Oregon's ISP Redesign Project

Project Overview

ODDS wants to hear from those who receive services in Oregon's I/DD system. Our goal is to create a better and easier Individual Support Plan (ISP) process that is based on your experiences and works for you.

What feedback have we received so far?

- We have interviewed hundreds of individuals statewide who receive DD services.
- We prioritized hearing from those receiving services and their families, particularly those less often heard.

What themes are we hearing?

"I do not understand the connections between steps in the process"

"The needs assessment is overwhelming and negative"

"I feel confused and lost when it comes to my service options and don't know what to do"

"There is a lack of language access supports"

"The goals that we come up with don't relate to my life priorities"

"We don't all enter the DD system in the same way"

Based on this feedback, ODDS wants to make changes to improve the ISP process.

Thanks to all of those who have shared your thoughts with us as we work together to improve the ISP process.

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How is ODDS using this feedback to improve the ISP process?

Entry to Services

Vision: people feel welcome and understood during the intake and eligibility.

Understanding Service Options

Vision: people feel the system is transparent, predicatable and less overwhelming.

Gathering Information

Vision: people feel understood, heard and respected while have conversations.

Assessment Support

Vision: people feel supported with compassion while going through a hard process.

Service Plan Development

Vision: people feel they have a plan they understand and control, based on their priorities.

Reflection & Monitoring

Vision: changes are easy and people feel supported throughout the year.

Meet Our ODDS ISP Redesign Leaders

- Caitlin Shockley
- Emily Bunker
- Aniko Adany
- Ryley Newport

"Our ISP Redesign Team is excited to build off the strong foundation built by The Arc Oregon. As ODDS resumes leadership of the ISP redesign project, we are looking forward to your ongoing feedback to support us to build a better ISP process."

Want to get involved?

Join one of our upcoming meetings

Contact the ODDS team for more information

If you have questions, please contact **ODDS.Questions@odhsoha.oregon.gov** or call 503-945-5811. We accept all relay calls.

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