

## Overview

The ISP is the central document which describes an individual's strengths and support needs, with the individual at the center of the ISP process. The ISP is considered final or official when signed by the individual/guardian/legal representative (as applicable). Individuals and guardians are encouraged to use the e-signature option, but use is not mandatory.

## DDD Policy Manual Requirements

**Section 7.5.9 Authorizations & Signatures:** Signatures from the individual/guardian/legal representative (as applicable) must all be included. The Support Coordinator must ensure that the individual has been a full participant in the planning process and is aware of their rights and responsibilities as documented in the 'Participant Statement of Rights & Responsibilities' and indicated through the list of items with which the individual's signature attests to agreement.

## Notes

1. SCAs are responsible to ensure their staff are trained in the use of e-signature, follow usual procedures regarding ISP review and signatures, and that e-signature is used appropriately. SCAs are strongly encouraged to include use of e-signature in their policies and procedures documents.
2. If an ISP is signed by someone other than the individual/guardian without their permission, whether electronically or otherwise, completion of an Incident Report is required. Information regarding incident reporting can be found on the Division's [Incident Reporting](#) webpage.
3. The SC ensures that email addresses for iRecord contacts are accurate and belong to the contact listed.

## Instructions

1. E-signature instructions can be found in the [Plan Signatures](#) section of the iRecord User Guide.
2. Recorded e-signature trainings are available in the [College of Direct Support](#).
3. Questions or concerns related to e-signature can be directed to an SCA's assigned Quality Assurance Specialist (QAS) or the Support Coordination Helpdesk: [DDD.SCHelpdesk@dhs.nj.gov](mailto:DDD.SCHelpdesk@dhs.nj.gov).

## Additional Important Elements

Everyday use	E-signature is available for everyday use on <i>all</i> ISPs, including ISP revisions, not just for special circumstances, such as having difficulty obtaining a physical signature.
E-signature methods	E-signature can occur in two ways, through iRecord or through an email link. An individual and guardian do not need to use the <i>same</i> method to e-sign an ISP.
Changing e-sign methods	<p>If one method of e-signature is initiated, the method can be changed in iRecord through the Plan Signature tile / "Select Signer(s) for E-sign" tab and selecting the new signing method. Doing so cancels the previous method.</p> <p>Changing e-sign methods should be avoided when possible because of increased cost for the service.</p>

Selecting e-signers	Everyone selected in iRecord to e-sign the ISP must do so before iRecord will allow for plan approval. Even if the guardian e-signs the ISP, if the individual was also selected to e-sign, the plan will not be approved until both parties e-sign.
Guardians	iRecord recognizes someone as a guardian if the Legal Guardian checkbox on the Contact tab is checked.  If the individual has a legal guardian, iRecord will not allow plan approval without the guardian's signature, even if the individual e-signs the plan.
Multiple guardians	If multiple guardians request to sign the ISP, e-signatures cannot be used as the feature only allows one guardian to e-sign. In this case, physical signatures would be needed.
No appointed guardian	If a legal guardian has not been court appointed, the individual's signature is the only one required for ISP approval. The ISP cannot be sent to another party for e-signature. If permitted by the individual, the ISP may be sent to others for review through the "Send Plan" tile.
Distributing the ISP <i>for review</i>	The e-signature feature should not be used to distribute the ISP <i>for review</i> .  E-signature should <i>only</i> be initiated after plan reviews and revisions are concluded.  The "Send Plan" tile allows for easy electronic distribution of the <b><i>draft</i></b> ISP via email to DDD providers listed in the plan and anyone identified as a contact with HIPAA authorization, as indicated by the HIPAA checkbox on the Contact Attributes tile.
Declining to e-sign	If e-signature is initiated and the individual or guardian declines to sign, the SCA would need to address the reason for the declination, then begin the process for obtaining ISP approval again.
"DRAFT" watermark	When the plan is sent for e-signature, the "DRAFT" watermark is removed.
Uploading an e-signed plan	An ISP that receives approval through the e-signature feature, will be <i>automatically</i> uploaded in iRecord under the Documents tab.  When the ISP is approved, that will be official version. Changes made in iRecord after receiving e-signature(s) will not be reflected in the approved plan.
Distributing the ISP <i>after</i> plan approval	When an ISP is e-signed and approved, iRecord automatically distributes it to service providers and legal guardians. The iRecord Documents tab can be used to distribute approved ISPs without the "DRAFT" Watermark to people with HIPAA authorization and verified email addresses (including the individual).  Do not use the "Send Plan" tile to distribute <i>approved</i> ISPs, as this method will not distribute the <i>signed</i> ISP.
Physical signatures	Uploading the ISP with the necessary physical signatures fulfills the approval requirement and cancels any pending e-signatures that may have been initiated.  <b>Note:</b> If a plan is approved with physical signatures, the "DRAFT" watermark will remain.
Physical copy of ISP	A hard copy of the ISP shall be provided at the request of the individual/legal guardian.
E-signature with other documents	At this time, the ISP and Participant Enrollment Agreement (PEA) are available for e-signature through iRecord.