

6/4/19

## Division Directive 3.020 Individual Support Plan Monitoring and Review

[Division Directive 3.020 Individual Support Plan Monitoring and Review](#) (formerly titled Support Monitoring Policy and Implementation Guidelines) has been revised and posted. Revisions include;

- Areas of monitoring based on the MO Quality Outcome Life Domain Areas, as outlined in the ISP Guide and documented in the ISP.
- There is no longer a separate process for Quarterly Reviews.
- Support Monitoring Review, and Quarterly Review documentation, have been combined into one process.
  - Individual Support Plan Monitoring and Review is completed monthly for the services that require monthly monitoring,
  - Completed quarterly for those services that require quarterly monitoring.
- Revision to process for Section IV. - Support Coordination Process for Identification, Communication, and Resolution of Issues.
- Appendix A - Individual Support Plan Monitoring and Review Guidelines, replaces the current Appendix A - Support Monitoring Guidelines.
- Appendix B - Individual Support Plan Monitoring and Review Monthly/Quarterly Summary, replaces the current Quarterly Review document.

• [Division Directive 3.020 Individual Support Plan Monitoring and Review](#) includes the following Appendices:

- Appendix A - [Individual Support Plan Monitoring and Review Guidelines](#)
- Appendix B - [Individual Support Plan Monitoring and Review Monthly/Quarterly Summary](#)

• More information will follow regarding the WebEx Training scheduled for June 18.

The revised directive is effective August 1, 2019.