

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	Community Transportation
Specialized Medical Supplies	
Environmental and Vehicle Modifications	
Community and Direct Nursing Services	

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.



SUPPORT
SERVICES
BROKERAGE


SALEM REGIONAL OFFICE

3737 Portland Rd NE
Salem, Oregon 97301

Phone: (503) 485-5967

Fax: (503) 967-3717

www.goISN.org

 facebook.com/ISNbrokerage

In partnership with

Catholic Community Services



SUPPORT SERVICES BROKERAGE

A **VOICE** and a **CHOICE**
for adults with intellectual and
developmental disabilities

ABOUT ISN

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 our staff have the tools and time to provide excellent services to individuals we serve 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, and communication is truthful, honest and forthright

Universal Access · No eligible person will be denied services

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



FRIENDSHIP CONNECTIONS

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

CONNECT WITH US

Have questions or want to learn more about ISN? Feel free to contact us at info@goisn.org or call (503) 485-5967 to speak with someone directly.

We look forward to hearing from you!



TESTIMONIAL

"My Personal Agent helps me with my goals and plans. They provide choice counseling around employment agencies and connected me with someone new, and I now love my new job. My Personal Agent has helped me over the last 4 years with my goals. I always get told about other places I can go for case management, and I always say I am staying with ISN!"

— Marlene, a happy Individual served by ISN since 2002