

Pennsylvania Department of Public Welfare
Office of Developmental Programs
Urgent Request Tip Sheet

Why am I Receiving this Tip Sheet?

The urgent request process was developed to allow for priority/emergency situations to be assessed using the Supports Intensity Scale™ (SIS™) within a short timeframe. This process is used if the change in the individual's support needs is unplanned and time-sensitive. This tip sheet was designed to serve as a reference tool for Supports Coordination Organization and Administrative Entity (AE) staff members who may need to request a SIS™ assessment through this process.

What is the Process?

The process is initiated by the Supports Coordinator (SC) or SC Supervisor and goes to the AE SIS™ point person, then to the Office of Developmental Programs (ODP) Regional Office, and finally to ODP Central Office. Central Office makes a determination whether the request can be accommodated and forwards the information to the Ascend schedulers if approved.

Information Needed for Request

When initiating an urgent request, the SC or SC Supervisor should include the following information in the communication to the AE point person. As always, care should be taken to keep the individual's personal information safe.

- Individual's first/last name
- Master Client Index (MCI) number
- Date of birth
- Age
- SC name
- SC phone number or email address
- AE
- Reason for the request
- Date of waiver enrollment (if request is for a new participant)

When Should the Urgent Request Process be used?

An urgent request should be utilized when there is a significant life change that will, in turn, alter the individual's needs. There are many changes that may affect the individual in a multitude of ways, but only those that will result in a change in his/her needs (thus making the current SIS™ invalid) should initiate an urgent request.

Examples of major changes that could cause the individual's needs to increase or decrease could include:

- Health Status – For example, an individual may have recovered from a stroke or other illness and can once again shower and dress independently.
- Behavioral Issues – An individual starts to engage in self-injurious behavior and needs additional support in maintaining his safety.
- Skills and Ability – An individual lives alone and has shown signs of early onset dementia. Among other faculties, she loses the ability to monitor her medications and may need increased hours of support to remain in the home.
- Availability of Assistive Technology – An individual recently purchased a communication device and no longer needs to depend on others to speak for him.

New waiver participants may also be scheduled via urgent request, if the assessment can be completed prior to the individual's enrollment in the waiver. If completion before enrollment is not possible, the SIS™ should be scheduled in conjunction with the next ISP annual review update date.

As always, thank you for your continued support. If you have any questions, please contact your ODP Regional Office.

Further Information

ODP: <http://www.dpw.state.pa.us/About/ODP/>
Ascend: www.ascendami.com
SIS: www.siswebsite.org
ODP/SIS: www.odpconsulting.net

ODP Western Regional Office: 412-880-0535
ODP Central Regional Office: 717-772-6507
ODP Northeast Regional Office: 570-963-3166
ODP Southeast Regional Office: 215-560-2245