



**We want to help you reach
for and attain your dreams**

ISN Support Services Brokerage assists individuals to hire and contract with providers and purchase needed equipment and supplies, utilizing resources available through the state plan and waiver. ISN individuals employ and contract with over 800 Personal Support Workers, Independent Contractors and Agency Providers.



Services, equipment and supplies may include:

Assistive Devices	Assistive Technology
Attendant Care	Professional Behavior Services
Chore Services	Family Training
Relief Care	Employment Support
Skills Training	Transition Services
Home Delivered Meals	
Specialized Medical Supplies	
Community Transportation	
Environmental and Vehicle Modifications	
Community and Direct Nursing Services	

ISN Policy Oversight Group

The ISN Policy Oversight Group helps coordinate and guide the program in eight counties, assuring that it is administered according to individuals' needs and that policies and procedures are developed to create the highest quality services. Ask your Personal Agent how to get connected with either Policy Oversight Group or your local Friendship Connections group.



ISN

Support Services Brokerage

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A program of

Catholic Community Services

ISN

Support Services Brokerage

A VOICE and A CHOICE
FOR ADULTS WITH INTELLECTUAL
AND DEVELOPMENTAL DISABILITIES

About ISN Support Services Brokerage

Formed in 2001, ISN provides person-centered case management to over 600 adults with intellectual and developmental disabilities in 8 Oregon counties.

ISN Personal Agents work alongside individuals to identify and address areas of need. **We strive to maintain a 1:38 ratio** to ensure individuals we serve and staff have the time and tools to provide excellent services based on the values of self-determination.

While ISN provides support, resources and the opportunity to thrive, it is the peace of mind ISN brings to individuals we serve and their families that stands out.



Our purpose is to help you with self-determination: the means and authority to determine how you want to live your life.

ISN Principles

Self-Determination • Empowered individuals have control over the selection and management of their services

Person-Centered Planning • Individuals have specialized plans that are customized to their unique circumstances and needs

Family-Based • The primary importance of the family is acknowledged and respected

Responsive Staff Readily Available • After-hours hotline services is provided by Northwest Human Services, (888) 362-3903

Trust and Respect Enhancing • The dignity of each person is respected, communication is truthful, honest and forthright

Universal Access • No eligible person will be denied service

Culturally Relevant • Services are sensitive to people's culture, ethnicity, beliefs and values



We can:

- facilitate the creation of a plan to help you reach for your dreams
- assist you in identifying your needs and planning supports to meet them
- help research and arrange resources
- provide information you may need to accomplish your goals
- assist you with financial and employment issues
- develop additional resources in your community
- provide consistent contact to ensure that you are satisfied with the services you are receiving



"I want Brandi to be able to do whatever she needs to do without somebody having to be right there."

-Coral, Parent of Individual Served by ISN

"I'm getting to the age where I have to think about what happens when I'm not around, and I want Brandi to be able to do whatever she needs to do without somebody having to be right there for her," says Brandi's mom, Coral. Coral takes comfort in knowing that Brandi is learning the skills she needs to become more independent every day.



Friendship Connections!

ISN coordinates local Friendship Connections groups in each county we serve. Friendship Connections focuses on social networking, building community, advocacy and addressing local issues that impact you.