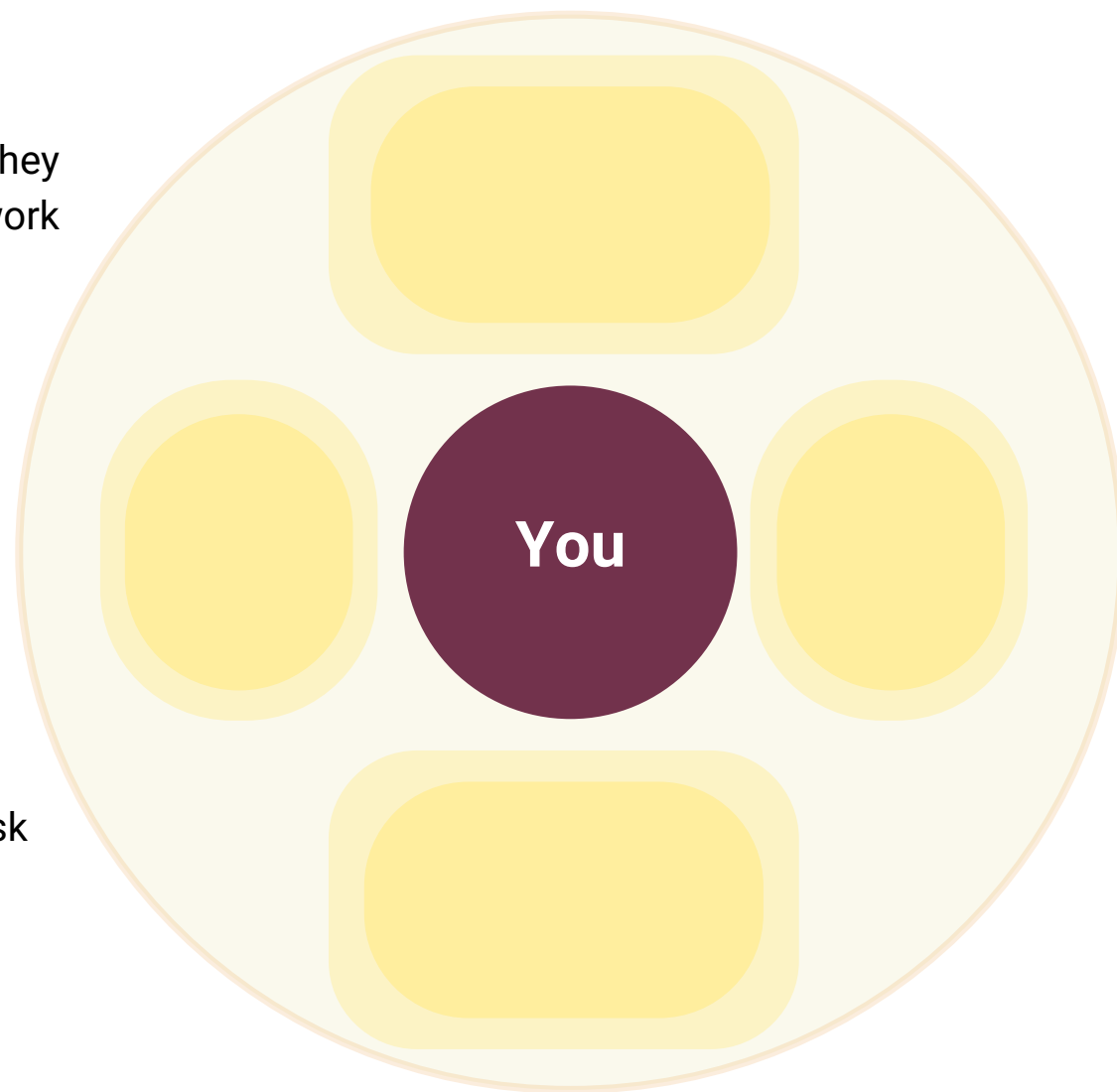
Who do you turn to for help?

Who do you spend the most time with?

Who are the people who know you best?

These are people who you might want to ask to give you ideas for your IPP or invite to come to your individual program planning meeting.

Think about who they are and write their names in this circle around you.



ABOUT YOU!

This will help you think about who to include in your planning meeting and who might provide you with services and supports once your plans gets started.



THINGS TO THINK ABOUT

- What are some great things about you?
- What do you like about you?
- What are some things you are good at or proud of?
- What are some nice things that people say about you?
- What groups do you belong to?

These are important things to think about when you are figuring out your goals, or the kinds of services and supports you need and want.

You might want to start by asking a friend or relative to answer these first. Write your answers in the box on this page.

What are some great things *ABOUT YOU*?



ABOUT YOU!

Your answers will help build the *Introduction* and *what is important to you* to parts of your person-centered individual program plan.



Think and Talk About Your Mornings



WHAT DO YOU DO WHEN YOU FIRST GET UP?

- What does your typical morning look like right now?
- Do you have a routine you follow?
- What do you like the most about mornings?
- Who do you like to be around?
- What things happen in the morning that make you happy?
- What would be your **BEST** morning?
- What kinds of things make you mad or upset in the morning
- What things happen that makes your morning really hard?
- What would be your **WORST** morning?

What Would Your
BEST MORNING
Look Like?

What Would Your
WORST MORNING
Look Like?

ABOUT YOU!

This activity will help you complete workbook pages 16, 17 and 21 and *what you want others to know about you* in your IPP.



Think and Talk About Your Days



WHAT DO YOU DO DURING THE DAY?

- What do you do on a typical day ?
- Do you follow a routine most days?
- What do you like most about how you spend your days?
- What activities make you happiest during the day?
- What would be your **BEST** daytime thing to do?
- What makes you mad or upset during the day?
- What places (or people) would you like to stay away from?
- What makes a day hard for you?
- What would be your **WORST** day?

What Would Your **BEST DAY** Look Like?

What Would Your **WORST DAY** Look Like?

ABOUT YOU!

This activity will help you complete workbook pages 16, 17 and 21 and **what you want others to know about you** in your IPP.



Think and Talk About Your Evenings



WHAT DO YOU DO DURING THE EVENINGS?

- What does your typical evening look like right now?
- Do you have a routine in the evening?
- What do you like the most about the evening?
- What would be your **BEST** evening?
- Who would you want to be with?
- What kinds of evening activities make you happy?
- What is hard for you in the evening?
- What things make you mad or upset during the evening?
- What would be your **WORST** evening?

What Would Your **BEST** **EVENING** Look Like?:

What Would Your **WORST** **EVENING** Look Like?

ABOUT YOU!

This activity will help you complete workbook pages 16, 17, and 21 and ***what you want others to know about you*** in your IPP.



THINGS TO THINK ABOUT

Look back at your best mornings, days and evenings, and ask yourself and people who know you:

- What things do you like to do? At home? At work? At school? For fun? Around town?
- What kind of music do you like?
- What hobbies interest you?
- What kind of movies do you like?
- Do you collect things?
- Do you have a favorite band, sports team, or artist?
- What are the things you don't like or don't like to do?
- Who are some people you like to be with? Where do you like to see them?

What are things you like to do?



ABOUT YOU!

Your answers will help with the sections on ***things to like and admire, your successes, what is currently happening, and what is important to you*** parts of your plan. This might help you think about goals too.



THINGS TO THINK ABOUT

Look back at your worst morning, days, and evenings (pages 13,14 and 15) and ask yourself and people who know you:

What are the things you do not like (activities, people, places, food).

Sometimes we have to do things we don't like. Maybe you don't like doing the laundry or cleaning.

When you have to do things you don't like, what helps you to get it done?

Or, maybe you do not like thunder storms, or waiting in line. What are some things that happen that you really do not like?

What are things you do not like to do? 

ABOUT YOU!

Your answers will help build **about you**, and **what is important to and for you** parts of your person-centered IPP.



THINGS TO THINK ABOUT

- What do you look forward to doing every day?
- Where do you look forward to going in your community?
- What holidays, or special events do you look forward to each year?
- What do you look forward to when you go on a trip or vacation?
- Who are the people you look forward to spending the most time with?
- How do you celebrate when good things happen?
- How do you celebrate your birthday?

When you write down these answers, include any details that make it great.

What do you look forward to doing?



ABOUT YOU!

Your answers will help build the *what is important to you*, **goals** and **outcomes** parts of your person-centered IPP.



WHAT IS MOST IMPORTANT?

Look back at the things you wrote down or said when you talked about **who is in your life** and **what you like and do not like** and **what you do during the week** and **things you look forward to**:

- What are the **most important** things you like to do, during the week?
- What are the **most important** things you look forward to?
- What are the **most important** things you want to make sure are in your life every day?
- What are the **most important** things you want to make sure are **not** in your life every day?
- Who are the **most important** people you want to spend time with?
- **Write a list of those things here.**

Your list of **most important to you?**



ABOUT YOU!

Your answers will help build the **what is important to you, goals and outcomes** parts of your person-centered IPP.



THINGS TO THINK ABOUT

Look back at the things you wrote down or said when you talked about **who is in your life** and **what you like and do not like** and **what your worst days include**:

- What is important **for you** to stay healthy? Is there something you need to do to live a healthier life?
- What is **important for you** to stay safe in your home and community? What can help you be aware and stay safe?
- What are the things you need to take responsibility for? Things like paying your own bills, following rules, or sleeping enough?
- **Write a list of those things here.**

Your List of most important for you?



ABOUT YOU!

Your answers will help build the ***what is important for you, goals and outcomes*** parts of your person-centered IPP.



THINGS TO THINK ABOUT

Look back at the things you wrote down for what is most important **to you**:

- How can other people support you with the things that are most important?
- Who might be the best person or program to support you?
- Would self-direction help you live the life you want right now?

Look back at the things you wrote down for what is most important **for you**:

- How can other people support you in a way you want?
- Who might be the best person or program to support you?
- Think about the things you are responsible for yourself.
- What are some things the Regional Center can help you with, like referrals for housing or help finding a doctor?

What can people do to support you?

ABOUT YOU!

Your answers will help build *what is important to you, goals, decision-making, and **outcomes*** parts of your person-centered individual program plan.



THINGS TO THINK ABOUT

There are no right or wrong answers!
Take a few minutes to think about
what could be; don't worry about
things that might get in the way.

- What would be your best future?
- What you want to do in 5 years?
- Where would you live? Would you live by yourself or with others?
- What kind of job would you have?
- What would you do for fun?
- Would you like to try Self-Direction (see page 29)?
- If you live with your family, what is your plan when they get older?
- What do you hope happens when you get older?

What are your hopes and visions for the future ?



ABOUT YOU!

Your answers will help build *what is important to you, support services, goals, and outcomes* parts of your person-centered IPP.



Use this space to write down a list of the things you want to talk about in your planning meeting.

- Look at **About You** or another guide you used. Write down what you learned from *things you like to do, what is important to you, ways to support you, and your dreams and visions for the future*.
- Look at your plan from last year and write down any questions you have or anything you want to change.
- Write down your ideas for new goals or goals you want to change.
- If you want to try self-direction or the Self-Determination Program, write it down (see page 29).
- Write down new things you want to learn or try, new places you want to go.
- If you are thinking about a new place to live or want to find a new job, write it down.

Your List of Things to Talk About at Your Planning Meeting



ABOUT YOU!



Part 2: Before Your Planning Meeting



Making Decisions at Your Meeting



Making decisions is a big part of every day life. Some decisions we make on our own and some decisions we ask other people what they think.

There are decisions that will shape our future:

- Are these the things I want to learn?
- Is this the kind of work I want to do?
- Is this where I want to live?
- How should I spend my money?

There are daily decisions:

- What do I want to wear today?
- What should I eat for lunch?

Choices and decisions will be made at your planning meeting. How do you want to make those choices and decisions? Do you want family, friends, advocates or service coordinators to be involved?

Do you know about Supported Decision Making? Would you like to learn more about it? If so, tell your service coordinator you would like to learn about **Supported-Decision Making**.

The checklist on the next page can help you figure it out.



Decision-Making Checklist

You can use this page to think about and talk about things that may come up at your meeting and decide for yourself if you need support in those decisions.

Put an X or check the box that works best for you.

Make sure that you bring this checklist to your next planning meeting.

For more information on Supported Decision Making, visit [California State Council on Developmental Disabilities: Supported Decision-Making Resources](#).



Add your own ideas here

CHOICES/ DECISIONS	Decisions I want to make myself	Decisions I want help with	Decisions I want my team to make
Things I want to learn	☐	☐	☐
Where I want to live	☐	☐	☐
What job I want	☐	☐	☐
Things to do in my community	☐	☐	☐
Things about my health	☐	☐	☐
Where I go to school	☐	☐	☐
How I spend my money	☐	☐	☐
Who my friends are	☐	☐	☐
	☐	☐	☐
	☐	☐	☐



Planning for the services and supports you need: Some things to think about

- People learn things best in the places where they happen —like buying things in a store or shaving in the bathroom.
- People learn things best when they use the real item — like using real money when learning how to budget
- People learn things best when they do them at the time they are usually done —like how to take a bus to get to work or learning to cook at dinner time.
- People learn best from other people — like learning how to work in places where other people work.
- People learn best when the things that they learn are useful — like using a smartphone or a computer, taking the bus or paying for groceries.
- It is important to think about things to learn that will help you do things on your own, where you live and work right now and where you want to live and work in the future.
- Your plan should list the supports and services that will help you move toward your goals for the future — like living on your own, riding the bus, or getting a job.



Individual Program Planning and Your Rights

- Rights are the things that the law says you should have access to, like the training and support that you need to live and work like everyone else.
- **It is a good idea to go over your rights before your planning meeting.**

YOU HAVE MANY RIGHTS IN INDIVIDUAL PROGRAM PLANNING

- The right to know what to do when you don't like something in your plan.
- The right to speak up for yourself and to say that you want to lead your own meeting.
- The right to invite people who YOU want to come to your IPP meeting.
- The right to ask for an advocate, or someone to speak up for you.
- The right to say when and where your meeting should be held
- You can ask that a report about the services you used during the past year to be given to you, your family or your advocate.
- The right to have your questions or concerns answered as soon as possible.
- The right to get the support you need to live and work on your own if you want it.
- Some of your rights will be talked about during your planning meeting and on the AGREEMENT PAGE of your IPP.



Individual Program Planning and Self Direction

- Some people want to direct all of the services and supports they receive
- One way to do this is the Self-Determination Program
- Or you might try a program called participant direction
- **If you want to learn more about the Self-Determination Program or Participant Direction, ask your Regional Center Service Coordinator to help you get more information. You can also read more at:**
[Department of Developmental Services: Self-Determination Program \(SDP\)](#)

The Five Principles of Self-Determination

- **FREEDOM:** You plan your own life and make your own decisions, just like people without disabilities do.
- **AUTHORITY:** You decide how money is spent for your services and supports.
- **SUPPORT:** You pick the people and supports that help you live, work and play in your community.
- **RESPONSIBILITY:** To make decisions in your life, to be accountable for using public money and to accept your valued role in the community.
- **CONFIRMATION:** You are the most important person when making plans for your life. You are the decision maker about your services.



What You Might Want to Talk About at Your Planning Meeting

During your planning meeting, you are in charge of picking the areas of your life to set goals. Thinking about this ahead of time will help you be ready to talk about them. Look at the list below. **Check the area(s) you want to include in your team meeting with an X or check in the box.** You can pick as many of these life areas as you want. If you use a service from the regional center, you need to pick at least one of these areas.

Life Area

What You Might Want To Talk About

Choice/Advocacy	☐	Choices and decisions that you want to make and those when you want support. You can show your team Making Decisions at Your Meeting (page 26) in this guide.
Community Participation	☐	Interests, hobbies, activities and places that you enjoy. New ways that you would like to spend time in your community.
Education/Learning	☐	Goals in school or college for you. Or, new things you would like to learn including skills or hobbies.
Employment	☐	Getting a job or changing jobs. The kinds of support you need to find and keep a job.
Healthcare/Wellness	☐	Changes in your health needs or medicine. New doctors or new health issues in your life. Plans for a major health event or information you want your doctor to know.
Homelife/Housing	☐	Changes in the services and supports you need at home. Or, changing homes or making your home more accessible and safe.

Continued on the next page



Life Area

What You Might Want To Talk About

Income/Finances	☐	You might want to talk about your benefits, or money earned from a job, or learning about spending or saving money.
Personal/Emotional Growth	☐	Services and supports you might need for your emotional well-being and/or mental health.
Relationships	☐	Support you might need to build the kinds of relationships you want with friends, family, neighbors and others.
Safety Considerations	☐	Changes that you or your team feel is necessary for your safety at home or in the community.
Supports at Home	☐	Changes in your preferences, needs and supports when you are at home.
Transportation	☐	Ways you get around in the community now and changes in transportation that will help you keep involved in your community.

Additional Goal Areas You Want to Talk About:



Part 3: During Your Planning Meeting

HERE ARE SOME THINGS TO DO BEFORE THE MEETING:

- Look at your plan from last year if you have one. Think and talk about things that went well and things that didn't work well.
- Look at **Your List of Things You Want to Talk About at Your Planning Meeting** (page 23) to see if it covers everything.
- Ask your service coordinator who has been invited to your meeting. Make sure everyone is on the list that you want. If you need an advocate or interpreter, make sure to ask for one.
- If you have questions about your goals or the support you are getting, make sure to write them down.

HERE ARE SOME THINGS TO DO AT THE MEETING:

- Show people this workbook or other lists and workbooks that you used to help you get ready for this meeting.
- Make sure to bring **Your List of Things You Want to Talk About at Your Planning Meeting** (page 23) from the workbook and look at it, to make sure you talk about everything on the list.
- Be positive, this is your meeting and everyone there wants to help.
- Ask questions and take time to pause to make sure everyone understands what is being discussed.
- Take notes, or bring a person to take notes for you.
- Remind people that you are here to write a plan that will help you learn to do more things on your own at home, at work and in the community.
- Ask for help from your team, if you do not agree with the things that are being written into your IPP.



Your Person-Centered Individual Program Plan



On the following pages you will see the information that will be in your person-centered IPP. All of the regional centers in California use a plan like this one.

The IPP is a written document that you create with your planning team and has information about you. It includes what is happening in your life, what is important to you and lists all your goals. Your IPP will include a list of services and supports that you and your planning team agree will help you meet those goals. IPP meetings can happen as often as your needs or goals change. You may call together your planning team at any time by contacting your service coordinator.

Some plans are written in the first person. Not all plans should be. On the next page, you will find some suggested guidelines to help you, your family and your service coordinator decide.



When to Write a Plan in the First Person*

There is a belief that when the plan is written in first person, that “makes” it person-centered. It is true, writing a person- centered plan using first person (**I, me, you**) is a good idea. **However, there are three times when using first person makes sense and a general rule about not using first person.** They are:

1. Use first person when the person wrote the plan (or section of the plan) or when you are quoting the person whose plan it is and you are comfortable the person meant what they said.
2. Use first person when the person actively edited the plan along with the plan writer and clearly approved and understood what was said and how it was said.
3. Use first person when the person primarily communicates with his or her behavior (and not with words) only if:
 - The people who know and care about the person are absolutely sure that what is written is what the person would say;
 - The plan writer is comfortable that these are people who are close enough to the person and spend enough time with the person to truly know; and
 - What is written will be tested (and changed) by on-going listening to the person’s behavior.

In general, whenever, there is any doubt use third person (he, she, your first name).

**Abbreviated from Guidelines for using 1st person in writing a person centered plan*
by Michael Smull, Support Development Associates



My Individual Program Plan



Introduction

This is where you share the important things you want people to know about you, what people like and admire about you, and what you are most proud of in your life.

How This Plan Was Developed

This is all about the planning meeting. Where did the meeting take place? Who was at the meeting? How did everyone participate in the meeting?

Vision for the Future

This is where you share information about your short and long-term goals. Short-term means something you want to happen soon, like in a year or less. Long-term means something in the future, like two to five years.

Communication

How we communicate is important. You want people to understand you. This is where you share how you like to communicate. What is the best way you communicate? What do others need to know to communicate with you? Do you have supports or devices that you need to communicate? How do you show that you understand? Think about what other important information you want to share.

Continued on the next page

Did you use **About You!** in this workbook to get ready for your meeting? If you did, information for these parts of your IPP can be found in:

- Best and Worst Days
- Things That Are Great About You
- Things You Look Forward To
- Your List of Things You Want to Talk About at Your Meeting
- What Are Your Hopes and Visions for the Future



Decision-Making

Do you need advice or to talk to someone to make decisions in some areas of your life? What are those areas of your life? Who do you talk to? Is it a family member or close friend? Is it an advocate or do you have someone who is legally appointed to help make decisions?

Life Area

These are a way for you to talk about your goals and any supports you need to meet those goals. Each Life Area will address your desired outcome /goal for the parts of your life that are most important to you. There will also be information about what is currently happening. You want to share what is important to you and what is important for you for this goal. There will also be information about what needs to be done to help you meet that goal. You can choose to include as many Life Areas as you want. You need to have at least one Life Area in your IPP.

Emergency Planning

Everyone may experience an emergency in their life, but having a plan in place will help you and the people around you know what to do.

Do you have an emergency plan? What are the steps needed to keep you healthy and safe during an emergency? Who should be contacted when there is an emergency? What important things do people need to know and do to support you during an emergency?

Did you use **About You!** in this workbook to get ready for your meeting? If you did, this information can be found in:

- Things that You Like to Do
- What is Important to and For You
- Things You Look Forward to Doing
- Making Decisions at Your Meeting
- Hopes and Visions for the Future
- What Others Can Do to Support You

Look back at **page 30 and 31** for **Life Areas** you want to include on your plan.



My Individual Program Plan Agreement and Signature Form

Services and Supports

During your IPP meeting you will talk about your desired goals for areas in your life. The information about the services and supports you need to meet those goals will be added here. You will find information about:

- Who will provide the services
- When it will start and when will it end
- How much of the service will be provided
- How often you will receive the service
- Who is paying for the service

Agreement of Services

In this section you decide if you agree on all of the services or on only some of the services. You can also decide to have another IPP meeting within 15 days or later to talk more about your services if you and the regional center do not agree.

If you and the regional center still do not agree, you can ask to have a **Notice of Action** sent to you. It is a written document explaining the decision.

Continued on the next page

The IPP Agreement and Signature Form must be completed at your IPP meeting. **This is an important form.**

When everyone leaves the IPP meeting you should know:

- Desired outcomes for each goal in your life
- Services and supports to help you meet your goals
- Services you agree with or services you do not agree with
- How often you will have an IPP meeting
- What needs you might have in the future
- How you want to get a copy of your IPP
- Programs and services available to you
- How to file a complaint or report someone for breaking the law



Acknowledgements

This section shows that your service coordinator provided you with information during your IPP meeting. They should talk to you about:

- What services and supports you had last year
- What you might need in the future
- How often your IPP meeting will happen
- How you want to get a copy of your IPP
- Programs that give you more choice about who provides the services and how they are provided such as self determination
- How to file a complaint or report someone for breaking the law
- Information about getting a job
- How to register to vote
- If you need a plan to help you be more independent to travel to the places you want

Signatures

The IPP must be signed by you and your service coordinator. If you are under the age of 18, or have a legal representative or a conservator, they should sign too.

IPP Survey

After your IPP is complete you will have a chance to tell us about your meeting.

It is your choice to take this survey.

We do not ask for your name so you can be open and direct with your answers.

You can take the survey on your phone or computer.

We can also send you a paper copy in the mail.



Part 4: After Your Planning Meeting



What were the best things about the meeting?

What could have been better?

41



A Six Month Check-Up

About every six months, you should look at **Your Plan** to see if things are going the way they were written. You should ask yourself these questions:

- Are you working on the goals in your IPP?
- Are you getting the support listed in your IPP that helps you to live, work and be active in your community?
- Are you doing what you want to do during the day?
- Do you see your friends and family as often as they want?

YES NO

☐ ☐☐ ☐☐ ☐☐ ☐

Are there things that could be going better?

If there are a lot of "no" answers to these questions or if things could be going better, then turn to **page 44** and learn more about **Tips on What You Can Do When Things are Not Working**.



What If Things Are Not Working

Here is a list of things that may not be working during or after your planning meeting or at any time. If you find that any of these are happening to you, look at **Tips On What You Can Do** on the next page:

- The people that you wanted at the meeting were not there.
- The team did not look at what was written in your planning workbook.
- You and your family, advocates, or friends did not help decide what was written in the plan.
- Information about services and supports was not given to you.
- Your questions did not get answered.
- Goals and outcomes in the plan are not the ones you wanted.
- There are no dates for completing your goals.
- The planning team did not respect or honor your preferences.
- You needed an interpreter and it was not provided.
- You needed an advocate and it was not provided.
- The support you need to live, work and be active in your community is not working.
- The place you live or work is not right for you.
- You are not doing what you want to do during the day.
- You do not see your friends and family as often as you want.
- You are not getting the support you need to update your plan when your life changes.
- There is no back-up plan for when there are emergencies.



Tips on What You Can Do if Things Are Not Working

These tips are abbreviated and adapted for space from Disability Rights California; find the complete list at [Disability Rights in California: 16 Tips for Getting Quality Regional Center Services for You or Your Child](https://www.disabilityrightsca.org/publications/16-tips-for-getting-quality-regional-center-services-for-yourself-or-your-child) <https://www.disabilityrightsca.org/publications/16-tips-for-getting-quality-regional-center-services-for-yourself-or-your-child>

If you are comfortable, talk to your service coordinator first about things that are not working with your plan.

If that does not work and you need to change your person-centered Individual Service Plan (IPP), ask the regional center to hold a planning meeting. When you ask the regional center for a meeting, tell them about the changes you need. That way, the regional center can be ready to make decisions about your needs.

Also, remember:

- If you want, bring a friend, advocate, or someone who knows and supports you.
- Make sure you understand what people say. If you don't speak English, ask for an interpreter to be present.
- At the end of the meeting, the regional center will give you a list of services they will provide. If you disagree with the list, you can say so.
- If necessary, you can also appeal the plan.
- You can also file a complaint with the Department of Developmental Services if things do not work out.

[Department of Developmental Services: Appeals and Complaints](#)

Help your service coordinator get to know you. Talk with your service coordinator so you can help them get to know you. Tell them how you like to talk – by email, phone, in-person or text. Keep your service coordinator's phone number in a safe place. If you use email, ask for their email address. Ask for their supervisor's name and phone number.

Use this workbook or another planning tool to write down your likes and dislikes, preferences and plans for the future. This will help your service coordinator figure out what services and supports you might need.

Keep all your regional center papers in one place. Make a folder or binder with your regional center papers or a folder on your computer.



Notes

RESOURCES USED for YOUR PLAN

Based on elements from **It's My Choice, Listen to Me, Your Personal Passport, More Than a Meeting: A Pocket Guide to the Person-Centered Individual Program Plan, Essential Lifestyle Plans, and Families Planning Together.**

EXAMPLES of OTHER PLANNING TOOLS

Here are some examples of other planning tools you can use to get ready for your meeting. While they may be different, the purpose of all is to support people in building a plan with goals based on your choices, preferences, and community participation. Ask your service coordinator about local person-centered planning resources or by searching the internet.

- **Circles of Support and Circle of Friends** - Groups of people who you invite to give you support and to help you plan for your future.
- **Essential Lifestyle Planning** - A guided process for learning how someone wants to live and for developing a plan to help make it happen.
- **Liberty Plans** - Allows a planner to begin the process of exploring a person's gifts, accomplishments and hopes for the future.
- **LifeCourse** - Created to help individuals and families develop a vision for a good life and identify or develop supports needed to live that life.
- **MAPS and PATH** - Planning tools designed to identify do-able action steps in the direction of desirable futures.
- **Person-Centered Planning** - Helps individuals identify strengths, goals, and health needs for community-based services, and desired outcomes.



OTHER RESOURCES FROM THE DEPARTMENT OF DEVELOPMENTAL SERVICES

Regional Center Services and Descriptions More information about what regional centers do and the services they offer in many different languages. [Department of Developmental Services: Regional Center Services and Descriptions](#)

Find Your Regional Center If you are not sure which regional center you should contact, you can find out here. [Department of Developmental Services: Find Your Regional Center](#)

Office of the Ombudsperson Assists you and your family to access regional center services available to you under the Lanterman Act. [Department of Developmental Services: Office of the Ombudsperson](#)

Information for Individuals and Families For the families, friends and advocates who help them live their best lives. [Department of Developmental Services: Consumers](#)

Self-Determination Program Provides individuals and their families with more freedom, control, and responsibility in choosing services and supports. [Department of Developmental Services: Self-Determination Program \(SDP\)](#)

Emergency Preparedness Planning helps individuals and families be prepared for all kinds of disasters. [Department of Developmental Services: Emergency Preparedness](#)

Appeals & Complaints Ways to solve problems and concerns when nothing else works. [Department of Developmental Services: Appeals and Complaints](#)

Your Plan

Building Your Individual Program Plan
Using Person-Centered Tools



1215 O Street, Sacramento, CA 95814

www.dds.ca.gov