

PERSON-CENTERED PLANNING & DAILY LIFE SUPPORT

A Tailored ISP, Built Together

At United Living Services, every individual receives a personalized support plan developed in collaboration with the person, their family or guardian, their Service and Support Administrator (SSA), and their care team. Our role is to turn the plan into respectful, consistent support that reflects each person's goals, preferences, strengths, and evolving needs.

Our commitment: support that promotes maximum independence.

We focus on what matters to the individual, what they can do, and the skills they want to build—while providing the right level of assistance to support health, safety, choice, and a meaningful daily life.

How We Partner With SSAs

SSAs serve as a central point of coordination for services and help lead the person-centered process of developing, reviewing, and revising the Individual Service Plan (ISP). United Living Services partners closely with the SSA and full team so the supports we provide are clear, coordinated, and responsive.

01

Listen to the person

We begin with the individual's voice: their goals, routines, interests, preferred communication, choices, and vision for a good life.

02

Share practical insight

Our staff provide meaningful observations about what is working, skill development, community participation, health and safety needs, and changing support needs.

03

Align supports

Together, the team identifies outcomes, action steps, responsible supports, and approaches that help the person make progress at home and in the community.

Building the Tailored ISP

The ISP is a living guide for services, supports, and activities. We help ensure it translates from a planning meeting into daily practice, while keeping the individual at the center.

1. Discover strengths and priorities

We contribute information about what is important to the person, their capabilities, daily routines, relationships, communication, interests, cultural preferences, and desired outcomes.

2. Set meaningful outcomes

With the individual and SSA, the team identifies realistic, person-chosen goals—such as increased independence at home, stronger community connections, learning a skill, or participating in preferred activities.

3. Define daily supports

The team clarifies the assistance, coaching, prompts, environmental supports, and safety strategies needed for the person to pursue outcomes in a way that respects dignity and choice.

4. Put the plan into action

United Living Services trains and guides direct-support staff so that daily support is consistent with the ISP, the person's preferences, and the outcomes the team has established.

5. Review and adapt

We communicate with the SSA and team, document progress, celebrate successes, and identify when outcomes, strategies, or services should be updated as needs and preferences change.

The individual leads the way.

Families, guardians, SSAs, providers, and other chosen team members bring valuable perspectives—but the person's own choices, voice, and desired life outcomes remain central to planning.

Daily Living & Meaningful Activities

Daily support is not one-size-fits-all. We use the ISP to help create routines and activities that build skills, encourage choice, and support a full life at home and in the community.

Daily living skills

Personal care, dressing, meal planning and preparation, housekeeping, laundry, medication-related routines as authorized, money skills, transportation planning, and household safety.

Home and community life

Making choices about schedules and meals; participating in errands, appointments, faith or cultural events, neighborhood activities, and community resources.

Relationships and belonging

Supporting communication, family connections, friendships, social opportunities, self-advocacy, and activities that reflect the person's interests.

Learning and wellness

Practicing new skills, pursuing hobbies, physical activity, healthy routines, education, volunteer opportunities, employment-related goals, and personal growth.

Support, not control.

Our staff use encouragement, teaching, and the least intrusive assistance appropriate to the person's needs. We aim to build confidence, increase independence, and honor each individual's right to make choices.

Stay Connected With Our Team

To learn more about how United Living Services partners with SSAs and care teams to provide tailored ISP support, daily living assistance, and meaningful activities, contact us.

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Service Area: Cleveland, Canton/Akron, Columbus, and surrounding areas